

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

UNDOCKETED

IN RE: PROPOSED AMENDMENT OF RULE 25-4.0665, LIFELINE SERVICE

NOTICE OF INFORMAL STAFF MEETING

TO

ALL INTERESTED PERSONS

ISSUED: January 3, 2007

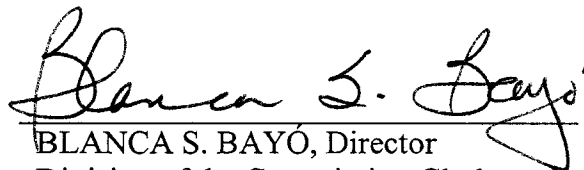
NOTICE is hereby given that the staff of the Florida Public Service Commission will hold a meeting in the above-referenced matter at the following time and place:

Florida Public Service Commission
9:30 am, Wednesday, January 10, 2007
Betty Easley Conference Center
Room 140, 4075 Esplanade Way
Tallahassee, Florida

The purpose of the meeting is to discuss the upcoming rule development workshop currently scheduled for February 6, 2007. A preliminary draft of staff's proposed amendments to Rule 25-4.0665 is attached to this notice.

Any person requiring some accommodation at this meeting because of a physical impairment should call the Division of the Commission Clerk and Administrative Services at (850) 413-6770 at least 48 hours prior to the hearing. Any person who is hearing or speech impaired should contact the Florida Public Service Commission using the Florida Relay Service, which can be reached at: 1-800-955-8771 (TDD).

By DIRECTION of the Florida Public Service Commission, this 3rd day of January, 2007.



BLANCA S. BAYÓ, Director
Division of the Commission Clerk
and Administrative Services

(SEAL)

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Rule 25-4.0665 Lifeline Service

(1) In accordance with 47 C.F.R. §54.409(a), which is incorporated herein by reference, a subscriber is eligible for Lifeline service if:

(a) the subscriber is a participant in one of the following federal assistance programs:

1. Medicaid,

2. Food Stamps,

3. Supplementary Security Income (SSI),

4. Temporary Assistance to Needy Families (TANF),

5. Federal Public Housing (Section 8),

6. Low-Income Home Energy Assistance Program (LIHEAP), and/or

7. The National School Lunch Program (NSLP) – Free Lunch; or

(b) the subscriber's income is 135% or less of the federal poverty guidelines.

(2) In accordance with 47 C.F.R. §54.409(c), which is incorporated herein by reference, a subscriber living on a federally recognized Native American reservation is eligible for additional Lifeline service if the subscriber receives benefits from one of the following Bureau of Indian Affairs programs:

(a) Tribal TANF,

(b) SLP – Free Lunch, or

(c) Head Start Subsidy.

(3) The Lifeline service discount shall be applied to the basic local exchange service rate, or the telephone portion of any service offering which combines basic local exchange service with

nonbasic service (e.g. a service package combining basic local exchange service with call waiting, call forwarding, and voice mail).

(4) As part of an eligible telecommunications carrier's (ETC) Lifeline Assistance Plan, an ETC must offer a subscriber eligible for Lifeline service, pursuant to subsections (1) and (2) of this rule, Link Up service as defined by 47 C.F.R. §54.411, which is incorporated herein by reference.

(5) An ETC may use Form (??), entitled "Simplified Certification Application," which is incorporated herein by reference and may be obtained from the Division of Competitive Markets & Enforcement, when enrolling customers in the Lifeline service program under subsection (1)(a) of this rule.

(6) All ETCs shall participate in the Link-Up and Lifeline Automated Application Process.

(a) A subscriber may apply for Link-Up and Lifeline through the Lifeline Automated Application Process located at the Commission's website, www.floridapsc.com. If the subscriber chooses to file an application through the Lifeline Automated Application Process, the subscriber must provide the following information as part of his application:

1. The subscriber's name.
2. The subscriber's address.
3. The city in which the subscriber resides.
4. The state in which the subscriber resides.
5. The subscriber's zip code.
6. The subscriber's 10 digit telephone number.
7. The date subscriber submits the application.

8. The last 4 digits of the subscriber's social security number.

9. The subscriber's telephone service provider.

10. The subscriber's affirmation that the subscriber participates in one or more of the programs set forth in subsection (1)(a) of this rule.

11. The subscriber's affirmation that he will notify his local telephone company when he no longer is a participant in one of the programs set forth in subsection (1)(a) of this rule.

(b) ETCs shall maintain the names, e-mail addresses, and telephone numbers of one primary and one secondary company representative who will be responsible for retrieving the applications from the Commission's website and managing the user accounts for the company. The ETC shall provide this information to the Commission upon the Commission's request.

(7) The ETC must accept Public Assistance eligibility determination letters, such as those provided for food stamps and Medicaid, and public housing lease agreements, as proof of the subscriber's eligibility for Link-Up and Lifeline enrollment.

(8) ETCs must allow customers the option to submit Link-Up or Lifeline applications via mail, facsimile or electronically. ETCs must also allow customers the option to mail or facsimile copies of supporting documents.

(9) ETCs shall only require a customer to provide the last four digits of the customer's social security number for application for Lifeline and Link-Up service and to verify continued eligibility for the programs.

(10) An ETC shall be responsible for an annual verification audit of Lifeline subscribers' continued eligibility for Lifeline service under subsections (1) and (2) of this rule, as required by 47 C.F.R. §54.410, which is incorporated herein by reference. At a minimum, the verification

audit shall be conducted using a statistically valid sample of the ETC's Lifeline subscribers.

(11) An officer of an ETC must certify annually to the Commission that the ETC conducted the annual Lifeline verification of Lifeline subscribers' continued eligibility.

(a) Consumers qualifying under the income-based criterion must certify household income and the number of individuals in their households.

(b) Consumers must present documentation, if requested by the ETC, showing that the consumer remains eligible and is participating in the qualifying program.

(c) An ETC shall not impose further income or program verification requirements on a subscriber who is certified as eligible to receive Lifeline service by the Office of Public Counsel under the income test set forth in Section 364.10(3)(a), F.S.

(d) An ETC shall not impose additional income or program verification requirements on consumers beyond that which is mandated by 47 C.F.R. §54.410 and subsections (1) and (2) of this rule.

~~(1)~~ (12) If an ETC believes that a subscriber no longer qualifies for Lifeline service, An eligible telecommunications carrier the ETC must provide 60 days written notice prior to the termination of Lifeline service. The notice of pending termination shall contain the telephone number at which the subscriber can obtain information about the subscriber's Lifeline service from the eligible telecommunications carrier ETC. The notice shall also inform the subscriber of the availability, pursuant to Section 364.105, F.S., of discounted residential basic local telecommunications service.

~~(2)~~ (13) If a subscriber's Lifeline service is terminated and the subscriber subsequently presents

proof of Lifeline eligibility, the ~~eligible telecommunications carrier~~ ETC shall reinstate the subscriber's Lifeline service as soon as practicable, but no later than 60 days following receipt of proof of eligibility. Irrespective of the date on which the ~~eligible telecommunications carrier~~ ETC reinstates the subscriber's Lifeline service, the subscriber's bill shall be credited for Lifeline service as of the date the ~~eligible telecommunications carrier~~ ETC received the proof of continued Lifeline eligibility.

(14) An ETC must advertise the availability of Lifeline service to those who may be eligible for the service. At a minimum, the ETC must place a notice in the front of the company's directory informing of the availability of Lifeline service and must place an insert in its subscribers' bills at least once a year advising subscribers of the availability of Lifeline service.

(15) A subscriber may only receive Link-Up and Lifeline service for one access line, with the exception that Lifeline-eligible Deaf or Hard of Hearing subscribers, who may qualify for two phone lines at Lifeline service rates if the subscriber uses a Telecommunications Device for the Deaf (TTY/TDD) text phone or Voice Carry-Over (VCO) phone that requires two lines.

(16) Each ETC shall offer the consumer the option of blocking all toll calls or, if technically feasible, placing a limit on the number of toll calls the consumer can make. The ETC may not charge the consumer an administrative charge or other additional fee for blocking options. However, an ETC may block a Lifeline service subscriber's access to all long-distance service, except for toll-free numbers, and may block the ability to accept collect calls when the subscriber owes an outstanding amount for long-distance service or amounts resulting from collect calls. The ETC may not impose a charge for blocking long-distance service. The ETC shall remove

the block at the request of the subscriber without additional cost to the subscriber upon payment of the outstanding amount. An ETC may charge a service deposit before removing the block.

(17) An ETC may not collect a service deposit in order to initiate Lifeline service if the qualifying subscriber voluntarily elects toll blocking or toll limitation. If the qualifying subscriber elects not to place toll blocking on the line, an ETC may charge a service deposit.

(18) An ETC may not charge Lifeline subscribers a monthly number-portability charge.

(19) An ETC may not discontinue basic local exchange telephone service to a Lifeline subscriber because of nonpayment by the subscriber of charges for nonbasic services billed by the telecommunications company, including long-distance. A subscriber who receives Lifeline service shall be required to pay all applicable basic local exchange service fees, including the subscriber line charge, E-911, telephone relay system charges, and applicable state and federal taxes.

(20) An ETC may not refuse to connect, reconnect, or provide Lifeline service because of unpaid toll charges or nonbasic charges other than basic local exchange service.

(21) An ETC may require that payment arrangements be made for outstanding debt associated with basic local exchange service, subscriber line charges, E-911, telephone relay system charges, and applicable state and federal taxes.

(22) ETCs offering Link-Up and Lifeline service must submit quarterly reports to the Commission's Director of Competitive Markets & Enforcement no later than two weeks following the ending of each quarter as follows: First Quarter (January 1 through March 31); Second Quarter (April 1 through June 30); Third Quarter (July 1 through September 30); Fourth

Quarter (October 1 through December 31). The quarterly reports shall include the following data:

(a) The number of Lifeline customers for each month during the quarter.

(b) The number of customers denied Lifeline service for each month during the quarter, including the reason(s) the customers were denied.

(c) The number of customers who received Link-Up for each month during the quarter.

(d) The number of new Lifeline customers added each month during the quarter.

(e) The number of Lifeline customers removed from Lifeline for each month during the quarter

(f) The number of Lifeline customers removed from Lifeline for each month during the quarter for each of the following reasons:

1. Non-payment

2. No longer eligible to receive benefits

3. Abandoned Service

4. Switched Phone Companies

5. Other (specify)

(g) The number of Lifeline customers subscribing to ancillary services in addition to basic telephone service during the quarter.

(h) The number of Lifeline customers subscribing to bundled service offerings during the quarter.

(i) The number of customers who received discounted service, pursuant to Section 364.105, F.S., for each month during the quarter.

(j) The number of customers subscribing to Link-Up and Lifeline through the Tribal Lands provision during the quarter.

(k) The number of residential access lines with Lifeline service that were resold to other carriers each month during the quarter.

(l) The entity from which the ETC obtained each Lifeline application during the quarter and whether the application was accepted or denied.

Specific Authority 350.127(2), 364.10(3)(j), F.S.

Law Implemented 350.123, 364.10, 364.105, 364.17, 364.18, 364.183(1), FS

History New 1-2-07, Amended XX-XX-XX.