

LINK-UP AND LIFELINE DATA REQUEST

wndktd

To assist the Public Service Commission (Commission) in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Link-Up and Lifeline programs as required by Chapter 364.10, Florida Statutes, we request that you provide responses to the following by September 8, 2008.

For items 1 through 16, please provide the data for the fiscal year July 1, 2007, through June 30, 2008.

For those items requesting that the data be reported on a monthly basis, provide the appropriate number as of the last day of each month during the review period.

- 1. The number of residential access lines in service each month.

Please see "Attachment 1".

- 2. The number of customers participating in Lifeline each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision or resold access lines.

Please see "Attachment 1".

- 3. The number of customers participating in Link-Up each month. Note: Do not include customers receiving Link-Up through resold access lines.

Please see "Attachment 1".

- 4. The number of customers denied Lifeline service. Identify the reason(s) customers were denied Lifeline (i.e. customer currently receiving Lifeline, inability to verify participation in a qualifying program, past due balance, other reasons not listed).

Please see "Attachment 1".

- 5. The number of Lifeline customers added each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision or resold access lines.

Please see "Attachment 1".

- 6. The number of Link-Up customers added each month. Note: Do not include customers receiving Link-Up through resold access lines.

Please see "Attachment 1".

- 7. The number of customers removed from Lifeline each month.

Please see "Attachment 1".

- 8. The number of Lifeline customers subscribing to ancillary services each month. Please list each ancillary service subscribed to separately.

Please see "Attachment 1".

COM _____
ECR _____
GCL 7
OPC _____
RCP 1
SSC _____
SGA 8
ADM _____
CLK _____

DOCUMENT NUMBER - DATE

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9. The number of Lifeline customers subscribing to bundled service packages each month. Please list each bundled package separately.

Please see "Attachment 1".

10. The number of customers participating in Transitional Lifeline each month.

Please see "Attachment 1".

11. The number of customers participating in Lifeline under the Tribal Lands provision each month.

Please see "Attachment 1".

12. The number of Lifeline customers added each month through the income-based enrollment process.

Please see "Attachment 1".

13. The number of Lifeline customers added each month through the paper-based enrollment process.

Please see "Attachment 1".

14. The number of Lifeline customers added each month through the Commission's on-line enrollment process.

Please see "Attachment 1".

15. The number of Lifeline customers added each month through the DCF automatic enrollment process.

Please see "Attachment 1".

16. The number of access lines with Lifeline resold to other carriers each month. Identify each carrier separately by name or certificate number.

Please see "Attachment 1".

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17. Description of your company's procedures for enrolling customers in the Link-Up and Lifeline programs. Include the following in your response:

a. Procedures used to process applications received from the Office of Public Counsel.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

b. Procedures used to process applications received directly from customers.

[REDACTED]

[REDACTED]

c. Procedures used to process applications received through the PSC on-line process.

[REDACTED]

- d. Procedures used to process applications received through the DCF automatic enrollment process.

[REDACTED]

- e. The amount of time required to process applications. Include time period between receipt of customer application and the billing date of the first bill providing the credit.

[REDACTED]

[REDACTED]

[REDACTED]

- 18. Description of your company's procedures for performing continued verification of customer eligibility after initial certification. Include the following in your response:

- a. Time period between initial certification and verification.
- b. Any statistical sampling method(s) used to verify customer eligibility.
- c. Frequency of periodic verification.

[REDACTED]

[REDACTED]

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[REDACTED]

[REDACTED]

19. Description of each bundled service offering available to Link-Up and Lifeline customers. Include the following in your response:

- a. Applicable recurring and nonrecurring charges.
- b. Any policy for allowing payment of basic service component of bundled service offering by Lifeline customers to avoid disconnection.
- c. Any terms and conditions applicable to Lifeline customers that would not apply to general service offering customers.

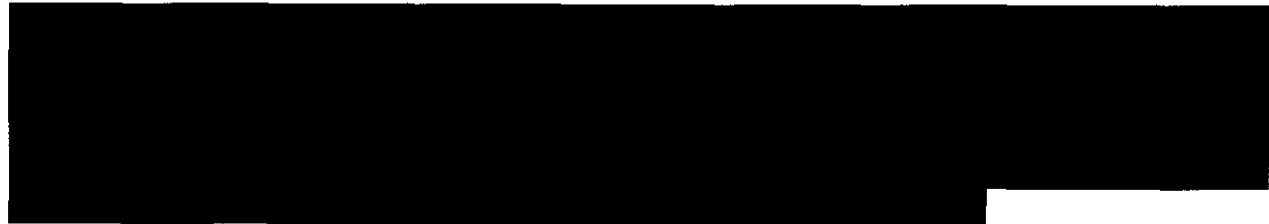
[REDACTED]

[REDACTED]

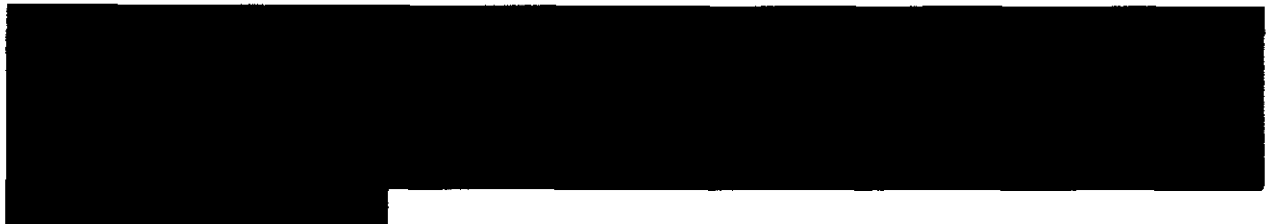
[REDACTED]

[REDACTED]

[REDACTED]



20. Description of your company's procedures for promoting Link-Up and Lifeline. Include the following in your response:
- a. Internal procedures for promoting Link-Up and Lifeline.
 - b. Outreach and educational efforts involving participation in community events.
 - c. Outreach and educational efforts involving mass media (newspaper, radio, television).
 - d. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Link-Up and Lifeline.



21. Description of procedures associated with enrollment of Link-Up and Lifeline customers by resellers of telecommunications services through resale agreements. Include the following in your response:
- a. Billing procedures associated with the pass through of the credit, including the amount of the pass through for each reseller.
 - b. Certification and verification procedures and requirements.
 - c. Any other terms and conditions applicable to resellers offering Link-Up and Lifeline that are not imposed on resellers who do not offer Link-Up and Lifeline.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

22. Please describe the training you provide to your customer service representatives regarding Link-Up and Lifeline.

[REDACTED]



23. Please describe the circumstances in which customer service representatives advise customers that Lifeline and Link-Up is available.



24. Is there a link on your Web site that provides Lifeline information?



Nexus Communications, Inc. d/b/a Nexus Communications TSI, Inc.'s
 Response to FPSC Staff's Link-Up and Lifeline Data Request
 dated August 25, 2008
 Attachment 1

	A	B	C	D	E	F	G
1							
2							
3			1	2	3	4	
4	Month	Year	Number of Residential Access Lines	Customers Participating Through Means other than	Number of Customers Participating in Link-Up	Number of Customers Denied Lifeline	Reasons for Denial
5	July	2007					
6	August	2007					
7	September	2007					
8	October	2007					
9	November	2007					
10	December	2007					
11	January	2008					
12	February	2008					
13	March	2008					
14	April	2008					
15	May	2008					
16	June	2008					

	H	I	J	K	L	M	N
1	ATTACHMENT 1						
2							
3	5	6	7	8	9		10
4	Number of Lifeline Customers Added	Number of Link-Up Customers Added	Number of Customers Removed from Lifeline	Number of Lifeline Customers Subscribing to Ancillary Services	Lifeline Customers Subscribing to Bundled	Bundled Package(s)	Customers Participating in Transitional Lifeline
5							
6							
7							
8							
9							
10							
11							
12							
13							
14							
15							
16							

	O	P	Q	R	S	T
1						
2						
3	11	12	13	14	15	16
4	Customers Participating Under Tribal Lands Provision	Lifeline Customers Added Through Income-Based Enrollment Process	Lifeline Customers Added Through Paper-Based Enrollment Process	Lifeline Customeres Added Through Commission's On Line Process	Lifeline Customers Added Through DCF Auto Enrollment	Number of Access Lines With Lifeline Resold to Other Carriers
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						