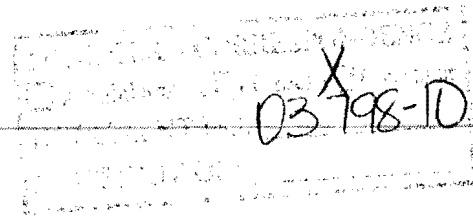


Ann Cole



From: Ann Cole
Sent: Wednesday, May 19, 2010 10:02 AM
To: Office of Commissioner Klement
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: RE: Public Service Commission Meeting 5/18/10; Docket No. 090245-TP

Thank you for this information, which will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 090245-TP.

From: Office of Commissioner Klement
Sent: Wednesday, May 19, 2010 9:42 AM
To: Ann Cole
Subject: FW: Public Service Commission Meeting 5/18/10; Docket No. 090245-TP

Please add to docket 090245.

From: Alan Brock [mailto:alan@mywakulla.com]
Sent: Monday, May 17, 2010 3:51 PM
To: Office of Commissioner Stevens; Office Of Commissioner Edgar; Office of Commissioner Argenziano; Office of Commissioner Skop; Office of Commissioner Klement
Cc: Jennifer Langston; Ben Pingree; Tim Devlin; Sharon Allbritton
Subject: Public Service Commission Meeting 5/18/10; Docket No. 090245-TP

Dear PSC Commissioners:

I have noticed Virgin Mobile's Assurance Wireless offering is on the PSC agenda for this Tuesday. I applaud and support an offering of 200 minutes Lifeline program which is significantly more than other current offerings.

As you know, over the past year, the Lifeline program in Florida has grown significantly. With the addition of more "free" rather than "subsidized" offerings, the Lifeline program will continue to grow. While I support the Lifeline program and recognizes its importance, I want to ensure that its customers, who are low-income and elderly residents are protected from future solicitations, "up-sales", or "bait & switch" from any Lifeline program provider.

Considering the large amount of minutes being offered by Virgin Mobile, I want to make sure there are no "bait & switch" tactics being used. While reviewing the Virgin Mobile proposed offering for Florida and found that while the 200 minutes is the best in the industry, many other aspects of their offering are lacking and not in accordance with others in the industry.

I want this service to be approved as soon as possible, but with the proper offering to our Lifeline qualified residents. In order to safeguard our state's low-income residents, please consider the following issues with Virgin Mobile's (Assurance Wireless) current ETC petition:

1. Based on the Assurance Wireless website and information obtained from other states where they operate, there is a requirement to pay for text messages out of pocket instead of deducting them from the monthly allotment of 200 minutes. This mean the Lifeline user will need to pay in advance for text

5/19/2010

messages, rather than having them deducted from the monthly allotment. Having payment for this free program is unacceptable! **The PSC should require text messages should be deducted from the free monthly minutes, not an extra pre-paid charge.**

2. Unused monthly minutes should roll-over to the next month. The minutes are paid for monthly by the Universal Service Fund and should not go unused. **The PSC should require any unused monthly minutes to rollover to the next month.**
3. Due to the number of international residents in our state, international calling to Central and/or South America should be included in the free minutes, and not an extra charge of \$.20 cents a minute or more. Other Lifeline providers provide free international long distance. **The PSC should require free international long distance for the 200 monthly minutes.**
4. Calls to the Assurance Wireless 800 customer service line should not deducted from monthly minutes. **This PSC should require this of all Lifeline providers.**

Again, I am excited about this new benefit Lifeline offering. I ask you to please approve this petition, but only with these conditions consumer concerns. I ask that you put the Lifeline program customers/residents ahead of the businesses that profit from them.

Thank you for your time and for protecting the best interests of Florida's low-income residents.

Sincerely,

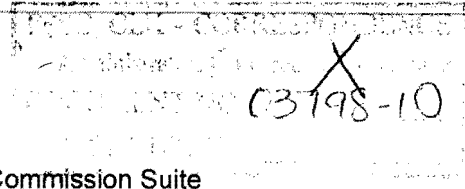
~E. Alan Brock
County Commissioner
Wakulla County Florida
PO Box 1236
Crawfordville, FL 32326
(850) 728-7207
www.mywakulla.com



Please consider the environment before printing this email.

Ann Cole

From: Ann Cole
Sent: Tuesday, May 18, 2010 9:10 AM
To: Office Of Commissioner Edgar
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: RE: Public Service Commission Meeting 5/18/10; Docket No. 090245-TP



Thank you for this information, which will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 090245-TP.

From: Office Of Commissioner Edgar
Sent: Tuesday, May 18, 2010 8:53 AM
To: Ann Cole
Subject: FW: Public Service Commission Meeting 5/18/10; Docket No. 090245-TP

Please place this correspondence in Docket No. 090245-TP. Thank you.

Roberta

Roberta S. Bass
Chief Advisor to Commissioner Edgar
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399
(850) 413-6016 (Office)
(850) 413-6017 (Facsimile)
(850) 559-7291 (Mobile)
roberta.bass@psc.state.fl.us

From: Alan Brock [mailto:alan@mywakulla.com]
Sent: Monday, May 17, 2010 3:51 PM
To: Office of Commissioner Stevens; Office Of Commissioner Edgar; Office of Commissioner Argenziano; Office of Commissioner Skop; Office of Commissioner Klement
Cc: Jennifer Langston; Ben Pingree; Tim Devlin; Sharon Allbritton
Subject: Public Service Commission Meeting 5/18/10; Docket No. 090245-TP

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5/18/2010

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Thank you for your time and for protecting the best interests of Florida’s low-income residents.

Sincerely,

~E. Alan Brock
County Commissioner
Wakulla County Florida
PO Box 1236
Crawfordville, FL 32326
(850) 728-7207
www.mywakulla.com



Please consider the environment before printing this email.

Diamond Williams

090245-TP

From: sheila@advocatesua.com
Sent: Monday, May 17, 2010 6:25 PM
To: Filings@psc.state.fl.us
Subject: Docket No. 090245-TP
Attachments: FLA PUC Final May 14.pdf

FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consumer~~
DOCUMENT NO. 03798-10
DISTRIBUTION: _____

Please file the attached document. Information below.

Thank you,
Sheila Stickel
s/Sheila Stickel

1) The full name, address, telephone number, and e-mail address of the person responsible for the electronic filing:

Sheila Stickel
Advocates for Universal Access
P.O. Box 21914
Seattle, WA 98111
(800) 760-9446
sheila@advocatesua.com

2) The docket number and title if filed in an existing docket:

Docket No. 090245-TP - Petition for limited designation as eligible telecommunications carrier (ETC) by Virgin Mobile USA, L.P.

3) The name of the party on whose behalf the document is filed:

Advocates for Universal Access

4) The total number of pages in each attached document:

2 pages

5) A brief but complete description of each attached document:

Letter, 2 pages

Advocates for Universal Access

P.O. Box 21914 • Seattle, WA 98111 • 800-760-9446

Dear Florida PSC:

Advocates for Universal Access, LLC is in receipt of the staff memorandum with respect to the comments that our organization filed as well as the reply comments of Virgin Mobile. Our intent in filing comments was simply to bring attention to an important public safety issues regarding the matter before you. We respectfully file this brief letter addressing some of the PSC and Virgin Mobile's comments in advance of Tuesday's meeting.

AUA is a new entity, established this year specifically for the purpose of ensuring that all pre-paid wireless customers have an emergency cell phone and a plan they understand.

Public Safety

AUA was pleased to read the reply comments of Virgin Mobile clarifying the extent of integration between Virgin Mobile and Sprint-Nextel. It would seem, based upon these comments, that the two companies are much more integrated than we had believed based upon recent press reports and earnings statement by Sprint-Nextel. Although no evidence has been submitted to the FCC to our knowledge. As stated in our initial comments, our primary concern with respect to safety is ensuring that customers who call 9-1-1 from their cellular phones are able to receive service. We are certain that everyone involved in this petition shares that goal.

As we understand it, if a customer is disconnected from 9-1-1, the Public Safety Answering Point (PSAP) will generally try to call the person back on their phone number. However, if the customer does not answer (which could happen for any number of reasons in an emergency situation) the 9-1-1 operator may have to call the carrier to obtain more information. With many pre-paid carriers, this would mean that the 9-1-1 center would call the "facilities-based carrier" - in this case Sprint-Nextel, because the call would have been routed to the 9-1-1 center by Sprint-Nextel Security, not Virgin Mobile/Assurance Wireless. That is to say, the PSAP/9-1-1 center will see the caller as a Sprint-Nextel customer, not a Virgin Mobile/Assurance Wireless customer. If Sprint-Nextel operators who handle emergency calls from 9-1-1 centers have access to the Assurance Wireless customer data, this will not create any safety challenges. However, if Sprint Security is not integrated into the Virgin Mobile/Assurance Wireless database, it is our understanding Sprint-Nextel Security would have to refer the 9-1-1 office to Virgin Mobile to get additional customer information. If Sprint-Nextel is able to confirm that its database is integrated with Virgin Mobile's that would seem to address this particular security concern.

In our view, this "extra step" was one of the concerns of the FCC in its Forbearance Order. We still think that this should be left to the FCC alone to determine which conditions should apply. We believe the PSC should wait until the FCC makes a decision.

As stated above, based upon Virgin Mobile's statements, it would appear that our safety concerns may be alleviated. This conclusion is backed by the agenda backup, in which it appears that many PSAP's are already satisfied that Virgin Mobile meets the certification thresholds required by the FCC. Given that this is the case, we would conclude that the waiver of the PSAP certifications is not needed. Since the County PSAP's are willing to sign the certification forms, the PSC can approve the Virgin Mobile application as originally filed and the PSAPs can certify immediately.

As has been stated throughout the filings in this matter, there are a number of important conditions designed to protect consumers, and these questions are pending before the FCC. Virgin Mobile can certainly begin offering service under the Forbearance Order and it should be left to the FCC alone to determine which conditions should apply.

Consumer Concerns

Lastly, AUA has a number of customer concerns. In our view, "pay as you go" wireless plans are often confusing, and can quickly become quite expensive compared to traditional plans. On the whole, it appears that Virgin Mobile is offering a great public service that will open mobile phone service to more customers. We believe making cellular phones available to more families is a good thing.

We have filed a few concerns with the FCC that we hope the PSC will consider:

- Do Virgin Mobile/Assurance Wireless minutes roll-over?
- Is a customer required to pay in advance of sending or receiving text messages?
- What is the cost of additional minutes to be purchased by Assurance Wireless customers? Are Assurance Wireless customers receiving the same deal that Virgin Mobile customers receive?
- Will Virgin Mobile be required to come back to the PSC if it seeks to impose price increases?
- Is there a warranty on the phone?
- Is the customer charged for customer service calls?
- What fraud verification measures does Virgin Mobile have in place?

Thank you for your consideration of these important issues, and for the detailed responses prepared by all parties thus far. We would be pleased to answer any questions and are available at the contact information included in this letter.

Sincerely,



Sheila Stichel
ADVOCATES FOR UNIVERSAL ACCESS
sheila@advocatesua.com

Ann Cole

From: Ann Cole
Sent: Monday, May 17, 2010 4:54 PM
To: Office of Commissioner Skop
Cc: Commissioners Advisors; Administrative Assistants - Commission Suite
Subject: RE: Public Service Commission Meeting 5/18/10; Docket No. 090245-TP

Thank you for this information, which will be placed in *Docket Correspondence - Consumers and their Representatives*, in Docket No. 090245-TP.

From: Office of Commissioner Skop
Sent: Monday, May 17, 2010 4:27 PM
To: Ann Cole
Cc: Bill McNulty
Subject: FW: Public Service Commission Meeting 5/18/10; Docket No. 090245-TP

Ann,

Please place the e-mail below in *Correspondence - Consumers and their Representatives*, in Docket No. 090245-TP

Thanks,
Cristina

From: Alan Brock [mailto:alan@mywakulla.com]
Sent: Monday, May 17, 2010 3:51 PM
To: Office of Commissioner Stevens; Office Of Commissioner Edgar; Office of Commissioner Argenziano; Office of Commissioner Skop; Office of Commissioner Klement
Cc: Jennifer Langston; Ben Pingree; Tim Devlin; Sharon Allbritton
Subject: Public Service Commission Meeting 5/18/10; Docket No. 090245-TP

Dear PSC Commissioners:

I have noticed Virgin Mobile's Assurance Wireless offering is on the PSC agenda for this Tuesday. I applaud and support an offering of 200 minutes Lifeline program which is significantly more than other current offerings.

As you know, over the past year, the Lifeline program in Florida has grown significantly. With the addition of more "free" rather than "subsidized" offerings, the Lifeline program will continue to grow. While I support the Lifeline program and recognizes its importance, I want to ensure that its customers, who are low-income and elderly residents are protected from future solicitations, "up-sales", or "bait & switch" from any Lifeline program provider.

Considering the large amount of minutes being offered by Virgin Mobile, I want to make sure there are no "bait & switch" tactics being used. While reviewing the Virgin Mobile proposed offering for Florida and found that while the 200 minutes is the best in the industry, many other aspects of their offering are lacking and not in accordance with others in the industry.

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5/18/2010

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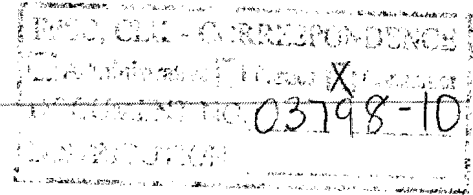
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Sincerely,

~E. Alan Brock
County Commissioner
Wakulla County Florida
PO Box 1236
Crawfordville, FL 32326
(850) 728-7207
www.mywakulla.com



Please consider the environment before printing this email.



Ann Cole

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Thanks,
 Cristina

From: Alan Brock [mailto:alan@mywakulla.com]
Sent: Monday, May 17, 2010 3:51 PM
To: Office of Commissioner Stevens; Office Of Commissioner Edgar; Office of Commissioner Argenziano; Office of Commissioner Skop; Office of Commissioner Klement
Cc: Jennifer Langston; Ben Pingree; Tim Devlin; Sharon Allbritton
Subject: Public Service Commission Meeting 5/18/10; Docket No. 090245-TP

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5/17/2010

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Thank you for your time and for protecting the best interests of Florida's low-income residents.

Sincerely,

~E. Alan Brock
County Commissioner
Wakulla County Florida
PO Box 1236
Crawfordville, FL 32326
(850) 728-7207
www.mywakulla.com



Please consider the environment before printing this email.

Diamond Williams

090245-TP

From: Alan Brock [alan@mywakulla.com]
Sent: Monday, May 17, 2010 4:46 PM
To: Filings@psc.state.fl.us
Cc: Jennifer Langston; Ben Pingree
Subject: Public Comment Regarding Docket Number 090245-TP
Attachments: Letter to PSC 5-17-2010.pdf

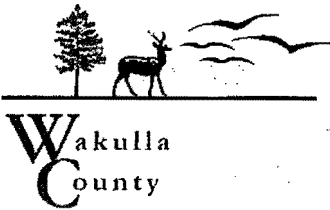
FPSC, CLK - CORRESPONDENCE
Administrative Parties ~~Consultants~~
DOCUMENT NO. 03798-10
DISTRIBUTION: _____

Please accept the attached 2-page letter in regards to Docket Number 090245-TP requesting approval of Assurance Wireless as a Lifeline Wireless provider, but with several conditions, on behalf of a Wakulla County Commissioner.

~E. Alan Brock
County Commissioner
Wakulla County Florida
PO Box 1236
Crawfordville, FL 32326
(850) 728-7207
www.mywakulla.com



Please consider the environment before printing this email.



May 17, 2010

RE: Public Service Commission Meeting 5/18/10; Docket No. 090245-TP

**BOARD OF
COUNTY COMMISSIONERS**

Alan Brock
District 1

George Green
District 2

Mike Stewart
District 3

Howard W. Kessler, M.D.
District 4

Lynn Artz
District 5

Benjamin H. Pingree
County Administrator

Heather J. Encinosa
County Attorney
(850) 224-4070

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3093 Crawfordville Hwy.
Post Office Box 1263
Crawfordville, FL 32326

(850) 926-0919
(850) 926-0940 FAX
(850) 926-1201 TDD

www.mywakulla.com
An equal opportunity/affirmative action employer

2. Unused monthly minutes should roll-over to the next month. The minutes are paid for monthly by the Universal Service Fund and should not go unused. **The PSC should require any unused monthly minutes to rollover to the next month.**
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Thank you for your time and for protecting the best interests of Florida's low-income residents.

Sincerely,



~E. Alan Brock
County Commissioner
Wakulla County Florida
PO Box 1236
Crawfordville, FL 32326
(850) 728-7207
www.mywakulla.com

Marguerite McLean

090245-TP

From: Amanda Clements [Amanda@uwbb.org]
Sent: Monday, May 17, 2010 3:44 PM
To: Filings@psc.state.fl.us
Cc: 'Diane Tran'
Subject: lifeline wireless support letter
Attachments: lifeline wireless support letter.pdf

FPSC, CLK - CORRESPONDENCE
Administrative Parties / Consumer
DOCUMENT NO. 03798-10
DISTRIBUTION: _____

Please accept the attached one-page letter in regards to Docket Number 090245-TP requesting approval of Assurance Wireless as a Lifeline Wireless provider, but with several conditions, on behalf of the United Way of the Big Bend.

Amanda Clements, Vice-President of Strategic Initiatives
office 850-414-0858 | fax 850-414-0852
307 East 7th Avenue, Tallahassee, FL 32303
Visit **United Way of the Big Bend** at www.uwbb.org
[Become a fan on Facebook](#) | [Follow us on Twitter](#)

Thanks for what you do to LIVE UNITED!

307 East Seventh Avenue, Tallahassee, Florida 32303 website www.uwbb.org
telephone 850-414-0844 email uwbb@uwbb.org fax 850-414-0852

May 17, 2010

RE: Virgin Mobile's ETC Petition to Offer Lifeline Service, FL Public Service Commission Agenda Item – May 18, 2010

Dear Commissioners Argenziano, Edgar, Skop, Klement and Stevens,

My name is Amanda Clements and I am the Vice-President of Strategic Initiatives for the United Way of the Big Bend in Tallahassee, Florida. United Way of the Big Bend unites and inspires local citizens in caring for one another and building a more vibrant community.

We are dedicated to supporting the greatest variety of human service agencies in the local area and reaching people from all walks of life and income groups. Our agencies address the most prominent need areas in this community: youth development, emergency services, physical health, children's services, senior services, family support, services to the disabled, community support, and substance abuse. In accordance with our program areas, we're pleased to support Lifeline Wireless services in Florida and advocate that the services remain completely free for our state's low-income residents. Pertaining to the current Assurance Wireless ETC petition, we would recommend that:

- **The PSC require that customer service calls not be deducted from monthly minutes.** Calls to the Assurance Wireless 800 customer service line should not be deducted from monthly minutes. The PSC should require this of all Lifeline providers in Florida.
- **The PSC require any unused monthly minutes to rollover to the next month.** Unused monthly minutes should roll-over to the next month. The minutes are paid for monthly by the Universal Service Fund and should not go unused to the detriment of responsible program participants.
- **The PSC require free international long distance for the 200 monthly minutes.** Due to the significant population of international residents in Florida, international calling to Central and/or South America should be included in the monthly allotment of minutes; not at an extra charge of \$.20 cents a minute or more. Other Lifeline providers provide free international long distance.
- **The PSC require text messages should be deducted from the free monthly minutes, not an extra pre-paid charge.** Based on Assurance Wireless operations in other states, there is a requirement to pay for text messages out of pocket instead of deducting them from the monthly allotment of 200 minutes. This requires Lifeline users to pay in advance for text messages, despite Lifeline Wireless services being advertised as a free program.

We're pleased to have Lifeline Wireless program services as part of our community support network, but would hope that all providers offer sufficient services for those in transition, job-seeking, or otherwise in need of support. Thanks for your consideration.

Sincerely,



s/ Amanda Clements

Diamond Williams

090245-TP

From: Kelly Green [kelly@soflacil.org]
Sent: Monday, May 17, 2010 3:44 PM
To: Filings@psc.state.fl.us
Subject: Docket Number 090245-TP
Importance: High
Attachments: Lifeline service 0510.doc

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 03798-10
DISTRIBUTION: _____

Pleased accept the attached 2-page letter in regard to Docket Number 090245-TP requesting approval of Assurance Wireless as a Lifeline Wireless provider, but with several conditions, on behalf of Center for Independent Living of South Florida.

Kelly Greene
Executive Director
Center for Independent Living of South Florida, Inc.
6660 Biscayne Blvd.
Miami, FL 33138



CENTER FOR INDEPENDENT LIVING OF SOUTH FLORIDA, INC.

May 17, 2010

Dear Commissioners Argenziano, Edgar, Skop, Klement and Stevens,

RE: Virgin Mobile's ETC Petition to Offer Lifeline Service, FL Public Service Commission
Agenda Item – May 18, 2010

My name is Kelly Greene and I am the Executive Director of the Center for Independent Living of South Florida. Our mission is to empower persons with disabilities to reach their highest level of independence and to advocate for systems change that results in access, equality, inclusion, independence, and choice for all people with disabilities.

In the past year it seems as if participation in the Lifeline program has increased tremendously here in Florida. As more and more providers try to enter into this program, it is more important than ever to make sure that these programs are truly offering free services and not trying to take advantage of our low income residents. Services like these target low income, elderly and other individuals who may not be fully informed on how these services are funded. It is your job as Commissioners to ensure these programs are serving the public's best interest. With our current economic situation, we understand programs like this are needed now more than ever, but with appropriate and proper offerings to our Lifeline qualified residents. In order to safeguard our state's low-income residents, please consider the following issues with the Assurance Wireless current ETC petition:

Board of Directors

President

Alvin W. Roberts

Vice President

Robert Lessne, Ph.D.

Secretary

Rochelle Baer, L.C.S.W.

Treasurer

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Jose Granda, B.A.

Gregg Goldfarb, J.D.

Barbara Gratzke, B.A.

Sandra Hix, M.A.

Stephen Mander, J.D.

Donald Pruessman, M.A.

Chierno Skinner, M.B.A.

Candace Solla

Ann Thomas, J.D.

Jay Weiss, M.B.A.

- Unused monthly minutes should roll-over to the next month. The minutes are paid for monthly by the Universal Service Fund and should not go unused. **The PSC should require any unused monthly minutes to rollover to the next month.**
- Due to the number of international residents in our state, international calling to Central and/or South America should be included in the free minutes, and not an extra charge of \$.20 cents a minute or more. Other Lifeline providers provide free international long distance. **The PSC should require free international long distance for the 200 monthly minutes.**
- Based on the Assurance Wireless website, there is a requirement to pay for text messages out of pocket instead of deducting them from the monthly allotment of 200 minutes. This means the Lifeline user will need to pay in advance for text messages. Having payment for this free program is unacceptable! **The PSC should require text messages to be deducted from the free monthly minutes, not an extra pre-paid charge.**

CIL of South Florida
6660 Biscayne Blvd.
Miami, FL 33138
www.soflacil.org
www.cilsfla.blog.org

Voice: 305-751-8025
TTY: 305-751-8891
Fax: 305-751-8944
Toll-free: 800-854-7551

- Calls to the Assurance Wireless 800 customer service line should not be deducted from monthly minutes. **This PSC should require this of all Lifeline providers.**

Again, we are excited about this new benefit Lifeline is offering and what it means for the safety and security of our program recipients. We ask you to please approve this petition, but with these conditions to adequately address consumer concerns and protection.

Sincerely,

Kelly Greene

s/ Kelly Greene
Executive Director
Kelly@soflacil.org

Diamond Williams

090245-TP

From: sheena@organizeflorida.org
Sent: Monday, May 17, 2010 3:35 PM
To: Filings@psc.state.fl.us
Cc: president@organizeflorida.org
Subject: Lifeline: Docket Number 090245-TP
Attachments: Organize Now - Lifeline Support Letter.pdf

FPSC, CLK - CORRESPONDENCE
Administrative Parties Consumer
DOCUMENT NO. 03798-10
DISTRIBUTION: _____

Please accept the attached 2-page letter from our President, Tamecka C. Pierce in regards to Docket Number 090245-TP requesting approval of Assurance Wireless as a Lifeline Wireless provider, but with several conditions, on behalf of Organize Now.

Ms. Pierce's contact info is as follows:

Tamecka C. Pierce
President, Organize Now
231 E Colonial Drive
Orlando, FL 32801

321-331-5586
president@organizeflorida.org

We thank you for your time and consideration in this matter.

Sincerely,

Sheena D. Rolle

Director

Organize Now

813-728-1867

sheena@organizeflorida.org

Where justice is denied, where poverty is enforced, where ignorance prevails, and where any one class is made to feel that society is an organized conspiracy to oppress, rob and degrade them, neither persons nor property will be safe.

-Frederick Douglas

The logo features a stylized, 3D block letter 'O' on the left. To its right, the words 'ORGANIZE' and 'NOW' are stacked vertically in a bold, sans-serif, all-caps font. The text has a grainy, stippled texture.This is an identical copy of the logo described above, positioned lower on the page.



231 E Colonial Drive
Suite 150
Orlando, FL 32803
www.organizeflorida.org

May 17, 2010

RE: Public Service Commission Meeting 5/18/10; Docket No. 090245-TP

Dear PSC Commissioners:

We have noticed Virgin Mobile's Assurance Wireless offering is on the PSC agenda for this Tuesday. We applaud and support an offering of 200 minutes Lifeline program which is significantly more than other current offerings.

As you know, over the past year, the Lifeline program in Florida has grown significantly. With the addition of more "free" rather than "subsidized" offerings, the Lifeline program will continue to grow. While our organization supports the Lifeline program and recognizes its importance, we want to ensure that its customers, who are low-income and elderly residents are protected from future solicitations, "up-sales", or "bait & switch" from any Lifeline program provider.

Considering the large amount of minutes being offered by Virgin Mobile, we want to make sure there are no "bait & switch" tactics being used. While we reviewed the Virgin Mobile proposed offering for Florida and found that while the 200 minutes is the best in the industry, many other aspects of their offering are lacking and not in accordance with others in the industry.

We want this service to be approved as soon as possible, but with the proper offering to our Lifeline qualified residents. In order to safeguard our state's low-income residents, please consider the following issues with Virgin Mobile's (Assurance Wireless) current ETC petition:

1. The Assurance Wireless website indicates there is a requirement to pay for text messages out of pocket rather than deducting them from the monthly allotment of 200 minutes. This will mean that the Lifeline user will have to pay in advance for text messages, rather than having them deducted from the otherwise free monthly allotment. **The PSC should require text messages should be deducted from the free monthly minutes, not an extra pre-paid charge.**
2. Unused monthly minutes should roll-over to the next month. The minutes are paid for monthly by the Universal Service Fund and should not go unused, particularly for responsible stewards of the program. **The PSC should require any unused monthly minutes to rollover to the next month.**
3. Due to the number of international residents in our state, international calls to Central America and South America should be included in the free minutes, and not an extra charge of \$.20 cents a minute or more. Other Lifeline providers offer free international long distance. **The PSC should require free international long distance for the 200 monthly minutes.**
4. Calls to the Assurance Wireless 800 customer service line should not be deducted from monthly minutes. **This PSC should require this of all Lifeline providers.**

Again, we are excited about this new benefit Lifeline offering. We ask you to please approve this petition, but only with these conditions consumer concerns. We ask that you put the Lifeline program customers/residents ahead of the businesses that profit from them.

Thank you for your time and for protecting the best interests of Florida's low-income residents.

Sincerely,

s/ Tamecka C. Pierce
President
Organize Now

Diamond Williams

090245

From: Diamond Williams
Sent: Thursday, May 06, 2010 2:30 PM
To: Ruth McHargue
Cc: Dorothy Menasco; Ann Cole
Subject: FW: To CLK Docket 090245

CONSUMER

Thank you for this information. This attachment has been printed and will be placed in Docket Correspondence - Consumers and their Representatives, in Docket 090245-TP.

Thank you,

Diamond Williams
Staff Assistant
Office of Commission Clerk
Florida Public Service Commission
Email: diwillia@psc.state.fl.us
Phone: 850-413-6094

Please note: Florida has a very broad public records law. Most written communications to or from state officials regarding state business are considered to be public records and will be made available to the public and the media upon request. Therefore, your e-mail message may be subject to public disclosure.

-----Original Message-----

From: Ruth McHargue
Sent: Thursday, May 06, 2010 12:59 PM
To: Diamond Williams
Cc: Diane Hood; Dorothy Menasco; Ann Cole
Subject: FW: To CLK Docket 090245

Docket correspondence

-----Original Message-----

From: Rhonda Hicks
Sent: Wednesday, May 05, 2010 4:40 PM
To: Ruth McHargue
Subject: FW: To CLK Docket 090245

-----Original Message-----

From: Beth Salak
Sent: Wednesday, May 05, 2010 4:32 PM
To: Rhonda Hicks
Subject: RE: To CLK Docket 090245

Yes.

-----Original Message-----

From: Rhonda Hicks
Sent: Wednesday, May 05, 2010 3:56 PM
To: Beth Salak
Subject: FW: To CLK Docket 090245

Fyi -
So, we're just forwarding this to the docket file, correct?

-----Original Message-----

From: Ruth McHargue
Sent: Wednesday, May 05, 2010 10:26 AM
To: Rhonda Hicks
Subject: FW: To CLK Docket 090245

-----Original Message-----

From: Consumer Contact
Sent: Wednesday, May 05, 2010 10:05 AM
To: Ruth McHargue
Subject: FW: To CLK Docket 090245

-----Original Message-----

From: Bruce Thorburn [mailto:primalagent@cfl.rr.com]
Sent: Tuesday, May 04, 2010 4:52 PM
To: Consumer Contact
Subject: RE: To CLK Docket 090245

Sorry. The reference should be Virgin Mobile's request for ETC. We have no problem with the issue as long as they are required to connect to existing E911 Systems and do due diligence with testing of the Life Line connections. We understand that their connection with SprintNextel is consistent with connectivity through their networks excepting Liberty County for Phase 2 E911 wireless. Thank you for the update on the error.

-----Original Message-----

From: Consumer Contact [mailto:Contact@PSC.STATE.FL.US]
Sent: Monday, May 03, 2010 12:37 PM
To: primalagent@cfl.rr.com
Subject: FW: To CLK Docket 090245

Thank you for contacting the Florida Public Service Commission.

Your e-mail refers to docket number 090125 which concerns Virgin Mobil. However, in your e-mail you refer to T-Mobile. Would verify the docket you wish to have your comments entered into.

Sincerely,
Ruth McHargue
Florida Public Service Commission

-----Original Message-----

From: Bruce Thorburn [mailto:primalagent@cfl.rr.com]
Sent: Sunday, May 02, 2010 7:28 PM
To: Consumer Contact
Subject: RE: My contact

COPY.

-----Original Message-----

From: contact@psc.state.fl.us [mailto:contact@psc.state.fl.us]
Sent: Sunday, May 02, 2010 1:17 PM
To: webmaster@psc.state.fl.us
Cc: primalagent@cfl.rr.com
Subject: My contact

Contact from a Web user

Contact Information:

Name: Bruce Thorburn
Company: Florida NENA
Primary Phone: (352) 267-2932
Secondary Phone: (407) 834-4237
Email: primalagent@cfl.rr.com

Response requested? Yes
CC Sent? Yes

Comments:

RE: Docket 090245, May 4, 2010 - Hearing. Florida Chapter of the National Emergency Number Association would like to request that T-Mobile be subject to both certification county-by-county for entrance for Life Line Services to ensure proper inter-connectivity and testing into Florida's E9-1-1 Systems. We respectfully request contact with each County Coordinator prior to E9-1-1 access (similar to that afforded other carriers of services).
Thank you.