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Sent: Monday, October 08, 2012 4:38 PM
To: Filings@psc.state.fl.us
Subject: (Undocketed: Rulemaking to amend Rule 25-4.0665, F.A.C. and to repeal Rule 25-4.113, F.A.C. - Lifeline Service) AT&T Florida's Comments

Importance: High

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- B. Undocketed - Initiation of Rulemaking to amend Rule 25-4.0665, Florida Administrative Code, Lifeline service, and to repeal Rule 25-4.113, Florida Administrative Code, refusal or discontinuance of service by company
- C. BellSouth Telecommunications, LLC d/b/a AT&T Florida
on behalf of Tracy W. Hatch
- D. 17 pages total (includes letter and comments on the proposed revisions to Rule 25-4.0665, F.A.C.)
- E. BellSouth Telecommunications, LLC d/b/a AT&T Florida's Comments
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October 8, 2012

Ms. Rosanne Gervasi
Office of the General Counsel
Florida Public Service Commission
Tallahassee, Florida 32399-0805

**Re: Undocketed - Initiation of Rulemaking to amend Rule 25-4.0665,
Florida Administrative Code, Lifeline service, and to repeal Rule 25-
4.113, Florida Administrative Code, refusal or discontinuance of service
by company**

Comments of AT&T Florida

Dear Ms. Gervasi:

BellSouth Telecommunications, LLC d/b/a AT&T Florida (“AT&T Florida”) appreciates the opportunity to submit these comments following the rule development workshop on September 19, 2012. As discussed at the workshop and developed more thoroughly herein, changes to the Commission’s rules for the Lifeline program are necessary to conform the rules to changes in the federal Lifeline program. AT&T Florida therefore respectfully submits the following comments on the proposed revisions to Rule 25-4.0665, Florida Administrative Code.¹

Sections 1 and 3

Section (1) defines the individuals who are eligible to participate in the Lifeline program and lists various eligibility criteria, and Section (3) specifies the income level at which certain Eligible Telecommunications Carriers (ETCs) may choose to enroll a consumer in the Lifeline programs. The proposed rules, however, are silent on the requirement contained in FCC Rule 54.409 (b) that provides that for a consumer to qualify to receive the Lifeline benefit in a state that does not mandate state Lifeline support, the consumer’s income must be at or below 135% of the Federal Poverty Guidelines.

AT&T Florida therefore recommends that the Commission add the following new subsections (1)(c) and (3)(b):

¹ All references in AT&T Florida’s comments are to the sections or subsections in the text of the draft proposed rule that was discussed at the September 19, 2012 workshop unless the context provides otherwise. Highlighted text indicates AT&T Florida’s suggested changes to the draft rule.

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(1)(c) The subscriber's eligible telecommunications carrier has less than one million access lines and the subscriber's household income is at or below 135 percent of the federal poverty income guidelines.

(3)(b) Eligible telecommunications carriers with less than one million access lines are required to enroll Lifeline applicants through the income eligibility test of 135 percent or less of the federal poverty income guidelines.

Section 12

Section (12) requires an ETC to provide 30 days written notice to a Lifeline subscriber prior to the termination of Lifeline credit and specifies the information to include in the notice. AT&T Florida has three comments concerning this section.

First, FCC Rule 54.405(e) states if an ETC has a reasonable basis to believe that a Lifeline subscriber no longer meets the qualifying criteria, the carrier must notify the subscriber of impending termination of his or her Lifeline benefit and provide the subscriber 30 days to demonstrate continued eligibility. The FCC requires the ETC to terminate any subscriber who fails to demonstrate continued eligibility within the 30 day time period. The proposed language in Section (12) is unclear regarding the 30 day notice time period and whether it is the final notice period to the subscriber. AT&T Florida proposes the language highlighted below which clarifies the 30 day requirement to terminate a subscriber and replicates the language used in the FCC rules.

Second, AT&T Florida also has some concern regarding the language that requires an ETC to provide 30 days written notice to a subscriber prior to the termination of Lifeline service. In the resale situation, where a reseller (who may or may not be an ETC) who is purchasing Lifeline-discounted service from AT&T for resale, the reseller's subscribers are not AT&T Florida's customers. AT&T Florida respectfully submits that it should not be responsible for providing written termination notice to the reseller's subscribers. Not only would it be confusing for the subscriber, it would put AT&T Florida into the uncomfortable and improper position of communicating with its wholesale customer's subscribers. AT&T Florida therefore recommends replacing the term "a" subscriber with "its" subscriber as highlighted below.

Finally, as highlighted below the term "a local exchange telecommunications company" should be added to the last sentence of this section. The discounted rate for basic service for former Lifeline subscribers as required by Section 365.105, Florida Statutes, is applicable only to local exchange telecommunications companies, and not other companies that may be ETCs.

AT&T Florida's proposed changes to Section (12) are as follows:

If an eligible telecommunications carrier has a reasonable basis to believe that a Lifeline subscriber no longer meets the criteria to be considered a qualifying low-income consumer, an eligible telecommunications

carrier must provide 30 days written notice to its subscriber 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. A local exchange telecommunications company shall also inform the subscriber of the availability, pursuant to Section 364.105, F.S., of discounted residential basic local telecommunications service.

Section (15)

The Staff proposes to add a new Section (15) to impose significant new additional obligations under the general obligation for "outreach" to potential Lifeline customers. As an initial matter, AT&T Florida notes that it currently engages in a wide of array of Lifeline outreach efforts throughout the state, including radio, print, and brochures as well as in-person visits to organizations. In view of the substantial outreach efforts already pursued by AT&T Florida and others in the industry, such prescriptive requirements appear unnecessary.

More substantively, AT&T Florida respectfully points out that proposed new Section (15) is beyond the Commission's statutory authority to implement outreach efforts under Section 364.10(2)(b), Florida Statutes, which provides:

Each eligible telecommunications carrier subject to this subsection shall provide to each state and federal agency providing benefits to persons eligible for Lifeline service applications, brochures, pamphlets, or other materials that inform the persons of their eligibility for Lifeline, and each state agency providing the benefits shall furnish the materials to affected persons at the time they apply for benefits.

That Section limits the ETCs' obligation to provide outreach materials to providing printed materials to state and federal agencies that are responsible for providing benefits to persons. AT&T Florida respectfully submits that because the proposed addition of Section (15) exceeds the Commission's authority, it should be deleted. To the extent that outreach obligations are appropriate in the Rule, they should be limited as set forth in Section 364.10(2)(b).

If, notwithstanding Section 364.12(2)(b), the new Section (15) were proposed for adoption, several clarifications are required. For example, the last sentence of Section (15) states that "Multi-media outreach approaches ... are also acceptable." The text is unclear whether this portion of the proposed rule is in lieu of the portion in the previous part of Section that specifies locations for outreach materials to be placed. This ambiguity should be addressed and the rule clarified before any proposed rule language can move forward.

Section (17)

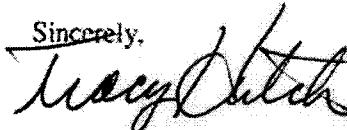
This section states that a company may not discontinue a customer's lifeline local service because of nonpayment of charges for non-basic services and toll charges. AT&T Florida proposes to change "and" to "or" in this section. A customer's Lifeline local service may not be discontinued for nonpayment of either non-basic service or toll charges.

Cost Assessment

Finally, at the workshop on September 19, 2012, the Commission staff requested that the parties identify any cost that would be incurred due to the implementation of the proposed rules. AT&T Florida anticipates that it would not incur additional costs to implement the proposed rules.

We appreciate the opportunity to speak at the workshop and to submit these comments. If you have questions regarding AT&T Florida's comments, please do not hesitate to contact me or MaryRose Sirianni at (850) 577-5553.

Sincerely,

A handwritten signature in cursive script that reads "Tracy W. Hatch".

Tracy W. Hatch

25-4.0665 Lifeline Service.

2 (1) A subscriber is eligible for Lifeline service if:

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

4 1. Medicaid;

5 2. Supplemental Nutrition Assistance Program (SNAP) Food Stamps;

6 3. Supplemental Security Income (SSI);

7 4. Temporary Assistance for Needy Families/Temporary Cash Assistance;

8 5. "Section 8" Federal Public Housing Assistance;

9 6. Low-Income Home Energy Assistance Program; or

10 7. The National School Lunch Program – Free Lunch; or

11 (b) The subscriber's eligible telecommunications carrier has more than one million access

12 lines and the subscriber's household income is at or below 150 percent of the federal poverty

13 income guidelines.

14 ~~(c) The subscriber's eligible telecommunications carrier has less than one million access~~

15 ~~lines and the subscriber's household income is at or below 135 percent of the federal poverty~~

16 ~~income guidelines.~~

17 (2) A subscriber living on federally recognized Tribal lands who does not satisfy the eligibility

18 requirements for Lifeline service in subsection (1) of this rule is nevertheless eligible for

19 Lifeline service if the subscriber receives benefits from one of the following Bureau of Indian

20 Affairs programs:

21 (a) Tribal temporary assistance for needy families (TANF);

22 (b) National School Lunch NSf, Program-Free Lunch; or

23 (c) Head Start.

24 (3) (a) Eligible telecommunications carriers with less than one million access lines are not

25 required to enroll Lifeline applicants through the income eligibility test of 150 percent or less

26 of the federal poverty income guidelines, but may do so voluntarily.

1 (b) Eligible telecommunications carriers with less than one million access lines are
2 required to enroll Lifeline applicants through the income eligibility test of 135 percent or less
3 of the federal poverty income guidelines.

4 (4) When enrolling customers in the Lifeline service program under paragraph (1)(a) of this
5 rule, eligible telecommunications carriers shall accept Form PSC/TEL 157 (REV 6112).

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entitled "Application for Lifeline Assistance," which is incorporated into this rule by reference
and can be accessed from the Commission's website at www.floridapsc.com, by selecting
"Lifeline Assistance," then selecting "Need Discounted Phone Service?," and then selecting
"English Lifeline Certification Form" (also available in Spanish and Creole). Eligible
telecommunications carriers that charge an initial connection charge must offer Link Up
service to subscribers who are eligible for Lifeline service pursuant to this rule.

(5) Eligible telecommunications carriers shall enroll customers for Lifeline service who
electronically submit Form PSC/TEL 158 REV (6112), entitled "Lifeline Florida On-line
Application for Recipients of Medicaid, Supplemental Nutrition Assistance Program
(SNAP)/Food Stamps, or Temporary Cash Assistance (TCA)," which is incorporated into this
rule by reference and can be accessed from the Commission's website at www.floridapsc.com,
by selecting "Lifeline Assistance," then selecting "Apply On-line." Applicants who presently
participate in Medicaid, Supplemental Nutrition Assistance Program (SNAP)/Food Stamps, or
Temporary Cash Assistance (TCA) programs can complete Form PSC/TEL 158 electronically
on-line. ~~When enrolling customers in the Lifeline service program under paragraph (1)(a) of
this rule, eligible telecommunications carriers shall accept Form PSC/RAD 157 (6/10),
entitled "Application for Link Up Florida and Lifeline Assistance," which is incorporated into
this rule by reference and can be accessed from the Commission's website at
www.floridapsc.com, by selecting "Link Up Florida and Lifeline," then selecting "Need
Discounted Phone Service?," and then selecting "English Link Up and Lifeline Certification
Form" (also available in Spanish and Creole).~~

(6) Eligible telecommunications carriers must allow customers the option to submit Lifeline
applications via U.S. Mail or facsimile, and may allow applications to be submitted
electronically. Eligible telecommunications carriers must also allow customers the option to
submit copies of supporting documents via U.S. Mail or facsimile. Eligible

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2 ~~telecommunications carriers shall enroll customers for Lifeline service who electronically~~
3 ~~submit Form PSC/RAD 158 (6110), entitled "Lifeline and Link Up Florida On-line Self~~
4 ~~Certification Form," Which is incorporated into this rule by reference and can be accessed~~
5 ~~from the Commission's Website at www.floridapsc.com, by selecting "Link Up Florida and~~
6 ~~Lifeline," then selecting "Apply On-line."~~

7 (7) Eligible telecommunications carriers shall comply with subscriber eligibility determination
8 and certification requirements contained in CFR §54.409, CFR §54.410, and annual
9 certification requirements contained in CFR §54.416. A copy of the annual certification
10 provided to the administrator shall be filed with the Commission. For Lifeline applicants who
11 do not use On-line enrollment or simplified certification enrollment, the eligible
12 telecommunications carrier must accept Public Assistance eligibility determination letters,
13 including those provided for food stamps, Medicaid, and public housing lease agreements, as
14 proof of eligibility for Link Up and Lifeline enrollment.

15 (8) All eligible telecommunications carriers shall participate in the Lifeline service
16 Coordinated Enrollment Process. For purposes of this rule, the Lifeline service Coordinated
17 Enrollment Process is an electronic interface between the Department of Children and
18 Families, the Commission, and the eligible telecommunications carrier that allows low-income
19 individuals to enroll in Lifeline following enrollment in a qualifying public assistance
20 program. Eligible telecommunications carriers must allow customers the option to submit
21 Link Up or Lifeline applications via U.S. Mail or facsimile, and may allow applications to be
22 submitted electronically. Eligible telecommunications carriers must also allow customers the
23 option to submit copies of supporting documents via U.S. Mail or facsimile.

24 (a) The Commission shall send an e-mail to the eligible telecommunications carrier informing
25 the eligible telecommunications carrier that Lifeline service applications are available for
retrieval for processing.

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2 (b) The eligible telecommunications carrier shall enroll the subscriber in the Lifeline service
3 program as soon as practicable, but no later than 60 days from the receipt of the e-mail
4 notification. Upon completion of initial enrollment, the eligible telecommunications carrier
5 shall credit the subscriber's bill for Lifeline service as of the date the eligible
6 telecommunications carrier received the e-mail notification from the Commission.

7 (c) The eligible telecommunications carrier shall maintain a current e-mail address with the
8 Commission, which the Commission will use to inform the eligible telecommunications
9 carrier of the Commission's Lifeline secure website address and that new Lifeline service
10 applications are available for retrieval for processing.

11 (d) The eligible telecommunications carrier shall maintain with the Commission the names,
12 e-mail addresses and telephone numbers of one primary and one secondary company
13 representative who will manage the user accounts on the Commission's Lifeline secure
14 website.

15 (e) Within 20 calendar days of receiving the Commission's e-mail notification that the Lifeline
16 service application is available for retrieval, the eligible telecommunications carrier shall
17 provide a facsimile response to the Commission via the Commission's dedicated Lifeline
18 service facsimile telephone line at (850)717-0108, or an electronic response via the
19 Commission's Lifeline secure website, identifying the customer name, address, telephone
20 number, and date of the application for:

21 1. Misdirected Lifeline service applications;

22 2. Applications for customers currently receiving Lifeline service; and

23 3. Rejected applicants, which shall include the reason(s) why the applicants were rejected.

24 In lieu of a facsimile or electronic submission, the eligible telecommunications carrier may
25 file the information with the Office of Commission Clerk.

(f) Pursuant to Section 364.107(1), F.S., information filed by the eligible telecommunications

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carrier in accordance with paragraph (8)(e) of this rule is confidential and exempt from
2 Section 119.07(1), F.S. However, the eligible telecommunications carrier may disclose such
3 information consistent with the criteria in Section 364.107(3)(a), F.S. For purposes of this
4 rule, the information filed by the eligible telecommunications carrier will be presumed
5 necessary for disclosure to the Commission pursuant to the criteria in Section 364.107(3)(a)4.,
6 F.S.

7 (9) An eligible telecommunications carrier shall not impose additional certification
8 requirements on subscribers beyond those which are required by this rule. Eligible
9 ~~telecommunications carriers shall only require a customer to provide the last four digits of the~~
10 ~~customer's social security number for application for Lifeline and Link Up service and to~~
11 ~~verify continued eligibility for the programs as part of the annual verification process.~~

12 (10) If the Office of Public Counsel certifies a subscriber eligible to receive Lifeline service
13 under the income test set forth in Section 364.10(3)(a), F.S., an eligible telecommunications
14 carrier shall not impose any additional certification requirements on the subscriber. All
15 ~~eligible telecommunications carriers shall participate in the Lifeline service Automatic~~
16 ~~Enrollment Process. For purposes of this rule, the Lifeline service Automatic Enrollment~~
17 ~~Process is an electronic interface between the Department of Children and Family Services,~~
18 ~~the Commission, and the eligible telecommunications carrier that allows low income~~
19 ~~individuals to automatically enroll in Lifeline following enrollment in a qualifying public~~
20 ~~assistance program.~~

21 ~~(a) The Commission shall send an e-mail to the eligible telecommunications carrier informing~~
22 ~~the eligible telecommunications carrier that Lifeline service applications are available for~~
23 ~~retrieval for processing.~~

24 ~~(b) The eligible telecommunications carrier shall enroll the subscriber in the Lifeline service~~
25 ~~program as soon as practicable, but no later than 60 days from the receipt of the e-mail~~

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~~notification. Upon completion of initial enrollment, the eligible telecommunications carrier shall credit the subscriber's bill for Lifeline service as of the date the eligible telecommunications carrier received the e-mail notification from the Commission.~~

~~(c) The eligible telecommunications carrier shall maintain a current e-mail address with the Commission, which the Commission will use to inform the eligible telecommunications carrier of the Commission's Lifeline secure website address and that new Lifeline service applications are available for retrieval for processing.~~

~~(d) The eligible telecommunications carrier shall maintain with the Commission the names, e-mail addresses and telephone numbers of one primary and one secondary company representative who will manage the user accounts on the Commission's Lifeline secure website.~~

~~(e) Within 20 calendar days of receiving the Commission's e-mail notification that the Lifeline service application is available for retrieval, the eligible telecommunications carrier shall provide a facsimile response to the Commission via the Commission's dedicated Lifeline service facsimile telephone line at (850)413-7142, or an electronic response via the Commission's Lifeline secure website, identifying the customer name, address, telephone number, and date of the application for:~~

- ~~1. Misdirected Lifeline service applications;~~
- ~~2. Applications for customers currently receiving Lifeline service; and~~
- ~~3. Rejected applicants, which shall include the reason(s) why the applicants were rejected.~~

~~In lieu of a facsimile or electronic submission, the eligible telecommunications carrier may file the information with the Office of Commission Cleric.~~

~~(f) Pursuant to Section 364.107(1), F.S., information filed by the eligible telecommunications carrier in accordance with paragraph (9)(c) of this rule is confidential and exempt from Section 119.07(1), F.S. However, the eligible telecommunications carrier may disclose such~~

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1 information consistent with the criteria in Section 364.107(3)(a), F.S. For purposes of this
2 rule, the information filed by the eligible telecommunications carrier will be presumed
3 necessary for disclosure to the Commission pursuant to the criteria in Section 364.107(3)(a)4.,
4 F.S.

5 (11) Eligible telecommunications carrier must provide written notice to a customer within
6 30 days of receipt of the application providing the reason for a rejected Lifeline application,
7 and providing contact information for the customer to get information regarding the
8 application denial. An eligible telecommunications carrier shall not impose additional
9 verification requirements on subscribers beyond those which are required by this rule.

10 (12) If an eligible telecommunications carrier has a reasonable basis to believe that a Lifeline subscriber
11 no longer meets the criteria to be considered a qualifying low-income consumer, an eligible

12 telecommunications carrier must provide 30 days written notice to a
13 subscriber prior to the termination of Lifeline service. The notice of pending termination shall
14 contain the telephone number at which the subscriber can obtain information about the
15 subscriber's Lifeline service from the eligible telecommunications carrier. A local exchange
16 telecommunications company shall

16 also inform the subscriber of the availability, pursuant to Section 364.105, F.S., of discounted
17 residential basic local telecommunications service. If the Office of Public Counsel certifies a
18 subscriber eligible to receive Lifeline service under the income test set forth in Section
19 364.10(3)(a), F.S., an eligible telecommunications carrier shall not impose any additional
20 verification requirements on the subscriber.

21 (13) If a subscriber's Lifeline service is terminated and the subscriber subsequently presents
22 proof of Lifeline eligibility, the eligible telecommunications carrier shall reinstate the
23 subscriber's Lifeline service as soon as practicable, but no later than 60 days following receipt
24 of proof of eligibility. Irrespective of the date on which the eligible telecommunications

carrier reinstates the subscriber's Lifeline service, the subscriber's bill shall be credited for

26 Lifeline service as of the date the eligible telecommunications carrier received the proof of

27 continued Lifeline eligibility. ~~An eligible telecommunications carrier must provide written~~

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~~notice to a customer within 30 days of receipt of the application providing the reason for a
2 rejected Lifeline application, and providing contact information for the customer to get
3 information regarding the application denial.~~

4 (14) Eligible telecommunications carriers must publicize the availability of Lifeline service in
5 a manner reasonably designed to reach those likely to qualify for the service. Outreach
6 materials describing Lifeline service must contain information that is in easily understood
7 language, and must state that it is a Lifeline service, that Lifeline is a government assistance
8 program, that the service is non-transferable, that only eligible consumers may enroll, that the
9 program is limited to one discount per household (consisting of either wireline or wireless),
10 that documentation is necessary for enrollment, and that consumers who willfully make false
11 statements in order to obtain the benefit can be punished by fine or imprisonment or can be
12 barred from the program. For purposes of this rule, the term marketing materials includes all
13 print, audio, video, internet (including e-mail, web, and social networking media) and outdoor
14 signage materials used to describe or enroll in the Lifeline service offering, including the
15 application and certification forms. If the eligible telecommunications carrier generates
16 customer bills, the eligible telecommunications carrier must also place an insert in the
17 subscriber's bill or a message on the subscriber's bill at least once each calendar year advising
18 subscribers of the availability of Lifeline service. An eligible telecommunications carrier must
19 provide 60 days written notice prior to the termination of Lifeline service. The notice of
20 pending termination shall contain the telephone number at which the subscriber can obtain
21 information about the subscriber's Lifeline service from the eligible telecommunications
22 carrier. The notice shall also inform the subscriber of the availability, pursuant to Section
23 364.105, F.S., of discounted residential basic local telecommunications service.

24 ~~(15) Materials should target consumer groups that may be in need of Lifeline, such as seniors,
25 young adults, consumers who live in remote areas, wireless users, non-English speaking~~

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1 ~~populations, the disabled community, users of telecommunications relay services, and the~~
2 ~~unemployed. Eligible telecommunications carriers must develop outreach materials and~~
3 ~~methods designed to reach households that do not currently have telephone service. The~~
4 ~~outreach materials should be placed in locations where low-income individuals are likely to~~
5 ~~visit, such as shelters, soup kitchens, public assistance agencies, and on public transportation.~~
6 ~~Multi-media outreach approaches such as newspaper advertisements, articles in consumer~~
7 ~~newsletters, press releases, radio commercials, and radio and television public service~~
8 ~~announcements are also acceptable. If a subscriber's Lifeline service is terminated and the~~
9 ~~subscriber subsequently presents proof of Lifeline eligibility, the eligible telecommunications~~
10 ~~carrier shall reinstate the subscriber's Lifeline service as soon as practicable, but no later than~~
11 ~~60 days following receipt of proof of eligibility. Irrespective of the date on which the eligible~~
12 ~~telecommunications carrier reinstates the subscriber's Lifeline service, the subscriber's bill~~
13 ~~shall be credited for Lifeline service as of the date the eligible telecommunications carrier~~
14 ~~received the proof of continued Lifeline eligibility.~~

15 (16) Eligible telecommunications carriers may not charge Lifeline subscribers a monthly
16 number-portability charge. All eligible telecommunications carriers shall provide current
17 Lifeline service company information to the Universal Service Administrative Company at
18 www.lifelinesupport.org so that the information can be posted on the Universal Service
19 Administrative Company's consumer website.

20 (17) A company may not discontinue a customer's Lifeline local service because of
21 nonpayment of charges for non-basic services and or toll charges. Eligible
22 telecommunications
23 carriers must advertise the availability of Lifeline service to those who may be eligible for the
24 service. At a minimum, if the eligible telecommunications carrier publishes a directory, the
25 eligible telecommunications carrier must include in the index of the directory a notice of the
availability of Lifeline service. If the eligible telecommunications carrier generates customer
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1 bills, the eligible telecommunications carrier must also place an insert in the subscriber's bill
2 or a message on the subscriber's bill at least once each calendar year advising subscribers of
3 the availability of Lifeline service.

4 (18) Each eligible telecommunications carrier shall maintain accurate records detailing how
5 the consumer demonstrated his or her eligibility for at least 3 years and for as long as the
6 subscriber receives Lifeline service from that eligible telecommunications carrier. Eligible
7 ~~telecommunications carriers may not charge a service deposit in order to initiate Lifeline~~
8 ~~service if the subscriber voluntarily elects toll blocking or toll control. If the subscriber elects~~
9 ~~not to place toll blocking or toll control on the line, an eligible telecommunications carrier~~
10 ~~may charge a service deposit.~~

11 ~~(19) Eligible telecommunications carriers may not charge Lifeline subscribers a monthly~~
12 ~~number portability charge.~~

13 ~~(20) Eligible telecommunications carriers offering Link Up and Lifeline service must submit~~
14 ~~quarterly reports to the Commission no later than 30 days following the ending of each quarter~~
15 ~~as follows: First Quarter (January 1 through March 31); Second Quarter (April 1 through June~~
16 ~~30); Third Quarter (July 1 through September 30); Fourth Quarter (October 1 through~~
17 ~~December 31). The quarterly reports shall include the following data:~~

18 ~~(a) The number of Lifeline subscribers, excluding resold Lifeline subscribers, for each month~~
19 ~~during the quarter;~~

20 ~~(b) The number of subscribers who received Link Up for each month during the quarter;~~

21 ~~(c) The number of new Lifeline subscribers added each month during the quarter;~~

22 ~~(d) The number of transitional Lifeline subscribers who received discounted service for each~~
23 ~~month during the quarter; and~~

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

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Rulemaking Authority 120.80(13)(d), 350.127(2), 364.0252, 364.10/JlfJfOJ FS. Law

2 Implemented 364.0252, 364.10, 364.105, 364.183(1) FS. History-New 1-2-07, Amended 12-6-

3 07, 6-23-10, XK-XK-XK.

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