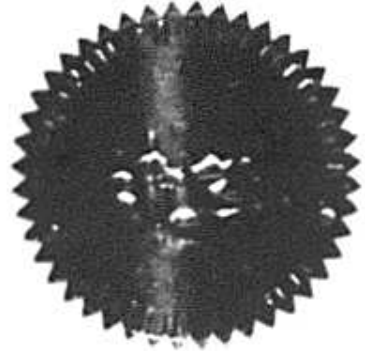


1 **BEFORE THE**
2 **FLORIDA PUBLIC SERVICE COMMISSION**

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5 -----
6 **In the Matter of** :
7 **Undocketed study of Lifeline.** :
8 -----

UNDOCKETED



9
10
11 **PROCEEDINGS:** **WORKSHOP**

12
13 **CONDUCTED BY:** **ANNE MARSH**

14 **DATE:** **Tuesday, October 20, 1998**

15
16 **TIME:** **Commenced at 9:30 a.m.**
17 **Concluded at 10:50 a.m.**

18 **PLACE:** **Betty Easley Conference Center**
19 **Room 152**
20 **4075 Esplanade Way**
21 **Tallahassee, Florida**

22 **REPORTED BY:** **H. RUTHE POTAMI, CSR, RPR**
23 **Official Commission Reporter**

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1 CHARLIE BECK, OPC.
2 EARL POUCHER, OPC.
3 ANITA DAVIS, NAACP.
4 BEN OCHSHORN, FLS.
5 ED PASCHALL, AARP.
6 DONNA CLIFTON, Dept. of Children & Families.
7 SAKINA DEES, Dept. of Labor.
8 TOM McCABE, TDS Telecom.
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1 P R O C E E D I N G S

2 (Workshop convened at 9:30 a.m.)

3 MS. MARSH: We're ready to get started.

4 There's a handout on the table up here, and there's
5 also a sign-up sheet going around.

6 The handout is an agenda for today, and
7 there are copies of forms that the various companies
8 have submitted. Some of the LECs don't have a form
9 for Lifeline, but those who do, I've attached it so
10 that all of you will have that.

11 Our purpose today is to discuss and review
12 some topics related to our Lifeline assistance plan in
13 Florida. The particular topics are automatic
14 enrollment in Lifeline, a possible standardized
15 application eligibility verification form,
16 subscription to ancillary services by Lifeline
17 participants, and any other issues that you may feel
18 need to be discussed at this time.

19 The goal of this is for me to give a
20 briefing to the Commissioners on the topics that we
21 discuss today, and I plan to do that at the
22 November 17th -- I think it's the 17th -- Internal
23 Affairs.

24 There's no plan at this moment to include
25 any of this in the special projects that are going on

1 right now, but that, you know, could change if the
2 Commissioners believe some of this should be
3 incorporated into our report.

4 I guess everybody is kind of settled down
5 now, so what I would like to do is do introductions.
6 I know there are some people here that I don't know,
7 and you all probably don't know all of us. So if you
8 would, you need to come up to a mike and turn the mike
9 on and introduce yourselves. It needs to be on the
10 mike so that the court reporter can pick it up on the
11 tape.

12 I'm Anne Marsh of the Commission Staff.

13 **MS. WATTS:** Clintina Watts, PSC legal Staff.

14 **MS. SIRIANNI:** Mary Rose Sirianni,
15 BellSouth.

16 **MR. POAG:** Ben Poag with Sprint.

17 **MR. SCOBIE:** Mike Scobie with GTE.

18 **MS. O'BANNON:** Bonnie O'Bannon with
19 BellSouth.

20 **MS. DURRETTE:** Chardelle Durette with
21 BellSouth.

22 **MS. MARSH:** I see a lot of others out there.
23 Could you come up and introduce yourselves? I know
24 there's some that I don't know that are here.

25 **MS. KHAZRAEE:** Sandy Khazraee and Sanja

1 Powell from Sprint.

2 MR. BECK: Charlie Beck, Office of the
3 Public Counsel.

4 MR. SCOBIE: I'm sorry. I also have Bill
5 Reed (phonetic) with GTE is here today also.

6 MS. MARSH: I guess that's all that want to
7 introduce themselves.

8 Are any people here from any of the
9 agencies?

10 MS. CLIFTON: I'm Donna Clifton with
11 Department of Children & Families.

12 MS. MARSH: Welcome.

13 MS. DEES: Sakina Dees with the Department
14 of Labor.

15 MS. DAVIS: I'm Anita Davis representing the
16 Florida State Conference of NAACP.

17 MS. MARSH: I'm glad to see we do have some
18 participation today, because we really encourage that.
19 We need your help to accomplish anything.

20 Recently we've done some data requests, and
21 they're showing that Lifeline participation is
22 declining in Florida in spite of all the effort that
23 has been put into trying to get enrollment to
24 increase. The large LECs in particular have had
25 declining enrollment, and I hope that we can get some

1 ideas as to why.

2 I know our consumer affairs people have done
3 a lot with outreach and have worked with the agencies
4 to reach consumers, handing out brochures and various
5 things. Robby, do you want to talk a little bit about
6 that? Robby Cunningham from our staff from consumer
7 affairs will tell you a little bit about what's been
8 going on.

9 MR. CUNNINGHAM: Good morning. I'm Robby
10 Cunningham from the Public Service Commission,
11 Division of Consumer Affairs.

12 Basically what we've done from the division
13 standpoint, or from the PSC standpoint, as far as
14 consumer outreach, back in March, March 31st, we held
15 a press conference; went into an interagency agreement
16 with several agencies, the Department of Children &
17 Families, Department of Labor, and the Department of
18 Elder Affairs.

19 We developed a brochure -- which I'll leave
20 up here, and if you want one, feel free to grab one --
21 and we developed a poster -- and we can get you a copy
22 of that if you like -- that basically what this was
23 designed to do and going into the agreement with these
24 agencies, these are the agencies that are -- or some
25 of the agencies that are on the front lines dealing

1 with the consumers that are most likely to potentially
2 have some sort of need for these services.

3 So our feeling was if we can get to them
4 directly, if the case workers who are dealing with
5 them one-on-one could get this information in their
6 hands, they would know how to contact the phone
7 companies and how to take advantage of the programs.

8 What we've also done -- and let me back up.
9 In going into the these agreements with these agencies
10 we said, here's the brochure, tell us how many you're
11 going to need. Of course these agencies are
12 statewide, and they've got offices all over the state.

13 Since that point in time we've put out a
14 little over 165,000 brochures -- quite a few of them
15 are out there on the streets -- and about 1,500 these
16 posters. The posters were really designed to go into
17 the lobbies where people come in so they can see them
18 and they'll be sparked to ask about the program.

19 But what we've done, as well, has been to
20 contact the local -- well, the legislators throughout
21 the state. The Chairman sent a letter out under her
22 signature. We've gotten several legislators who have
23 requested these materials, so several thousand of
24 these brochures and the posters have gone to them to
25 pass along to their constituents.

1 Several other PSCs, the Georgia, the
2 Georgia, the Maine, the Iowa PSCs, in their states
3 have shown some interest in what we're doing and have
4 taken our materials and are using them for models and
5 for information as well.

6 We have produced a Spanish version of this
7 brochure. We've produced a large print version of the
8 brochure for the Division of Blind Services. They're
9 working with perhaps putting it in a braille version
10 for the people who cannot see at all and need braille.

11 And the Chairman and Commissioner Jacobs
12 recently went on some editorial board visits,
13 mentioned this to -- obviously this was part of their
14 discussion with the editorial boards.

15 This past I guess it was Friday or Saturday
16 a very large article appeared in the Palm Beach
17 Post -- no, it wasn't -- who was it? St. Pete
18 Times -- I'm sorry -- on the program that Eve
19 Tahmincioglu -- I won't even try to pronounce her
20 name -- wrote. It was a very good article, and if you
21 have a chance to pick it up, I suggest you do so.

22 We are also working with perhaps producing
23 some radio public announcements to go out later in the
24 year. What we've also done is produced a script for
25 the PSA. The Florida Association of Broadcasters who

1 we're working with on some other PSAs are helping us
2 get this script out to their radio participants and
3 their programs to either read it on air or produce
4 their own PSA and help spread the word that way.

5 And since the March 31st -- since we did the
6 press conference and since we went into the
7 interagency agreement -- and, Anne, you did the data
8 request and you've gotten some numbers back. I think
9 you've seen some increase since that time in some of
10 the smaller LECs, perhaps some decrease in the larger
11 ones. I'm not quite sure what that means at this
12 point.

13 I have a feeling that the information that
14 we've put out since then has probably not had a large
15 impact, perhaps, on the latest data request because it
16 was probably pretty coincidental with the time that
17 you were getting the stuff back that these were
18 actually hitting the street. So that may or may not
19 have had a large impact.

20 Perhaps the press conference, because we did
21 get some good media out of, it might have had
22 something to do with it. But the actual brochures
23 going on the street, printing up 150,000-plus
24 brochures has taken a little bit of time, and it
25 probably didn't all have a large impact on this

1 particular data request.

2 But the -- one thing I do know is since
3 we've had the press conference, since we've done a lot
4 of this outreach, we've received a lot of calls from
5 consumers. We received calls from people who call us
6 and ask us, okay, how do I sign up, or, okay, I want
7 to sign up with you. And of course we direct them to
8 their LEC. They call us and ask us, do I qualify, and
9 of course we -- if they've got the brochure, then we
10 refer them to that and say these are the programs that
11 qualify, and you need to touch base with your LEC and
12 that sort of thing.

13 So what we really have done as far as that
14 goes, we've taken numerous calls. We, of course,
15 refer them to their phone companies, because that's
16 where they need to sign up. And I think you're going
17 to deal with some more of the uniformity of the forms
18 and that sort of thing as far as how to make it easier
19 for the consumers.

20 But as far as the outreach programs, that's
21 what we've done to date in a nutshell. We've had
22 numerous people call, and passed out onesie, two-cies
23 as far as the brochures go. But all in all, the
24 outreach to the other agencies -- and we plan to
25 expand that a little bit more as we can and work with

1 the other agencies that are having the one-on-one
2 interaction with the consumers who may perhaps qualify
3 for these programs.

4 So we're going to work to advancing that,
5 and I'm sure we'll find some other ways to help
6 promote the program.

7 **MS. MARSH:** Thanks, Robby. I just learned
8 things that I didn't know either. I didn't know we
9 had a Spanish language brochure and a large print one.

10 In spite of all the efforts that have been
11 put out by the agencies and by our consumer affairs
12 staff, as I indicated, the numbers of enrollees in
13 Lifeline is declining overall. They've been dropping
14 steadily since the peaked in 1996.

15 The small companies did show some dramatic
16 increases, and they seem to start right about March,
17 right at the time that the interagency agreement was
18 entered into. In terms of numbers, though, they're so
19 small that they're not making a dent in the losses
20 from the large companies; BellSouth in particular, and
21 I think GTE peaked in January and then has been
22 declining ever since.

23 I wanted to know if any of the companies do
24 have any idea why there's such a decline, because
25 based on studies that our research division has done,

1 there's a very large pool of applicants out there that
2 we're not reaching. The number is way below the
3 possible enrollees, so it doesn't seem to be that
4 welfare reform is the problem. There seems to be
5 something else.

6 I'm just wondering if anybody has any idea,
7 or if you're aware, those you who have portions of
8 your company in other states, if you're seeing
9 something similar there or if not. Do you all have
10 any comments on that?

11 You're up there, the brave soul who's
12 sitting up front.

13 **MR. SCOBIE:** Yes, I'm a brave soul, but,
14 unfortunately, I don't have any reason to offer.
15 Looking at other states GTE serves, I haven't seen a
16 whole lot of data that would indicate, you know, one
17 way or the other in the other states. But in Florida
18 we have declined slightly -- well, I don't know if
19 it's slightly, but about 1,500 enrollees since
20 January, as you said. But, you know, we haven't heard
21 or seen any reason for any. We don't know.

22 **MS. MARSH:** BellSouth, do you all have any
23 input on that?

24 **MS. SIRIANNI:** Ms. O'Bannon can probably
25 address this better, but just from looking at the

1 numbers there --

2 **MS. WATTS:** Mary Rose, just a second. Could
3 you identify yourself when you speak for the court
4 reporter?

5 **MS. SIRIANNI:** I'm sorry. Mary Rose
6 Sirianni.

7 It appears that all of our other states, it
8 is increasing, and Florida is the only state that is
9 having a decrease. Whether Bonnie can address that
10 further -- I don't know that there is any explanation.

11 **MS. O'BANNON:** Bonnie O'Bannon. We've not
12 been able to determine anything specific in Florida
13 that would cause a decline, and all of our other
14 states are showing a slight increase or are stable,
15 because their programs are mature.

16 **MS. MARSH:** That's interesting that we're
17 having a decline and nobody else is. There's one
18 thing I noticed. BellSouth has been the only company
19 doing this, but they've been reporting, I think, on an
20 annual basis on their disconnects in Lifeline, and
21 I've noticed that there are a large number of
22 disconnects for nonpay.

23 That seemed to drop very dramatically when
24 the FCC amended its program so that Lifeline consumers
25 could not be cut off for nonpayment of toll. So the

1 number of disconnects seemed to drop very steeply at
2 that point, but there's still a large number of
3 disconnects for nonpay; and so I'm wondering if that
4 has something to do with it.

5 MS. O'BANNON: We don't know.

6 MS. MARSH: We can only guess as to what the
7 reason is. That's one of the things I wanted to
8 address as perhaps part of the enrollment process or
9 the standardized application form. So I want to talk
10 about that a little bit more in a few minutes.

11 The declining enrollment and the lack of
12 participation is one of the primary reasons that
13 automatic enrollment has been suggested, and the
14 Chairman wanted us to look into it. So that was one
15 of the primary reasons for setting up that workshop.
16 It's been brought up, I think, several times at the
17 customer hearings that are being held around the state
18 in the fair and reasonable rate study.

19 I'd like to get a feel from the companies
20 and from the agencies who would be participating what
21 the pros and cons of this might be, from the agencies
22 in particular, if you were to enroll customers or to
23 participate in any way in automatic enrollment when --
24 in other words, if they sign up for one of your
25 programs, if they were also automatically enrolled in

1 Lifeline, what kind of problems or what positive
2 effects you all might see.

3 Anybody have any input on that? (No
4 response.)

5 **MS. WATTS:** I know that we have Department
6 of Children & Families and Department of Labor here.
7 We'd be interested to know what your thoughts are on
8 automatically enrolling your clients. As they come in
9 for your services, how would your agency deal with
10 automatically enrolling them as well for Lifeline at
11 the same time?

12 **MS. CLIFTON:** Donna Clifton. I'm not really
13 certain how we would accomplish that. If our workers
14 had to do that, then it's possible -- you know, it's
15 like one more piece of work that they would have to
16 do. And all of our data is captured in a computer
17 system, and I'm not certain -- it probably -- a tape
18 could be provided, you know, and then it could be done
19 by the local companies.

20 I'm just not real familiar, other than the
21 fact that all of our workers have the brochures and
22 they're supposed to, you know, make certain that
23 clients are aware of that service; give them the
24 brochures. I don't know that they'd do anything
25 additional other than that, and I'm just not real

1 certain if we would handle that extra work if we
2 could.

3 **MS. WATTS:** If it was just an additional,
4 like, standardized application? Because most of the
5 applications have to be signed off on by an HRS
6 representative showing that the customer actually does
7 receive services from your office.

8 If it was in a standardized application form
9 that they -- that you signed off on, they signed off
10 on, that they themselves would mail in or something to
11 that effect, would that be an inconvenience or --

12 **MS. CLIFTON:** Probably not. And if was just
13 a matter of sign the form and give it to the client
14 and, you know, they're responsible for mailing it in,
15 I wouldn't think that would be a huge issue.

16 **MS. MARSH:** Is that something that perhaps
17 could be part of the interagency agreement where --
18 along with the brochures and other things that would
19 be sent out? Would that work?

20 **MS. CLIFTON:** I would think definitely
21 that's where you'd want to go, because otherwise
22 there's a possibility that each district would do it
23 differently.

24 **MS. MARSH:** But as far as actually doing an
25 automatic enrollment, just like doing it by a tape and

1 trying to match it up would be -- if that were
2 pursued, that would be the way that it would probably
3 have to go.

4 **MS. CLIFTON:** If it was going to be
5 automatic, yes, because I think the tape -- getting
6 tape data from our system would be the simplest
7 process.

8 **MS. MARSH:** What kind of privacy issues
9 would that raise?

10 **MS. CLIFTON:** Well, see, I'm not very
11 familiar with what's in the agreement. But, you know,
12 information about our clients, especially like name
13 and address, this is confidential; and I would assume
14 that the interagency agreement would cover that and
15 would bind the people who get the data to our
16 confidentiality.

17 **MS. MARSH:** Anybody else have any thoughts
18 on that?

19 **UNIDENTIFIED SPEAKER:** I don't know --

20 **MS. WATTS:** Could you identify yourself?

21 **MS. DEES:** I'm sorry. Sakina Dees with
22 Department of Labor. With the wages program we
23 usually -- they have to go through Children & Families
24 first, and then they come to us to -- once they're
25 determined eligible. So if Children & Families did

1 the automatic enrollment, then they would be the
2 agency that would have the big part of this.

3 I see that maybe once they are sent to us
4 and to the case managers at the coalition level, that
5 if they see that there's a need, and they ask that,
6 they have a routine of asking the participants "are
7 you enrolled in the Lifeline program because I think
8 that this would help you in your situation," and if
9 they're not, if they somehow got through Children &
10 Families and was not automatically enrolled, then they
11 can encourage them to enroll; and that might help. I
12 don't know.

13 **MS. MARSH:** Companies, do you all have some
14 thoughts on it or any input on how it's done in other
15 states?

16 **MR. SCOBIE:** Mike Scobie with GTE. I mean,
17 it's kind of been our hypothesis and feeling all along
18 that, you know, the agencies are probably in the
19 better position or best position to reach the eligible
20 potential Lifeline subscribers, I mean, because they
21 are in contact with the people that are in their
22 programs and this sort of thing where -- you know,
23 it's our hypothesis is the majority of eligible people
24 don't have phone service already. I mean, they don't
25 have a phone.

1 And so the way we would reach them, through
2 either bill inserts or bill messages or anything that
3 we would do directly with our customers, is pretty
4 much lost on those potential subscribers.

5 As far as the form or the timing or whatever
6 it would take to do it, GTE does not use a form for
7 Lifeline today in any of its states. The corporate
8 people have been looking to come up with a standard
9 form for Lifeline. They got -- they sent it out to
10 all the states, the 28 states GTE provides service in,
11 saw what a difficult time it was to come up with a
12 national standardized form, and have kind of backed
13 off a little bit.

14 But in the form that they kind of floated to
15 the companies to review, I don't think we would be
16 talking about a lot of data or a lot of time to fill
17 out a form that -- a proposed form that was sent to us
18 to review said what -- you know, what would the client
19 want to subscribe to; you know, universal Lifeline or
20 link-up service; what program did they qualify for
21 that qualified for them to Lifeline. You check that
22 off.

23 Then you had name and address. If they
24 already had telephone service, you'd put down the
25 telephone number that they wanted the Lifeline on. If

1 they didn't have telephone service, you'd leave that
2 blank. The applicant would sign it. And basically
3 that would be the information that they were looking
4 at providing to the company.

5 MS. MARSH: So that's pretty similar to some
6 of the ones that the companies are already using.

7 MR. SCOBIE: Yeah, I think so.

8 MS. O'BANNON: Bonnie O'Bannon with
9 BellSouth.

10 We're dealing with two issues here. One is
11 a form for Lifeline participants to use, and a
12 separate procedure would be an automatic enrollment.
13 We feel there would be some problems with automatic
14 enrollment even if we could get a tape from the
15 various agencies, because there would be no way to
16 glean the people who would be Lifeline candidates,
17 because the FCC order is specific that it's only the,
18 for lack of a better term, head of a household that
19 would be qualified for Lifeline, and there would be a
20 lot of extra data that we would probably not be able
21 to verify.

22 We'd be trying to contact additional family
23 members, possibly children, because we'd be looking at
24 basically a dump of the rolls on that program.

25 MS. MARSH: Any other comments, either pro

1 or con or, you know, problems or -- BellSouth, I think
2 at this point -- Bonnie, I don't know if you know
3 this, but I think that in Florida you do verify the
4 applicants maybe every six months or so through
5 Children & Families, through a tape. How does that
6 work?

7 **MS. O'BANNON:** Well, we send -- in fact,
8 that's on hold right now because of another issue.

9 We send a tape of our Lifeline subscribers
10 to the state agencies, or a representative of the
11 state agencies, who compare their database to our
12 database. The fallout is then sent back to us to
13 verify. But we're actually sending a Lifeline
14 enrollment to the agencies, so that what we get back
15 is not everybody on the rolls for SSI, food stamps,
16 Medicaid, or whatnot; it's only the Lifeline people.
17 So it's basically cleaned up as it goes across.

18 **MS. MARSH:** So is that every six months or
19 so?

20 **MS. O'BANNON:** In our current tariffs we've
21 got a requirement or -- for a periodic verification.
22 We intend to do that about every six months.

23 **MS. MARSH:** And when you do it, do you have
24 a large drop in subscribers?

25 **MS. O'BANNON:** Oh, I'm -- do you have any

1 idea?

2 UNIDENTIFIED SPEAKER: No.

3 MS. O'BANNON: We don't know exactly what
4 that would be. There are some that do come off, but
5 there's -- well, in the past there have also been new
6 people coming onto the program. It's only this year
7 that we have seen such a dramatic decline in Lifeline
8 subscribers. And this year we have not done the
9 verification process, not since the new program went
10 in.

11 MS. MARSH: So that wouldn't account for
12 this year's declines?

13 MS. O'BANNON: No, it would have no bearing
14 on this year's.

15 MS. MARSH: And the number for nonpay seems
16 to be less than it was in '97.

17 MS. O'BANNON: Uh-huh.

18 MS. MARSH: So it's an interesting one of
19 those things that's called a small mystery of life.

20 MS. O'BANNON: It's an enigma.

21 MS. DURRETTE: Hi. Chardelle Durette with
22 BellSouth.

23 I do want to make one thing perfectly clear,
24 that the service representatives that talk to the
25 customers on a daily basis and take orders, they do

1 proactively -- it is in the methods and procedures
2 that they do proactively offer Lifeline. As soon as
3 the customer -- we verify certain information with
4 those customers when we place brand new orders, and if
5 they mention that they're on Medicaid, food stamps, or
6 any of the eligible criteria in Florida, they are to
7 come back and say we do offer Lifeline.

8 So I just wanted to make it perfectly clear
9 that we do offer that proactively. So -- for this
10 year anyway. And I know that this has been very
11 regularly stressed with the field that they do that.
12 I would have thought we would have seen an increase as
13 opposed to a decrease because of that.

14 **MS. WATTS:** Could we hear from some of the
15 other LECs as far as automatic enrollment and how it
16 would be implemented with your company or how it would
17 affect your company? I know we have Sprint and, I
18 think, Quincy Telephone.

19 **MS. KHAZRAEE:** This is Sandy Khazraee with
20 Sprint.

21 Automatic enrollment, we haven't really
22 looked into it very much at all, but we do have some
23 concerns, you know, getting a tape dumped from an
24 agency that, as BellSouth said, we're going to have a
25 lot of difficulty in qualifying which ones -- which

1 people on that tape actually qualify as being head of
2 a household, you know; because you could have people
3 who could qualify for those programs who live in a
4 household with somebody who doesn't, and that person
5 could have the phone service.

6 We also are not sure, you know, what their
7 programs, what language it would be written in, what
8 kind of programming we would have to do on our end in
9 order to be able to read it or to dump into our
10 programs. And we haven't even looked at that yet, so
11 that could be an issue.

12 **MR. McCABE:** Tom McCabe with TDS Telecom. I
13 guess, you know, from a small LEC standpoint, I mean,
14 I'd have the big fear with the tape issue. I don't
15 know if we'd be able to -- to do that. I think, you
16 know, the forms that we have, if they were sent over
17 to those agencies and they were to, you know, have the
18 customer at that time fill them out, send them back to
19 us, that would probably be most preferable to us.

20 You know, my concern on automatic enrollment
21 is the fact that, yes, it will -- you know, hopefully
22 it will achieve its desire of increase in the number
23 of Lifeline subscribers. My concern for my company is
24 the fact of funding. You know, that's a really big
25 issue for Quincy, Gadsden County. I don't know what

1 the number is. Florida Statistical Abstract indicates
2 that 30% of Gadsden County is qualified as poor.

3 If we move 30, 35, 40% of our customers onto
4 Lifeline, that would have a serious financial impact
5 on our company, and, you know, we just simply would
6 not be able to -- the result would be that, you know,
7 the entire customer base for Quincy, if it's not
8 funded, will end up having to basically support a
9 state program.

10 And from our perspective, the fact that this
11 is a state program it should be, you know, a statewide
12 funding mechanism put into place.

13 **MS. MARSH:** Any other comments on the
14 automatic enrollment issue?

15 **MS. O'BANNON:** Bonnie O'Bannon. There's one
16 more issue that we've identified, and it deals with
17 the competitive issues. There are many, many
18 telephone companies in business now providing local
19 service, and a tape coming from an agency with a
20 myriad of names on there, there's no way that
21 BellSouth or any other company could identify the
22 difference in someone who did not have telephone
23 service and -- or separate them from someone who had
24 service with a competitive carrier. And we don't need
25 to be contacting a competitive carrier -- competitive

1 carrier's customer to get them onto the Lifeline
2 program.

3 It really should be the responsibility of
4 the local service provider of the customer's choice.
5 And there's no way for the agency to really, really
6 identify who to send a tape to. It's going to have to
7 be the customer's choice or the customer's
8 responsibility.

9 MS. MARSH: Going on to the application
10 form, one of the things I've suggested has been rather
11 than to attempt trying to do the automatic enrollment,
12 perhaps in standardized form would be the way to go as
13 an alternative to that, or even as a part of it.

14 I noticed in looking at all the different
15 forms that they're not up to date, and I'm not here to
16 criticize anybody in their form, but they're not up to
17 date. They refer to programs that don't even exist
18 anymore, like AFDC. They've got programs on here I've
19 never even heard of. But, you know, each company has
20 made an effort on their own to do this. And so, like
21 I say, I'm not trying to criticize anybody in
22 particular.

23 It seems like to me that there is a need for
24 a standard -- some kind of standardization on that and
25 the inclusion of information that would be helpful

1 also to the subscriber, such as the availability of
2 toll blocking in exchange for the deposit being
3 waived.

4 I also have a concern that customers may not
5 realize that they cannot be disconnected for
6 nonpayment of toll, and it may be that they have toll
7 bills and they just don't pay their local either, and
8 they're winding up getting disconnected.

9 So it seems like the form could be a place
10 to make that information available to them at the time
11 they enroll. Do you all have any thoughts on that?

12 MS. SIRIANNI: Mary Rose Sirianni. I just
13 wanted to let you know I've handed out -- it's a draft
14 form. This was not included in the data requests.
15 It's something that we have since come up with. It's
16 kind of a first stab at a form.

17 I've also put some copies over on the table,
18 if anybody would like to have a copy. I'm not sure if
19 there will be enough for everybody.

20 MS. WATTS: Could we hear from the agencies
21 again briefly on a standardized form, what format of a
22 form would be easiest for you?

23 I know that you have a lot of paperwork to
24 get through, and another form is going to be another
25 added thing for you to fill out, but as a just to

1 check the box kind of thing, because a lot of these
2 forms, if you looked at them, I don't think it would
3 require that much of you.

4 But what would be most helpful in the way of
5 a standardized form for you?

6 MS. CLIFTON: It would be -- a check the box
7 would be the simplest, the smallest amount of
8 information that we would have to put, if our workers
9 are going to have to complete that, you know, minimal
10 information.

11 MS. MARSH: Anyone else?

12 MS. DEES: I don't claim to know a whole lot
13 about this issue, but I was thinking that -- I heard
14 someone mention -- sorry -- Sakina Dees -- I heard
15 someone mention about the different service providers
16 or different companies that are involved in this
17 program and how would you be able to tell if they
18 wanted to do business with Sprint or with BellSouth or
19 which agency.

20 And I think that if you had a form that kind
21 of had the list of all of those that are
22 participating, then they could check which one they
23 wanted, and that would make it easier. I don't know.
24 But I think that the universal service form would
25 help; I mean, that is the same form that's going --

1 whether it's at Children & Families, whether it's at
2 the local coalition, and all of the companies could
3 use that same form to gather their information, and
4 only those forms that had checked -- that had a check
5 for Sprint would go to Sprint. I don't know.

6 **MS. MARSH:** That's a good comment. That
7 really could be an alternative to try to use a tape to
8 do it automatically. That could kind of resolve the
9 issues that have been raised about not knowing which
10 provider would be involved, although I think right now
11 it is just the LECs. There isn't enough competition
12 in Florida for it to be anybody else.

13 I think there are a few resellers that are
14 reselling a little Lifeline, and that's about it.
15 There aren't any other ETCs in Florida other than the
16 LECs. So -- yet. Well, as long as they have to eat
17 that \$3.50, I don't think they're going to line up to
18 be ETCs.

19 **MS. DURRETTE:** Real quickly. This is
20 Chardelle Durette again. But the form that Mary Rose
21 just distributed, in the bottom right-hand corner of
22 that draft it does show "tel co," and that would be a
23 place that the agency would actually fill out the
24 customer's choice, so that -- we try to make this form
25 as generic as possible so that it can be used by any

1 CLEC, any LEC, out there.

2 And I would hope that we would really
3 seriously consider this particular form, because it
4 does allow for all the different criteria available
5 out there, and it would be generic enough that each
6 company would be able to use it.

7 **MS. MARSH:** Has everybody gotten a chance to
8 look at the draft that BellSouth brought in? I think
9 they're all gone now. Maybe those of you who don't
10 have one can look on with somebody else.

11 **MR. McCABE:** Anne, I just -- I don't recall
12 offhand, but what -- are there any specific
13 differences between Florida and the FCC's Lifeline?

14 **MS. MARSH:** You mean the enrollment
15 eligibility?

16 **MR. McCABE:** Yeah.

17 **MS. MARSH:** No. We have adopted theirs, so
18 I think they're basically the same.

19 **MR. McCABE:** I have not seen a copy of the
20 draft, but I think that, you know, that we could
21 handle that type of a generic form. You know, the
22 more generic that we can make it in terms of, you
23 know, falling down with the FCC, the better it would
24 be for us so that we would be able to use the same
25 form in other states as well.

1 **MS. MARSH:** I don't think it really contains
2 anything all that much different from what's on
3 y'all's form now.

4 The thought I had would be to add
5 information on there about the toll blocking and also
6 on the disconnect rule and how it pertains -- that is
7 an exception to Florida's rule on the disconnects,
8 that they cannot be disconnected for nonpayment of
9 toll, but that's part of the FCC guidelines.

10 So the addition of those things are
11 something that I think would be appropriate to
12 include. Does anybody have any thoughts on that?
13 Would that be suitable for everybody, do you think, to
14 add that additional information? I mean, it's
15 straight out of the -- somebody say something --
16 straight out of the FCC rules.

17 **MS. KHARAE:** This is Sandy Khazraee, and I
18 agree. I think the more information you give them
19 about what the program is, the better off everybody
20 is.

21 And one other comment on this proposed form.
22 I like it that it says that the customer is
23 authorizing the agency to release the information to
24 the phone company. That was another concern we had
25 about any type of automatic enrollment was are these

1 customers going to get their information sent to the
2 phone company when they may not have wanted it to go,
3 for what ever reason.

4 A lot of people just get very upset if, you
5 know, information about them gets passed without their
6 request or knowledge. So, you know, having it like
7 this where they say, yes, I agree, that relieves some
8 of that anxiety for us.

9 MS. MARSH: That's a concern I had, too.
10 Especially when we get to the topic of the ancillary
11 services, that's going to be another issue.

12 Are there any other comments on the forms
13 that anybody wants to add?

14 MR. McCABE: I guess the only comment that I
15 would have on the form is I guess in the -- I guess
16 it's the first paragraph where -- information provided
17 herein.

18 You know, from my perspective I'd like to
19 see, you know, it just end like at "Lifeline and
20 link-up," rather than "as described in the tariff."

21 I could promise you that no one is going to
22 go and look at the tariff. And I operate in 28
23 different states, so then -- and it's all located in
24 different places. I don't think that it's going to be
25 of any benefit.

1 **MR. POUCHER:** Earl Poucher, Office of Public
2 Counsel. In looking at the form, it appears to assume
3 that the customer or the person has telephone service.
4 And I would suspect that most of these people dealing
5 with the agencies do not have telephone service and,
6 therefore, I would think that where you have the line
7 "local telephone service provider," you perhaps ought
8 to ask some specific questions as to whether they have
9 a telephone or they do not, and encourage the use of
10 the form when the person does not have telephone
11 service, which is the whole goal here; and I believe
12 you'd get a little bit better response from the form.

13 And I'm assuming that a person without
14 telephone service who qualified through the agency,
15 the agency filled out this form, sent it to the
16 telephone company, that it would be nothing more than
17 certification. It wouldn't be enrollment because you
18 then have to have a service order.

19 So I would think that a Lifeline program
20 would involve the agencies doing its part of the work
21 here, sending that to the telephone company, and then
22 the telephone company using this form to either
23 contact -- attempt to contact the person by telephone
24 to determine whether they really do qualify or not as
25 a head of the household, or sending them a letter.

1 And I would assume that the letter might say "You may
2 qualify for Lifeline." That way you avoid the problem
3 of whether they're at the head of the household or
4 not.

5 I personally don't think that you're going
6 to get a rapid or huge expansion of Lifeline unless
7 the telephone companies and the agencies and the PSC
8 all get together and enthusiastically support a
9 program. I think the PSC obviously has. The agencies
10 want to cooperate. I think what's missing is that the
11 telephone companies do not have a specific goal of
12 increasing subscribership through the people who are
13 eligible for Lifeline.

14 I'd like to see a company step out on a
15 voluntary basis and establish Lifeline programs with
16 tracking, monthly reporting, an annual report to the
17 PSC, and an outreach program.

18 I don't think that -- if you don't get a
19 company that's willing to do that and willing to
20 endorse the program and really aggressively do the
21 things in the business office in the collection
22 process to attempt to expand universal service, then
23 nothing much is going to happen, and that's basically
24 where we are now.

25 MS. MARSH: Earl, just a second. On the

1 issue of whether or not they have telephone service, I
2 think perhaps we could handle that by having -- maybe
3 have a statement on the form that if you do not
4 already have service, to contact the LEC to place an
5 order; something like that I think -- do you think
6 that would probably cover that?

7 **MR. POUCHER:** Yes, uh-huh.

8 **MR. McCABE:** I'm not sure how it would work
9 for the other companies, but I think that you could
10 probably have on the form, you know, if you do not
11 have telephone service, just check a particular box.
12 When that form comes to at least for my company
13 because we're small, we'd see that and we would then
14 go through the process of contacting that customer and
15 initiating a service order, because it would be -- you
16 know, like Earl was saying, if you don't have a phone
17 it's going to be awfully tough to contact them.

18 **MR. POUCHER:** I had one other comment that I
19 forgot to make, and the comment is the people who have
20 been disconnected; there are a large number of
21 disconnections in the past year. I would suspect that
22 there are a lot of customers out there who have been
23 disconnected in the past who are Lifeline eligible who
24 have unpaid long distance bills.

25 And what the PSC has not dealt with is not

1 the current customers, because current customers can't
2 be disconnected for unpaid long distance billing; the
3 question is what do we do about those that are out
4 that there have unpaid long distance bills that have
5 been written off by the companies when they come back
6 to the telephone company and ask for telephone
7 service?

8 We probably -- the Commission probably needs
9 to take that issue up and deal with it as to whether
10 or not you would require the companies to install
11 Lifeline service even when there's an unpaid long
12 distance bill on their books.

13 If we make that decision that we would
14 attempt to promote Lifeline and bring customers back
15 onto the network, I've said many times I believe that
16 it would be good for the telephone companies. It
17 would be good for our state, certainly. And if we can
18 get these people more viable economically, perhaps we
19 can recover some of those unpaid long distance bills.

20 If we keep them down on the bottom of the
21 barrel without telephone service, without access to
22 the things they need to get a job, then it's very
23 unlikely that we're ever going to collect any of the
24 those written off accounts.

25 **MS. MARSH:** So would it be your view that as

1 long as their unpaid local bills have been taken care
2 of, they would be reconnected?

3 **MR. POUCHER:** The problem with that is it's
4 probably mixed up. There's probably a little bit of
5 local service and a lot of long distance in those
6 written off accounts.

7 If a company has an active program and has
8 endorsed the concept that they want to expand
9 universal service to increase subscribership, then the
10 business office people can deal with those kind of
11 things, but unless they endorse it enthusiastically
12 and have a program and want to go for it, then it's
13 unlikely that the business office people will do
14 anything other than enforce the rules which don't
15 allow a customer to get new service if they have a
16 written off account.

17 **MS. O'BANNON:** Bonnie O'Bannon, Bell South.
18 We have programs in place to connect people who have
19 unpaid tolls. And the FCC order was specific in that
20 a Lifeline subscriber cannot be denied local service
21 for unpaid tolls, and although it's not explicitly
22 written in, that implies that the local portion should
23 be paid. They're not expecting a company to go under
24 water for not collecting on local bills.

25 Let me regress a little bit to the form that

1 BellSouth has drafted. Of course, we've got a pencil;
2 we can scratch anything about tariffs. That's no
3 problem. There is a place in the top part of the form
4 for the client to put information, and there is a spot
5 that says "telephone number and applicant's name if
6 assigned."

7 So the form, as it's currently written, does
8 allow the subscriber to put -- to leave it blank, to
9 put "not applicable," to put anything you want --
10 anything you want in that space, and we would know
11 that the subscriber does not have telephone service.

12 There's two places on the form to show the
13 local telephone service provider of their choice. And
14 we're not trying to get the agencies to become a
15 telephone company by trying to take an application for
16 the service; just as a general aid to get the
17 subscriber to thinking about who he needs to subscribe
18 to.

19 I think our preference would be to ask the
20 subscriber to contact the telephone company. It's
21 going to be difficult for us to -- possibly to contact
22 these people by mail, because that's the only way we
23 would have of reaching these customers. And through
24 possibly a closer interaction, if we could ask that
25 the customers contact us first, we might have a little

1 bit better reception.

2 MS. MARSH: So perhaps here where they can
3 put their -- the line here that says "telephone number
4 and applicant's name," it could maybe have a sentence
5 in there that says "Do you have telephone service --

6 MS. O'BANNON: Sure.

7 MS. MARSH: "If so, what's the number?"

8 MS. O'BANNON: Yeah.

9 MS. MARSH: "If not, please contact your
10 telephone company."

11 MS. O'BANNON: If you would like to have
12 telephone service. Because everybody doesn't want it,
13 so --.

14 MS. MARSH: Any other comments on that?

15 MR. PASCHALL: Ed Paschall with AARP.

16 MS. MARSH: Turn your mike on, please, sir.
17 There you go. Thank you.

18 MR. PASCHALL: How's that? Ed Paschall with
19 AARP.

20 I have a suggestion to make here. In the
21 bottom paragraph down there -- which a lot of the
22 people would look at and say it's the fine print --
23 you have the word "credit" listed there.

24 Now, if you look at that and think of it in
25 the terms of some person who is low income, the word

1 "credit" means something you're going to have to pay
2 for later somehow.

3 Now, you have the word "credit" in there in
4 three different places, and you could use the word
5 "service" instead of "credit" or some other term, but
6 you need to set that up so that there is no way that
7 they can have the impression -- I say no way -- as
8 little as possible that they can have the feeling that
9 this is something that they're going to have to pay
10 for later. Do you understand what I'm getting at?

11 MS. MARSH: Yeah. How about the word
12 "discount"?

13 MR. PASCHALL: Pardon?

14 MS. MARSH: How about the word "discount"
15 instead of "credit"? They would get a Lifeline
16 discount.

17 MR. McCABE: That would fine, because by
18 using that, then -- I think that would really be a
19 better word, because then later on you could use the
20 word "service" where it is down there.

21 The other comment that I would have to make
22 wouldn't deal with that, but it would deal with the
23 comments that were made earlier about the fact that
24 the Lifeline service is declining in Florida whereas
25 in other states it's increasing.

1 I would say that that would be a matter of
2 great concern is why are the people finding Lifeline
3 service to be not as desirable as people in the other
4 states are finding it.

5 MS. MARSH: That's an interesting question.

6 MR. PASCHALL: Pardon?

7 MS. MARSH: That's an interesting question.

8 I'd like to know the answer myself.

9 MR. PASCHALL: Right. And I think that
10 there should be some pretty strong investigation --
11 I'll put it that way -- into our discussion with the
12 people who drop Lifeline "why did you drop it? Could
13 you tell us? We're interested in finding out why you
14 dropped it, dropped this service, because it could be
15 beneficial to you; and if you don't want it -- just to
16 find out why.

17 And I think you cannot find it out unless
18 you directly ask those people in a manner so that it
19 is not likely to cause them any trouble in any way,
20 shape or form later. See what I'm getting at?

21 MR. SCOBIE: Anne, Mike Scobie. That's a
22 pretty good point, I think, and maybe something that
23 the Commission Staff or the Commission could
24 investigate maybe with PERC or somebody at the
25 University of Florida to maybe do a research product.

1 I don't know. Something like that statewide or
2 something.

3 And I don't know what the, necessarily,
4 objectives would be, but to find out that exact
5 question; you know, "Why did you leave Lifeline? You
6 had lifeline. Why did you exit?" I think PERC or
7 somebody at the University of Florida might -- you
8 know, it would be a good research project, I think.

9 MS. MARSH: Anybody else with any comments?

10 (No response.)

11 The remaining topic is the subscription to
12 ancillary services by Lifeline participants, and there
13 have been a lot of discussions and allegations made
14 about some things that are going on with the ancillary
15 services, and there's been a suggestion that customers
16 who are on Lifeline not be allowed to take additional
17 services such as call waiting and caller ID.

18 I can tell you from the data requests that
19 we sent out, the number of Lifeline subscribers taking
20 ancillary services far exceeds that of the general
21 population, according to what has been reported on the
22 data requests. It's considerably higher. And I
23 really didn't have any concern about the ancillary
24 service until I saw that, and in conjunction with
25 that, the number of disconnects for nonpay.

1 So, you know, it's kind of given me some
2 reason to think about it. I'd like to get you all's
3 thoughts on that. I do feel like if it -- if they
4 were not allowed to take ancillary services, it
5 probably would decrease the program even more, because
6 I think the number is about 60% that are taking
7 ancillary services.

8 But I wanted to get feedback from others
9 about that and what you all's thoughts are on whether
10 they should be precluded from taking other services.

11 **MR. SCOBIE:** Mike Scobie with GTE. I guess
12 our position is -- and, again, this isn't a legal
13 position, because I'm certainly not a lawyer, but I
14 have some concern about allowing or not allowing
15 someone to take ancillary services; just the freedom
16 of choice to buy what they want to buy with their
17 disposable income.

18 I understand, though, that the -- I mean, if
19 the objective is to put people on a network, keep
20 people on the network, you know, you may say --
21 especially a customer that may have had or is having
22 trouble paying or runs up a balance, even on local
23 service, you may want to restrict access to ancillary
24 if there is a balance due type situation or an
25 collectible situation there.

1 But, again, there's still that legal
2 issue -- and I'm not prepared to answer that right
3 now, but something you or that legal people will have
4 to determine; can you deny people from making that
5 choice? I don't know. I don't know the answer.

6 **MR. POUCHER:** Earl Poucher. I would agree
7 with Mike. Can you deny people from making that
8 choice? Can you deny the telephone companies the
9 choice of merchandising the services that they offer?

10 Low income customers are probably the
11 easiest category of customers to sell merchandise to
12 by telephone. The telephone company programs are
13 extremely aggressive. They merchandise all the
14 services that they provide, and they're
15 indiscriminate.

16 It doesn't matter whether you're old or poor
17 or rich and healthy, they're going to try to sell you
18 additional services. Before you would take the
19 dramatic step, I would say, of creating a second class
20 customer, you probably ought to take the step of
21 preventing the telephone companies from merchandising,
22 if you want to get into this area. And I seriously
23 question whether we would want to.

24 The telephone companies should be able to
25 merchandise to all of their customers. All of their

1 customers should be allowed to buy whatever services
2 they'd like and want. And we have not created this
3 special category of customer for the other programs
4 that are eligible in society like Medicaid or food
5 stamps. Those people still get to spend their money
6 whatever way they want to, and I'm not sure that you
7 would expand this program to do that kind of thing as
8 a wise choice.

9 **MS. MARSH:** How about in a situation where
10 there were unpaid bills in the past that were still
11 owing or where people were in danger of being
12 disconnected for nonpayment? Do you think it might be
13 appropriate in that situation?

14 **MR. POUCHER:** I hadn't really thought of
15 that. But essentially if you're getting -- have a
16 customer that has telephone service, they should be
17 basically able to subscribe to whatever services they
18 want and are able to pay for, and if they don't pay
19 for them, then they ought not to get those services.

20 If they have not paid for long distance in
21 the past, it doesn't seem sensible that you would give
22 them long distance service access in the future;
23 likewise with the optional services.

24 The one thing we want to protect is basic
25 service, and we don't need to protect those other

1 services, but neither do we need to hamper the process
2 that the companies use to merchandise their services.

3 MS. MARSH: Anybody else?

4 MS. O'BANNON: Bonnie O'Bannon with
5 BellSouth. We would like for all features to be
6 available to any residence customer the same features
7 that would be available to Lifeline subscribers,
8 regardless of whether they have been in a nonpay
9 situation.

10 MS. MARSH: Do you know if they're
11 restricted in other states?

12 MS. O'BANNON: Not in BellSouth territory,
13 they are not.

14 MR. McCABE: We would agree with that. We
15 think that customers should be able to spend the money
16 the way they wish to. I would think if the Commission
17 is wanting to keep people on the network and there's a
18 fear that ancillary services are driving them off or
19 that people can't afford them -- and Earl was making
20 the comment that the telephone companies, you know,
21 aggressively sell these services -- I don't think that
22 we aggressively sell these services just because
23 someone is a Lifeline customer.

24 If that's the situation, then I think you
25 would have to say we're going to automatically block

1 toll. To me, it would seem -- it makes little sense
2 to say we're going to deny you the ability to purchase
3 call waiting for \$2 because we don't believe that you
4 know how to spend your money, and then turn around and
5 allow that customer to run up a \$250 toll bill. It
6 doesn't make any sense. It seems like you're trying
7 to protect people in terms of how they spend their
8 money, and I don't think that's the right thing to do.

9 **MR. OCHSHORN:** Ben Ochshorn, Florida Legal
10 Services.

11 We'd urge the Commission to go very slow on
12 that issue. There's data issues, for one thing.
13 According to the information, the phone companies
14 provided in the rates review, special project, an
15 awful lot of people generally subscribe to one or more
16 ancillary services. And for some of the people on
17 some of these programs, some of these ancillary
18 services may be very important.

19 For example, a very large number of the
20 people on TANF, which is Florida's welfare program,
21 are dealing with domestic violence issues, and it may
22 very well be a very good expenditure even for somebody
23 on welfare to spend \$3 a month or whatever to be able
24 to know when the abuser is calling. And so that's one
25 issue. And there also, I think, may very well be a

1 legal issue as far as restricting service.

2 The FCC rule provides some instances where
3 service can be restricted and otherwise kind of
4 describes the program, and under those kinds of
5 circumstances it may very well be that the program
6 would require that the same kind of basic service,
7 including access to vertical services, be permitted on
8 the theory that the federal regulatory agency has
9 already spoken as far as which restrictions would be
10 permissible under the program. So I would just urge
11 going real slow on this.

12 **MS. MARSH:** Anybody else?

13 **MS. MERRITT:** My name is Rhonda Merritt with
14 AT&T.

15 I wanted to let you know that in some states
16 AT&T has filed tariffs -- not in Florida because we're
17 not allowed to by the current rules here -- but where
18 you actually establish a credit limit for a customer.
19 It's much like when you get your credit card, there's
20 a credit limit, and you're allowed to incur charges up
21 to that amount, and then, you know, the minute that
22 you exceed that amount, reach that amount or exceed
23 it, your service is temporarily -- I don't want to say
24 disconnected, but there is a block put on your line.

25 So you work with the customer up front to

1 come up with what is a mutually acceptable credit
2 limit and then -- but there's no notice, there's no
3 30-day notice, that you're about to restrict long
4 distance or whatever. But my understanding is this
5 has been very effective in a lot of states as far as
6 helping customers keep their toll bills down, and I
7 wonder if such an approach might not be useful to
8 think about in this particular situation.

9 **MS. MARSH:** Well, actually, that is part of
10 the federal program, but all of our LECs told us they
11 couldn't do that; they were not physically capable or
12 technically capable of doing that. I don't know if
13 that has changed since then, but that was part of the
14 program that we were trying to establish in Florida.

15 Does anybody have any comment on whether you
16 can do it yet or not?

17 **MR. POAG:** Yeah. The blocking that she's
18 talking of I believe is where the interexchange
19 carrier does -- blocks that particular customer.
20 That's not something that the local exchange company
21 does.

22 **MS. MERRITT:** That's correct. It's the IXC.

23 **MS. MARSH:** Okay.

24 **MR. SCOBIE:** Anne, this is Mike Scobie with
25 GTE. We have don't have the realtime -- I mean, we

1 wouldn't know how much toll was used by that customer
2 for that carrier on a realtime basis to put that
3 blocking on a line.

4 **MS. MARSH:** So that's something only the IXC
5 can do.

6 **MR. SCOBIE:** Basically -- my understanding
7 right now, given the technology, is the carrier would
8 have to put that block -- or put that limit on and
9 control it.

10 **MS. MARSH:** Thank you.

11 **MR. PASCHALL:** Ed Paschall with AARP.

12 I think the one thing that you should keep
13 in mind is whenever you're discussing it in terms --
14 especially which it might be conveyed to the customer,
15 that we keep in mind that the customer has no idea
16 what you're talking about when you say toll.

17 They say a long distance charge or something
18 like that, they know what you're talking about, but if
19 you mention the word "toll" to them, they have no
20 idea at all what you might be talking about there.

21 So I would say that -- and I would agree
22 that if someone has long distance charges that are way
23 overdue that are from the past or anything like that,
24 that this should be discussed with the customer and
25 tell them, you can have any services you want after

1 you take care of this past due bill for long distances
2 services. Now, we're going to let you have this local
3 service -- but we're talking about a company here that
4 provides both, of course -- that we can provide the
5 local service for you, but not any other services
6 until you take care of this extra service, which is a
7 long distance charge.

8 Now, then, of course if there are separate
9 bills coming from separate companies, then your local
10 company wouldn't know about that, so it wouldn't be of
11 a concern to the local company at that time.

12 The other point that I'd like to make is, is
13 what about the vertical services for someone who is on
14 Lifeline? I don't think you'll hear the telephone
15 companies complaining about someone who is paying
16 their local exchange bill and keeping it up to date,
17 and -- I mean, that are on Lifeline there and are
18 paying extra to get the vertical services, because
19 those vertical services are 98% net profit for the
20 company.

21 So that is an amount of money return to them
22 just exactly the same as you're going down the line in
23 a grocery store -- and I've had it happen to me, and
24 I'm sure most everybody else has -- where you see
25 someone else go in front of you and they've got a cart

1 services, I don't see any restriction -- any way that
2 a restriction could reasonably be imposed upon them.

3 **MS. MARSH:** Thank you. Any other comments
4 on that topic?

5 I had a real big concern about discussing
6 that in the same workshop as automatic enrollment. I
7 can just picture somebody signing up for Lifeline and
8 then their caller ID is cut off. I'm sure the phone
9 companies wouldn't appreciate the uproar that would
10 cause either.

11 Any other comments on the ancillary service
12 issue?

13 **MS. DANIEL:** I'm in the miscellaneous
14 category.

15 **MS. MARSH:** Well, we don't have any more
16 comments on ancillary services. I guess we can get to
17 miscellaneous.

18 **MS. DANIEL:** I'm Patti Daniel from Research
19 here at the Commission.

20 **MS. MARSH:** Patti, your mike isn't on.

21 **MS. DANIEL:** Thank you. I'm Patti Daniel
22 from Research. And I'm sorry I didn't have a chance
23 to discuss this with you before the workshop, but just
24 in listening to the comments this morning, something
25 has occurred to me.

1 if there's anybody that has any ideas on how to
2 publicize this.

3 From the Commission standpoint, certainly
4 Robby or myself or Thelma Crump, who is also here from
5 my staff, would be happy to talk to them.

6 MS. MARSH: Thank you. Any other comments?

7 MR. McCABE: Just one quick question. I
8 don't recall -- in terms of the issue of toll
9 blocking, is that a voluntary or an automatic?

10 MS. MARSH: It's voluntary on the part of
11 the customer. You can't force them to take toll
12 blocking, but if they do take it, then their deposit
13 is waived.

14 MR. McCABE: What about for the customer
15 that --

16 MS. MARSH: Even if they haven't paid their
17 bill.

18 MR. McCABE: Even if they haven't paid their
19 long distance --

20 MS. MARSH: They haven't paid their toll,
21 yeah. The thought on that is the IXC can cut them
22 off, but the LEC can't cut them off and can't mandate
23 that they have toll blocking. It's strictly
24 voluntary.

25 MR. McCABE: Okay. Then what about in a

1 situation where you as a LEC is providing the
2 intraLATA, and a customer does not pay the intraLATA
3 toll portion of the bill? Would we be able to cut
4 that individual off from the toll?

5 MS. MARSH: I think you can. I'd have to
6 double check, but I think, yeah, you can cut their
7 toll service. You just can't cut off their local
8 service for nonpayment of toll. You can cut them off
9 for nonpayment of local --

10 MR. McCABE: Right --

11 MS. MARSH: -- but not for nonpayment of
12 toll. That's my recollection of what's in the order.

13 Anything else?

14 MS. MERRITT: Rhonda Merritt. I'd just like
15 to mention back to this idea of, you know, losing
16 subscribership. I just wonder how much of that is
17 because people do have large toll bills and they're so
18 overwhelmed that they don't pay anything. They don't
19 understand the difference.

20 And I'm wondering if we didn't have some
21 toll blocking that was not voluntary that, you know,
22 some standard, some rule where you could block based
23 on a customer's payment history or credit rating, if
24 that wouldn't help with the loss of Lifeline
25 subscribership.

1 **MS. MARSH:** I don't think we could make them
2 take toll blocking, but they can not have service, I
3 mean. So that's the weapon to say, well, we can't
4 give you service because you have all this unpaid
5 toll. You know, that's -- that could be done.

6 I mean, AT&T doesn't have to provide toll to
7 somebody who hasn't paid their bill, so, you know,
8 that's, I think, the best that can be done on that.

9 **MR. POUCHER:** Earl Poucher again. But
10 there's nothing to preclude a telephone company from
11 saying to a customer that has a large bill, we can
12 keep your basic dial tone working if we then block
13 your access to long distance. And my understanding is
14 that's how BellSouth works, and they're not talking
15 about interLATA or intraLATA; they're talking about
16 long distance.

17 **MS. MARSH:** That's for ones who haven't paid
18 who do --

19 **MR. POUCHER:** Yes. And the customer has the
20 option; he can disconnect his entire service or keep
21 basic dial tone and block the long distance and
22 hopefully work out his billing problems.

23 **MS. MARSH:** Just by keeping their local
24 portion paid.

25 **MR. POUCHER:** Sure.

1 **MS. MARSH:** Okay. Anything else? (No
2 response.)

3 It's been a good workshop for me. I've
4 learned a lot of things from everybody. As I
5 mentioned, I don't know if everybody was here at the
6 very beginning, but there's going to be a briefing for
7 the Commissioners.

8 I plan to go to the November 17th Internal
9 Affairs and brief them on what was discussed and see
10 if there's any sort of action they want to take from
11 there.

12 It's been really, really helpful to me.
13 We've had a lot of good input. Is there anything else
14 before we close?

15 **MS. SIRIANNI:** I just was going to ask if we
16 could get a copy of the sign-in sheet.

17 **MS. MARSH:** Yeah, we can do that. It's
18 around here somewhere. Has somebody got it? Okay.
19 It's over there. Yeah, we can do that.

20 Anybody that wants it just check with me as
21 soon as we're finished here, and I'll get it for you.
22 Thank you all, and that concludes our workshop.

23 (Thereupon, the workshop concluded
24 at 10:50 a.m.)

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1 STATE OF FLORIDA)
: CERTIFICATE OF REPORTER
2 COUNTY OF LEON)

3 I, H. RUTHE POTAMI, CSR, RPR, Official
4 Commission Reporter,

5 DO HEREBY CERTIFY that the Undocketed Study
6 of Lifeline Workshop was heard by the Staff of the
7 Florida Public Service Commission at the time and
8 place herein stated; it is further

9 CERTIFIED that I stenographically reported
10 the said proceedings; that the same has been
11 transcribed under my direct supervision; and that this
12 transcript, consisting of 60 pages, constitutes a true
13 transcription of my notes of said proceedings.

14 DATED this 23rd day of October, 1998.

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