

NANCY B. WHITE
General Counsel - Florida

BellSouth Telecommunications, Inc.
150 South Monroe Street
Room 400
Tallahassee, Florida 32301
(305) 347-5558

January 8, 2001

Mrs. Blanca S. Bayó
Director, Division of Records and Reporting
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

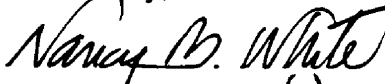
Re: Docket No. 001589-TL (ETC Requirements for Lifeline)

Dear Ms. Bayó:

Enclosed is an original and fifteen copies of BellSouth Telecommunications, Inc.'s Comments, which we ask that you file in the captioned docket.

A copy of this letter is enclosed. Please mark it to indicate that the original was filed and return the copy to me. Copies have been served to the parties shown on the attached Certificate of Service.

Sincerely,


Nancy B. White (fw)

cc: All Parties of Record
Marshall M. Criser III
R. Douglas Lackey

DOCUMENT NUMBER - DATE

00321 JAN-85

FPSC-RECORDS/REPORTING

CERTIFICATE OF SERVICE
Docket No. 001589-TL

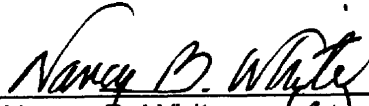
I HEREBY CERTIFY that a true and correct copy of the foregoing was served via U. S. Mail this 8th day of January, 2001 to the following

Staff Counsel
Florida Public Service
Commission
Division of Legal Services
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Michael A. Gross
Florida Cable Telecommunications
Assoc., Inc.
246 E. 6th Avenue, Suite 100
Tallahassee, FL 32303
Tel. No. 850-681-1990
Fax No. 850-681-9676
mgross@fcta.com

Donna C. McNulty
MCI WorldCom Network Services,
Inc.
325 John Knox Road
Suite 105
Tallahassee, FL 32303-4131
Tel. No. 850-422-1254
Fax No. 850-422-2586
donna.mcnulty@wcom.com

Kimberly Caswell
Verizon Florida, Inc.
Post Office Box 110, FLTC0007
Tampa, FL 33601-0110
Tel. No. 813-483-2617
Fax No. 813-204-8870
kimberly.caswell@verizon.com



Nancy B. White

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Eligible Telecommunications Carrier) Docket No. 001589-TL
(ETC) Information Requirements for Lifeline)
and Link-Up Service)
_____) Filed: January 8, 2001

**BELLSOUTH TELECOMMUNICATIONS, INC.'S
COMMENTS**

BellSouth Telecommunications, Inc., ("BellSouth" or "Company"), pursuant to the workshop held in the above captioned matter on November 29, 2000, hereby submits its Comments thereon.

The Florida Public Service commission ("Commission") has proposed a new rule, Rule 25-4.047, Florida Administrative Code, Eligible Telecommunications Carrier ("ETC"), Information Requirements for Lifeline and Link-Up Service. The stated objective of the Commission in proposing the rule is to increase telephone subscribership in Florida. While BellSouth believes that the goal of the Commission is a worthy one and one that BellSouth supports, BellSouth has concerns with the proposed rule and concerns regarding whether the proposed rule will achieve the Commission's objective. Following are BellSouth's specific comments on the proposed rule, as well as responses to Commission questions raised at the workshop.

I. Specific Comments on the Proposed Rule

BellSouth avers that the proposed rule is too broad, too burdensome, and that there is no evidence that it will achieve the desired goal. Section 3 of the proposed rule requires advertising throughout the ETC's schedule area via certain media and at certain intervals. BellSouth has several concerns

with this section. First, how does an ETC confirm that a specific television station, radio station, or newspaper will reach all parts of the service area. Second, how does an ETC select a radio station (rock, country, talk, classical) or television station (cable station, one of the three major networks, Fox, etc.)? Third, the cost is prohibitive (see Section II). Fourth, how can the Commission ensure that the advertising will truly reach eligible individuals? Fifth, with such widespread advertising, the ETC will be inundated with calls from individuals who are not eligible for the programs, thereby making it even more difficult to meet the commission's answer time rules.

Section 4 of the proposed rule requires that telephone directories contain a full-page explanation of the programs. Section 5 of the proposed rule contains certain requirements for the advertisements and telephone directory explanations. For example, they must be in English and any other language that is predominant in the service area. But there is no definition of service area. If it is considered to be as small as a wire center, then a ETC could be required to perform the functions in several different languages.

BellSouth believes that a targeted plan is needed, i.e., a plan that targets individuals known to be eligible and that involves the various state and federal agencies who implement the eligibility programs. Only in this way can the Commission's objective be achieved.

II. Responses to Commission Questions Raised at the Workshop

A. Current Advertisement of Lifeline and Link-Up

The Commission requires annual notification regarding the availability of Lifeline service on customers' bills, as well as Lifeline and Link-Up information in telephone directories (Order No. PSC-07-1262-FOF-TP issued October 14, 1997). In compliance with the Commission order, BellSouth provides an annual message that appears region wide in customers' bills advising them of the availability of Lifeline. BellSouth's region includes the provision of local service in Alabama, Florida, Georgia, Kentucky, Louisiana, Mississippi, North Carolina, South Carolina and Tennessee. The permanent message that appeared on the bills in February 2000 (English and Spanish - Florida only) is attached (Attachment 1).

Attachment 2 is a copy of the Lifeline/Link-Up information that currently appears in the BellSouth directories (English and Spanish). The Miami White Pages and the Miami-Homestead special are currently the only directories that carry the Lifeline/Link-Up information in Spanish.

BellSouth also includes a pamphlet known as StarLines™ and BusinessLines™ on an annual basis in the customers' bills that has provided information regarding Lifeline. The December 2000 StarLines™ and BusinessLines™ (in both English and Spanish - Florida only) is attached (Attachment 3).

Through our work with a national forum, BellSouth has recently placed our Lifeline and Link-Up program information on an internet website that can be accessed at www.Lifelinesupport.org. (The website is still under construction, but it is in the process of being made available to all interested local service providers for their use describing their plans.) In fact, the article that appeared in BellSouth's StarLines™ and BusinessLines™ bill inserts during the November/December time frame (as mentioned above), in each state advised customers of the new website.

BellSouth has placed some newspaper advertisements regarding the availability of Lifeline/Link-Up. These advertisements have been limited to various Spanish newspapers within Florida. A copy of the advertisement, along with a list of the various newspapers it appeared in is provided in Attachment 4.

In addition, the implementation of CALLS generated bill messages in July and September, 2000, which included references to Lifeline.

Following is the wording applicable to Lifeline that was included in these bill messages:

"Customers who have signed up for Lifeline, a low income assistance program available to qualified residential subscribers, will receive an increase in the Lifeline credit to offset the increase in the SLC."

In addition, customers were advised that the new Federal Universal Service Charge would not be applied to Lifeline customers.

The Georgia PSC and North Carolina PUC require annual customer notification. The order implementing Lifeline/Link-Up in Georgia is attached (Attachment 5). However, as mentioned above, BellSouth produces an annual bill notification in all nine states where it provides local service.

Additionally, in North Carolina, BellSouth participated with various industry and agency representatives in a forum to develop a brochure for the agencies' use with eligible clients. Attachment 6 is a copy of the English/Spanish brochure.

B. Advertisement and Directory Explanation Costs

The estimated cost for placing one additional page in each of the 52 directories published by BellSouth Advertising and Publishing Company in Florida is approximately \$50,000. Attachment 7 is the spreadsheet and backup for these costs.

Attachment 8 is a breakdown by media type of the estimated costs that BellSouth would expect to incur based on the proposed rule.

Specifically, the estimated production costs of a basic public Service

Advertisement are:

TV (English) --	\$250,000
TV (Spanish revision) --	25,000
Newspaper (English) --	5,000
Newspaper (Spanish) --	5,000
Radio (English) --	10,000
Radio (Spanish) --	10,000
Bill Insert (English) --	26,500
Bill Insert (Spanish) --	20,000
Spanish translation --	10,000

Total: \$361,500

The estimated placement costs based on cheapest possible buys within the Commission parameters, and buys placed before the end of this year (includes Spanish language media) are:

TV --	\$102,367
Newspaper --	169,271
Radio --	57,634
Total:	\$329,272

Estimated grand total for one year's production and placement:
\$690,772.

C. Payment Agencies in Florida

Attachment 9 is a list of the payment agencies that BellSouth uses in Florida, including a notation as to which ones are bilingual. While BellSouth does not currently provide information regarding Lifeline at these locations, BellSouth would be willing to provide information regarding Lifeline at these locations for distribution.

D. History of Lifeline Form

The Commission sponsored an undocketed workshop in October, 1998, attended by ILECs, CLECs, IXC, DFACS, Department of Labor, NAACP, AARP, and OPC to discuss ways to increase Lifeline participation. BellSouth and others presented a form (Attachment 10) for use with the LL/LU programs that the agencies could complete on behalf of their clients

and ship directly to the local service provider chosen by the consumer. The form addresses legal, fraud and abuse, privacy and anti-competitive concerns. The BellSouth version was adopted and recommended, with minor modification by the Commission Staff and all entities represented.

In conjunction with the form, BellSouth strongly supports teaming up with the appropriate state agencies that deal directly with eligibility program recipients. By allowing the agencies to use the form, it would enable agency personnel to place program information into the hands of people who can benefit. Use of such a form would allow for proof of eligibility to be transmitted to the local service provider in a competitively neutral manner.

The form will not go directly to potential Lifeline subscribers. It will be prepared by the agencies and mailed or faxed directly to the ETC as control for fraud and abuse, which will also keep customers from having to send in additional paperwork as proof of eligibility. The form was submitted to the Commission for approval. However, the form was never implemented. BellSouth would like for the Commission to consider the advantages of implementing such a document.

E. Policies to Encourage Subscribership

BellSouth has several policies in place to encourage Lifeline/Link-Up participants to stay on the network. Attachment 11 contains the tariff pages that BellSouth has on file with the Commission regarding its policies

for installment billing which is offered to all customers, not just Lifeline and Link-Up participants and BellSouth's policy on toll blocking for Lifeline.

F. Privacy Concerns

It is BellSouth's understanding that the lists of participants in various state and federal eligible programs are covered by applicable state and federal privacy statutes. If the agency provided under protective agreement a list of eligible recipients to the ETC, then the ETC could send a direct mail to those eligible for the Lifeline program.

G. Alternatives to increase Subscribership

- (1) Secure agency involvement in the process
- (2) Fliers sent home with children in the HeadStart Program
- (3) Fliers included in Soup Kitchen baskets given to recipients
- (4) Training provided to agencies by ETC employees
- (5) Provide the form to the agencies
- (6) Participate in the national forum to input and maintain information about Florida's Lifeline and Link-Up programs on the internet at www.Lifelinesupport.org
- (7) Partner with United Way to reach eligible individuals
- (8) Provide posters and brochures to various agencies and community organizations


H. Proposed Language

BellSouth has no proposed language changes because BellSouth believes the proposed rule is unworkable and will not meet the Commission's stated objective.


WHEREFORE, BellSouth requests that the Commission accept these comments and that these comments be considered in any rulemaking proceeding.

Respectfully submitted this 8th day of January, 2001.

BELLSOUTH TELECOMMUNICATIONS, INC.



NANCY B. WHITE
c/o Nancy H. Sims
150 So. Monroe Street, Suite 400
Tallahassee, FL 32301
(305) 347-5558



R. DOUGLAS LACKEY
Suite 4300
675 W. Peachtree St., NE
Atlanta, GA 30375
(404) 335-0747

ATTACHMENT 1

LIFELINE

MESSAGE VERBIAGE:

You May Be Eligible For Low-Income Assistance

Low-income assistance for phone service is available to qualified residential telephone subscribers. You may be eligible for the BellSouth® Lifeline assistance plan if you currently receive income-based benefits from a plan such as Food Stamps, Medicaid, Supplemental Security Income (SSI), Federal Public Housing/Section 8, Temporary Assistance to Needy Families (TANF) or Low Income Home Energy Assistance Program (LIHEAP).

The purpose is to make telephone service more accessible to customers whom otherwise might not be able to afford it. Qualified residential subscribers who apply for the Lifeline plan will receive a credit on their monthly telephone bill. If you know someone else who may be eligible, please tell them BellSouth may be able to help them get service at the reduced rate even if they have prior unpaid telephone bills.

Lifeline is available for one telephone line per household at your principal place of residence. For more information, call 780-2355.* Proof of eligibility will be required.

*Miami-Dade County customers dial 305 780-2355.

*Central Florida Region customers dial 407 780-2355.

(Spanish on next page)

Spanish Verbiage:

Puede que usted sea elegible para Asistencia por Bajos Ingresos

Asistencia por bajos ingresos para servicio telefónico está disponible para suscriptores residenciales cualificados. Puede que usted sea elegible para recibir el plan de asistencia LifeLine de BellSouth si en la actualidad recibe beneficios de uno de los siguientes planes, basados en ingresos: Sellos de Comida (Food Stamps), Asistencia Médica (Medicaid), Ayuda Suplementaria de Seguro Social (Supplemental Security Income (SSI)), Vivienda Pública Federal Sección 8 (Federal Public Housing/Section 8), Asistencia Temporal a Familias Necesitadas (Temporary Assistance to Needy Families (TANF)), o Programa de Asistencia de Energía para el Hogar por Bajos Ingresos (Low Income Home Energy Assistance Program (LIHEAP)).

El fin es conseguir que el servicio telefónico esté accesible a clientes que de otra manera, no podrían adquirirlo. Suscriptores residenciales cualificados, quienes soliciten el plan LifeLine, recibirán un crédito en su cuenta telefónica mensual. Si usted conoce a alguien que pueda ser elegible, favor de informarle que puede que BellSouth le pueda ayudar a obtener servicio a la tarifa reducida, aunque tenga cuentas de teléfono anteriores sin pagar.

LifeLine está disponible para una sola línea telefónica por domicilio en su residencia principal. Para más información, llame al 780-2840.* Se requiere prueba de elegibilidad.

*Clientes del Condado de Miami-Dade deben marcar 305 780-2840.

*Clientes de la Región Central de la Florida deben marcar 407 780-2840.

ATTACHMENT 2

LINK-UP AND LIFELINE

You may be eligible for assistance with your local telephone bill if you currently receive one of the following:

- Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Temporary Assistance to Needy Families (TANF)
- Federal Public Housing Assistance (often called "Section 8")
- Low Income Home Energy Assistance Program (LIHEAP)

The Link-Up and Lifeline programs offer assistance to qualified residential customers. The purpose is to make telephone service more accessible to those who otherwise might not be able to afford service. Both programs are available for one telephone line per household at your principal place of residence.

- For assistance with non-recurring service charges, Link-Up provides a federal credit of 50%, up to a maximum of \$30.00.
- For assistance with monthly local service charges, Lifeline provides a federal credit of \$7.00 and a BellSouth credit of \$3.50, for a maximum Lifeline credit of \$10.50 per month.
- Effective January 1, 1998, if you choose long-distance blocking service, a deposit will not be required.

Proof of eligibility will be required.

To apply for Lifeline or Link-Up, or for more information, call your residential Service Representative at **780-2355†**. To speak with a Service Representative in Spanish, call **780-2840†**.

WIRETAPPING

It is unlawful to wiretap or otherwise intercept calls on a telephone line unless a court has approved the wiretap. You may report suspected wiretapping to your local law enforcement agency.

CALL BEFORE YOU DIG (BURIED CABLE LOCATION SERVICE)

We'll help locate and mark buried utility cable. If you don't call for assistance and you cut the lines, you may be billed for repairs.

In Florida: 1+800+432-4770



†Please dial your area code before this number if you live in an area where 10-digit dialing is required.



Billing Information

(Additional information may be available on some of the Local Service Providers listed below in the Local Service Providers section following the Customer Guide Pages in your White Pages directory.)

LOCAL SERVICE PROVIDERS

	Residence	Business
BellSouth (Toll Free)	780-2355†	780-2800† (Mon - Fri, 8 am - 6 pm) (Sat, 8:30 am - 4:30 pm)

BellSouth Payment Location:

Mail your check or money order to:
BellSouth
P.O. Box 33009
Charlotte, NC 28243-0001

BellSouth Payment Agents*:

Hialeah

Malecon Pharmacy
5966 W 16th Avenue

U.S. Drugs Discount
144 Hialeah Drive

Key West

The Mail Spot 1
819 Peacock Plaza

Miami

Bilingual Payment Center
1430 SW 1st Street

Check Cashing USA
13825 SW 88th Street

Continental Pharmacy
505 SE 8th Street

Estrella Pharmacy
1845 NW 17th Avenue

Jay's Drugs
1498 NW 54th Street

Jorge's Pharmacy
1701 Coral Way

Live & Let Live Drug Store
3520 NW 17th Avenue

Northside Check Cashing
2959 N. W. 79th Street

Redondo Pharmacy
19533 NW 57th Avenue

Roberts Drugs
590 W Flagler Street

Miami Beach

Le Parisian Discount
1300 Lincoln Road

Lee-Ann Pharmacy
955 Washington Avenue

North Miami Beach

Aventura Food Market
19190 W Dixie Highway

Florida Check Cashers
237 N. E. 167th Street

*Payment agents are subject to change.

†Please dial your area code before this number if you live in an area where 10-digit dialing is required.

Información Que Usted Debe Saber



LINK-UP Y LIFELINE: LOS SERVICIOS CON DESCUENTOS

Usted quizás reúna los requisitos para recibir ayuda con la cuenta del servicio telefónico local si ya está recibiendo uno de los servicios siguientes:

- Cupones de alimentos
- Medicaid
- Ingresos suplementarios de seguridad (SSI)
- Ayuda temporaria para familias necesitadas (TANF)
- Ayuda federal para viviendas públicas (Plan 8)
- Plan de ayuda con el costo de la energía doméstica para hogares de pocos ingresos (LIHEAP)

Los planes Link-Up y Lifeline prestan ayuda a los usuarios residenciales que reúnan los requisitos. El objetivo es hacer mas accesible el servicio telefónico a las personas que de otro modo no pudieran pagar el costo del servicio. Ambos planes están disponibles para una línea telefónica por hogar en su domicilio principal.

- Link-Up proporciona un crédito federal del 50% hasta un máximo de \$30 para ayudar con el pago de los servicios que no sean periódicos.
- Lifeline proporciona un crédito federal de \$7 y uno de \$3.50 con la BellSouth, hasta un máximo de \$10.50 al mes, para ayudar con el pago mensual de los servicios locales.
- Desde el 1ro de enero de 1998, no es necesario dar un depósito para obtener el servicio de bloqueo de las llamadas de larga distancia.

Será necesario probar que se reúnen los requisitos.

Los interesados en los planes Lifeline o Link-Up o en obtener más información, deben comunicarse con un representante de servicios residenciales por el **780-2355***. Si desea hablar en español con un representante de servicios, marque el **780-2840***.

INTERCEPCIÓN DE LLAMADAS TELEFÓNICAS

Es contra la ley grabar o interceptar llamadas telefónicas al no ser que una corte haya aprobado la grabación. Usted puede reportar su sospecha de que le están grabando sus llamadas a su agencia policiaca local.

LLAME ANTES DE EXCAVAR (SERVICIO DE LOCALIZAR CABLES ENTERRADOS)

Nosotros le ayudaremos a localizar y marcar los cables de servicio públicos que estén enterrados. Si no pide ayuda y corta una línea tendrá que pagar la reparación.

En la Florida: **1-800-432-4770**



*Por favor marque su código de área antes de marcar este teléfono si usted vive en un área que requiere marcar 10 dígitos.



(Para información adicional sobre los proveedores de servicio local, por favor consulte la sección de esta guía titulada "Proveedores de Servicio Local".)

PROVEEDORES DE SERVICIO LOCAL

	Casa	Negocio
BellSouth (Gratis)	780-2355†	780-2800†
		(Lunes-Viernes, 8 am - 6 pm) (Sábado, 8:30 am - 4:30 pm)

Centro de cobros de la BellSouth

Envíe su cheque o giro postal a:

BellSouth

P. O. Box 33009

Charlotte, NC 28243-0001

Agentes de Pagos de BellSouth:*

Hialeah

Malecon Pharmacy
5966 W 16th Avenue

U.S. Drugs Discount
144 Hialeah Drive

Key West

The Mail Spot 1
89 Peacock Plaza

Miami

Bilingual Payment Center
1430 SW 1st Street

Check Cashing USA
13825 SW 88th Street

Continental Pharmacy
505 SE 8th Street

Estrella Pharmacy
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Jay's Drugs
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Jorge's Pharmacy
1701 Coral Way

Live & Let Live Drug Store
3520 NW 17th Avenue

Northside Check Cashing
2959 NW 79th Street

Redondo Pharmacy
19533 NW 57th Avenue

Roberts Drugs
590 W Flagler Street

Miami Beach
Le Parisian Discount
1300 Lincoln Road

Lee-Ann Pharmacy
955 Washington Avenue

North Miami Beach
Aventura Food Market
19190 W Dixie Highway

Florida Check Cashers
237 NE 167th Street

* Agentes de Pagos de BellSouth pueden cambiar.

†Por favor marque su código de área antes de marcar este teléfono si usted vive en un área que requiere marcar 10 dígitos.

TO ME
ides

ATTACHMENT 3

StarLines

Issue 6 (November/December 2000)

AL, FL, Spanish FL, GA, KY, LA, MS, NC, SC, TN

Low-income Assistance Information is Now ONLINE

www.lifelinesupport.org

BellSouth is the co-sponsor of a new nationwide Website which contains state and company specific information on how to qualify and who to call to sign up for Lifeline. Lifeline provides discounts for *residential* phone service to qualified low-income telephone subscribers.

StarLines

Issue 6 (November/December 2000)

AL, FL, Spanish FL, GA, KY, LA, MS, NC, SC, TN

BusinessLines

Issue 6 (November/December 2000)

AL, FL, Spanish FL, GA, KY, LA, MS, NC, SC, TN

Low-income Assistance Information is Now ONLINE

www.lifelinesupport.org

BellSouth is the co-sponsor of a new nationwide Website which contains state and company specific information on how to qualify and who to call to sign up for Lifeline. Lifeline provides discounts for *residential* phone service to qualified low-income telephone subscribers.

BusinessLines

Issue 6 (November/December 2000)

AL, FL, Spanish FL, GA, KY, LA, MS, NC, SC, TN

ATTACHMENT 4

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Usted puede que sea elegible para recibir ayuda con su cuenta local telefónica si en la actualidad recibe ayuda de uno de los siguientes programas:

- ▶ Sellos de Comida (Food Stamps)
- ▶ Asistencia Médica (Medicaid)
- ▶ Ayuda Suplementaria de Seguro Social (Supplemental Security Income - SSI)
- ▶ Ayuda Temporal para Familias Necesitadas (Temporary Assistance to Needy Families - TANF)
- ▶ Vivienda Pública Federal - con frecuencia llamada "Sección 8" (Federal Public Housing Assistance - often called "Section 8")
- ▶ Asistencia de Energía para Hogares de Bajos Ingresos (Low Income Home Energy Assistance Program - LIHEAP)

Para más información o para solicitar Link-up y Lifeline, llame al 305-780-2840 y hable en español con su representante.

 **BELLSOUTH**

LINK-UP/LIFELINE AD PLACEMENTS AS OF 12/12/2000

Agenda Medica - 6/30, 3/1
Art Deco Tropical - 3/9
El Avisador - 6/1
El Centroamericano - 6/1
El Continental - 3/9, 12/6
El Especial - 6/14, 3/8
El Faro - 3/5, 12/11
El Herald de Broward - 3/3
El Latino (WPB) - 3/10, 12/8
El Nuevo Osceola Star - 9/1
El Nuevo Patria - 9/1
El Nuevo Universal - 6/14, 3/8
El Popular - 3/15
El Sol de Hialeah - 3/31
El Venezolano -
Enfoque Metropolitano - 6/20, 3/21
Florida Review - 3/15
Hola Amigos - 6/9
Horizonte - 3/15
Imagen Latinoam - 3/10
La Campana - 11/30
La Estrella de Nica - 6/1
La Isla/Paginas CG - 6/6
La Prensa Centroam - 5/9, 12/30
La Prensa de Miami - 3/20
La Prensa de Orlando - 6/29/
La Tribuna - 6/30
La Voz de la Calle - 3/10, 12/8
Latino Intl. - Orlando - 3/9
Libertad - 6/20
Libertad News - 3/1
Libre - 3/9
Los Tiempos - 6/5, 12/11
Noticias del SS y Med - 6/25, 3/27
Panorama - 6/14
Prensa Grafica - 8/11, 2/25, 5/12
Reporter of Dade - 6/16, 3/10, 11/17
Spotlight - 12/8

ATTACHMENT 5

12/18/2000 10:28 AM REGISTRATION 7-4555312

BEFORE
THE PUBLIC SERVICE COMMISSION OF
GEORGIA

IN RE: Establishment of a connection)
fee subsidy program to assist) ORDER IMPLEMENTING
low income households in) LINK-UP GEORGIA
obtaining telephone service.)

In Administrative Session on October 17, 1989, the Georgia Public Service Commission (the Commission) instituted a program designed to qualify for funds under the connection fee subsidy program known as Link-Up America, outlined in FCC 87-133 (CC Docket Nos. 78-72 and 80-286, adopted April 16, 1987).

Pursuant to the Commission's decision, the Commission formed a Committee to:

- a. Work with the appropriate state governmental agencies to determine the criteria for eligibility for the program.
- b. Coordinate with the appropriate social service agencies measures which should be taken to publicize the existence of the program to telephone company or social service personnel and the availability of same to client or subscriber populations.
- c. Coordinate, to the extent necessary, the submission of data to the National Exchange Carriers Association (NECA).
- d. Coordinate procedures for the verification and certification of eligibility requirements, including the formulation of an appropriate application form.
- e. Consider such matters as are relevant to the implementation of this program.

This Committee was composed of representatives from the Commission, Southern Bell Telephone and Telegraph Company, Georgia Telephone Association, Office of the Consumers' Utility Counsel, the Department of Human Resources and community leaders.

The Committee's recommendations are as follows:

1. Eligibility Requirements

The eligibility requirements for the LINK-UP GEORGIA program will be needy, disabled, senior citizens and others who are deemed eligible for receiving benefits from one of the following programs:

- a. Food Stamps
- b. Aid to Families with Dependent Children
- c. Supplemental Security Income

The Committee has also found that recipients to the Senior Citizens Discount Plans offered by the local gas or power companies should also be eligible for the LINK-UP GEORGIA program.

Applicants must not be a dependent for Federal Income Tax purposes unless he or she is more than 60 years of age.

2. Notification Procedures

In order to ensure that the persons eligible to receive benefits from LINK-UP GEORGIA are properly notified, the recommended procedures are as follows:

- a. A joint news release from the Public Service Commission and the Department of Human Resources will announce the availability of the program.
- b. Concurrent with program implementation, an information insert will be provided by the Department of Human Resources to all recipients of Aid to Families with Dependent Children and Food Stamps.
- c. Each participating agency throughout the state will have flyers available.
- d. Each local exchange company (LEC) will provide news releases as appropriate to announce the program. (Attachment A)
- e. Each LEC will provide informational bill inserts to all customers. (Attachment B)

- f. Churches, civic organizations and other state agencies will also have flyers and application forms.

3. Submission of Data

a. National Exchange Carriers Association (NECA)

Each LEC is responsible for submission of its data to NECA for recovery of its costs for the provision of LINK-UP GEORGIA. Attachment C is a letter from NECA giving the format required by NECA for the submission of data. Reports must be filed by each LEC by June 30 and December 31 of each year.

b. Federal Communications Commission (FCC)

In its Monitoring Plan recommended by the Joint Board and approved by the FCC in the Order in CC Docket No. 87-339 (August 26, 1987), the FCC has required the Public Service Commission to file an annual report by December 31 of each year. The report should include:

1. A description of the assistance measures.
2. The cost of the program, including start-up cost, implementation cost, administrative costs, cost of the benefits received,
3. The number of new subscriber as a result of the program,
4. Available information concerning the effect of the program on subscribership levels among low income groups, and
5. A description of the outreach plans developed by the Public Service Commission, the LECs, and other state agencies to disperse information on the availability of the Link-up program to eligible households in the state.

In order that this report may be filed in a timely manner, the Committee recommends that each LEC furnish the requested data to the Public Service Commission no later than December 15 of each year.

4. Verification and Certification Procedures

The process of obtaining, verifying and certifying potential recipient data would incorporate the involvement of the selected agencies i.e. AFDC, Food Stamps, SSI, the LECs and the potential customer.

To ensure reasonable application of these programs by all LECs, recommended procedures are as follows:

1. Initially the potential recipient will receive notification of Link-Up by one or more means outlined in the notification process.
2. The potential recipient will contact the appropriate state agency or the local exchange company's (LEC) business office and identify himself/herself as a candidate for the assistance.
3. The state agency representative or the LEC's service representative (SR) will provide the potential recipient with a review of the qualification criteria as well as inform the potential recipient of locations where application forms may be obtained.
4. Upon receipt of application form (Attachment D), the potential recipient will complete the required information and receive appropriate certification and then forward the completed application to the LEC.
5. The SR, upon receipt of the completed certification data, will contact the customer to complete the order for telephone service and schedule the installation, taking appropriate action to ensure that the credit is applied to the customer's bill.

5. Other Relevant Matters

- a. All LECs shall file with this Commission tariffs to implement LINK-UP GEORGIA (Attachment E). In addition, all LECs shall file interest free deferred payment plans available to all credit worthy subscribers if they have not already done so.
- b. All LECs should provide to this Commission within sixty (60) days of the date of this Order, the applicable service connection charges which would be subject to adjustment under the LINK-UP GEORGIA plan.

At the time this Commission initiated the LINK-UP GEORGIA Committee and announced its intention to implement this program, Southern Bell Telephone and Telegraph Company voluntarily agreed to waive the remaining 50% of the connection fee. The LINK-UP GEORGIA Committee had hoped that the other LECs in Georgia would also agree to waive the remaining 50% of the connection fee. Absent any direct order of this

Commission, the LINK-UP GEORGIA Committee would recommend that the Commission encourage all LECs to voluntarily agree to such waiver.

The Commission has reviewed the recommendations of the LINK-UP GEORGIA Committee and is of the opinion and so finds that the recommendation of the Commission are in the public interest and should be adopted as proposed.

WHEREFORE, it is

ORDERED, that the recommendations of the LINK-UP GEORGIA Committee be adopted.

ORDERED FURTHER, that all local exchange companies file, within sixty (60) days of the date of this order, tariffs to contain, at a minimum, a connection fee subsidy for the connection of telephone service of 50% of the existing connection fee or \$30.00, whichever is less.

ORDERED FURTHER, that all local exchange companies file, within sixty (60) days of the date of this order, tariffs to provide for a deferred schedule for payment of the charges assessed for commencing services, if such charges exist.

ORDERED FURTHER, that all local exchange companies provide to this Commission, within sixty (60) days of the date of this order, the applicable service

connection charges which would be subject to adjustment under the LINK-UP GEORGIA plan.

The above by action of the Commission in Administrative Session on April 3, 1990.


William J. Buckner
Executive Secretary

DATE: 5-1-90


Robert C. Pafford
Chairman

DATE: 5-1-90

ATTACHMENT A

Contact:

FOR IMMEDIATE RELEASE

"LINK-UP" PROGRAM TO REDUCE COST OF OBTAINING TELEPHONE SERVICE FOR LOW INCOME HOUSEHOLDS IN GEORGIA

The Georgia Public Service Commission (PSC) has approved a plan that will make the connection of telephone service more affordable for low-income households in Georgia.

The new program, called "Link-Up Georgia", is funded by the Federal Communications Commission (FCC) and provides for a 50 percent reduction to eligible households on service connection charges for residential telephone service i.e., the service ordering charge and the associated Central Office connection charge. As an added incentive, (Local phone company) has offered to waive the remainder of those connection charges.

"The initial telephone service installation and connection charges often prevent low-income households from obtaining telephone service," said Spokesperson. "This program will help these families gain greater access to their community and emergency services."

"Link-Up Georgia is the result of proposals made and approved by the Federal Communications Commission (FCC) and it has been adapted specifically for Georgia."

To qualify for the Link-Up Georgia discount, applicants must meet the following requirements:

- Their households must currently have no telephone service.
- They must be receiving assistance from SSI (Supplemental Security Income), or be an AFDC (Aid to Families with Dependent Children) recipient payee, or receive food stamps and be listed as head of household, or receive a Senior Citizen discount from the local gas or power company.

- They must not be claimed as a dependent for federal income tax purposes on any person's taxes unless they are over age 60.

"We are pleased to be able to offer this assistance to Georgia residents," said (Local phone company spokesperson). "By making it easier for low-income households to have a telephone, this program brings the state closer to the goal of universal service."

Individuals who think they might qualify, or know someone else who might qualify, should contact the (Local phone company) business office at (phone number).

ATTACHMENT B

Bill Insert: "Link-Up Georgia"

**SOUTHERN BELL 'LINKS UP' GEORGIA WITH
TELEPHONE CONNECTION CHARGE DISCOUNT**

Southern Bell now offers a program to make the connection of telephone service more affordable for low-income households in Georgia.

The program, called "Link-Up Georgia", is funded by the Federal Communications Commission (FCC) and provides eligible households with a 50 percent reduction on residential telephone service connection charges i.e., the service ordering charge and the associated Central Office connection charge. As an added incentive, Southern Bell has offered to waive the remainder of those connection charges.

In order to receive this discount, applicants must meet the following requirements:

- You must currently have no telephone service in your household.
- You must be receiving assistance from SSI (Supplemental Security Income), or be an AFDC (Aid to Families with Dependent Children) recipient payee, or receive food stamps and be listed as head of household, or receive the Senior Citizen discount from your local gas or power company.
- You must not be claimed as a dependent for federal income tax purposes on any other person's taxes unless you are over age 60.

If you think you might qualify, or if you know someone else who might qualify, contact the Southern Bell business office at 780-2355 or your state agency.

ATTACHMENT 6


Discount Local Telephone Service


If you receive SSI, Food Stamps, Medicaid, Housing Assistance (including Section 8), Energy Assistance (LIHEAP) or Work First Family Assistance benefits, and the telephone service is in your name, you are eligible for local telephone service discounts through two programs called Link-up and Lifeline.


Link-up provides 50 percent discounts, up to \$30, off the price of a telephone hook-up, and Lifeline gives up to \$11.35 off the local monthly service bill.


Here is how qualified recipients can apply to receive these discounts:

■ If you do NOT have telephone service now:


 Contact your local telephone company to order service and ask them to mail you a Link-up/Lifeline application form.


 Depending on the type of benefits you receive, take the form to your social worker at the Department of Social Services, your local SSA representative at Social Security or your Housing Authority or Section 8 official for approval.

 The agency will mail the completed form to the telephone company.

 The Lifeline discount on monthly local service begins when the telephone company receives the approved form. The Link-up discount appears on the first bill. (If you request service to be installed before the approved form is received, service will be provided without the Link-up credit.)

■ If you already have telephone service:

 Depending on the type of benefits you receive, contact your social worker, local SSA representative, or housing official and have them complete the Link-up/Lifeline form and mail it to your telephone company.

 Your discount begins when the telephone company receives the approved form.

Note: If your telephone service has been disconnected for unpaid bills, you may still be able to get local service and use these discounts. Ask your telephone company for details.

Contact your local telephone company to learn more about these discounts.

Link-up is a program that provides low-income North Carolinians a 50 percent discount, up to \$30, toward hooking up local telephone service.

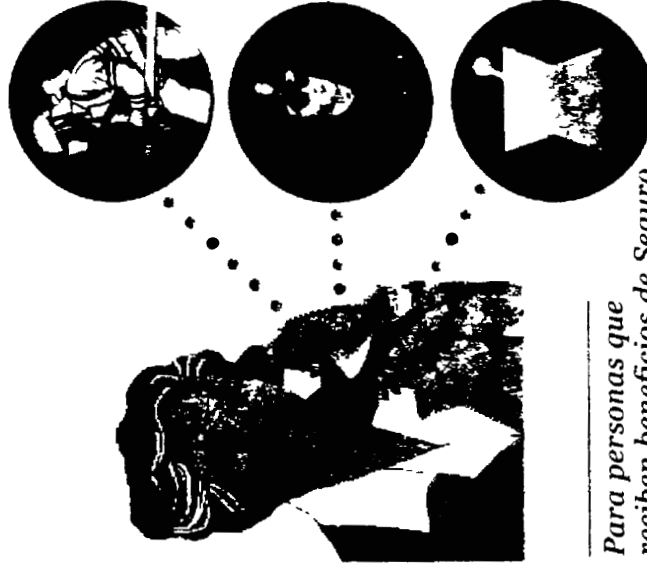
Lifeline is a program that provides low-income North Carolinians a discount up to \$11.35 per month off their local telephone bill. Enrolling is easy. Just follow the instructions inside this brochure.

Linkup and Lifeline programs are funded through state and federal contributions and are regulated in North Carolina by the North Carolina Utilities Commission. This brochure was produced and distributed through a task force, with broad consumer and industry representation, led by North Carolina Attorney General, Mike Easley. April 1, 2000

200,000 copies of this public document were printed at a cost of \$5,500.00, or \$0.0275 each, of which \$1,500.00 or \$0.0075 for each brochure, was public funds.

Linkup Lifeline

**Servido telefónico
local con descuento**



Para personas que reciben beneficios de Seguro Social, Estampillas o Cupones de Alimentos, el Programa Trabajo Primero, Medicaid, Ayuda para Vivienda, o Ayuda para Electricidad (LIHEAP)


Servicio telefónico local con descuento


Si usted recibe beneficios de Seguro Social, Estampillas o Bonos de Alimentos, o participa en el Programa de Trabajo Primero, Ayuda para Vivienda (incluyendo la Sección 8), Ayuda para Electricidad (LIHEAP), y el servicio de teléfono está en su nombre, usted podría calificar para recibir descuentos en su servicio local de teléfono a través de los programas Link-up y Lifeline.


Link-up brinda un 50% de descuento, hasta \$30, al momento de conectar su servicio local de teléfono, y **Lifeline**, un descuento de \$11.35 por mes en su cuenta de servicio de teléfono local.


A continuación se encuentran Las instrucciones a seguir para solicitar estos descuentos si usted califica.

■ Si usted NO tiene servicio de teléfono:


 Contacte a su compañía telefónica local para ordenar servicios, y pídale que le envíen por correo una solicitud para el programa **Link-up/Lifeline**.

 Dependiendo del tipo de servicios que usted recibe, lleve la solicitud a su trabajador social en el Departamento de Servicios Sociales, a su representante local en el Seguro Social para que la aprueben, o a su Autoridad de Vivienda o al Funcionario de la Sección 8, para su aprobación.

 La agencia le enviará entonces la solicitud aprobada a la compañía de teléfono.

 El descuento mensual de **Lifeline** comienza una vez que la compañía de teléfono reciba la solicitud aprobada. El descuento de **Link-up** será aplicado solamente a su primera cuenta. (Si usted pide que le instalen el servicio telefónico antes de que se reciba la solicitud aprobada, se le proveerá el servicio sin el descuento de **Link-up**.)

■ Si usted ya tiene servicio de teléfono:

 Dependiendo del tipo de servicios que usted recibe, contacte a su trabajador social, o a su representante local del Seguro Social, pídale que completen la solicitud de Link-up/Lifeline, y que la envíen a la compañía telefónica.

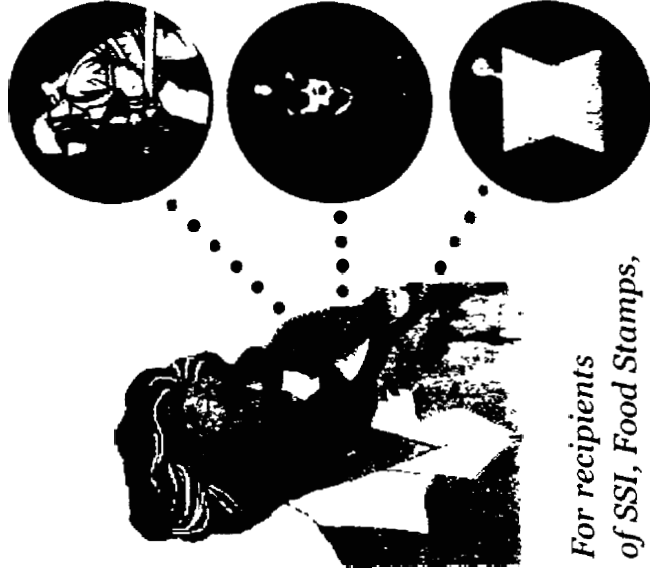
 Su descuento comenzará tan pronto la compañía telefónica reciba la solicitud aprobada.

NOTA: Si su servicio telefónico ha sido desconectado por falta de pago, es posible que usted todavía pueda obtener servicio local y que pueda utilizar estos descuentos. Infórmese con La compañía telefónica al respecto.

Contacte a su compañía telefónica para informarse sobre estos descuentos.

Linkup Lifeline

Discount Local Telephone Service



For recipients
of SSI, Food Stamps,
Work First, Medicaid,
Housing Assistance or
Energy Assistance
(LIHEAP)

Abril 1º, 2000

Linkup y Lifeline son programas que reciben fondos a través de contribuciones estatales y federales, y son regularizados a través de la Comisión de Servicios Públicos de Carolina del Norte. Este folleto ha sido producido y distribuido a través de una unidad organizada, con una representación amplia de consumidores y miembros de la industria, bajo la dirección de Mike Easley, Procurador General de Carolina del Norte.

200,000 copias de este documento fueron impresas al costo de \$5,500.00, o a \$11.0275 cada una, de los cuales \$1,500.00 ó \$0.0075 de cada folleto fueron fondos públicos.

ATTACHMENT 7

BAPCO COSTS

Brewer, Lynne

From: Marcia.Fosheeduffy5@bridge.bellsouth.com
Sent: Monday, November 20, 2000 11:59 AM
To: Gayle.Almand@BellSouth.COM; Lynne.Brewer@BellSouth.COM
Cc: Wanda.H.Singleton@bridge.bellsouth.com
Subject: FL Lifeline- Customer Guide Costs



FLCGDE.XLS

Attached is a spreadsheet from BAPCO with the costs for providing 1 page in the Customer Guide pages of the Florida directories, based on 1998 numbers. That cost would increase slightly for 2000, and then we would need to add the cost of adding a second page where we are required to provide notification in another language. I would put the 2001 estimate at \$50,000.00 for directory notification to account for increases in cost, additional pages in Spanish, and any translation costs that might be incurred.

CUSTOMER GUIDE BILLING AT COST PER PAGE RATE

<u>BOLT</u>	<u>27-Nov-00</u> <u>DIRECTORY</u>	<u>ST</u>	<u>TOTAL</u> <u>FRONT PGS</u>	<u>MFG</u> <u>\$</u> <u>FRONT</u>	<u>DIST</u> <u>\$</u> <u>FRONT</u>	<u>LSS</u> <u>\$</u> <u>FRONT</u>	<u>A.D.S.</u> <u>\$</u> <u>FRONT</u>	<u>TOTAL</u> <u>\$</u> <u>FRONT</u>
012136	CHIPLEY FL	NF	1	\$80.22	\$34.01	\$0.41	\$2.29	\$116.93
012162	COCOA FL	NF	1	\$343.43	\$48.56	\$0.41	\$2.29	\$394.69
012194	DAYTONA BEACH FL (RES)	NF	1	\$515.31	\$83.75	\$0.41	\$2.29	\$601.76
012205	DELAND FL	NF	1	\$216.87	\$48.55	\$0.41	\$2.29	\$268.12
012228	DUNNELLON FL	NF	1	\$76.85	\$23.11	\$0.41	\$2.29	\$102.66
012251	FERNANDINA BEACH FL	NF	1	\$197.32	\$59.07	\$0.41	\$2.29	\$259.09
012303	GAINESVILLE FL (RES)	NF	1	\$537.87	\$106.10	\$0.41	\$2.29	\$646.67
012328	GR PENSACOLA AREA FL	NF	1	\$748.13	\$115.14	\$0.41	\$2.29	\$865.97
012809	GREATER SANFORD FL	NF	1	\$266.56	\$57.89	\$0.41	\$2.29	\$327.15
012319	GREEN COVE SPRINGS FL	NF	1	\$46.98	\$6.46	\$0.41	\$2.29	\$56.14
012354	HAVANA FL	NF	1	\$47.35	\$10.69	\$0.41	\$2.29	\$60.74
012102	HERNANDO CO (BROOKSV	NF	1	\$264.03	\$55.23	\$0.41	\$2.29	\$321.96
012434	JACKSONVILLE BEACHES	NF	1	\$181.07	\$30.77	\$0.41	\$2.29	\$214.54
099723	JACKSONVILLE FL (RES)	NF	1	\$1,297.82	\$219.60	\$0.41	\$2.29	\$1,520.12
012435	JACKSONVILLE-YULEE FL	NF	1	\$12.91	\$5.10	\$0.41	\$2.29	\$20.71
012480	LAKE CITY FL	NF	1	\$171.22	\$63.33	\$0.41	\$2.29	\$237.25
012580	MELBOURNE/PALM BAY A	NF	1	\$539.87	\$77.52	\$0.41	\$2.29	\$620.09
012641	NEW SMYRNA BEACH FL	NF	1	\$156.59	\$44.69	\$0.41	\$2.29	\$203.98
012320	ORANGE PARK FL (SPECIA	NF	1	\$165.17	\$29.96	\$0.41	\$2.29	\$197.83
012678	ORLANDO FL (WP)	NF	1	\$1,050.38	\$188.68	\$0.41	\$2.29	\$1,241.76
099431	ORLANDO FL WP SP SANF	NF	1	\$157.81	\$39.74	\$0.41	\$2.29	\$200.25
012686	PALATKA FL	NF	1	\$201.67	\$62.13	\$0.41	\$2.29	\$266.50
099423	PALM COAST FL	NF	1	\$66.52	\$11.17	\$0.41	\$2.29	\$80.39
012701	PANAMA CITY FL	NF	1	\$442.48	\$78.61	\$0.41	\$2.29	\$523.79
012785	ST AUGUSTINE FL	NF	1	\$271.26	\$53.03	\$0.41	\$2.29	\$326.99
012285	ST LUCIE CNTY	NF	1	\$368.92	\$46.73	\$0.41	\$2.29	\$418.35
012857	STUART/JENSEN FL	NF	1	\$265.24	\$64.53	\$0.41	\$2.29	\$332.47
012906	TITUSVILLE FL	NF	1	\$172.24	\$32.75	\$0.41	\$2.29	\$207.69
012096	TRI-COUNTY AREA FL	NF	1	\$134.97	\$38.29	\$0.41	\$2.29	\$175.96
012931	VERO BCH/SEBSTN FL TO	NF	1	\$74.31	\$13.59	\$0.41	\$2.29	\$90.60
012930	VERO BEACH FL	NF	1	\$262.60	\$58.56	\$0.41	\$2.29	\$323.86
012056	BELLE GLADE/PAHOKEE F	SF	1	\$119.61	\$48.99	\$0.41	\$2.29	\$171.30
012067	BOCA RATON & DEERFIEL	SF	1	\$547.44	\$98.68	\$0.41	\$2.29	\$648.82
012748	BOCA/DEER/FTLD FL WP T	SF	1	\$561.78	\$128.67	\$0.41	\$2.29	\$693.15
099725	BOYNTON BEACH FL WP	SF	1	\$168.57	\$33.26	\$0.41	\$2.29	\$204.53
012066	BYNTN/DLRY/PMP FL FO	SF	1	\$350.38	\$91.29	\$0.41	\$2.29	\$444.37
099443	CORAL SPRINGS FL	SF	1	\$323.99	\$57.72	\$0.41	\$2.29	\$384.41
012217	DELRAY BEACH FL	SF	1	\$208.35	\$40.79	\$0.41	\$2.29	\$251.84
012064	DLRY/FT LD/PMP FL TO D	SF	1	\$131.41	\$25.74	\$0.41	\$2.29	\$159.85
012257	FLORIDA KEYS FL	SF	1	\$272.51	\$88.17	\$0.41	\$2.29	\$363.38
012264	FT LAUD W/DEER/HLWD/P	SF	1	\$1,010.64	\$186.84	\$0.41	\$2.29	\$1,200.18
012260	FT LAUD WP TO HOLLYWO	SF	1	\$579.68	\$144.19	\$0.41	\$2.29	\$726.57
012388	GREATER HOLLYWOOD FL	SF	1	\$614.01	\$141.53	\$0.41	\$2.29	\$758.24
012386	GTR HLLYWD FL W/YYP TO	SF	1	\$327.19	\$65.92	\$0.41	\$2.29	\$395.81
012400	HOMESTEAD FL	SF	1	\$449.42	\$114.21	\$0.41	\$2.29	\$566.33
012377	JUPITER-TEQUESTA FL	SF	1	\$177.09	\$36.62	\$0.41	\$2.29	\$216.41
012457	KEY WEST FL	SF	1	\$276.89	\$83.90	\$0.41	\$2.29	\$363.49

CUSTOMER GUIDE BILLING AT COST PER PAGE RATE

<u>BOLT</u>	<u>27-Nov-00</u> <u>DIRECTORY</u>	<u>ST</u>	<u>TOTAL</u> <u>FRONT PGS</u>	<u>MFG</u> <u>\$</u> <u>FRONT</u>	<u>DIST</u> <u>\$</u> <u>FRONT</u>	<u>LSS</u> <u>\$</u> <u>FRONT</u>	<u>A.D.S.</u> <u>\$</u> <u>FRONT</u>	<u>TOTAL</u> <u>\$</u> <u>FRONT</u>
012606	MIAMI BEACH FL (NH)	SF	1	\$142.63	\$72.75	\$0.41	\$2.29	\$218.08
012600	MIAMI FL WHITE PAGES	SF	1	\$2,044.44	\$368.95	\$0.41	\$2.29	\$2,416.09
012598	MIAMI FL WPGS (NDADE/H	SF	1	\$660.44	\$136.52	\$0.41	\$2.29	\$799.66
012749	POMPANO BEACH FL	SF	1	\$300.22	\$51.15	\$0.41	\$2.29	\$354.07
012945	WEST PALM BEACH FL WP	SF	1	\$941.94	\$201.94	\$0.41	\$2.29	\$1,146.58
	TOTAL			\$19,542.60	\$4,025.17	\$21.32	\$119.08	\$23,708.17

ATTACHMENT 8

COST



BellSouth

Florida Public Service Commission Cost Out
November 16, 2000

Note: The purpose of this document is to provide projected costs to support the Florida Public Service Commission initiative. The attached information is for budgeting purposes only and is not indicative of a media plan/recommendation. A media plan will be developed pending the submission of a media brief containing objectives, budgets, target details, etc.

COST OUT ASSUMPTIONS

There are specific parameters, which the Florida Public Service Commission (FPSC) mandated. Given these mandates, OneTeam's goal is to purchase efficient schedules that require minimal out-of-pocket cost. Below details the FPSC mandates and the recommended purchases by media:

TV: Must purchase ten (10):30 spots per quarter between the hours of 6 p.m. and 9 p.m. Recommend purchasing the most cost efficient Dayparts within each market; Early News or Access. To address the Hispanic population: Recommend including Spanish-targeted programming, where applicable, as apart of the market buy in order to maximize buying efficiencies.

RADIO: Must purchase ten (10):30 spots per quarter between the hours of 6 a.m. and 9 a.m.; 12 noon and 1 p.m.; or 4 p.m. and 6 p.m. Recommend purchasing daypart mix of 75% morning and evening drives and 25% midday to maximize cost efficiencies. To address the Hispanic population: Recommend including Spanish stations, where applicable, as apart of the market buy in order to maximize buying efficiencies.

NEWSPAPER: Must purchase general circulation newspaper once every six-(6) months and utilize a 1/4 page size. Must run the insertion on the weekend if the newspaper publishes. Recommend purchasing a Saturday insertion over Sunday to maximize cost efficiencies. To address the Hispanic population: Recommend including Spanish-language newspapers; where applicable.

BUDGET SUMMARY

TV	\$102,367
RADIO	\$ 57,634
NEWSPAPER	\$169,226
TOTAL	\$329,227

See attached summary (recommended) by media and expanded cost out analysis.

Television Summary (Recommended)

Market	Q1	Q2	Q3	Q4	Total Net Cost	Daypart
Pensacola	\$2,210	\$2,550	\$2,312	\$3,060	\$10,132	Early News
Panama City Beach	\$1,131	\$1,369	\$1,309	\$1,309	\$5,117	Early News
Tallahassee	\$1,183	\$1,430	\$1,405	\$1,430	\$5,448	Access
Jacksonville	\$3,142	\$3,749	\$3,392	\$3,856	\$14,137	Early News
Gainesville	\$922	\$1,107	\$1,054	\$1,186	\$4,269	Access
Tampa/Sarasota/Lakeland	\$4,590	\$5,763	\$5,279	\$5,508	\$21,140	Early News
Orlando/Daytona Beach/Melbourne	\$3,081	\$4,038	\$3,294	\$4,356	\$14,769	Early News
Ft. Myers	\$2,448	\$2,720	\$2,584	\$3,230	\$10,982	Early News
West Palm/Vero Beach	\$2,300	\$2,525	\$2,450	\$2,768	\$10,042	Early News
Miami/Ft. Lauderdale	\$1,381	\$1,594	\$1,445	\$1,913	\$6,333	Early News
Total Budget					\$102,367	

Radio Summary (Recommended)

Market	Q1	Q2	Q3	Q4	Total Net Cost
Ft. Myers	\$722	\$722	\$722	\$722	\$2,888
Florida Keys**	\$220	\$220	\$220	\$220	\$880
Gainesville	\$465	\$465	\$465	\$465	\$1,860
Jacksonville	\$672	\$672	\$672	\$672	\$2,688
Miami/Ft. Lauderdale	\$2,806	\$2,806	\$2,806	\$2,806	\$11,224
Pensacola	\$538	\$538	\$538	\$538	\$2,150
Ft. Walton Beach	\$414	\$414	\$414	\$414	\$1,656
Orlando	\$2,146	\$2,146	\$2,146	\$2,146	\$8,585
Daytona	\$592	\$592	\$592	\$592	\$2,366
Melbourne	\$439	\$439	\$439	\$439	\$1,758
Panama City	\$263	\$263	\$263	\$263	\$1,050
Tampa	\$1,833	\$1,833	\$1,833	\$1,833	\$7,331
Lakeland	\$442	\$442	\$442	\$442	\$1,770
Sarasota	\$533	\$533	\$533	\$533	\$2,132
Vero Beach	\$652	\$652	\$652	\$652	\$2,608
West Palm Beach	\$1,353	\$1,353	\$1,353	\$1,353	\$5,412
Tallahassee	\$319	\$319	\$319	\$319	\$1,277
Total Budget					\$57,634

Newspaper Summary (Recommended)

Publication	PCI Rates (net)	# of Insertions	Total Net Cost
Bradenton Herald	\$33.93	2	\$2,138
Daytona Beach News Journal	\$82.20	2	\$5,179
El Nuevo Herald (Spanish - Miami)	\$50.87	2	\$3,205
Ft. Lauderdale Sun Sentinel	\$284.80	2	\$17,942
Ft. Myers News Press	\$96.43	2	\$6,075
Ft. Pierce Tribune	\$22.27	2	\$1,403
Ft. Walton Beach NW FI Dly News	\$32.40	2	\$2,041
Gainesville Sun	\$51.54	2	\$3,247
Jacksonville FL Times Union	\$169.24	2	\$10,662
Key West Citizen	\$21.42	2	\$1,349
Lakeland Ledger	\$71.98	2	\$4,535
LaSemana (Spanish - Orlando)	\$4.25	2	\$255
Melbourne FI Today	\$75.06	2	\$4,729
Miami Herald	\$301.00	2	\$18,963
Naples Daily News	\$47.26	2	\$2,977
Ocala Star Banner	\$39.36	2	\$2,480
Orlando Sentinel	\$218.66	2	\$13,776
Palatka Daily News	\$16.88	2	\$1,063
Panama City News Herald	\$32.40	2	\$2,041
Pensacola News Journal	\$98.20	2	\$6,187
Sarasota Herald Tribune	\$104.82	2	\$6,604
St. Petersburg Times	\$316.84	2	\$19,961
Tallahassee Democrat	\$73.23	2	\$4,613
Tampa Tribune	\$257.04	2	\$16,194
Vero Beach Press Journal	\$43.96	2	\$2,769
West Palm Beach Post	\$140.29	2	\$8,838
Total Budget			\$169,226



BELLSOUTH

Florida Public Service Commission Cost Out
11/16/2000

Note:

The attached information is for budgeting purposes only and is not indicative of a media plan/recommendation. A media plan will be developed pending the submission of a media brief containing objectives, budgets, target details, etc.

EXPANDED COST OUT ANALYSIS

Market	Daypart	Cost Per Point	GRPs/Quarter	# of Spots	Total Net Cost	Comments	
Pensacola	Q1	early news	\$55 23	40	10	\$2,210 00	Mobile/Pensacole DMA
	Q1	access	\$63 75	40	10	\$2,550 00	
	Q1	prime	\$79 05	35	10	\$2,766 75	
	Q2	early news	\$63 75	40	10	\$2,550 00	
	Q2	access	\$76 50	40	10	\$3,060 00	
	Q2	prime	\$95 20	35	10	\$3,332 00	
	Q3	early news	\$57 80	40	10	\$2,312 00	
	Q3	access	\$72 25	40	10	\$2,890 00	
	Q3	prime	\$97 75	35	10	\$3,421 25	
	Q4	early news	\$76 50	40	10	\$3,060 00	
	Q4	access	\$80 75	40	10	\$3,230 00	
	Q4	prime	\$102 00	35	10	\$3,570 00	
Panama City Beach	Q1	early news	\$16 15	70	10	\$1,130 50	
	Q1	access	\$16 15	90	10	\$1,453 50	
	Q1	prime	\$31.45	100	10	\$3,145 00	
	Q2	early news	\$19 55	70	10	\$1,368 50	
	Q2	access	\$19 55	90	10	\$1,759 50	
	Q2	prime	\$37 40	100	10	\$3,740 00	
	Q3	early news	\$18 70	70	10	\$1,309 00	
	Q3	access	\$18 70	90	10	\$1,683 00	
	Q3	prime	\$35 70	100	10	\$3,570 00	
	Q4	early news	\$18 70	70	10	\$1,309 00	
	Q4	access	\$18 70	90	10	\$1,683 00	
	Q4	prime	\$39 95	100	10	\$3,995 00	
Tallahassee	Q1	early news	\$45 05	35	10	\$1,576 75	
	Q1	access	\$40 80	29	10	\$1,183 20	
	Q1	prime	\$71 40	39	10	\$2,784 60	
	Q2	early news	\$53 55	35	10	\$1,874 25	
	Q2	access	\$49 30	29	10	\$1,429 70	
	Q2	prime	\$83 30	39	10	\$3,248 70	
	Q3	early news	\$51 85	35	10	\$1,814 75	
	Q3	access	\$48 45	29	10	\$1,405 05	
	Q3	prime	\$84 15	39	10	\$3,281 85	
	Q4	early news	\$53 55	35	10	\$1,874 25	
	Q4	access	\$49 30	29	10	\$1,429 70	
	Q4	prime	\$83 30	39	10	\$3,248 70	

one team

Market	Daypart	Cost Per Point	GRPs/Quarter	# of Spots	Total Net Cost	Comments
Jacksonville	Q1	early news	\$74 80	42	10	\$3,141 60
	Q1	access	\$89 25	45	10	\$4,016 25
	Q1	prime	\$123 25	52	10	\$6,409 00
	Q2	early news	\$89 25	42	10	\$3,748 50
	Q2	access	\$107 95	45	10	\$4,857 75
	Q2	prime	\$153 00	52	10	\$7,956 00
	Q3	early news	\$80 75	42	10	\$3,391 50
	Q3	access	\$101 15	45	10	\$4,551 75
	Q3	prime	\$151 30	52	10	\$7,867 60
	Q4	early news	\$91 80	42	10	\$3,855 60
	Q4	access	\$106 25	45	10	\$4,781 25
	Q4	prime	\$168 30	52	10	\$8,751 60
Gainesville	Q1	early news	\$37 40	51	10	\$1,907 40
	Q1	access	\$29 75	31	10	\$922 25
	Q1	prime	\$62 05	46	10	\$2,854 30
	Q2	early news	\$45 05	51	10	\$2,297 55
	Q2	access	\$35 70	31	10	\$1,106 70
	Q2	prime	\$72 25	46	10	\$3,323 50
	Q3	early news	\$39 10	51	10	\$1,994 10
	Q3	access	\$34 00	31	10	\$1,054 00
	Q3	prime	\$76 50	46	10	\$3,519 00
	Q4	early news	\$46 75	51	10	\$2,384 25
	Q4	access	\$38 25	31	10	\$1,185 75
	Q4	prime	\$80 75	46	10	\$3,714 50
Tampa/Sarasota/ Lakeland	Q1	early news	\$153 00	30	10	\$4,590 00
	Q1	access	\$196 35	40	10	\$7,854 00
	Q1	prime	\$323 00	60	10	\$19,380 00
	Q2	early news	\$192 10	30	10	\$5,763 00
	Q2	access	\$245 65	40	10	\$9,826 00
	Q2	prime	\$402 90	60	10	\$24,174 00
	Q3	early news	\$175 95	30	10	\$5,278 50
	Q3	access	\$226 10	40	10	\$9,044 00
	Q3	prime	\$370 60	60	10	\$22,236 00
	Q4	early news	\$183 60	30	10	\$5,508 00
	Q4	access	\$235 45	40	10	\$9,418 00
	Q4	prime	\$405 45	60	10	\$24,327 00
Orlando/Daytona Beach/ Melbourne	Q1	early news	\$123 25	25	10	\$3,081 25
	Q1	access	\$127 50	30	10	\$3,825 00
	Q1	prime	\$259 25	58	10	\$15,036 50
	Q2	early news	\$161 50	25	10	\$4,037 50
	Q2	access	\$148 75	30	10	\$4,462 50
	Q2	prime	\$291 55	58	10	\$16,909 90
	Q3	early news	\$131 75	25	10	\$3,293 75
	Q3	access	\$136 00	30	10	\$4,080 00
	Q3	prime	\$284 75	58	10	\$16,515 50
	Q4	early news	\$174 25	25	10	\$4,356 25
	Q4	access	\$153 00	30	10	\$4,590 00
	Q4	prime	\$318 75	58	10	\$18,487 50



Market	Daypart	Cost Per Point	GRPs/Quarter	# of Spots	Total Net Cost	Comments
Ft. Myers	Q1	early news	\$61 20	40	10	\$2,448 00
	Q1	access	\$68 00	60	10	\$4,080 00
	Q1	prime	\$93 50	70	10	\$6,545 00
	Q2	early news	\$68 00	40	10	\$2,720 00
	Q2	access	\$63 75	60	10	\$3,825 00
	Q2	prime	\$95 20	70	10	\$6,664 00
	Q3	early news	\$64 60	40	10	\$2,584 00
	Q3	access	\$68 00	60	10	\$4,080 00
	Q3	prime	\$114 75	70	10	\$8,032 50
	Q4	early news	\$80 75	40	10	\$3,230 00
	Q4	access	\$73 95	60	10	\$4,437 00
	Q4	prime	\$106 25	70	10	\$7,437 50
West Palm/Vero Beach	Q1	early news	\$104 55	22	10	\$2,300 10
	Q1	access	\$83 30	37	10	\$3,082 10
	Q1	prime	\$136 85	65	10	\$8,895 25
	Q2	early news	\$114 75	22	10	\$2,524 50
	Q2	access	\$99 45	37	10	\$3,679 65
	Q2	prime	\$164 90	65	10	\$10,718 50
	Q3	early news	\$111 35	22	10	\$2,449 70
	Q3	access	\$95 20	37	10	\$3,522 40
	Q3	prime	\$153 00	65	10	\$9,945 00
	Q4	early news	\$125 80	22	10	\$2,767 60
	Q4	access	\$106 25	37	10	\$3,931 25
	Q4	prime	\$168 30	65	10	\$10,939 50
Miami/Ft. Lauderdale	Q1	early news	\$55 25	25	10	\$1,381 25
	Q1	access	\$63 75	40	10	\$2,550 00
	Q1	prime	\$79 05	50	10	\$3,952 50
	Q2	early news	\$63 75	25	10	\$1,593 75
	Q2	access	\$76 50	40	10	\$3,060 00
	Q2	prime	\$95 20	50	10	\$4,760 00
	Q3	early news	\$57 80	25	10	\$1,445 00
	Q3	access	\$72 25	40	10	\$2,890 00
	Q3	prime	\$97 75	50	10	\$4,887 50
	Q4	early news	\$76 50	25	10	\$1,912 50
	Q4	access	\$80 75	40	10	\$3,230 00
	Q4	prime	\$102 00	50	10	\$5,100 00



Radio Market	Daypart	Cost Per Point	GRPs/Quarter	# of Spots/Quarter	Total Net Cost	Comments
Ft. Myers	75%Drives/25%Midday	\$38 00	19	10	\$722 00	
Florida Keys**	75%Drives/25%Midday	\$22 00	N/A	10	\$220 00	This is a cost per spot market
Gainesville	75%Drives/25%Midday	\$30 00	15 5	10	\$465 00	
Jacksonville	75%Drives/25%Midday	\$40 00	16 8	10	\$672 00	
Miami/Ft. Lauderdale	75%Drives/25%Midday	\$230 00	12 2	10	\$2,806 00	
Pensacola	75%Drives/25%Midday	\$32 00	16 8	10	\$537 60	
Ft. Walton Beach	75%Drives/25%Midday	\$18 00	23	10	\$414 00	
Orlando	75%Drives/25%Midday	\$127 00	16 9	10	\$2,146 30	
Daytona	75%Drives/25%Midday	\$35 00	16 9	10	\$591 50	
Melbourne	75%Drives/25%Midday	\$26 00	16 9	10	\$439 40	
Panama City	75%Drives/25%Midday	\$15 00	17 5	10	\$262 50	
Tampa	75%Drives/25%Midday	\$116 00	15 8	10	\$1,832 80	
Lakeland	75%Drives/25%Midday	\$28 00	15 8	10	\$442 40	
Sarasota	75%Drives/25%Midday	\$35 00	15 8	10	\$553 00	
Vero Beach	75%Drives/25%Midday	\$40 00	16 3	10	\$652 00	
West Palm Beach	75%Drives/25%Midday	\$83 00	16 3	10	\$1,352 90	
Tallahassee	75%Drives/25%Midday	\$19 00	16 8	10	\$319 20	



Newspaper

Publication	National PCI Rates (net)	Size	Insertions/6 months	Total Net Cost	Comments
Bradenton Herald	\$33 93	31 5	1	\$1,068 80	
Daytona Beach News Journal	\$82 20	31 5	1	\$2,589 30	
El Nuevo Herald (Spanish - Miami)	\$50 87	31 5	1	\$1,602 41	
Ft Lauderdale Sun Sentinel	\$284 80	31 5	1	\$8,971 20	
Ft Myers News Press	\$96 43	31 5	1	\$3,037 55	
Ft Pierce Tribune	\$22 27	31 5	1	\$701 51	
Ft Walton Beach NW Fl Dly News	\$32.40	31 5	1	\$1,020 60	
Gainesville Sun	\$51.54	31 5	1	\$1,623 51	
Jacksonville FL Times Union	\$169 24	31 5	1	\$5,331 06	
Key West Citizen	\$21 42	31 5	1	\$674 73	
Lakeland Ledger	\$71.98	31 5	1	\$2,267 37	
LaSemana (Spanish - Orlando)	\$4 25	30 0	1	\$127 50	
Melbourne Fl Today	\$75 06	31 5	1	\$2,364 39	
Miami Herald	\$301.00	31 5	1	\$9,481 50	
Naples Daily News	\$47 26	31 5	1	\$1,488 69	
Ocala Star Banner	\$39 36	31 5	1	\$1,239 84	
Orlando Sentinel	\$218 66	31 5	1	\$6,887 79	
Palatka Daily News	\$16 88	31 5	1	\$531 72	
Panama City News Herald	\$32 40	31 5	1	\$1,020 60	
Pensacola News Journal	\$98 20	31 5	1	\$3,093 30	
Sarasota Herald Tribune	\$104 82	31 5	1	\$3,301 83	
St Petersburg Times	\$316 84	31 5	1	\$9,980 46	
Tallahassee Democrat	\$73 23	31 5	1	\$2,306 75	
Tampa Tribune	\$257 04	31 5	1	\$8,096 76	
Vero Beach Press Journal	\$43 96	31 5	1	\$1,384 74	
West Palm Beach Post	\$140 29	31 5	1	\$4,419 14	
TOTAL				\$84,613.02	

*Cost are estimated and are to be used for planning purposes only

* All cost are subject to change at the time of placement. All cost are net, unless otherwise noted.

TV= Cost based on :30 spot

Radio= Cost based on :30 spot

Newspaper= 1/4 page size (3columns x 10.5 inches); exception LaSemana 1/4 page size = 3columns x 10 inches.

ATTACHMENT 9

FLORIDA PAYMENT AGENTS

Agent Name	Bilingual Y/N	Address	City	State	Zip	Hours of Operation
MLK Plaza	N	2416 45th St	Vero Bch	FL	32967	M-F 9a-5:30p, clsd 1-2p
Any Kind Checks Cashed	N	853 S Federal Highway	Stuart	FL	34994	M-Th 8:30a-7:30p, F 8:30a-8p
Action Check Cashing	N	3850 S Orlando Drive	Sanford	FL	32773	M-F 9-7, T-Th 9a-6p, SA 9a-5p
Liggetts Drugs	N	1610 S Fiske Blvd	Rockledge	FL	32955	M-F 8:45a-4:45p, SA 8:45-11:45a
Hobb's Pharmacy	N	119 N Banana River Dr	Merritt Island	FL	32952	M-F 9a-8:30p, SA 9a-5p
Mail Box Plus	N	7253 Hwy 90 East	Milton	FL	32583	M-F 8a-6p, SA8a-3p
Jax Check Cashers # 3	N	2081 W Edgewood Ave	Jacksonville	FL	32208	M-W8:30a-830p, Th-F8:30a-9:30p,SA9:30-6
From Me To You	N	4773 W Atlantic Av	Delray Beach	FL	33445	M-F 9a-4:45p
Sego Drugs	N	1317 Garden St	Titusville	FL	32796	M-F 9a-6:45p, SA 9a-5:45p
Action Check Cashing	N	1235 Providence Blvd	Deltona	FL	32725	M-F 9a-6p, SA 9a-3p
Popular Cash Express # 9	N	2750 N University Dr	Davie	FL	33024	M-S 10a-6pM
X-Tra Cash	N	1919 West Sand Lake Road	Orlando	FL	32829	M-F 9a-6p, SA 10a-4p
X-Tra Cash #2	N	2777 N Hiwassee Road	Orlando	FL	32818	M-F 9a-5p, SA 10a-4p
Sun Pharmacy	N	223 Canal St	New Smyrna Beach	FL	32168	M-F 8:30a-5p, SA 8:30-12
Malecon Pharmacy	Y	5966 W 16 Ave	Hialeah	FL	33012	M-SA 9a-6p
Le Parisian	Y	1300 Lincoln Road	Miami Beach	FL	33139	M-Th 8a-6p, F 8a-8p, SA 9a-2p
Lee Ann Pharmacy	Y	955 Washington Avenue	Miami Beach	FL	33139	M-Sa 8a-7:30p, SU 9a-4p
Prof Assoc. Services	N	3149 N. Ponce De Leon Blvd # 9	St. Augustine	FL	32084	M-F 8:45a-5:15p, Clsd 2-3p
Check Cashing USA	Y	13825 SW 88 Street	Miami	FL	33186	24 hrs, 7 days
Assoc Check Cashers	N	8102-18 Blanding Blvd	Orange Park	FL	32244	M-F 9a-5:30p, SA 10a-5:30p
Bilingual Payment Center	Y	1430 SW 1st Street	Miami	FL	33135	M-F 8a-6p, SA 8a-4p
Estrella Pharmacy	Y	1845 NW 17th Avenue	Miami	FL	33125	M-F 8:30a-6:45p, SA 8:30a-4:45p
Assoc Check Cashers	N	4345-3 University Blvd South	Jacksonville	FL	32216	M-F 9:30a-6:30p, SA 10a-5p
Popular Cash Express	N	237 N.E. 167th Street	North Miami Beach	FL	33162	M-F 8a-6p
Any Kind Checks Cashed	N	2640 S. Military Trail	West Palm Beach	FL	33415	M-F 8a-7p, SA 9a-6p
Any Kind Checks Cashed	N	306 N Federal Hwy	Boynton Beach	FL	33435	M-F 8:30a-7p, SA 9a-6p
Arcade Newsstand	N	194 N Palafox St	Pensacola	FL	32501	M-SA 9a-5p
Stacey's Pac & Ship	N	7997 S US Hwy 1	Port St. Lucie	FL	34952	M-F 9a-5:30p, SA 10a-1p
For All Seasons	N	301 W Bay St	Jacksonville	FL	32202	M-F 7a-4:30p
Aventura Food Mart	N	19190 W Dixie Hwy	N Miami Beach	FL	33180	M-F 9a-6p, SA 9a-5p
U.S. Drugs Discount	Y	144 Hialeah Dr	Hialeah	FL	33010	M-F 9a-6p, SA 9a-5:30p
Robert's Drugs	Y	590 W.Flager Street	Miami	FL	33130	M-SA 8a-8p
Assoc Check Cashers	N	5751 N. Main Street Suite 110	Jacksonville	FL	32208	M-F 9a-6pm, SA 10a-5p
City Drugs	N	318 St Johns Avenue	Palatka	FL	32077	M-F 8a-5p, SA 9a-1p
Wood's Edgewood Pharm	N	1186 S Edgewood Ave	Jcksnl	FL	32205	M-F 8:30a-5p

FLORIDA PAYMENT AGENTS

Agent Name	Bilingual Y/N	Address	City	State	Zip	Hours of Operation
Jorge's Pharmacy	Y	1701 Coral Way	Miami	FL	33145	M-SA 9a-5p
Desoto Drug Store	N	405 N Marion St	Lake City	FL	32055	M-F 9a-5:30p
Jay's Drugs	N	1498 NW 54 St	Miami	FL	33142	M-F 8a-6:30p, SA 8a-1:30p
Redondo Pharmacy	Y	19533 NW 57 Ave	Miami	FL	33055	M-F 9a-6p, SA 9a-4p
Mail Depot	N	2875 W Michigan Ave	Pensacola	FL	32526	M-F 8a-6p, SA 9a-3p
Continental Pharmacy	Y	505 SW 8 St	Miami	FL	33130	M-F 8:30a-8p, SA 8:30a-7p
Check Exchange	N	2325 S. Goldenrod Road	Orlando	FL	32822	M-F 9a-6p, SA 9a-5p
Assoc Check Cashers	N	5751 N. Main Street Suite 110	Jacksonville	FL	32208	M-F 9a-6p, SA 10a-5p
Sears Panama City	N	733 Hwy 231	Panama City	FL	32401	M-F 9:30a-6p, SA 9:30a-1p
The Mail Spot	N	819 Peacock Plaza	Key West	FL	33040	M-F 9:30a-1:30p & 2p-5:30p, SA 10a-2p
Any Kind Checks Cashed	N	812-C Old Dixie Highway	Jupiter	FL	33458	M-Th 8:30a-7:30p, F 8:30a-8p, SA 9a-7p
Kings Drugs	N	1238 Main St	Chipley	FL	32428	M-F 8a-5p, SA 8a-2p
Pialex Communications	Y	338 N Krome Avenue	Homestead	FL	33030	M-SA 9a-7p
Cash-A-Check	N	2635 Nw 13th St	Gainesville	FL	32609	M-F 9a-6:30p, SA 9a-4p
Jackson's Drugs Inc	N	2301 Okeechobee Rd	Ft Pierce	FL	34950	M-F 8:30a-6p, SA 9a-1p
Picketts Western Auto	N	800 W Jefferson	Brooksville	FL	32405	M-F 9a-5p, Clsd 12:30p-1:30p
Badcock Furniture	N	20319 E Penn Ave	Dunnellon	FL	34432	M-F 9a-4:30p, SA 9a-2:30p
Wrap Pack 'N Ship	N	8566 Forrest Oaks Blvd	Spring Hill	FL	34606	M-F 9a-5, SA 9a-3p
Halifax Card & Gifts	N	239 Riverside Dr	Holly Hill	FL	32117	M-F 9a-5p, SA 9a-4p, clsd 1-2p
Live & Let Live Drug	Y	3520 NW 17th Avenue	Miami	FL	33142	M-F 8:30a-5:30p, clsd 1-1:45pm
Broward Check Cashing	N	1655 S State RD 7	N. Lauderdale	FL	33068	M-F 9a-7p, SA 9-5p
OSI Collection Svcs, Inc.*	N	8000 Arlington Expway # 210	Jacksonville	FL	32239	M-F 8a-6p
Equifax*	N	7775 Bay Meadows Way #302	Jacksonville	FL	32256	M-F 8a-4:30p
Superior Credit Systems*	N	348 Miracle Strip Parkway-16A	Ft. Walton Bch	FL	32548	

* Collection Agencies/No Walk in Customers

ATTACHMENT 10
FORM

*****DRAFT*****
FLORIDA LIFELINE/LINK-UP VERIFICATION
AGENCY AUTHORIZATION FORM FOR ELIGIBLE SUBSCRIBERS

Information provided herein is confidential to the extent required under State and Federal laws. Use or disclosure is limited to purposes directly connected with the administration of the Lifeline and Link-Up programs.

(Please Print)

CLIENT NAME: _____

ADDRESS: _____ Apt # _____

SOCIAL SECURITY NO.: _____

TEL. NO. IN APPLICANT'S NAME: _____ (if assigned)

LOCAL TEL. SVC. PROVIDER _____

_____ Check here if client does not currently have telephone service

Lifeline/Link-Up candidate is currently receiving benefits under the following: (Please check all that apply.)

_____ Medicaid

_____ Temporary Assistance to Needy Families (TANF)

_____ Food Stamps

_____ Federal Public Housing/Section 8

_____ Supplemental Security Income (SSI)

_____ Low Income Home Energy Assistance Program (LIHEAP)

In order to receive the Lifeline/Link-Up discount, I authorize the appropriate agencies to release the above information about me to the telephone company providing my Lifeline/Link-Up discount. I understand this permission will remain in effect as long as I am receiving support under one of the programs identified or until I no longer want to receive the Lifeline/Link-Up discount. I certify that I am 18 years old or older, that the telephone number listed above, if applicable, is in my name and that Lifeline is available only on my primary line. I understand that to qualify for the discount, the telephone service must be in my name and I must receive the telephone bill. In addition, I understand that my local service cannot be disconnected for non-payment of toll charges and that the deposit required for installing service with Lifeline will be waived if I select toll blocking. I understand this form is not an application for telephone service.

Signature of Lifeline/Link-Up Applicant

Date

This is to certify that the applicant listed above is a current recipient of (program name) and may be eligible for telephone credit under the Lifeline and Link-Up programs.

Certified By:

Case Worker/Manager _____

To Telco: _____

Telephone No.: _____

Via FAX/Mail _____

Date: _____

(circle)

(date)

*****DRAFT*****

ATTACHMENT 11

ISSUED: June 16, 2000

BY: Joseph P. Lacher, President -FL
Miami, Florida

EFFECTIVE: July 1, 2000

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline

A3.31.1 Description of Service

- A. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service to qualifying low income residential subscribers. Basic terms and conditions are in compliance with the FCC's Order on Universal Service in FCC 97-157, which adopts the Federal-State Joint Board's recommendation in CC Docket 96-45, which complies with the Telecommunications Act of 1996. Specific terms and conditions are as prescribed by the Florida Public Service Commission and are as set forth in this tariff.
- B. Lifeline is supported by the federal universal service support mechanism.
- C. Federal baseline support of \$6.10, intrastate matching support of \$3.50 and a supplemental federal amount of \$1.75 (matching one-half of the intrastate support) is available for each Lifeline service and is passed through to the subscriber. The total Lifeline credit available to an eligible customer in Florida is \$11.35. The amount of credit will not exceed the charge for local service.

A3.31.2 Regulations

A. General

1. Customers eligible under the Lifeline program are also eligible for connection assistance under the Link-Up program.
2. One low income credit is available per household and is applicable to the primary residential connection only. The subscriber must be a current recipient of any of the low income assistance programs identified in B. following.
3. A Lifeline customer may subscribe to any local service offering available to other residence customers. Since the Lifeline credit is applicable to the primary residential connection only, it may not be applied to a multiple line package local service offering.
4. Toll blocking will be provided at no charge to the Lifeline subscriber.
5. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
6. (DELETED)
7. The Federal Universal Service Charge will not be billed to Lifeline customers.
8. A Lifeline subscriber's basic local service will not be disconnected for non-payment of regulated toll charges or ancillary services, but may be disconnected for non-payment of basic local service charges, taxes and fees. Access to toll service may be denied for non-payment of regulated tolls. Access to ancillary services may be denied for non-payment of basic or non-basic local charges. A Lifeline subscriber's request for reconnection of basic local service will not be denied if the service was previously denied for non-payment of toll or ancillary charges. Partial payments will first be applied to basic local service.
9. Lifeline eligible customers who have previously been disconnected for nonpayment of local charges may obtain local service equipped with toll blocking upon payment of outstanding debt for regulated non-toll charges, taxes and fees. Toll blocking shall not be removed prior to receipt of full payment of all outstanding toll charges.
10. The outstanding regulated non-toll balance may be paid in up to twelve installment payments with a minimum per month payment of \$5.00. This installment option is separate from any other installment arrangements (such as Installment Billing of non-recurring charges in Section A4). Should the customer default on this payment arrangement, service will be disconnected and the customer must pay the outstanding non-toll balance in full before local service will be re-established. Installment payments are not available on defaulted amounts previously installment billed.
11. Payment for other outstanding debt will be pursued in the same manner as for non-Lifeline customers.
12. The non-discounted federal Lifeline credit amount will be passed along to resellers ordering local service at the prescribed resale discount from this Tariff, for their eligible end users. Any additional credit to the end user will be the responsibility of the reseller. Eligible carriers, as defined by the FCC, are required to establish their own Lifeline programs.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline (Cont'd)

A3.31.2 Regulations (Cont'd)

B. Eligibility

1. To be eligible for a Lifeline credit, a customer must be a current recipient of any of the following low income assistance programs.
 - a. Temporary Assistance to Needy Families (TANF), previously known as AFDC
 - b. Supplemental Security Income (SSI)
 - c. Food Stamps
 - d. Medicaid
 - e. Federal public housing/Section 8
 - f. Low Income Home Energy Assistance Plan (LIHEAP)
2. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

C. Certification

1. Proof of eligibility in any of the qualifying low income assistance programs should be provided to the Company at the time of application for service. The Lifeline credit will not be established until proof of eligibility has been received by the Company. If the customer requests installation prior to the Company's receipt of proof of eligibility, the requested service will be provided without the Lifeline credit. When eligibility documentation is provided subsequent to installation, the Lifeline credit will be provided on a going forward basis.
2. The Company reserves the right to periodically audit its records, working in conjunction with the appropriate state agencies, for the purpose of determining continuing eligibility. Information obtained during such audit will be treated as confidential information to the extent required under State and Federal laws. The use or disclosure of information concerning enrollees will be limited to purposes directly connected with the administration of the Lifeline plan.
3. When a customer is determined to be ineligible as a result of an audit, the Company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued on the following bill.
4. Resellers providing Lifeline service from this tariff are responsible for determining proof of eligibility prior to requesting the service. Disclosure requirements described in 2. preceding are applicable to resellers of Lifeline service.

A3.31.3 Rates and Charges

A. General

1. Lifeline is provided as a monthly credit on the eligible residential subscriber's bill for local service.
2. Service Charges in Section A4. are applicable for installing or changing Lifeline service.
3. Link-Up connection assistance in Section A4. may be available for installing or relocating Lifeline service.
4. The Secondary Service Charge in Section A4. is not applicable when existing service is converted intact to Lifeline service.

B. The total Lifeline credit consists of one federal credit plus one Company credit.

1. Federal credit

	Monthly Credit	USOC
(a) Temporary Assistance to Needy Families (TANF)	\$7.85	ASGFA
(b) Supplemental Security Income (SSI)	7.85	ASGFS
(c) Food Stamps	7.85	ASGFC
(d) Medicaid	7.85	ASGSI
(e) Federal public housing/Section 8	7.85	ASGFF
(f) Low Income Home Energy Assistance Plan (LIHEAP)	7.85	ASGFL

2. Company credit

(a) All programs, one per Lifeline service	3.50	CRA
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