

ORIGINAL

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Charles J. Beck  
Deputy Public Counsel

September 3, 2004

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

RECEIVED-FPSC  
04 SEP -3 PM 3:37  
COMMISSION  
CLERK

Re: Docket No. 040451-TP

Dear Ms. Bayo:

Enclosed for filing in the above-referenced dockets are the original and 15 copies of Citizens' Proposed Rule 25-4.0665 Lifeline Service.

Please indicate the time and date of receipt on the enclosed duplicate of this letter and return it to our office.

Sincerely,

Charles J. Beck  
Deputy Public Counsel

- CMP \_\_\_\_\_
- COM \_\_\_\_\_
- CTR \_\_\_\_\_
- ECR \_\_\_\_\_
- GCL \_\_\_\_\_ CJB:bsr
- OPC \_\_\_\_\_
- MMS \_\_\_\_\_ Enclosures
- RCA \_\_\_\_\_ cc: All parties of record
- SCR \_\_\_\_\_
- SEC   1
- OTH \_\_\_\_\_

DOCUMENT NUMBER-DATE

09715 SEP -3 3

FPSC-COMMISSION CLERK

## **Proposed Rule 25-4.0665 Lifeline Service**

- (1) Each local exchange telecommunications company providing Lifeline service under an income test shall provide Lifeline service to the customer within 30 days of receiving certification of eligibility from the Office of Public Counsel. If the Lifeline applicant does not have service with the company when the company receives certification of eligibility from the Office of Public Counsel, the company shall provide service within the same timeframes applicable to non-Lifeline customers and shall provide Lifeline and Link-up credit to the customer on the customer's first bill from the company.
- (2) Local exchange telecommunications companies may not refuse Lifeline or Link-Up credit to a customer if a customer chooses to purchase optional calling plans or promotional discount packages of services from the company.
- (3) Local exchange telecommunications companies may not refuse a customer Lifeline or Link-Up credit because the customer purchases more than one line from the company. The customer, however, may only receive Lifeline or Link-Up credit for one line.
- (4) No customer shall be required to change the name on his or her account in order to receive Lifeline or Link-Up credit, nor shall any customer be required to provide their social security number to the company in order to receive Lifeline or Link-Up credit.

(5) **Public Assistance eligibility determination letters, such as those provided for food stamps and Medicaid, and public housing lease agreements are sufficient proof of eligibility for Lifeline and Link-Up enrollment.** Each local exchange telecommunications company shall strive to accept commonly used letters or other documents as proof of eligibility for Lifeline and Linkup enrollment and shall not impose burdensome or unusual requirements on customers to prove eligibility for Lifeline or Link-Up.

(6) **Local exchange telecommunications companies may require recertification of Lifeline customers no more frequently than once each year.**

(7) **Local exchange telecommunications companies can not require Lifeline or Link-Up customers to fax documentation to the company in order to prove eligibility and must provide customers the option of mailing documentation to the company.**

(8) **Local exchange telecommunications companies may not discontinue Lifeline assistance to customers without (a) first determining that the customer is no longer eligible for Lifeline, (b) notifying the customer that the company has determined they are ineligible, and (c) providing a sixty day period for the customer to challenge the company's determination.**

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