

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

DOCKET NO. 040451-TP

NOTICE OF STAFF RULE DEVELOPMENT WORKSHOP

TO

ALL INTERESTED PERSONS

RE: PETITION BY CITIZENS OF FLORIDA TO INITIATE RULEMAKING THAT WOULD REQUIRE LOCAL EXCHANGE TELECOMMUNICATIONS COMPANIES TO PROVIDE LIFELINE SERVICE WITHIN 30 DAYS OF CERTIFICATION

ISSUED: October 22, 2004


NOTICE is hereby given that staff of the Florida Public Service Commission will conduct a workshop on the above-referenced rule development proposal, to which all persons are invited, at the following time and place:

9:30 a.m., Friday, November 5, 2004
Room 148, Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, FL 32399-0862

A copy of the agenda for the workshop and the Office of Public Counsel's September 3, 2004, draft rule language, which will be discussed at the workshop, are attached to this notice.

Any person requiring some accommodation at this workshop because of a physical impairment should call the Division of the Commission Clerk and Administrative Services at (850) 413-6770 at least 48 hours prior to the workshop. Any person who is hearing or speech impaired should contact the Florida Public Service Commission by using the Florida Relay Service, which can be reached at: 1-800-955-8771.

By direction of the Florida Public Service Commission, this 22nd day of October, 2004


BLANCA S. BAYO, Director
Division of the Commission Clerk
and Administrative Services

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AGENDA

**FLORIDA PUBLIC SERVICE COMMISSION
STAFF RULE DEVELOPMENT WORKSHOP
DOCKET NO. 040451-TP**

9:30 a.m., Friday, November 5, 2004
Room 148, Betty Easley Conference Center
4075 Esplanade Way
Tallahassee, Florida

- I. Opening Remarks
- II. Discussion of the Office of Public Counsel's draft rule language submitted on September 3, 2004.
- III. Discussion on how to proceed with rulemaking
- IV. Closing statements
- V. Adjournment

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 Link-Up

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 cannot 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.