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Public Service Commission

November 8, 2007

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Mr. Scott Boyd, Executive Director
Joint Administrative Procedures Committee
Room 120 Holland Building
Tallahassee, FL 32399-1300

RE: Docket No. 070572-TL, Proposed amendment of Rule 25-4.0665, F.A.C., Lifeline Service

Dear Mr. Boyd:

The Commission has approved the adoption of Rule 25-4.0665 without changes.

We plan to file the rule for adoption on November 16, 2007.

Sincerely,

Rosanne Gervasi
Associate General Counsel

070572 AdoptLetter.rg.doc

Enclosure

c: [Redacted] Commission Clerk

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1 25-4.0665 Lifeline Service

2 (1) An eligible telecommunications carrier must provide 60 days written notice
3 prior to the termination of Lifeline service. The notice of pending termination shall contain
4 the telephone number at which the subscriber can obtain information about the subscriber's
5 Lifeline service from the eligible telecommunications carrier. The notice shall also inform the
6 subscriber of the availability, pursuant to Section 364.105, F.S., of discounted residential basic
7 local telecommunications service.

8 (2) If a subscriber's Lifeline service is terminated and the subscriber subsequently
9 presents proof of Lifeline eligibility, the eligible telecommunications carrier shall reinstate the
10 subscriber's Lifeline service as soon as practicable, but no later than 60 days following receipt
11 of proof of eligibility. Irrespective of the date on which the eligible telecommunications
12 carrier reinstates the subscriber's Lifeline service, the subscriber's bill shall be credited for
13 Lifeline service as of the date the eligible telecommunications carrier received the proof of
14 continued Lifeline eligibility.

15 (3) All eligible telecommunications carriers shall participate in the Lifeline service
16 Automatic Enrollment Process. For purposes of this rule, the Lifeline service Automatic
17 Enrollment Process is an electronic interface between the Department of Children and
18 Families, the Commission, and the eligible telecommunications carrier that allows low-income
19 individuals to automatically enroll in Lifeline following enrollment in a qualifying public
20 assistance program.

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

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

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

4 (c) The eligible telecommunications carrier shall maintain a current e-mail address
5 with the Commission, which the Commission will use to inform the eligible
6 telecommunications carrier that new Lifeline service applications are available for retrieval for
7 processing.

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

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

- 17 1. misdirected Lifeline service applications;
- 18 2. applications for customers currently receiving Lifeline service; and
- 19 3. rejected applicants, which shall include the reason(s) why the applicants were
20 rejected.

21 In lieu of a facsimile, the eligible telecommunications carrier may file the information with the
22 Office of Commission Clerk.

23 (f) Pursuant to Section 364.107(1), F.S., information filed by the eligible
24 telecommunications carrier in accordance with subsection (3)(e) of this rule is confidential and
25 exempt from Section 119.07(1), F.S. However, the eligible telecommunications carrier may

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

5 (4) All eligible telecommunications carriers shall provide current Lifeline service
6 company information to the Universal Service Administrative Company (USAC) at
7 www.lifelinesupport.org so that the information can be posted on the USAC's consumer
8 website.

9 Specific Authority 350.127(2), 364.10(3)(j), F.S.

10 Law Implemented 364.10, 364.105, FS

11 History New 1-2-07, Amended XX-XX-XX.

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