

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

UNDOCKETED

IN RE: LIFELINE SERVICE

NOTICE OF PROPOSED RULE DEVELOPMENT

TO ALL INTERESTED PERSONS

ISSUED: October 22, 2008

NOTICE is hereby given pursuant to Section 120.54, Florida Statutes, that the Florida Public Service Commission staff has initiated the development of Rule 25-4-0665, Florida Administrative Code, to amend provisions relating to Lifeline service.

The attached Notice of Proposed Rule Development appeared in the October 17, 2008, edition of the Florida Administrative Weekly. A rule development workshop will be held at the following time and place:

Florida Public Service Commission  
9:30 a.m. - Wednesday, November 5, 2008  
Betty Easley Conference Center  
Room 140, 4075 Esplanade Way  
Tallahassee, Florida 32399-0850

The draft rule and Agenda for the workshop are attached to this Notice. One or more Commissioners may be in attendance and participate at the workshop.

Any person requiring some accommodation at this workshop because of a physical impairment should call the Office of Commission Clerk 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 using the Florida Relay Service, which can be reached at: 1-800-955-8771 (TDD).

By DIRECTION of the Florida Public Service Commission, this 22nd day of October, 2008.



ANN COLE  
Commission Clerk

(SEAL)

RG

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NOTICE OF PROPOSED RULE DEVELOPMENT  
UNDOCKETED  
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Notice of Development of Rulemaking

**PUBLIC SERVICE COMMISSION**

RULE NO: RULE TITLE

25-4.0665: Lifeline Service

PURPOSE AND EFFECT: To implement eligibility requirements for Lifeline service and to amend the requirements eligible telecommunications carriers (ETCs) must follow when offering Lifeline service. Undocketed.

SUBJECT AREA TO BE ADDRESSED: Lifeline service

SPECIFIC AUTHORITY: 350.127(2), 364.0252, 364.10(3)(j) FS

LAW IMPLEMENTED: 350.123, 364.0252, 364.10, 364.105, 364.17, 364.18, 364.183(1) FS

A RULE DEVELOPMENT WORKSHOP WILL BE HELD AT THE DATE, TIME AND PLACE SHOWN BELOW:

DATE AND TIME: Wednesday, November 5, 2008, 9:30 a.m. to 5:00 p.m.

PLACE: Room 140, Easley Building (Internal Affairs room), Tallahassee, FL 32399-0850. One or more Commissioners may attend and participate at the workshop.

Pursuant to the provisions of the Americans with Disabilities Act, any person requiring special accommodations to participate in this workshop is asked to advise the agency at least 48 hours before the workshop by contacting: Office of Commission Clerk, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850) 413-6770. If you are hearing or speech impaired, please contact the agency using the Florida Relay Service, 1(800)955-8771 (TDD) or 1(800)955-8770 (Voice).

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT AND A COPY OF THE PRELIMINARY DRAFT, IF AVAILABLE, IS: Robert Casey, Division of Economic Regulation, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850) 413-6974.

THE PRELIMINARY TEXT OF THE PROPOSED RULE DEVELOPMENT IS AVAILABLE AT NO CHARGE FROM THE CONTACT PERSON LISTED ABOVE.

1 25-4.0665 Lifeline Service

2 (1) In accordance with 47 C.F.R. s. 54.409(a), which is incorporated herein by  
3 reference, a subscriber is eligible for Lifeline service if:

4 (a) the subscriber is a participant in one of the following federal assistance programs:

5 1. Medicaid;

6 2. Food Stamps;

7 3. Supplemental Security Income (SSI);

8 4. Temporary Assistance for Needy Families (TANF);

9 5. Federal Public Housing Assistance Programs;

10 6. Low-Income Home Energy Assistance Program (LIHEAP); or

11 7. The National School Lunch (NSL) Program – Free Lunch; or

12 (b) the subscriber's household income is at 135 percent or below the federal poverty  
13 income guidelines.

14 (2) In accordance with 47 C.F.R. s. 54.409(c), which is incorporated herein by  
15 reference, a subscriber living on federally recognized Tribal lands, who does not satisfy the  
16 qualifications for Lifeline service in subsection (1) of this rule, is nevertheless eligible for  
17 Lifeline service if the subscriber receives benefits from one of the following federal assistance  
18 programs:

19 (a) Tribal administered TANF;

20 (b) NSL Program – Free Lunch; or

21 (c) Head Start.

22 (3) As part of an eligible telecommunications carrier's (ETC) Lifeline Assistance Plan,  
23 ETCs must offer a subscriber eligible for Lifeline service pursuant to subsections (1) and (2)  
24 of this rule, Link-Up service in accordance with 47 C.F.R. s. 54.411, which is incorporated

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from existing law.

1 herein by reference.

2 (4) When enrolling customers in the Lifeline service program under subsection (1)(a)  
3 of this rule, an ETC may use Form PSC/CMP (00), entitled "Application for Link-Up Florida  
4 and Lifeline Assistance Telephone Savings Programs," which is incorporated herein by  
5 reference and can be accessed from the Commission's website at www.floridapsc.com, by  
6 selecting "Link-Up Florida and Lifeline," then selecting "Form" under "Self Certification  
7 Forms."

8 (5) A subscriber may register for Lifeline service by electronically submitting the  
9 "Lifeline and Link-Up Florida On-Line Self Certification Form," which is incorporated herein  
10 by reference and can be accessed from the Commission's website at www.floridapsc.com, by  
11 selecting "Link-Up Florida and Lifeline," then selecting "Apply Online."

12 (a) ETCs shall accept the "Lifeline and Link-Up Florida On-Line Self Certification  
13 Form" as proof of a subscriber's eligibility for Link-Up and Lifeline Service.

14 (b) ETCs shall maintain the names, e-mail addresses, and telephone numbers of one  
15 primary and one secondary company representative who will be responsible for retrieving the  
16 Lifeline application information from the Commission's website and managing the user  
17 accounts for the company. ETCs shall provide this information to the Commission upon the  
18 Commission's request.

19 (6) ETCs must accept federal assistance eligibility determination letters for the federal  
20 assistance programs enumerated in subsection (1)(a) of this rule as proof of the subscriber's  
21 eligibility for Link-Up and Lifeline enrollment and verification.

22 (7) ETCs must allow customers the option to submit Link-Up or Lifeline applications  
23 via mail, facsimile or electronically. ETCs must also allow customers the option to mail or  
24 facsimile copies of supporting documents.

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1           (8) ETCs shall only require a customer to provide the last four digits of the customer's  
2 social security number for application for Lifeline and Link-Up service and to verify  
3 continued eligibility for the programs.

4           ~~(3)~~(9) All eligible telecommunications carriers shall participate in the Lifeline service  
5 Automatic Enrollment Process. For purposes of this rule, the Lifeline service Automatic  
6 Enrollment Process is an electronic interface between the Department of Children and Family  
7 Services, the Commission, and the eligible telecommunications carrier that allows low-income  
8 individuals to automatically enroll in Lifeline following enrollment in a qualifying public  
9 assistance program.

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

13           (b) The eligible telecommunications carrier shall enroll the subscriber in the Lifeline  
14 service program as soon as practicable, but no later than 60 days from the receipt of the e-mail  
15 notification. Upon completion of initial enrollment, the eligible telecommunications carrier  
16 shall credit the subscriber's bill for Lifeline service as of the date the eligible  
17 telecommunications carrier received the e-mail notification from the Commission.

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

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

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

- 6 1. Misdirected Lifeline service applications;
- 7 2. Applications for customers currently receiving Lifeline service; and
- 8 3. Rejected applicants, which shall include the reason(s) why the applicants were  
9 rejected.

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

12 (f) Pursuant to Section 364.107(1), F.S., information filed by the eligible  
13 telecommunications carrier in accordance with paragraph (3)(e) of this rule is confidential and  
14 exempt from Section 119.07(1), F.S. However, the eligible telecommunications carrier may  
15 disclose such information consistent with the criteria in Section 364.107(3)(a), F.S. For  
16 purposes of this rule, the information filed by the eligible telecommunications carrier will be  
17 presumed necessary for disclosure to the Commission pursuant to the criteria in Section  
18 364.107(3)(a)4., F.S.

19 (10) ETCs shall provide the subscriber with an application receipt. The receipt must  
20 include the date the ETC received the subscriber's application along with a list of the  
21 documents, if any, that were provided with the application. The receipt shall be provided  
22 within three days of the ETC receiving the application.

23 (11) An ETC shall not impose additional verification requirements on subscribers  
24 beyond those which are mandated by 47 C.F.R. s. 54.410, which is incorporated herein by  
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1 reference, and subsections (1) and (2) of this rule.

2 (12) If the Office of Public Counsel certifies a subscriber eligible to receive Lifeline  
3 service under the income test set forth in Section 364.10(3)(a), F.S., an ETC shall not impose  
4 any additional verification requirements on the subscriber.

5 ~~(4)~~(13) An eligible telecommunications carrier must provide 60 days written notice  
6 prior to the termination of Lifeline service. The notice of pending termination shall contain  
7 the telephone number at which the subscriber can obtain information about the subscriber's  
8 Lifeline service from the eligible telecommunications carrier. The notice shall also inform the  
9 subscriber of the availability, pursuant to Section 364.105, F.S., of discounted residential basic  
10 local telecommunications service.

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

18 ~~(4)~~(15) All eligible telecommunications carriers shall provide current Lifeline service  
19 company information to the Universal Service Administrative Company (USAC) at  
20 [www.lifelinesupport.org](http://www.lifelinesupport.org) so that the information can be posted on the USAC's consumer  
21 website.

22 (16) ETCs must advertise the availability of Lifeline service to those who may be  
23 eligible for the service. At a minimum, if the ETC publishes a directory, the ETC must  
24 include in the index of the directory a notice of the availability of Lifeline service. The ETC

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1 must also place an insert in the subscriber's bill or a message on the subscriber's bill at least  
2 once each calendar year advising subscribers of the availability of Lifeline service.

3 (17) A subscriber may only receive Link-Up and Lifeline service for one access line,  
4 with the exception that a Lifeline-eligible Deaf or Hard of Hearing subscriber may qualify for  
5 two phone lines at Lifeline service rates if the subscriber uses a Telecommunications Device  
6 for the Deaf (TTY/TDD) text phone or Voice Carry-Over (VCO) phone that requires two  
7 lines.

8 (18) ETCs shall offer the subscriber the no-charge option of blocking all toll calls or, if  
9 technically feasible, placing a limit on the number of toll calls the subscriber can make.

10 (19) ETCs may not charge a service deposit in order to initiate Lifeline service if the  
11 subscriber voluntarily elects toll blocking or toll limitation. If the subscriber elects not to  
12 place toll blocking on the line, an ETC may charge a service deposit.

13 (20) ETCs may not charge Lifeline subscribers a monthly number-portability charge.

14 (21) ETCs offering Link-Up and Lifeline service must submit quarterly reports to the  
15 Commission's Director of Regulatory Compliance no later than two weeks following the  
16 ending of each quarter as follows: First Quarter (January 1 through March 31); Second  
17 Quarter (April 1 through June 30); Third Quarter (July 1 through September 30); Fourth  
18 Quarter (October 1 through December 31). The quarterly reports shall include the following  
19 data:

20 (a) The number of Lifeline subscribers for each month during the quarter;

21 (b) The number of subscribers denied Lifeline service for each month during the  
22 quarter, including the reasons the subscribers were denied;

23 (c) The number of subscribers who received Link-Up for each month during the  
24 quarter;

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- 1           (d) The number of new Lifeline subscribers added each month during the quarter;  
2           (e) The number of Lifeline subscribers removed from Lifeline service for each month  
3 during the quarter;  
4           (f) The number of Lifeline subscribers who had bundled service offerings during the  
5 quarter;  
6           (g) The number of subscribers who received discounted service pursuant to Section  
7 364.105, F.S., for each month during the quarter;  
8           (h) The number of subscribers who had Link-Up and Lifeline pursuant to subsection  
9 (2) of this rule during the quarter;  
10           (i) The number of residential access lines with Lifeline service that were resold to  
11 other carriers each month during the quarter; and  
12           (j) The name of the entity that submitted each Lifeline application to the ETC during  
13 the quarter and whether the application was accepted or denied.  
14 Specific Authority 350.127(2), 364.0252, 364.10(3)(j), FS  
15 Law Implemented 364.0252, 364.10, 364.105, 364.17, 364.18, 364.183(1), FS  
16 History New 1-2-07, Amended XX-XX-XX.

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**Application for Link-Up Florida and Lifeline Assistance  
 Telephone Savings Programs**

Billing Name \_\_\_\_\_

Service Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Last Four Digits of Social Security Number \_\_\_\_\_

Telephone Number ( ) \_\_\_\_\_ (NOTE: If you do not currently have local phone service, please contact a local phone provider in your area to establish service.)

I hereby certify that I participate in the following public assistance program(s): (Check all that apply)

- Temporary Cash Assistance
- Food Stamps
- Medicaid
- Low-Income Home Energy Assistance Program (LIHEAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- National School Lunch Program (NSLP) – Free Lunch
- Bureau of Indian Affairs Programs (Tribal Temporary Assistance for Needy Families, Head Start Subsidy, NSLP)

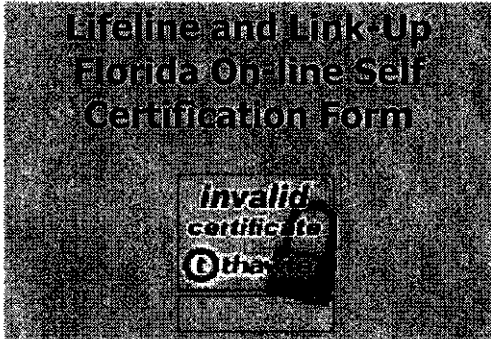
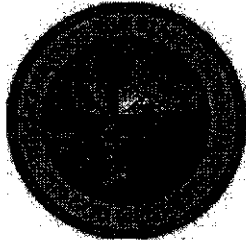
I certify, under penalty of perjury, that I am a current recipient of the above program(s) and will notify my local telephone company when I am no longer participating in any of the above-designated program(s). I give permission to the duly authorized official(s) administering the above programs to provide to the local telephone company my participation status in any of the above program(s). I give this permission on the condition that the information in this form and any information about my participation in the above programs provided by officials be maintained by the company as confidential customer account information.

Customer's signature \_\_\_\_\_

Date \_\_\_\_\_

Customers of AT&T, Embarq, or Verizon who are at or below 135% of the poverty level, but are not currently receiving benefits from one of the listed programs, may be able to qualify by contacting the Florida Office of Public Counsel at 1-800-540-7039.

Please mail or fax this application to the telephone company that provides your service.			
<b>AT&amp;T Florida</b> 304 Pine Avenue-4 <sup>th</sup> Floor Albany, GA 31702 Fax: 1-888-726-3223	<b>Alltel Wireless</b> Please visit a local Alltel retail store to determine if Alltel offers Lifeline in your area and complete an application.	<b>American Dial Tone</b> P. O. Box 2203 Dunedin, FL 34698-2203 Fax: (727)669-9451	<b>Budget Phone, Inc.</b> Please call 1-888-424-5588 to be referred to a local Budget Phone store to apply.
<b>Embarq - ACS</b> P. O. Box 7086 London, KY 40742 Fax: 1-800-473-2017	<b>FairPoint Communications</b> P. O. Box 220 Port St. Joe, FL 32457 Fax: (850)229-1405	<b>Frontier Communications</b> P. O. Box 1038 Fort Dodge, IA 50501 Fax: (515)573-1241	<b>ITS Telecommunications</b> Attn: Customer Service P. O. Box 277 Indiantown, FL 34956 Fax: (772)597-4155
(Bay County Address) <b>Knology, Inc.</b> 235 W. 15 <sup>th</sup> Street Panama City, FL 32401 Fax: (850)215-5800	(Pinellas County Address) <b>Knology, Inc.</b> 3001 Gandy Boulevard North Pinellas Park, FL 33782 Fax: (727)576-4800	<b>Midwestern Telecommunications</b> P. O. Box 1401 Chicago Heights, IL 60411 Fax: (708)756-7721	<b>NEFCOM</b> P. O. Box 485 Macclenny, FL 32063 Fax: (904)259-1200
<b>Nexus Communications TSL, Inc.</b> P. O. Box 247168 Columbus, Ohio 43224-7168 Fax: (614)883-6496	<b>SafeLink Wireless</b> Lifeline/Free Cell Phone Dept. P. O. Box 220009 Milwaukie, OR 97269-0009 Fax: 1-800-834-7713 Phone: 1-800-977-3768	<b>Smart City Telecom</b> Attn: Customer Care P. O. Box 22555 Lake Buena Vista, FL 32830 Fax: (407)828-6701	<b>Sprint Nextel</b> See Sprint Nextel's Web site at <a href="http://www.sprint.com/lifeline">http://www.sprint.com/lifeline</a> for more information and to download an application, or call 1-888-408-3306.
<b>TDS Telecom - Lifeline</b> P. O. Box 608 Lancaster, WI 53813 Fax: 1-877-271-2861	<b>Verizon - SRC</b> MC: FLSP2193/P.O. Box 11328 St. Petersburg, WI 33733-9656 Fax: 1-888-806-7026	<b>Windstream Florida</b> 1720 Galleria Blvd. Charlotte, NC 28270 Fax: (704)849-7000	



- English
- Español
- Creole

Section 364.107(1) Florida Statutes provides that personal identifying information concerning a participant in a telecommunications carrier's Lifeline Assistance Plan held by the Public Service Commission is confidential.

Customers of AT&T, Embarq or Verizon at or below 135% of the poverty level, but who are not currently receiving benefits from one of the listed programs, may be able to qualify for the Lifeline telephone assistance by contacting the Office of Public Counsel in Tallahassee at 1-800-540-7039.

**Contact Information**

*Last Name	<input type="text"/>	*First Name	<input type="text"/>
Address Line 1	<input type="text"/>		
Address Line 2	<input type="text"/>		
City	<input type="text"/>	State	FL <input type="checkbox"/>
		Zip Code	<input type="text"/>
*Telephone (###-###-####)	<input type="text"/>	Date (mm/dd/yyyy)	10/21/2008
* Last 4 digits of Social Security Number	<input type="text"/>	The last four digits of your Social Security Number are required to complete this application. If you do not wish to provide this information here, please apply for Lifeline directly through your Service Provider.	

<p>Service Provider</p> <ul style="list-style-type: none"><li><input type="radio"/> Alltel Wireless</li><li><input type="radio"/> American Dial Tone</li><li><input type="radio"/> AT&amp;T/BellSouth</li><li><input type="radio"/> NEXCOM</li><li><input type="radio"/> Nextel</li><li><input type="radio"/> Nexus Communications (TSL)</li></ul>	<p>I hereby certify that I participate in the following public assistance programs:</p> <ul style="list-style-type: none"><li><input type="checkbox"/> Medicaid</li><li><input type="checkbox"/> Food Stamps</li><li><input type="checkbox"/> Temporary Assistance to Needy Families (TANF)</li></ul>
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<input type="radio"/> Budget Phone, Inc.	<input type="radio"/> Safelink/TracFone	<input type="checkbox"/> Supplemental Security Income (SSI)
<input type="radio"/> Embarq	<input type="radio"/> Smart City Telecom	<input type="checkbox"/> Federal Public Housing Assistance (Section 8)
<input type="radio"/> FairPoint Communications	<input type="radio"/> Sprint-PCS	<input type="checkbox"/> Low-Income Home Energy Assistance Program (LIHEAP)
<input type="radio"/> Frontier Communications	<input type="radio"/> TDS Telecom	<input type="checkbox"/> National School Lunch Free Lunch Program
<input type="radio"/> ITS Telecommunications Systems	<input type="radio"/> Verizon	
<input type="radio"/> Knology, Inc.	<input type="radio"/> Windstream	
<input type="radio"/> Midwestern Communications		

**I certify, under penalty of perjury, that I am a current recipient of the above program(s) and will notify my local telephone company when I am no longer participating in any of the above-designated program(s). I give permission to the duly authorized official(s) administering the above programs to provide to the local telephone company my participation status in any of the above program(s). I give this permission on the condition that the information in this form and any information about my participation in the above programs provided by officials be maintained by the company as confidential customer account information.**

**I agree to these terms and conditions:**

- Yes
- No

CLEAR

SUBMIT

**AGENDA**

**UNDOCKETED: PROPOSED AMENDMENT OF RULE 25-4.0665,  
FLORIDA ADMINISTRATIVE CODE, LIFELINE SERVICE**

**RULE DEVELOPMENT WORKSHOP**

9:30 a.m., Wednesday, November 5, 2008  
Room 140, Betty Easley Conference Center  
4075 Esplanade Way  
Tallahassee, Florida

**READING OF THE NOTICE**

**OPENING COMMENTS**

**DISCUSSION OF PROPOSED RULE LANGUAGE**

**SCHEDULE FOR ANY POST-WORKSHOP WRITTEN COMMENTS**

**CLOSING REMARKS**