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Diamond Williams

From: Susan Fennell [sfennell@nefcom.net]
Sent: Wednesday, September 14, 2011 1:51 PM
To: Filings@psc.state.fl.us
Subject: 2011 Lifeline Report Data Request
Attachments: Lifeline Data Request 2011.pdf

Ms. Cole,

NEFCOM's Lifeline Report Data Request for 2011 is attached. This report contains (13) pages.

If you have any questions, please contact me at the number shown below.

Thank You,
Susan Fennell
Director of Customer Services



Northeast Florida Telephone Company
E-mail: sfennell@nefcom.net
Ofc.: (904) 259-0633
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DOCUMENT NUMBER-DATE

06623 SEP 14 =

FPSC-COMMISSION CLERK

9/14/2011



**Northeast Florida Telephone Company, Inc.
130 North Fourth Street • Macclenny, Florida 32063
(904) 259-2261 or Toll Free (877) 838-5695**

September 14, 2011

Mr. Jim Polk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Dear Mr. Polk:

Re: 2011 Lifeline Report Data Request

Enclosed is NEFCOM's Lifeline Report Data Request, 2011.

If you should have any questions or need any further information, please contact me at (904) 259-0629.

Sincerely,

s/Michael W. Griffis

Michael W. Griffis
General Manager

cc: Master File

DOCUMENT NUMBER-DATE

06623 SEP 14 =

FPSC-COMMISSION CLERK

ILEC LINK-UP AND LIFELINE DATA REQUEST 2011

To assist the Public Service Commission (Commission) in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Link-Up and Lifeline programs as required by Chapter 364.10, Florida Statutes, **staff requests that you provide responses to the following by September 19, 2011.**

For items 1 through 16, please provide the data for the fiscal year July 1, 2010, through June 30, 2011.

For those items requesting that the data be reported on a monthly basis, provide the appropriate number as of the last day of each month during the review period.

1. The number of residential access lines in service each month.

Response:

| | |
|-----------------|-------|
| July, 2010 | 5,931 |
| August, 2010 | 5,854 |
| September, 2010 | 5,840 |
| October, 2010 | 5,815 |
| November, 2010 | 5,787 |
| December, 2010 | 5,750 |
| January, 2011 | 5,738 |
| February, 2011 | 5,738 |
| March, 2011 | 5,708 |
| April, 2011 | 5,667 |
| May, 2011 | 5,621 |
| June, 2011 | 5,621 |

2. The number of customers participating in Lifeline each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision or resold access lines.

Response:

| | |
|-----------------|-----|
| July, 2010 | 767 |
| August, 2010 | 708 |
| September, 2010 | 737 |
| October, 2010 | 755 |
| November, 2010 | 775 |
| December, 2010 | 775 |
| January, 2011 | 782 |
| February, 2011 | 804 |
| March, 2011 | 761 |
| April, 2011 | 783 |
| May, 2011 | 784 |
| June, 2011 | 795 |

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3. The number of customers participating in Link-Up each month. Note: Do not include customers receiving Link-Up through resold access lines.

Response:

| | |
|-----------------|----|
| July, 2010 | 20 |
| August, 2010 | 13 |
| September, 2010 | 17 |
| October, 2010 | 22 |
| November, 2010 | 10 |
| December, 2010 | 16 |
| January, 2011 | 15 |
| February, 2011 | 15 |
| March, 2011 | 16 |
| April, 2011 | 12 |
| May, 2011 | 15 |
| June, 2011 | 17 |

4. The number of customers denied Lifeline service. Identify the reason(s) customers were denied Lifeline (i.e. customer currently receiving Lifeline, inability to verify participation in a qualifying program, past due balance, other reasons not listed).

Response:

| | 2010 | | | | | | 2011 | | | | | |
|---|------|------|-------|------|------|------|------|------|------|------|-----|------|
| | July | Aug. | Sept. | Oct. | Nov. | Dec. | Jan. | Feb. | Mar. | Apr. | May | June |
| Customer currently receiving Lifeline | 17 | 12 | 15 | 21 | 20 | 13 | 17 | 9 | 22 | 24 | 14 | 14 |
| Inability to verify participation in qualifying program | | | | | | | | | | | | |
| Past due Balance (TD) | 1 | 2 | 2 | 1 | 1 | 1 | 1 | 2 | 1 | 3 | 0 | 0 |
| Not Northeast Florida Customer | 15 | 5 | 11 | 15 | 16 | 15 | 9 | 10 | 5 | 9 | 7 | 12 |

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5. The number of Lifeline customers added each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision or resold access lines.

Response:

| | |
|-----------------|----|
| July, 2010 | 34 |
| August, 2010 | 28 |
| September, 2010 | 52 |
| October, 2010 | 46 |
| November, 2010 | 40 |
| December, 2010 | 39 |
| January, 2011 | 32 |
| February, 2011 | 41 |
| March, 2011 | 38 |
| April, 2011 | 48 |
| May, 2011 | 29 |
| June, 2011 | 39 |

6. The number of Link-Up customers added each month. Note: Do not include customers receiving Link-Up through resold access lines.

Response:

| | |
|-----------------|----|
| July, 2010 | 20 |
| August, 2010 | 13 |
| September, 2010 | 17 |
| October, 2010 | 22 |
| November, 2010 | 10 |
| December, 2010 | 16 |
| January, 2011 | 15 |
| February, 2011 | 15 |
| March, 2011 | 16 |
| April, 2011 | 12 |
| May, 2011 | 15 |
| June, 2011 | 17 |

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7. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers removed from resold access lines.

Response:

| | |
|-----------------|----|
| July, 2010 | 36 |
| August, 2010 | 87 |
| September, 2010 | 23 |
| October, 2010 | 28 |
| November, 2010 | 20 |
| December, 2010 | 39 |
| January, 2011 | 25 |
| February, 2011 | 19 |
| March, 2011 | 81 |
| April, 2011 | 26 |
| May, 2011 | 28 |
| June, 2011 | 28 |

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8. The number of Lifeline customers subscribing to bundled service packages each month. Please list each bundled package separately including the ancillary services contained in each.

Response:

| | July 2010 | Aug. 2010 | Sept. 2010 | Oct. 2010 | Nov. 2010 | Dec. 2010 | Jan. 2011 | Feb. 2011 | Mar. 2011 | Apr. 2011 | May 2011 | June 2011 |
|---|--------------|--------------|---------------|--------------|--------------|--------------|--------------|--------------|--------------|--------------|-------------|--------------|
| All-In-1 Basic Services included in this bundle Local Service Caller ID Deluxe Call Waiting Call Forwarding Busy Line Call Forwarding Don't Answer Voice Mail – Basic WireGuard NEFCOM extreme | 7 | 8 | 7 | 10 | 11 | 10 | 9 | 10 | 10 | 9 | 10 | 11 |
| All-In-1 Enhanced Services included in this bundle Local Service E/C-25 calls Long Distance – 100 MOU Caller ID Deluxe Call Waiting Call Forwarding Busy Line Call Forwarding Don't Answer Anonymous Call Rejection Voice Mail – Enhanced WireGuard NEFCOM extreme | | | | 1 | 1 | 1 | | | | | 1 | 1 |
| NEFCOM Local Advantage Services included in this bundle Local Service Unlimited Extended Local Calling | 66 | 61 | 59 | 64 | 66 | 58 | 56 | 56 | 47 | 45 | 48 | 47 |
| More-Than-1 Basic Services included in this bundle Local Service Caller ID Deluxe Call Waiting Call Forwarding Busy Line Call Forwarding Don't Answer Voice Mail – Basic WireGuard | 4 | 4 | 4 | 4 | 4 | 4 | 3 | 2 | 2 | 2 | 2 | 2 |
| Supreme200 Services included in this Bundle Local Service Unlimited Extended Local Calling 200 Anytime Long Distance Mins. Any (3) Calling Features | 31 | 25 | 23 | 23 | 23 | 20 | 20 | 18 | 16 | 15 | 14 | 12 |
| Supreme400 Services included in this Bundle Local Service Unlimited Extended Local Calling 400 Anytime Long Distance Mins. Any (3) Calling Features | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 1 | 1 |
| NEFCOMULLD Services included in this Bundle Local Service Unlimited Anytime Long Distance Mins. Any (5) Calling Features Voice Mail – Basic | 117 | 117 | 132 | 140 | 156 | 158 | 170 | 189 | 185 | 194 | 194 | 207 |
| Total | 228 | 218 | 228 | 244 | 263 | 253 | 260 | 276 | 261 | 266 | 270 | 281 |

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9. The number of customers participating in Transitional Lifeline each month.

Response:

| | |
|-----------------|-----|
| July, 2010 | 106 |
| August, 2010 | 151 |
| September, 2010 | 129 |
| October, 2010 | 114 |
| November, 2010 | 105 |
| December, 2010 | 98 |
| January, 2011 | 93 |
| February, 2011 | 93 |
| March, 2011 | 85 |
| April, 2011 | 61 |
| May, 2011 | 54 |
| June, 2011 | 49 |

10. The number of customers participating in Lifeline under the Tribal Lands provision each month.

Response: None

11. The number of Lifeline customers added each month through the income-based enrollment process.

Response: None

12. The number of Lifeline customers added each month through the program-based enrollment process.

Response: None

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13. The number of Lifeline customers added each month through the Commission's on-line enrollment process.

Response:

| | |
|-----------------|---|
| July, 2010 | 0 |
| August, 2010 | 0 |
| September, 2010 | 1 |
| October, 2010 | 5 |
| November, 2010 | 1 |
| December, 2010 | 0 |
| January, 2011 | 1 |
| February, 2011 | 7 |
| March, 2011 | 5 |
| April, 2011 | 7 |
| May, 2011 | 2 |
| June, 2011 | 6 |

14. The number of Lifeline customers added each month through the Department of Children and Families (DCF) automatic enrollment process.

Response:

| | |
|-----------------|----|
| July, 2010 | 5 |
| August, 2010 | 7 |
| September, 2010 | 7 |
| October, 2010 | 12 |
| November, 2010 | 11 |
| December, 2010 | 8 |
| January, 2011 | 6 |
| February, 2011 | 6 |
| March, 2011 | 9 |
| April, 2011 | 7 |
| May, 2011 | 8 |
| June, 2011 | 9 |

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15. The number of access lines with Lifeline resold to other carriers each month. Identify each carrier separately by name or certificate number.

Response: Reseller: Southeastern Services, Inc. ("SSI" or "SETEL").

| | |
|-----------------|---|
| July, 2010 | 1 |
| August, 2010 | 1 |
| September, 2010 | 1 |
| October, 2010 | 1 |
| November, 2010 | 1 |
| December, 2010 | 1 |
| January, 2011 | 1 |
| February, 2011 | 1 |
| March, 2011 | 1 |
| April, 2011 | 1 |
| May, 2011 | 1 |
| June, 2011 | 1 |

16. Description of your company's procedures for enrolling customers in the Link-Up and Lifeline programs (if same as 2010 response, just note "Same as 2010"). Include the following in your response:

- a. Procedures used to process applications received from the Office of Public Counsel.

Response: Same as 2010

- b. Procedures used to process applications received directly from customers.

Response: Same as 2010

- c. Procedures used to process applications received through the PSC on-line process.

Response: Same as 2010

- d. Procedures used to process applications received through the DCF automatic enrollment process.

Response: Same as 2010

- e. The amount of time required to process applications. Include time period between receipt of customer application and the billing date of the first bill providing the credit.

Response: Same as 2010

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17. Description of your company's procedures for performing continued verification of customer eligibility after initial certification (if same as 2010 response, just note "**Same as 2010**"). Include the following in your response:

a. Time period between initial certification and verification.

Response: Same as 2010

b. Any statistical sampling method(s) used to verify customer eligibility.

Response: Same as 2010

c. Frequency of periodic verification.

Response: Same as 2010

18. Description of each bundled service offering available to Link-Up and Lifeline customers (if same as 2010 response, just note "**Same as 2010**"). Include the following in your response:

a. Applicable recurring and nonrecurring charges.

Response: The first three bundles are available to a Lifeline customer and the remaining bundles have been discontinued and grandfathered in.

All-In-1 Basic \$59.95

Services included in this bundle

Local Service
Caller ID Deluxe
Call Waiting
Call Forwarding Busy Line
Call Forwarding Don't Answer
Voice Mail – Basic
WireGuard
NEFCOM eXtreme

NEFCOM Local Advantage \$29.95

Services included in this bundle

Local Service
Unlimited Extended Local Calling

NEFCOMULLD \$49.95

Services Included in this Bundle

Local Service
Unlimited Extended Local Calling
Unlimited Anytime Long Distance Mins.
Any (5) Calling Features
Voice Mail – Basic

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All-In-1 Enhanced \$75.95

Services included in this bundle

Local Service
ELC-25 calls
Long Distance – 100 MOU
Caller ID Deluxe
Call Waiting
Call Forwarding Busy Line
Call Forwarding Don't Answer
Anonymous Call Rejection
Voice Mail – Enhanced
WireGuard
NEFCOM eXtreme

More-Than-1 Basic \$24.95

Services included in this bundle

Local Service
Caller ID Deluxe
Call Waiting
Call Forwarding Busy Line
Call Forwarding Don't Answer
Voice Mail – Basic
WireGuard

Supreme200 \$39.95

Services Included in this Bundle

Local Service
Unlimited Extended Local Calling
200 Anytime Long Distance Mins.
Any (3) Calling Features

Supreme400 \$49.95

Services Included in this Bundle

Local Service
Unlimited Extended Local Calling
400 Anytime Long Distance Mins.
Any (3) Calling Features

- b. Any policy for allowing payment of local usage component of bundled service offering by Lifeline customers to avoid disconnection.

Response: Same as 2010

- c. Any terms and conditions applicable to Lifeline customers that would not apply to general service offering customers.

Response: Same as 2010

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19. Description of your company's procedures for promoting Link-Up and Lifeline (if same as 2010 response, just note "Same as 2010"). Include the following in your response:

a. Internal procedures for promoting Link-Up and Lifeline.

Response: Same as 2010

b. Outreach and educational efforts involving participation in community events.

Response: Same as 2010

c. Outreach and educational efforts involving mass media (newspaper, radio, television).

Response: Same as 2010

d. Copies of Link-up and Lifeline outreach materials of your company.

Response: Same as 2010

e. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Link-Up and Lifeline.

Response: Same as 2010

20. Description of procedures associated with enrollment of Link-Up and Lifeline customers by resellers of telecommunications services through resale agreements. Include the following in your response:

a. Billing procedures associated with the pass through of the credit, including the amount of the pass through for each reseller.

Response: Same as 2010

b. Certification and verification procedures and requirements.

Response: Same as 2010

c. Any other terms and conditions applicable to resellers offering Link-Up and Lifeline that are not imposed on resellers who do not offer Link-Up and Lifeline.

Response: Same as 2010

21. Please describe the training you provide to your customer service representatives regarding Link-Up and Lifeline and provide the script used by your company's representatives.

Response: Same as 2010

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22. Please describe the circumstances in which customer service representatives advise customers that Lifeline and Link-Up is available.

Response: Same as 2010

23. Please provide any link on your Web site that provides Lifeline information.

Response: <http://www.nefcom.net/life-line-faq.php>