

**Diamond Williams**

110000-07

**From:** Tom Armstrong [tom.armstrong.sr@gmail.com]  
**Sent:** Monday, September 19, 2011 1:28 PM  
**To:** Filings@psc.state.fl.us  
**Subject:** 2011 Lifeline Report Data Request Response  
**Attachments:** 2011 Lifeline-Linkup Data Request final 091911.doc

The attached response is submitted by:

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The attached response on behalf of:

Express Phone Service, Inc. (TX481).

The attached response is 7 pages including cover page.

Attached is the 2011 Lifeline Report Data Request response for Express Phone Service, Inc. (TX481).

9/19/2011

DOCUMENT NUMBER-DATE  
06717 SEP 19 =  
FPSC-COMMISSION CLERK

**EXPRESS PHONE SERVICE, INC.  
1803 W. FAIRFIELD DRIVE, UNIT 1  
PENSACOLA, FL 32501**

Public Service Commission  
State of Florida  
Division of Regulatory Analysis  
Market Practices Section  
2540 Shumard Oak Blvd.  
Tallahassee, FL 32399-0850

**RE: LINK-UP AND LIFELNE DATA REQUEST 2011**

In response to Commission letter dated August 19, 2011, the following response is provided by Express Phone Service, Inc.

Please feel free to contact Tom Armstrong at (850) 291-6415 should you have any questions.

/s  
Thomas M. Armstrong  
President

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**LINK-UP AND LIFELINE DATA REQUEST 2011**  
**Response of Express Phone Service, Inc. (TX481)**

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

<b>July 2010</b>	4566	<b>January 2011</b>	3685
<b>August 2010</b>	5008	<b>February 2011</b>	3346
<b>September 2010</b>	5254	<b>March 2011</b>	18
<b>October 2010</b>	4769	<b>April 2011</b>	18
<b>November 2010</b>	4605	<b>May 2011</b>	33
<b>December 2010</b>	4549	<b>June 2011</b>	16

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.

<b>July 2010</b>	4212	<b>January 2011</b>	2999
<b>August 2010</b>	4824	<b>February 2011</b>	3264
<b>September 2010</b>	4367	<b>March 2011</b>	1
<b>October 2010</b>	4579	<b>April 2011</b>	1
<b>November 2010</b>	4024	<b>May 2011</b>	1
<b>December 2010</b>	3363	<b>June 2011</b>	1

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

<b>July 2010</b>	984	<b>January 2011</b>	424
<b>August 2010</b>	1055	<b>February 2011</b>	571
<b>September 2010</b>	675	<b>March 2011</b>	0
<b>October 2010</b>	625	<b>April 2011</b>	0
<b>November 2010</b>	668	<b>May 2011</b>	0
<b>December 2010</b>	666	<b>June 2011</b>	0

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).

<b>Address Could Not Be Validated</b>	13
<b>Applicant Has Past Due Amount on Previous Account</b>	43

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.

<b>July 2010</b>	984	<b>January 2011</b>	424
<b>August 2010</b>	1055	<b>February 2011</b>	571
<b>September 2010</b>	675	<b>March 2011</b>	694
<b>October 2010</b>	625	<b>April 2011</b>	0
<b>November 2010</b>	668	<b>May 2011</b>	0
<b>December 2010</b>	666	<b>June 2011</b>	0

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

<b>July 2010</b>	984	<b>January 2011</b>	424
<b>August 2010</b>	1025	<b>February 2011</b>	571
<b>September 2010</b>	675	<b>March 2011</b>	694
<b>October 2010</b>	625	<b>April 2011</b>	0
<b>November 2010</b>	668	<b>May 2011</b>	0
<b>December 2010</b>	666	<b>June 2011</b>	0

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

<b>July 2010</b>	453	<b>January 2011</b>	564
<b>August 2010</b>	293	<b>February 2011</b>	304
<b>September 2010</b>	183	<b>March 2011</b>	3263
<b>October 2010</b>	509	<b>April 2011</b>	0
<b>November 2010</b>	733	<b>May 2011</b>	0
<b>December 2010</b>	1485	<b>June 2011</b>	0

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

**CID = Caller ID Line = Call Waiting Deluxe, Caller ID with ACR**

**FEATURE = Feature Line = Call Return, Three-Way Calling, Call Waiting Deluxe, Caller ID with ACR, Call Blocking, Call Forwarding, Call Selector, Call Tracing, Speed Dial**

	<b>CID</b>	<b>FEATURE</b>		<b>CID</b>	<b>FEATURE</b>
<b>July 2010</b>	3677	97	<b>January 2011</b>	2618	69
<b>August 2010</b>	4211	111	<b>February 2011</b>	2849	75
<b>September 2010</b>	3812	101	<b>March 2011</b>	0	1
<b>October 2010</b>	3997	106	<b>April 2011</b>	0	1
<b>November 2010</b>	3513	93	<b>May 2011</b>	0	1
<b>December 2010</b>	2936	78	<b>June 2011</b>	0	1

9. The number of customer's participation in Transitional Lifeline each month.

<b>July 2010</b>	0	<b>January 2011</b>	0
<b>August 2010</b>	0	<b>February 2011</b>	0
<b>September 2010</b>	0	<b>March 2011</b>	0
<b>October 2010</b>	0	<b>April 2011</b>	0
<b>November 2010</b>	0	<b>May 2011</b>	0
<b>December 2010</b>	0	<b>June 2011</b>	0

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

<b>July 2010</b>	0	<b>January 2011</b>	0
<b>August 2010</b>	0	<b>February 2011</b>	0
<b>September 2010</b>	0	<b>March 2011</b>	0
<b>October 2010</b>	0	<b>April 2011</b>	0
<b>November 2010</b>	0	<b>May 2011</b>	0
<b>December 2010</b>	0	<b>June 2011</b>	0

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

<b>July 2010</b>	0	<b>January 2011</b>	0
<b>August 2010</b>	0	<b>February 2011</b>	0
<b>September 2010</b>	0	<b>March 2011</b>	0
<b>October 2010</b>	0	<b>April 2011</b>	0
<b>November 2010</b>	0	<b>May 2011</b>	0
<b>December 2010</b>	0	<b>June 2011</b>	0

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

<b>July 2010</b>	984	<b>January 2011</b>	424
<b>August 2010</b>	1055	<b>February 2011</b>	571
<b>September 2010</b>	675	<b>March 2011</b>	694
<b>October 2010</b>	625	<b>April 2011</b>	0
<b>November 2010</b>	668	<b>May 2011</b>	0
<b>December 2010</b>	666	<b>June 2011</b>	0

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

<b>July 2010</b>	345	<b>January 2011</b>	424
<b>August 2010</b>	356	<b>February 2011</b>	571
<b>September 2010</b>	243	<b>March 2011</b>	694
<b>October 2010</b>	250	<b>April 2011</b>	0
<b>November 2010</b>	274	<b>May 2011</b>	0
<b>December 2010</b>	213	<b>June 2011</b>	0

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

<b>July 2010</b>	0	<b>January 2011</b>	0
<b>August 2010</b>	0	<b>February 2011</b>	0
<b>September 2010</b>	0	<b>March 2011</b>	0
<b>October 2010</b>	0	<b>April 2011</b>	0
<b>November 2010</b>	0	<b>May 2011</b>	0
<b>December 2010</b>	0	<b>June 2011</b>	0

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

<b>July 2010</b>	0	<b>January 2011</b>	0
<b>August 2010</b>	0	<b>February 2011</b>	0
<b>September 2010</b>	0	<b>March 2011</b>	0
<b>October 2010</b>	0	<b>April 2011</b>	0
<b>November 2010</b>	0	<b>May 2011</b>	0
<b>December 2010</b>	0	<b>June 2011</b>	0

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:

**Same as 2010**

17. Description of your company's procedures for performing continued verification of customer eligibility after initial certification (if same as 2010 response, just not "Same as 2010"). Include the following in your 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:

**Same as 2010**

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:

**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.
- b. Certification and verification procedures and requirements.
- 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.

**Express does not provide Link-Up and Lifeline via reselling.**

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.

**All of Express' customer service representatives are provided initial and continuous on-going training by their direct supervisor on the eligibility requirements, sign up procedures and options and benefit amounts of the Lifeline and Link-Up programs.**

**"The Florida Public Service Commission wants all eligible low-income residents to receive discounts provided by Link-Up Florida and Lifeline Assistance Programs. The Link-Up Florida and Lifeline Assistance Programs help make telephone service affordable to low-income customers in our state by providing a one-time 50% rebate of the connection charges, up to \$30.00, and a \$13.50 credit per month on your local phone bill.**

**To qualify, you must be receiving benefits or participating in at least one of the following assistance programs – Food Stamps, Temporary Cash Assistance, Medicaid, Low-Income Home Energy Assistance Program (LIHEAP), Supplemental Security Income (SSI), Federal Public Housing Assistance (Section 8) or National School Lunch (NSL) Program's free lunch program. Receiving the Link-Up or Lifeline credits will not impact your benefits from the assistance you receive in any way.**

**To apply, you can complete the online application using the Lifeline Automated Online Application process and click Submit to send your application directly to Express, you can complete the form and return it to Express at the fax number or address provided on the form. If you do not have access to the online form, we will be happy to mail one to you."**

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

**Since Express' efforts are 100% focused on Lifeline and Link-Up eligible customers, customer service representatives advise of the availability of Lifeline and Link-Up to every inbound non-existing customer call.**

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

**At this time, Express does not provide Lifeline information via a website.**

24. Does your company provide Lifeline services using its own facilities? If so, describe the facilities in detail, and provide the number of customers provided Lifeline services through these facilities each month.

**Express does not provide Lifeline services using its own facilities.**

25. Does your company provide Lifeline services using unbundled network elements leased from an ILEC? If so, identify the underlying ILECs and the number of UNE lines leased each month from each.

**Express provides Lifeline services using unbundled network elements leased from an ILEC (AT&T – Southeast) using approximately 10 UNE lines each month.**

26. Does your company provide Lifeline services using resale Lifeline/Link-Up lines obtained from an underlying carrier? If so, identify the underlying carrier and the number of resale Lifeline lines obtained each month.

**Express does not provide Lifeline services using resale Lifeline/Link-Up lines obtained from an underlying carrier.**

27. Does your company receive reimbursement for Toll-Limitation Services (TLS)? If so from who? List a breakdown of incremental costs claimed for providing TLS.

**Express receives reimbursement for Toll-Limitation Services from USAC. The incremental costs claimed for providing TLS are mirrored from the charges levied upon Express by the ILEC \$4.69 monthly recurring charge.**