

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF LIFELINE WORKING GROUP MEETING

TO

ALL OTHER INTERESTED PERSONS

UNDOCKETED

IN RE: LIFELINE SERVICE

ISSUED: October 14, 2011

NOTICE is hereby given pursuant to Section 120.54, Florida Statutes, that the Florida Public Service Commission staff will conduct a meeting at the time and location shown below of a Lifeline Working Group as created by Section 364.10(2)(g)3., Florida Statutes.

Florida Public Service Commission  
9:30 a.m. – Monday, November 7, 2011  
Betty Easley Conference Center  
Room 140, 4075 Esplanade Way  
Tallahassee, Florida

Questions which will be discussed at the meeting are attached to this Notice. One or more Commissioners may be in attendance and participate at the Meeting.

PURPOSE AND PROCEDURE:

The purpose of this meeting will be to discuss procedures to be implemented to increase Lifeline enrollment, specifically, three items:

- 1) The new 2011 language contained in Section 364.10(2)(h), Florida Statutes, which states “The commission may undertake appropriate measures to inform low-income consumers of the availability of the Lifeline and Link-Up programs.”
- 2) The 2011 Final Report by the National Regulatory Research Institute<sup>1</sup> which recommends that the Commission staff should work with Florida telecommunications

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<sup>1</sup> Final Report - Assessing the Structure and Cost of the Florida Public Service Commission Telecommunications Department, August 31, 2011.

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providers to determine how they can assume the majority of Lifeline outreach over the long term.

- 3) Recommendations from The Florida Legislature Office of Program Policy Analysis and Government Accountability that eligible telecommunications carriers develop outreach materials for specific consumer groups, such as young and rural populations, and wireless users; and develop outreach strategies.

In accordance with Section 364.10(2)(g)3., Florida Statutes, the Lifeline Working Group shall consist of the Commission, the Department of Children and Families, the Office of Public Counsel, and each eligible telecommunications carrier offering Lifeline and Link-Up services in Florida.

The attached Notice of the Lifeline Working Group Meeting appeared in the October 21, 2011, edition of the Florida Administrative Weekly.

In accordance with the Americans with Disabilities Act, persons needing a special accommodation to participate at this proceeding should contact the Office of Commission Clerk no later than five days prior to the conference at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, via 1-800-955-8770 (Voice) or 1-800-955-8771 (TDD), Florida Relay Service.

October 14, 2011 - VISUAL AIDS


Workshop participants who plan to use visual aids during the course of their presentation, such as PowerPoint, must provide an electronic copy and 21 hard copies of the presentation, at least three days prior to the workshop, to Bob Casey, who may be contacted at (850) 413-6974 or [bcasey@psc.state.fl.us](mailto:bcasey@psc.state.fl.us).

EMERGENCY CANCELLATION OF MEETING

If settlement of the case or a named storm or other disaster requires cancellation of the meeting, Commission staff will attempt to give timely direct notice. Notice of cancellation of the meeting will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at (850) 413-6199.

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By DIRECTION of the Florida Public Service Commission this 14th day of October,  
2011.



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ANN COLE  
Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399  
(850) 413-6770  
[www.floridapsc.com](http://www.floridapsc.com)

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FAW Notice of Lifeline Working Group Meeting

The Florida Public Service Commission staff announces a meeting of the Lifeline Working Group as created by Section 364.10(2)(g)3, Florida Statutes, on the following matter to which all persons are invited:

DATE AND TIME: Monday, November 7, 2011, 9:30 a.m. to 12:00 p.m.

PLACE: Room 140, Easley Building (Internal Affairs room), 4075 Esplanade Way, Tallahassee, FL 32399-0850.

GENERAL SUBJECT MATTER TO BE CONSIDERED: Undocketed – Lifeline Working Group. The purpose of this meeting is to discuss procedures to be implemented to increase Lifeline enrollment, specifically, three items:

- A) The new 2011 language contained in Section 364.10(2)(h), Florida Statutes (implemented July 1, 2011), which states, “The commission may undertake appropriate measures to inform low-income consumers of the availability of the Lifeline and Link-Up programs.”
- B) The 2011 Final Report by the National Regulatory Research Institute which recommends that the Commission staff should work with Florida telecommunications providers to determine how they can assume the majority of Lifeline outreach over the long term.
- C) Recommendations from the Florida Legislature Office of Program Policy Analysis and Government Accountability that eligible telecommunications carriers develop outreach materials for specific consumer groups, such as young and rural populations, and wireless users; and develop outreach strategies.

In accordance with Section 364.10(2)(g)3, Florida Statutes, the Lifeline Working Group shall consist of the Commission, the Department of Children and Families, the Office of Public Counsel, and each eligible telecommunications carrier offering Lifeline and Link-Up services in Florida. Interested Parties may also participate. One or more Commissioners may attend and participate in the meeting.

Members of the Lifeline Working Group are asked to come to the meeting prepared to answer the following questions:

- 1) How do you interpret the new language in Section 364.10(2)(h), Florida Statutes, which states, “The commission may undertake appropriate measures to inform low-income consumers of the availability of the Lifeline and Link-Up programs?”
- 2) What are the appropriate measures (as stated above), and how should they be funded?
- 3) How should Florida telecommunications providers assume the majority of Lifeline outreach over the long term?
- 4) What period of time is necessary for Florida telecommunications providers to assume the majority of Lifeline outreach?
- 5) What outreach materials need to be developed for specific consumer groups, such as young and rural populations, and wireless users?
- 6) What outreach strategies need to be developed?

In accordance with the Americans with Disabilities Act, persons needing a special accommodation to participate at this proceeding should contact the Office of Commission Clerk

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no later than five days prior to the conference at 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, via 1-800-955-8770 (Voice) or 1-800-955-8771 (TDD), Florida Relay Service.

EMERGENCY CANCELLATION OF MEETING

If a named storm or other disaster requires cancellation of the meeting, Commission staff will attempt to give timely direct notice to the parties. Notice of cancellation of the meeting will also be provided on the Commission's website (<http://www.psc.state.fl.us/>) under the Hot Topics link found on the home page. Cancellation can also be confirmed by calling the Office of the General Counsel at (850) 413-6199.

THE PERSON TO BE CONTACTED REGARDING THIS MEETING IS: Bob Casey, Division of Regulatory Analysis, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850) 413-6974.