

BEFORE THE
FLORIDA PUBLIC SERVICE COMMISSION

In the Matter of:

DOCKET NO. UNDOCKETED

LIFELINE.
_____ /

14 PROCEEDINGS: Working Group Meeting

15 TAKEN AT THE
16 INSTANCE OF: The Staff of the Florida
Public Service Commission

17 DATE: Monday, November 7, 2011

18 TIME: Commenced at 9:30 a.m.
Concluded at 10:03 a.m.

19 PLACE: Betty Easley Conference Center
20 Room 140
21 4075 Esplanade Way
Tallahassee, Florida

22 REPORTED BY: JANE FAUROT, RPR
23 Official FPSC Reporter
(850) 413-6732

P R O C E E D I N G S

1
2 **MR. CASEY:** Okay. Let's go ahead and get
3 started. I'd like to welcome everybody to the Lifeline
4 working group meeting. I'm Bob Casey, for those who
5 don't know. And the first thing we'd like to do is have
6 Adam read the notice, to get it into the record.

7 **MR. TEITZMAN:** All right.

8 Pursuant to notice issued October 14th, 2011,
9 this time and place has been set for a meeting of the
10 Lifeline working group.

11 **MR. CASEY:** Okay. We are recording this.
12 There is going to be a transcript of this meeting. So
13 if you are going to speak, please give your name and who
14 you're representing. And I'm going to go around the
15 table here, and if you would introduce yourself, and
16 then I will go on the telephone and you can introduce
17 yourself.

18 Adam, do you want to start?

19 **MR. TEITZMAN:** Adam Teitzman. I'm an attorney
20 with the Commission.

21 **MS. MUIR:** I'm Cindy Muir. I'm the Director
22 of the Office of Public Information with the Commission.

23 **MS. DeMELLO:** Bev DeMello, Assistant Director,
24 SRC.

25 **MS. KHAZRAEE:** Sandy Khazraee, Director

1 Southern Region Regulatory, CenturyLink.

2 MS. STEFFINS: Lisa Steffins, Lifeline
3 Coordinator, Office of Public Counsel.

4 MR. SELF: Floyd Self, the Messer Law Firm on
5 behalf of T-Mobile.

6 MR. McCABE: Tom McCabe, TDS Telecom.

7 MS. SIRIANNI: Maryrose Sirianni, AT&T.

8 MR. HATCH: Tracy Hatch, AT&T.

9 MR. CHRISTIAN: Dave Christian, Verizon.

10 MR. SIMMONS: Woody Simmons, Verizon.

11 MR. FOLLENSBEE: Greg Follensbee, AT&T.

12 MR. CASEY: Okay. That's everybody in the
13 room here. Can we start on telephone, would you please
14 give your name and who you're representing.

15 MS. FENNELL: Susan Fennell and Debbie Finlay
16 with NEFCOM.

17 MS. WILLIS: Bettye Willis with Windstream.

18 MS. HALL: Lynn Hall with Smart City.

19 MR. FUENTES: Jose Fuentes with TracFone
20 Wireless.

21 MS. ENKEY: Robin Enkey with Budget Mobile.

22 MR. PRIEBE: Bob Priebe for Verizon Wireless.

23 MS. MATARI: Abby Matari, FLATEL.

24 MR. ALLEN: Tommy Allen with TeleCircuit.

25 MS. BERLIN: Susan Berlin with Sprint, and on

1 with me is Bree (inaudible) with Verizon. Excuse me,
2 Virgin Mobile.

3 **MR. CASEY:** Okay. Anyone else?

4 We wanted to have this meeting mainly because
5 of a change in statutes that occurred July 1st. In
6 addition, there was a recommendation that came out from
7 OPPAGA and from the National Regulatory Research
8 Institute regarding Lifeline outreach.

9 The first thing I'd like to go over is a
10 change in the statute, Section 364.10. As most of you
11 remember, we had a previous Statute 364.02(5)(2), which
12 required the Commission to do Lifeline outreach. That
13 was repealed, and there is some new language in
14 364.10(2)(h), which states that the Commission may
15 undertake appropriate measures to inform low-income
16 consumers of the availability of the Lifeline and
17 Link-Up programs. And what we're trying to get our
18 hands on is, well, what does that mean? What do the
19 ETCs think that the PSC should be doing?

20 You will see in Number 2 and 3 that we are
21 going to talk about, OPPAGA and NRRI is saying, well,
22 that burden should go to the ETCs and not the PSC. And
23 so that's why we had this meeting, we'd like to get some
24 input from everybody.

25 Anybody want to start off?

1 Don't everybody speak up at once.

2 **MR. HATCH:** When I figured out it was going to
3 be transcribed, I decided not to talk.

4 (Laughter.)

5 **MR. McCABE:** Well, if you want someone to
6 start, I mean, it's not a big surprise for me to start.
7 I guess from our perspective, I mean, it just says that
8 the Commission may. There is absolutely no requirement
9 to do anything. And if you go back and look, I mean,
10 we've been fighting trying to increase Lifeline
11 enrollment for 10 years, 15 years, whatever it is. And
12 we've spent probably a hell of a lot more money than
13 we've -- in terms of trying to promote the program, than
14 we have people on the program, for whatever reason.

15 I mean, we had PURC do a study. We have had
16 this Commission doing all kinds of different things. We
17 have had a whole bunch of community events in which we
18 have advertised this. And for some reason, folks just
19 don't sign up. I don't know that that's a fault of the
20 phone companies. I don't believe it's a fault of the
21 phone companies, the Public Service Commission, or any
22 of the other agencies that try to promote Lifeline.
23 It's just something that seems to be happening.

24 And when I look at -- you know, currently we
25 do a bill insert, we do newspaper advertising, I believe

1 we may do radio advertising in terms of meeting the
2 current FCC/ETC requirements. Twelve percent of my
3 customer base is on Lifeline. I've lost 5,000 -- 4,000
4 access lines over the last five years. I can't afford
5 to keep doing anything more of a program that's going to
6 increase my cost of operations, and I think what we have
7 right now seems to be working.

8 I think what we have going with the Department
9 of Children and Family Services has been a program that
10 has worked very, very well, and it meets the customers
11 right at the point. And it provides that information to
12 them, and that has been very successful.

13 **MR. CASEY:** You're talking about the automatic
14 enrollment?

15 **MR. McCABE:** Yes. I think that has been a
16 very, very good program. And so from our perspective,
17 maintaining the status quo doesn't seem to be a terrible
18 thing. Maybe over time if you see some significant
19 drops in Lifeline or something of that nature, maybe
20 that's what you start looking at, and then maybe we need
21 to then start looking at it. But, you know, sometimes
22 customers leave Lifeline because they go to a competitor
23 that is not regulated or have any ties to the Public
24 Service Commission from a regulatory perspective, and
25 they do so because of a better opportunity.

1 You know, it might be that they select a
2 carrier that's offering a bundled service. They don't
3 offer Lifeline, but it meets their role for
4 communication services much better than what we may be
5 providing, for example. And so I hope you don't spend a
6 whole lot of time and effort trying to solve a problem
7 that we don't even know how to identify.

8 **MR. CASEY:** We don't know if there's a
9 problem.

10 **MR. McCABE:** Exactly.

11 **MR. CASEY:** What we are saying is that the
12 statute has changed, these two reports came out, and now
13 they are saying the Commission may do it. Well, does
14 that mean if we have money, you know, we can do it?
15 With our RAF fees going down, is there going to be
16 money? We don't know.

17 **MS. SIRIANNI:** Bob, this is Maryrose Sirianni
18 with AT&T. And I would just add on to Tom -- and I
19 provided a one-page just, you know, so y'all would know.
20 I laid some over there, and Bob sent it out.

21 It basically just kind of outlines some of the
22 outreach that AT&T has done over the year. And, you
23 know, AT&T has always kind of been, you know, one the
24 frontrunners in doing outreach, and we plan to continue
25 to do it. I don't know that there is much more that we

1 can do. Like Tom said, we go, we do the outreach.
2 People, you know, some people sign up, a lot don't. We
3 can't quite figure out what it is we're maybe not doing
4 that they're not signing up. I don't think it's
5 anything, really, that we are not doing. They either
6 want it or they don't want it.

7 As far as the way in the statute, our take is
8 I would encourage you guys to continue to participate in
9 our events, you know, that we have, as you currently are
10 doing. I think it's a good thing, not just from a
11 telecommunications standpoint, but when we have our
12 events, as Cindy and Bev and some of the others know, we
13 have a lot of various vendors that come and provide
14 information. And so when the Public Service Commission
15 comes to those events, they are not only bringing
16 Lifeline and telecom information, they have information
17 about the other industries that y'all regulate.

18 So from that standpoint, you know, your
19 participation in those, I mean, we would encourage that.
20 And at the bottom of this page there's actually a few
21 ideas, and I don't want to jump ahead, but a few things
22 that we believe that maybe the Commission could do to
23 help encourage Lifeline participation in the future.
24 And, of course, I know funds are tight, but I was
25 thinking more -- and we can get to this when you talk

1 about, you know, the other outreach, or I can talk about
2 it now.

3 **MR. CASEY:** Sure. Go right ahead.

4 **MS. SIRIANNI:** A couple of the suggestions
5 that, you know, I had that we had stated in here, the
6 Commission to do prepared PSAs throughout the state, and
7 in doing that maybe they could target or partner with,
8 you know, influential people throughout the state to
9 help make it even, I guess, when you do that in the
10 community with a community leader.

11 **MS. MUIR:** Make it regional.

12 **MS. SIRIANNI:** Yes. Yes, it goes a little
13 further. And, you know, I know in the past you all have
14 done PSAs. I don't know, you know, if you have been
15 able to get them, you know, at no charge or cost, or if
16 you have had to pay for them, or how --

17 **MS. MUIR:** We have worked through WFSU.

18 **MS. SIRIANNI:** Right. But that would be
19 something that might be something that y'all could look
20 at in terms of maybe low cost, if you could, you know,
21 go through, you know, some place like you did before.
22 But also it ties in some of the local community leaders,
23 and maybe between the two --

24 **MS. MUIR:** Getting local community leaders
25 to --

1 **MS. SIRIANNI:** To participate.

2 **MS. MUIR:** -- do PSAs. And we'd have to go
3 down there. It would involve travel to do it on-site
4 and find a good free place to do it. It sounds easy,
5 but it would be a little more involved. And then once
6 you do that, getting them on the air. I'm not saying
7 I'm opposed to it, I'm just saying I don't know how many
8 funds we would have available to do something like that.

9 **MS. SIRIANNI:** One of the reasons that I throw
10 that out that you guys do it rather than us, because,
11 you know, as we have found in the past is sometimes they
12 listen better -- they, the customers, the subscribers --
13 when it comes from the Commission or a local leader
14 rather than the telephone company, the telecom company.
15 You know, just an idea, suggestion.

16 **MR. CASEY:** Tracy, do you have anything?

17 **MR. HATCH:** No.

18 **MR. CASEY:** Nothing. Okay.

19 Dave.

20 **MR. CHRISTIAN:** Yeah, I'll jump in here.

21 The first two questions are interesting. I
22 think the first question is what is this -- how do we
23 interpret that statute? And we interpret that statute
24 to give the Commission the current ability to conduct
25 outreach. 364.10(g), I believe, still specifies that

1 the outreach program has to be conducted by the PSC and
2 the other agencies that are currently doing that.

3 The second is what about funding, and we think
4 that any funding that you guys need should come out of
5 your general budget. There is probably not going to be
6 much of a take for us to want to fund a new program,
7 especially after the outreach we have done for the last
8 year and a half. And we have done very targeted
9 marketing throughout the Tampa Bay region. We have run
10 ads continuously for the last year and a half in
11 newspapers. We have done bus placards, which is a very
12 creative way to reach the population that you are
13 probably trying to target, and it was not too expensive.
14 It was about -- I think it was like \$3,100 for a quarter
15 of advertising.

16 **MR. CASEY:** Is this on the outside of the bus?

17 **MR. CHRISTIAN:** No, on the inside.

18 **MR. CASEY:** On the inside of the bus.

19 **MR. CHRISTIAN:** And, you know, we thought that
20 working with our PR firm down there that that was a very
21 effective way to do it. Now, you would think that the
22 numbers would have gone up with that marketing. And we
23 spent a lot of money on these ads. And, in fact, our
24 numbers went down with Lifeline as they did with our
25 general subscribership on the phone side, on the

1 consumer side.

2 So you are seeing a trend that most of the
3 Lifeline, as you know, is going towards a different
4 medium. It's going to the wireless. And, you know,
5 each company has their own unique way of marketing their
6 products and services. We have seen TracFon/Safelink on
7 the TV constantly, and I think it should be up to each
8 company how they want to do this.

9 And having a working group is probably good to
10 share ideas and information. And we are putting, you
11 know, we are putting the facts on the table in terms of
12 what we have done for outreach and how effective it was.
13 We did some really creative stuff, and you can see the
14 ads in the papers, and it's just a good example of what
15 Tom said, that the changes in the marketplace are
16 happening, and looking to traditional ways of doing
17 business, the way we did ten years ago is probably not
18 going to work today.

19 And so I like the community outreach idea that
20 Maryrose suggested. We have done some really good
21 events where we have had folks like -- I forget the name
22 of the organization, but it was a senior organization
23 that was trainers that were trained to go out and reach
24 out to their community, to their neighbors, to their
25 friends, and talk to them about lots of different

1 government programs, about assistance programs that are
2 available and help out in the community. That's a great
3 way. I think it was the Senior Elder Services,
4 something like that. Anyway, we're working with Linking
5 Solutions (phonetic) on some of those events, too. So
6 that would be a good source of information to pull from,
7 too, if you are going to conduct your own outreach
8 program. But in terms of having a big fund that is
9 funded by the phone companies and the ETCs, I don't
10 think you will see us support a move in that direction.

11 **MR. CASEY:** And I don't think these reports
12 are saying that. These reports are saying it should be
13 shifting from the PSC to the ETCs.

14 **MR. CHRISTIAN:** Well, according to my lawyers,
15 the statutes are pretty clear that there is no way for
16 you to shift the funding of the current outreach program
17 back onto the phone companies. OPPAGA and NRRI don't
18 have those reports on the force of law.

19 **MR. CASEY:** And that's why we are here, to get
20 input, and I appreciate it.

21 **MR. CHRISTIAN:** And that's our input. You
22 bet. And I'll be happy to share any of these
23 advertisings, if people want to take a look.

24 **MR. PRIEBE:** This is Bob Priebe with Verizon
25 Wireless. One comment on the OPPAGA report. That

1 language seems to be from the 2008 report.

2 **MR. CASEY:** Could you speak up a little bit?

3 **MR. PRIEBE:** This is Bob Priebe with Verizon
4 Wireless. Can you hear me now?

5 **MR. CASEY:** Yes, it's a little better.

6 **MR. PRIEBE:** The OPPAGA report referenced in
7 this proceeding appears to be -- the language appears to
8 come from the 2008 OPPAGA report. However, the 2010
9 report paints a significantly different picture with
10 respect to Lifeline participation and Commission
11 efforts. So that's just one more point in the paper of
12 status quo.

13 **MR. CASEY:** Okay. I appreciate that, Bob.
14 Sandy.

15 **MS. KHAZRAEE:** Sandy Khazraee with
16 CenturyLink. I don't have an answer to the legal
17 question. My attorney is out of town, and I don't
18 pretend to be one. With regard to outreach, I would
19 have to say, you know, we have tried a lot of different
20 things over the years. And by far the most effective is
21 the program that you guys currently have, the automated
22 enrollment, having DCF touch the subscribers when they
23 are doing their intake or whatever, asking them if they
24 want Lifeline and having the information on your
25 Commission website. And I would certainly hope that

1 those things are all going to stay as they are.

2 You know, as MaryRose mentioned, there is a
3 credibility issue. When we go out and tell customers
4 about this wonderful program to save you lots of money,
5 they think there's a catch; we're trying to sell them
6 something. You guys don't have the credibility issue
7 when you do it.

8 As far as other ways or targeting to specific
9 audiences, you know, I think bottom line the best way to
10 target is at the social service agencies. Just bottom
11 line that's it. That's where you are going to get those
12 people. Whether anything can be changed to try and be
13 more effective there, I don't know, but I know when
14 you're dealing with agencies they have budget issues,
15 too, just like all the rest of us do. So I'm not saying
16 that I am expecting them to do more, but I do think that
17 that is where the biggest impact is going to be.

18 With regard to our outreach, you know, we will
19 continue. We do newspaper ads, we do bill inserts. We
20 have tried some different things in different areas, and
21 we will continue to try various things to see if we get
22 a bigger hit. But to be perfectly honest, we don't see
23 a lot of take rate from particularly anything that we
24 do.

25 **MR. CASEY:** What do you believe the PSC

1 involvement should be in outreach, if any?

2 **MS. KHAZRAEE:** Well, no, I certainly would
3 like to see y'all continue. I would like to see you
4 keep up your website. I think currently you are the
5 ones who send the materials to the social service
6 agencies. Are you still doing that?

7 **MS. MUIR:** We have a program, a monthly
8 program where we reach out to two different social
9 service agencies each month, send them materials and
10 then try to follow-up to set up events, apart from what
11 we do with AT&T. And our National Consumer Protection
12 Week and Lifeline Awareness Week, we always partner with
13 a social service agency that has the clientele that we
14 reach, and you have all been involved in those. So we
15 are trying.

16 We find that one-on-one contact with the
17 consumer is the best way to go, and having those events
18 is the way we get one-on-one contact. It's getting them
19 to the event to see the information. When you can talk
20 to them and tell them about it, then they will -- now,
21 we don't know how many that we sign up actually get, you
22 know, signed up, but we do make the effort. But we are
23 trying our best to reach social service agencies
24 throughout the state on a monthly basis.

25 **MS. SIRIANNI:** Well, I mean, we have had a

1 pretty successful -- you know, with the DCF, like Tom
2 and Cindy and David have all said, I mean, that
3 definitely is where the largest amount of individuals
4 that sign up come on a regular basis. The problem is,
5 you know, also why you don't see an increase in the
6 number is the churn. I mean, the churn rate for this
7 demographic is incredible.

8 And, of course, in the last several months we
9 have dealt with the duplication issues, so that our
10 numbers are a little skewed from that for all of us. So
11 you can't -- you know, this quarter or last quarter's
12 numbers are going to be, you know, just a little off.
13 But we add constantly from DCF, but then we are
14 constantly losing people. So, you know, the net/net
15 doesn't look very good.

16 **MR. CASEY:** OPC, would you like to add
17 anything?

18 **MS. STEFFINS:** The only thing that I have
19 noticed, especially in the last year or so, is that
20 customer service is horrible. And it confuses people
21 who call, let's say, AT&T, Verizon, CenturyLink for a
22 program-based application, and then they are told that
23 we don't have anything to do with Lifeline, call OPC.
24 So then they call us, and we have to tell them, no, we
25 don't do program-based applications; we do income-based

1 only. Well, they told us that you did, and it goes back
2 and forth and back and forth. And it's a very high
3 volume that we're receiving, and it's daily.

4 **MS. SIRIANNI:** And I will -- you know, this is
5 Maryrose Sirianni with AT&T. I'm constantly working
6 with Lisa. We have had some issues where she has gotten
7 calls, the consumers have been from different states,
8 not from Florida, asking about the Lifeline program, or
9 they say they are program based. So we are working with
10 Lisa on a regular basis. She sends me e-mails and, you
11 know, the more she has -- the more detailed information
12 from the customer she has, then we actually have tracked
13 back to the specific rep and taken action on that, you
14 know, to a particular person. So I apologize, and we
15 continue to work on it.

16 **MS. STEFFINS:** In talking to a live person --

17 **MR. CASEY:** It's not just AT&T, it is all
18 ETCs, okay, that happens to.

19 **MS. STEFFINS:** No.

20 **MS. SIRIANNI:** It just seems like I get a lot
21 of e-mails from Lisa.

22 **MS. STEFFINS:** Safelink Wireless, also, you
23 know, getting through to customer service and then
24 having your questions answered. You know, it sometimes
25 is a quagmire. But because our 800 number is out there

1 and we are accessible, you know, we get the brunt of it.
2 And, you know, my staff is pretty good. You know, we
3 are still answering three to 4,000 calls a month on
4 Lifeline, but the income participation has definitely
5 dropped also.

6 **MR. CASEY:** Okay. Floyd, do you have anything
7 on behalf of T-Mobile?

8 **MR. SELF:** No.

9 **MR. CASEY:** No. No comments? Okay.

10 We do have one new addition. Would you like
11 to introduce yourself so we can get you on the record?

12 **MR. CHAMIZO:** Sure. Jorge Chamizo on behalf
13 of TracFone Wireless.

14 **MR. CASEY:** Okay. Jorge, would you have any
15 comments you would like to make?

16 **MR. CHAMIZO:** I agree with -- concur with many
17 of the comments here about working with social service
18 agencies. We found that to be very successful, and we
19 think that the automatic enrollment process is working
20 well.

21 We are also working with school districts, for
22 example. Children on free or reduced lunch. Children
23 are taking home -- you know, the first day of school
24 they are taking home information about our programs.
25 So, you know, working with the different agencies that

1 touch that population we found to be very successful.

2 **MR. CASEY:** And what do you believe the PSC
3 involvement should be in the outreach, Lifeline
4 outreach?

5 **MR. CHAMIZO:** I think to support the efforts
6 of the carriers, the efforts that we are already doing.
7 I think what y'all are doing is fine. Educating the
8 individuals, I think we are all trying -- I mean, we are
9 seeing our numbers go down, as well. At a certain point
10 you reach a saturation point, and these individuals are
11 either going to take the service or they're not. So I
12 think what y'all are doing is sufficient.

13 **MR. CASEY:** Okay. Any other comments?

14 **MR. McCABE:** Bob, I will just make one other
15 comment.

16 **MR. CASEY:** Okay. Sure.

17 **MR. McCABE:** With regard to -- I mean, our
18 take rate has basically remained pretty close to the
19 same. If I go back and look, I mean, I'm probably about
20 875 today and maybe five years ago it was 940, and then
21 you couple that with the access line loss. So, I mean,
22 you know, a lot can be said for the fact that the
23 programs we have today have been working and they have
24 met -- you know, they have met the need for the
25 community, and, you know, folks are -- you know, like

1 Maryrose was saying, we have folks that coming on and
2 off. And it seems like, you know, I lose -- you know,
3 when we do the income verification -- not the income
4 verification, when we do the program-based verification
5 portion of it, we tend to lose some folks simply because
6 they don't respond. You know, and we send the letters,
7 and we send the follow-up letters, and if they don't
8 then they get moved over to the other program until they
9 are no longer eligible. But then on a monthly basis we
10 are seeing kind of the same amount of replacement coming
11 in from DCF. So we think that it's working well.

12 **MR. CASEY:** Okay.

13 **MR. FOLLENSBEE:** Bob, this is Greg Follensbee
14 with AT&T. I would suggest you do stay the course for
15 now for one other reason. The FCC has decided that they
16 are going to expand the role of ETCs to start off in
17 some kind of a broadband-based plan. We don't know what
18 that's going to look like. It will come out this week,
19 but we don't know whether it's going to be challenged,
20 if it is going to get challenged and all, so we would
21 recommend you not make any changes until we see what
22 that thing shakes out, what all of us are going to have
23 to do to potentially make some changes for the future.

24 But if you decide you are going to scale back
25 and you expect the companies to pick it up, I think we

1 would like to have a better sense of what it is you are
2 scaling back that you think we should be doing. Because
3 in AT&T's case, I think we believe we are doing about
4 all we can do. Interestingly enough, our take rate is
5 actually increasing, not because we are increasing
6 subscribers, but the ones leaving us aren't the
7 Lifeline, it's the others. So as we have line loss, we
8 are finding our take rate as a percent of our lines is
9 actually growing for that reason. We don't know why.
10 It may be because we are serving an older population
11 that isn't moving.

12 But I would suggest that you take a look at
13 that. I mean, we have eight months left in this
14 particular budget year. I don't know if there is a lot
15 you could end up wanting to shed and save in terms of
16 costs that you do. You're through Lifeline week, so it
17 is really what else would you be looking that you
18 wouldn't be doing that I think we would want to get a
19 sense of to know is there something we could pick up
20 that we are not doing today that wouldn't be too
21 expensive.

22 **MS. MUIR:** We haven't scaled back. We are
23 doing everything that we have always have been doing and
24 hope to continue doing it if allowed.

25 **MR. CASEY:** If the money is there. That's

1 what it comes down to.

2 **MS. MUIR:** That's what it comes down to. And
3 I, for my office, who does the outreach, I don't think I
4 can justify putting any more money into it at this point
5 in time. So things like you are suggesting, I would
6 love to do that. I just don't think I can and justify
7 it with the RAF rates going down. But I intend to stay
8 the course, unless told otherwise.

9 **MR. CHAMIZO:** Bob, what is the current take
10 rate statewide?

11 **MR. CASEY:** Statewide? I'm not supposed to
12 reveal that right now. The Lifeline report is about to
13 be issued. We are going to be going to Internal
14 Affairs, and the policy is that you don't reveal what's
15 in the Lifeline report until it is approved by the
16 Commission.

17 **MR. CHAMIZO:** What it was last year?

18 **MR. CASEY:** I believe it was 49 or 50,
19 something like that.

20 **MS. SIRIANNI:** It was close to 50.

21 **MR. FOLLENSBEE:** It's about the highest in the
22 nation, isn't it?

23 **MR. CASEY:** It's pretty close.

24 **MR. CHAMIZO:** You've got California who is
25 about 120 percent.

1 (Laughter.)

2 MR. CASEY: Well, that was a few years ago.

3 MS. SIRIANNI: There were a few other problems
4 with that, too, though.

5 MR. CASEY: The FCC caught onto that real
6 quick.

7 What was the percentage?

8 MS. SIRIANNI: I would think it is probably
9 not going to be a lot --

10 MR. CHAMIZO: Probably about the same.

11 MS. SIRIANNI: It's probably not going to be a
12 whole lot different, because it was -- the numbers for
13 that report -- I'm just kind of thinking out loud. The
14 numbers that the company has provided for that report
15 were prior to the FCC's duplication and removal of
16 customers. So the numbers probably --

17 MR. CASEY: And this was as of June 30th of
18 2011.

19 MS. SIRIANNI: Right. But that was prior,
20 before we had to remove customers based on the FCC's
21 audit. And I know our numbers were pretty much around
22 the same from the previous year. And if your numbers
23 were about the same, then that makes up a large portion.

24 MR. CHAMIZO: Sure.

25 MS. SIRIANNI: A large percentage.

1 **MR. CASEY:** And we do have a new wireless, two
2 new wirelesses.

3 **MS. SIRIANNI:** That's true, T-Mobile and
4 Assurance.

5 **MR. CASEY:** T-Mobile and Assurance, our new
6 ETCs. So that's going to add, too. Anyone else have
7 some comments they would like to make?

8 Woody, anything you would like to say?

9 **MR. SIMMONS:** No.

10 **MR. CASEY:** No? How about on the telephone,
11 does anyone have any comments they would like to make?
12 No comments?

13 Okay. Any closing remarks? No closing
14 remarks. Okay.

15 One thing I would like to do is get
16 post-meeting comments. If there is something you would
17 have like to have said, but didn't want to say it today,
18 or if you think of something when you go back to the
19 office, we would love to have some post-meeting
20 comments.

21 And could we send them to Adam?

22 **MR. TEITZMAN:** That's fine.

23 **MR. CASEY:** Send them to Adam Teitzman, if you
24 would. And if there's no other questions, thank you for
25 coming.

1 **MR. CHRISTIAN:** When would you like to see
2 them?

3 **MR. CASEY:** Oh. Okay.

4 **UNIDENTIFIED SPEAKER:** Tomorrow.

5 **MR. CASEY:** Tomorrow? (Laughter.) Are you
6 saying they are going to be very short, is that it?

7 **MS. SIRIANNI:** Sure. You have mine here.

8 **MR. CASEY:** Okay. Today is the 7th.

9 **MS. SIRIANNI:** When is the report going to
10 Internal Affairs? I was just curious.

11 **MR. MATARI:** Bob, this is Abby.

12 **MR. CASEY:** Yes, go ahead, Abby.

13 **MR. MATARI:** I just wanted to know are the
14 transcripts going to be typed up and e-mailed to
15 everyone?

16 **MR. CASEY:** Yes, they will. I will provide
17 them to everyone.

18 **MR. MATARI:** Okay. Great. Thank you.

19 **MR. CASEY:** Okay. We have got the holidays
20 coming up. How about November 30th? Is that plenty of
21 time? I'll make it shorter if you want, but I know
22 there is holidays coming up and there's going to be
23 personnel out.

24 **UNIDENTIFIED SPEAKER:** When did you say?

25 **MS. SIRIANNI:** November 30th.

1 MR. FOLLENSBEE: That's fine.

2 MR. CASEY: Okay. All right.

3 Well, thank you, everybody, for coming.

4 Appreciate it.

5 (The meeting concluded at 10:03 a.m.)

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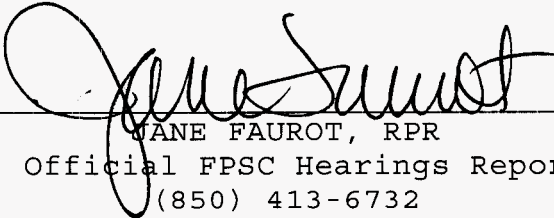
STATE OF FLORIDA)
 :
 : CERTIFICATE OF REPORTER
COUNTY OF LEON)

I, JANE FAUROT, RPR, Chief, Hearing Reporter Services Section, FPSC Division of Commission Clerk, do hereby certify that the foregoing proceeding was heard at the time and place herein stated.

IT IS FURTHER CERTIFIED that I stenographically reported the said proceedings; that the same has been transcribed under my direct supervision; and that this transcript constitutes a true transcription of my notes of said proceedings.

I FURTHER CERTIFY that I am not a relative, employee, attorney or counsel of any of the parties, nor am I a relative or employee of any of the parties' attorney or counsel connected with the action, nor am I financially interested in the action.

DATED THIS 10th day of November, 2011.



JANE FAUROT, RPR
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