

BEFORE THE  
FLORIDA PUBLIC SERVICE COMMISSION

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In the Matter of:

DOCKET NO. UNDOCKETED

LIFELINE SERVICE.

PROCEEDINGS: LIFELINE WORKING GROUP MEETING

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

DATE: Wednesday, April 18, 2012

TIME: Commenced at 9:35 a.m.  
Concluded at 10:34 a.m.

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

REPORTED BY: LINDA BOLES, RPR, CRR  
Official FPSC Reporter  
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## 1 PARTICIPANTS:

2 Terry Bleistein - TAG Mobile

3 Floyd Self - Messer, Caparello &amp; Self, P.A.

4 Bruce Belrose - DCF

5 Woody Simmons - Verizon

6 Greg Follensbee - AT&amp;T

7 Adam Teitzman - PSC

8 Susan Berlin - Virgin Mobile/Sprint

9 Sandy Khazaraee - CenturyLink

10 MaryRose Siranni - AT&amp;T

11 Lisa Steffens - OPC

12 Stephen Howey - TAG Mobile

13 Bob Casey - PSC

14 Beth Salak - PSC

15 Cindy Muir - PSC

16 Jim Polk - PSC

17 Catherine Beard - PSC

18 Curtis Williams - PSC

19 Bev DeMello - PSC

20

21 (Via Telephone):

22 Debbie Nobles - NEFCOM

23 Art Hardwood - DCF

24 Susan Fennell - Townes

25 Kevin Donnelly - Verizon

1 Pam Hankins - CenturyLink  
2 Amanda Maleno - NEFCOM  
3 Ann Coffaro - Verizon  
4 Jong Park - Nexus  
5 Jorge Chamizo - TracFone Wireless  
6 Debbie Ticcirilli - Verizon Wireless  
7 Linda Wood - Fairpoint Communications  
8 Connie Riblett - DCF  
9 Cathy Forbes - AT&T  
10 Tommy Allen - Telecircuit  
11 Lynn Hall - Smart City  
12 June Thomas for Ava Parker - Linking Solutions  
13 Gina Jasman - TracFone Wireless  
14 Robert Williams - Link-Up Telecom  
15 Javier Guell - TracFone Wireless  
16 Rhonda Thomas - T-Mobile  
17 Tristan Handlin - Assurance  
18 Robert Priebe, Jr. - Verizon Wireless  
19 Tom Armstrong - Express Phone Service  
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## P R O C E E D I N G S

1  
2           **MR. CASEY:** Okay. We'll go ahead and get  
3 started.

4           The first thing I'd like to do is have  
5 Mr. Teitzman read the notice.

6           **MR. TEITZMAN:** Pursuant to notice issued  
7 April 2nd, 2012, this time and place has been set for a  
8 meeting of the Lifeline Working Group. The purpose of  
9 this meeting is for the Lifeline Working Group to  
10 discuss the Lifeline ideas presented to the  
11 Commissioners at the March 27th Agenda Conference and  
12 solicit input for development of procedures for Lifeline  
13 participation.

14           **MR. CASEY:** For those of you who were at the  
15 agenda where we had to change some things for the  
16 Lifeline program, you're well aware that both  
17 Commissioners and staff are concerned about what's going  
18 to happen after June 1st when there's no more  
19 self-certification for Lifeline applications. There  
20 will probably be at least a year and a half before a  
21 national database is up and running. It may be five  
22 years. We don't know. What we are, what we are  
23 concerned about is what's going to happen after June 1st  
24 to the applicants. Is that going to chase applicants  
25 away by having to produce documentation now after

1 June 1st? Years ago that was the problem, that was the  
2 roadblock. People didn't want to go back and get copies  
3 of documentation and that's why the self-certification  
4 was started.

5 So what are we going to do after June 1st?  
6 And that's why we called this meeting. We need some  
7 ideas. Anybody want to start out?

8 (No response.)

9 You've got to have some ideas in here  
10 somewhere, all these people.

11 **MS. SALAK:** Mr. Follensbee, if I recall, you  
12 had some ideas at the Agenda. Would you like to share  
13 those?

14 **MR. FOLLENSBEE:** Well, I did.

15 **MR. CASEY:** And please, please announce who it  
16 is so the court reporter will know, and the people on  
17 the phone.

18 **MR. FOLLENSBEE:** This is Greg Follensbee.  
19 Using a website to fill out an application totally could  
20 still be done. The difference is you have to then have  
21 proof of your eligibility set somewhere.

22 The tricky part, of course, becomes marrying  
23 up that application that may sit for weeks with the  
24 actual receipt of the documentation. I don't know what  
25 a good way to do it is. I always feel that it's better

1 to have an agency try to do something like that. But it  
2 wouldn't, you know, be out of the realm of possibility  
3 to have the form be downloaded from a person. Clearly  
4 if they can get to a printer, you -- to a computer,  
5 you'd hope they could get to a printer, print out -- you  
6 know, maybe it could be a form to fill out, you print it  
7 out, and then you just fax both pieces somewhere. They  
8 could be faxed together then to the Commission, they  
9 could be faxed to any other agency we want to identify,  
10 they could be faxed to the actual company that they're  
11 applying with. To me, that's about as simple as you're  
12 going to be able to make it. If you're going to have  
13 somebody fill out a form that way without using the  
14 processes we have in place today, i.e., sending  
15 something to the Public Counsel based on income or using  
16 the, the form that sits on the DCF's, DCF's website,  
17 that pretty much if they qualify for something there,  
18 the DCF already has that documentation.

19 So, you know, it's really a question of just  
20 how to make it that simple. But the tricky part, like I  
21 said, is making sure that you can mirror as close in  
22 time as you can the application to the receipt of the  
23 information. And I know it's going to be an issue, as  
24 you said, Bob, of people trying to come up with that  
25 information. But you would think for the most part that

1 people are going to have something these days that's  
2 more handy than maybe what we were looking at five or  
3 six or seven years ago.

4 **MS. SIRIANNI:** Just -- this is MaryRose  
5 Sirianni with AT&T also.

6 The important key to what Mr. Follensbee just  
7 said is to make sure that the application and the  
8 documentation are sent to the same place. I mean, you  
9 can't have the application on the Commission's website,  
10 have them send it to you, then have them send the  
11 documentation to us. Trying to pair up from two  
12 different places, I'm afraid, it just -- too many risks  
13 that things don't get, get matched up.

14 So I think important to that is to ensure that  
15 you have them send the documentation where the  
16 application is so it's kept in one place, and let's just  
17 assume, let's just say it's at the Commission. Then  
18 y'all could do a list on the secure website, just like  
19 DCF does, where we dip into it, get the applicants, add  
20 them.

21 **MS. SALAK:** Do you use the website interface  
22 that DCF has?

23 **MR. FOLLENSBEE:** We don't currently today. I  
24 mean, we've looked into it. We'll continue to look into  
25 it. But now with the FCC announcing they're doing a

1 national website, we're still investigating that. But  
2 our reluctance is to have 22 different state websites  
3 set up across the nation. That's probably a couple more  
4 because we have some wireless properties that are not in  
5 our wireline footprint, to have to then dip into those  
6 with all the IT costs along with having to dip into the  
7 national.

8 So we're still looking into it. It's still a  
9 preferred way to do that kind of a dip rather than try  
10 to receive them manually. So that's still our  
11 preference, but we aren't using it currently today.

12 **MS. SALAK:** And you don't do it for  
13 verification anymore. Do you still do it, use DCF  
14 resources for --

15 **MS. SIRIANNI:** No. We do statistical  
16 methodology.

17 **MS. SALAK:** That's what I thought.

18 **MS. SIRIANNI:** But, however, the FCC's order  
19 will change that back to --

20 **MR. CASEY:** Verification, 100 percent  
21 verification.

22 **MS. SIRIANNI:** 100 percent verification. So  
23 that will be changing also as part of the order.

24 Just looking, and I don't know the numbers for  
25 other companies, but for AT&T I pulled the numbers that



1 we have received applications through the PSC's website,  
2 and the numbers are fairly low on applicants that  
3 actually submit through the PSC. I mean, obviously the  
4 big numbers are at DCF. So I don't know in changing  
5 that process and having them send the documentation, you  
6 know, to wherever you decide, would be too much of a  
7 burden on anybody. I mean, I don't know what  
8 everybody's numbers are. I'm only speaking for AT&T's.  
9 I mean, they're fairly low.

10 **MR. FOLLENSBEE:** They're single digit, the  
11 stats is what we're looking at, (inaudible) we get each  
12 month.

13 **MS. SALAK:** From the PSC website on  
14 self-certification.

15 **MR. FOLLENSBEE:** Right. Right.

16 **MS. SALAK:** So what do you get in-house?

17 **MR. FOLLENSBEE:** Even less than that.

18 **MS. SIRIANNI:** I don't know. We don't, don't  
19 really have a breakdown, but it's, but it's, it's very  
20 few. The majority come through DCF.

21 **MR. CASEY:** DCF. Okay. Let me, let me review  
22 the process. I know there's a number of people here who  
23 may not be familiar with it. The PSC and DCF have set  
24 up a process whereby an applicant who goes in to apply  
25 for a program from DCF, which will either be Medicaid,

1 Food Stamps, or TANF, will have a question -- there will  
2 be a question on the application asking if they are  
3 interested in getting, receiving a Lifeline discount on  
4 their monthly phone bill.

5 If they say yes, then there's a few more  
6 questions. There will be a drop-down box so that they  
7 name the telephone company, their provider. And if that  
8 person is approved for a DCF program, the DCF computer  
9 automatically sends a message to the PSC computer saying  
10 this person has been approved for this -- for a DCF  
11 program and requested Lifeline. The PSC computer in  
12 turn will take that, find out which company that  
13 applicant named, and send an e-mail to that company  
14 saying there is an application on the PSC secure website  
15 ready for retrieval. And the ETC will go retrieve that  
16 application and put that person on Lifeline.

17 Now in addition to that, DCF came up with a  
18 portal to check verification or certification that a  
19 person is actually participating in a DCF program. Now  
20 you can go into that portal and put the person's name,  
21 address, birth date, and last four digits of their  
22 Social Security number, and hit enter and the DCF  
23 computer will kick back a numerical, a 1, 2, 3, 0, I  
24 think it is, 1, 2, 3, 4, or 0. Is that it?

25 **MS. SIRIANNI:** I think it's something like

1 that.

2 **MR. CASEY:** Something like that. Indicating,  
3 yes, they are participating in a program; no, they  
4 aren't; or we don't have enough information.

5 Now in order to do that with the computer  
6 portal to check that verification, you have to do a few  
7 things. You have to make sure that the ETC computer is  
8 compatible with DCF. There's a number of procedures you  
9 have to go through.

10 And if an ETC is interested in doing that,  
11 they should send an e-mail to me. What I do is verify  
12 that they are an ETC in the State of Florida, and then I  
13 send that information on to DCF. And then DCF will  
14 contact you as far as setting things up and what you  
15 need to do.

16 Okay? Did I get that right, pretty right,  
17 Bruce?

18 **MR. BELROSE:** Right on, Bob.

19 **MR. CASEY:** Okay. Thanks.

20 **MS. SIRIANNI:** 0, 4, 5.

21 **MR. CASEY:** Okay. How about some other ideas?

22 **MS. SALAK:** May I ask the question of the  
23 companies, is your experience similar to AT&T's where  
24 the majority are coming through the automatic  
25 enrollment, your new customers? Is that fairly true

1 across the board?

2 **MS. KHAZRAEE:** I would say for CenturyLink,  
3 yes, the majority of our Lifeline subscribers come  
4 through the download that we get from the Commission.  
5 And I would say the majority of them are the DCF  
6 enrollment requests.

7 And we would have the same issue that AT&T  
8 does. If -- we, we do not currently participate in the  
9 DCF portal. Programming issues, you know, we've  
10 combined some billing systems and we're still doing that  
11 in our company, and so we would have to do some IT  
12 things in order to participate in the portal, which we  
13 have chosen not to do because the other process was  
14 working so well. And now that we know a nationwide  
15 database is coming, we really don't want to have to do  
16 37 different state databases and be working on a  
17 national database at the same time, which is where we  
18 would be because we are a LEC in 37 states. So that's  
19 our issue.

20 **MS. SALAK:** Have the other states indicated  
21 that they might do something similar to this? I mean,  
22 we already have it up and going. So I was just curious,  
23 are they going to go through the effort to do that? Do  
24 you hear news of --

25 **MS. KHAZRAEE:** I have not heard news. In

1 fact, we talked briefly internally yesterday about this.  
2 You know, there are a couple of states that had things  
3 already in place that we participate in. Texas is one  
4 with Solex (phonetic), but, you know, that's a pretty  
5 large cost there.

6 **MS. SALAK:** Okay.

7 **MS. KHAZRAEE:** I think Wisconsin is one.

8 And -- but that's an issue where we have reps  
9 specifically assigned who interface with Wisconsin. We  
10 have to pay a license fee every year or every other year  
11 for however many reps we have to participate. I  
12 understand there's been a lot of issues with that  
13 database not being up. So we're kind of dead in the  
14 water when that database is not working. Just a lot of  
15 different issues there.

16 As far as other states, you know, the ones I'm  
17 familiar with, Alabama is struggling with the same issue  
18 right now too: Don't have a database, they're trying to  
19 figure out what to do. I can't think of any others off  
20 the top of my head that I know are looking at it.

21 **MR. CHAMIZO:** I think Washington State has  
22 something like that. This is Jorge Chamizo from  
23 TracFone Wireless.

24 **MR. CASEY:** Jorge, you're representing  
25 TracFone SafeLink. Where does the vast --

1           **MR. CHAMIZO:** Right.

2           **MR. CASEY:** How are the vast majority of  
3 applicants certified through SafeLink TracFone?

4           **MR. CHAMIZO:** I think the vast majority of  
5 ours are coming in through our website. And, you know,  
6 we, we do use the portal. So the vast majority of our  
7 clients are coming in either as SNAP or Medicaid, both  
8 with verifiable databases through the interface.

9           **MR. CASEY:** So they're self-certifying and  
10 then you're checking the portal?

11           **MR. CHAMIZO:** Correct. So it's really a, it's  
12 really a full cert once you're able to verify. It's  
13 about a three-minute -- and Gina is on the phone, she  
14 can correct me -- but my understanding is it's about a  
15 three-minute delay from the time that we give them an  
16 initial approval to the time that we actually get a  
17 confirmation back from the, from the, from the portal.

18           **MR. CASEY:** That's pretty good.

19           **MR. CHAMIZO:** So it's pretty close to real  
20 time. Yeah. It's pretty, pretty good. And from -- in  
21 the other states that have something similar, we find  
22 that Florida is light years ahead in terms of ability  
23 (phonetic) to verify.

24           **MS. SALAK:** Have you -- Jorge, this is Beth  
25 Salak. Have you had ever had an issue where you've had

1 too many customers going through and there was a holdup?

2 **MR. CHAMIZO:** That's a good question. Maybe  
3 Gina or Javier Guell can answer that. Are you all  
4 familiar with that, what happens?

5 **MS. JASMAN:** Yes. This is Gina Jasman with  
6 TracFone. Yes. It's about two-minutes delay for the  
7 response time for the DCF, but we never experienced any  
8 issues with DCF or any time delays.

9 **MR. CHAMIZO:** So -- okay. So we've never had  
10 it crash or anything because we've had too many  
11 applicants pinging the system at the same time?

12 **MS. JASMAN:** No, not at all.

13 **MS. SIRIANNI:** Is there, is there still a  
14 limited number of dips that you can do in a, in a time  
15 period? There was when it initially came out.

16 **MS. SALAK:** Right. I don't know.

17 **MS. SIRIANNI:** I don't know.

18 **MR. CASEY:** Bruce or maybe Art would know. Is  
19 there, is there a maximum number of dips that you can do  
20 at one time or where you reach capacity? Are, are you  
21 familiar with that?

22 **MR. BELROSE:** Not that I'm aware of. But  
23 Connie Riblett is on the phone.

24 **MR. CASEY:** Oh, Connie is on. That's right.  
25 Hey, Connie. How you doing?

1           **MS. RIBLETT:** Good. No, there isn't -- we  
2 have not established one because we have not hit full  
3 capacity yet.

4           **MR. CASEY:** Okay. And if I'm not mistaken,  
5 isn't SafeLink the only one that is using it presently?

6           **MS. RIBLETT:** Correct.

7           **MR. CASEY:** Even though all ETCs were invited  
8 to back in 2009; right?

9           **MS. RIBLETT:** Correct.

10          **MR. CASEY:** Okay.

11          **MS. SIRIANNI:** This is MaryRose Sirianni with  
12 AT&T.

13          **MR. GUELL:** (Inaudible) that is correct.

14          **MS. SALAK:** Thank you.

15          **MS. SIRIANNI:** I just, I had a question for  
16 Jorge. I wanted to make sure I understood.

17                   Were you saying that most of yours come from  
18 your website or from the interface with DCF?

19          **MR. CHAMIZO:** I think that most of our  
20 applications come directly from our website and, subject  
21 to check, I think that's correct, and then we verify  
22 each one through the DCF portal.

23                   For those that obviously are, you know,  
24 indicating a program that DCF administers, like, for  
25 example, if it's, if they indicate Section 8 or LIHEAP,



1 you know, those are not programs that there is a state  
2 database for.

3 **MS. SIRIANNI:** So the majority of -- I'm  
4 sorry. The majority of ours are already coming from the  
5 DCF website, so I'm sure there may be others that the  
6 portal, you know, we may be able to use. But when they  
7 come from the DCF, they're already --

8 **MR. CASEY:** They're already approved.

9 **MS. SIRIANNI:** -- they're already approved.  
10 And so we're not experiencing what TracFone is in terms  
11 of having a lot that we would really even use the portal  
12 for just because of the setup of, you know, how, how  
13 we're doing it. I mean, just, it's just kind of a  
14 lot --

15 **MS. SALAK:** I was thinking, it will help, it  
16 obviously would help with those applications that you  
17 get through the PSC website. But also I was thinking  
18 that when the, when you do your verification process  
19 that it might be useful for that instead of sending  
20 consumers -- I mean, they can send them self-certified,  
21 can't they, verification?

22 **MR. FOLLENSBEE:** Say that again.

23 **MS. SIRIANNI:** Yeah. No, I -- yeah, I see  
24 what she's saying, when we do the 100 percent  
25 verification, I mean, you could use that to, you know,

1 but you would have to, you'd have to put in information  
2 for every, you know, every single customer and sit and  
3 wait for it to come back unless, unless they, you know,  
4 put something where we could send, you know --

5 **MS. SALAK:** We can send batches.

6 **MS. SIRIANNI:** -- send batches.

7 **MS. SALAK:** We can do that now is my  
8 understanding from the interface.

9 **SPEAKER:** Yes.

10 **MS. SIRIANNI:** I mean, that's something that,  
11 like Greg said, that, you know --

12 **MR. FOLLENSBEE:** That's why we're looking --  
13 more interested in it now. But if you have to do a 100  
14 percent verification --

15 **MS. SIRIANNI:** Right. Still talking but --

16 **MR. FOLLENSBEE:** -- it becomes more of an  
17 interest to us to say, well, that would be an easy way  
18 to do it is just take our list and set it against that  
19 portal, and those that fall out, now we're going to have  
20 to do something different to contact them to say, okay,  
21 where's your -- we need something to show you're still  
22 eligible for the program.

23 **MS. SIRIANNI:** Because I think that's a, I  
24 think that's a change since it was initially put into  
25 place. Because I know when we initially talked to DCF,

1 it was kind a one at a time kind of --

2 **MS. SALAK:** It's been in batches.

3 **MS. SIRIANNI:** It's been a couple of years,  
4 so, I mean, I'm sure it's been approved.

5 **MR. CASEY:** They're capable of doing batches  
6 now.

7 **MS. SIRIANNI:** Well, something was still, you  
8 know, like --

9 **MR. FOLLENSBEE:** Yeah. That would be helpful  
10 then.

11 **SPEAKER:** Thank you.

12 **MR. CASEY:** Jorge, what is SafeLink planning  
13 on doing for annual verification? Are they going to do  
14 it by batch or are you going to be sending text messages  
15 or --

16 **MR. CHAMIZO:** Well, Gina, have your -- I think  
17 we're doing --

18 **MR. GUELL:** Yeah. We already do that  
19 actually. We send customers, you know, text messages  
20 or, you know, we also use some other communication  
21 methods to get them to verify yearly. We do that for  
22 the whole base already.

23 **MS. JASMAN:** This is Gina with TracFone also.  
24 We are planning for verification, in our verification to  
25 do a batch (inaudible) thing with DCF, but we haven't

1 discussed anything yet. But that's what we would like  
2 to do.

3 **MR. CASEY:** Okay. Assurance Wireless is on  
4 the phone, I believe. Where are the vast majority of  
5 applications coming in to you from Florida? Are they  
6 coming in through DCF or through your website?

7 **MS. BERLIN:** I didn't actually hear her join.  
8 Tristan Handlin is supposed to be on. Are you on,  
9 Tristan?

10 **MR. HANDLIN:** Yeah. This is Tristan Handlin  
11 from Assurance Wireless.

12 The majority of the applications that we  
13 receive are paper copies of applications that include  
14 backup documentation.

15 **MR. CASEY:** So you're already almost set up  
16 for the June 1st date.

17 **MR. HANDLIN:** Correct.

18 **MR. CASEY:** Another question. DCF is here --  
19 or not DCF, I'm sorry -- OPC, Lisa Steffens, and you do  
20 income verification for certain ETCs.

21 **MS. STEFFENS:** Correct.

22 **MR. CASEY:** Could you -- do you remember the  
23 ones that you do it for?

24 **MS. STEFFENS:** AT&T, Verizon, CenturyLink,  
25 SafeLink Wireless, and Assurance Wireless.

1           **MR. CASEY:** Okay. For those of you that  
2 didn't hear, it's AT&T, CenturyLink, Verizon, Assurance  
3 Wireless, and SafeLink.

4           **MS. STEFFENS:** Uh-huh.

5           **MR. CASEY:** Okay.

6           **MS. KHAZRAEE:** I have a question. This is  
7 Sandy Khazaraee with CenturyLink. Back to the DCF  
8 world. I remember back when it was first implemented  
9 there was a lot of discussion about what you were able  
10 to save as proof that the customer really participated  
11 in DCF so if we got audited by USAC, we'd have something  
12 to show USAC, which probably wasn't as big of a deal  
13 then as I think it will be after June 1st because  
14 doesn't the new rules require some sort of attestation  
15 or certification that you saw, that somebody saw that  
16 they were required? Is there something through the DCF  
17 portal that can be saved or -- that shows that, you  
18 know, we did contact the DCF portal and this is the  
19 answer we got back?

20           **MR. CASEY:** Maybe Connie can answer that.  
21 Connie, when somebody does use that portal, do they get  
22 kicked back something that they could save?

23           **MS. RIBLETT:** Just a response 0, 4, or 5.

24           **MR. CASEY:** Okay. 0, 4, or 5.

25           **MS. SIRIANNI:** It's an email. In an email

1 response?

2 **MR. FOLLENSBEE:** Is it an email or is it just  
3 on the screen and you'd have to print out the screen  
4 each time?

5 **MS. SIRIANNI:** We should ask Jorge since he --  
6 since they use it. What do they kick back?

7 **MR. CHAMIZO:** I'm sorry. MaryRose, can you  
8 repeat that? I didn't hear the question.

9 **MS. SIRIANNI:** Sure. Maybe one of your folks  
10 on the phone can answer. When y'all use the portal,  
11 what do you get back? Do you get an e-mail, like a, you  
12 know, an e-mail back from the system that has a 0, 4, or  
13 5 on, on it, or just a number on the screen and you  
14 can't print it out anywhere?

15 **MR. CHAMIZO:** Gina, do you know the answer to  
16 that?

17 **MS. JASMAN:** Yes. I'm not sure -- I think  
18 it's just an XML response that we get through XML, but  
19 let me confirm that with my IT team.

20 **MR. FOLLENSBEE:** We need to check to see if  
21 that could be printable for that becoming the record  
22 then.

23 **MR. CASEY:** I'll have to go back and review  
24 the order, but it was my understanding that all you  
25 would have to do is write down where you check. You

1 wouldn't have to keep something physical. In other  
2 words --

3 **MR. CHAMIZO:** I think, I think that's right,  
4 Bob.

5 **MS. SALAK:** That's what I thought too.

6 **MR. FOLLENSBEE:** That's what the order says.  
7 Now, do you honestly think a lot of companies are  
8 necessarily going to rely on their own people taking  
9 notes? Probably -- we may, but we don't know yet.  
10 We're not sure we're going to be that comfortable with  
11 it that we may want something else in the record.

12 **MR. CASEY:** Have faith in your people.

13 **MR. FOLLENSBEE:** Well, we have faith in them,  
14 but sometimes they get in a hurry to move on to other  
15 things and --

16 **MR. CASEY:** Or they may have 100,000 to check  
17 or something.

18 **MS. SIRIANNI:** But it does seem like that  
19 could be something -- I mean, if people do want proof,  
20 that that could be worked through, that you could print  
21 screen or something. I don't know. I'm not an IT  
22 person.

23 **MS. SALAK:** Well, you would have to have it  
24 have the name, I mean, some kind of identifier on it  
25 to -- I mean, you couldn't just have it --

1           **MS. SIRIANNI:** Well, right. Right.

2           **MS. SALAK:** I mean, if you're really talking  
3 auditing, you would have to have the number and some way  
4 to hook it up to the name.

5           **MS. SIRIANNI:** Yes.

6           **MS. SALAK:** So -- and I don't know if it just  
7 comes back because I don't know what comes back either.

8           **MR. FOLLENSBEE:** Bruce, do you know what  
9 actually -- or, Connie, do you know what's displayed on  
10 the screen?

11           **MS. RIBLETT:** I believe it, the information  
12 comes in and is marked with an identifier and we send it  
13 back as the identifier. Now I've never seen what  
14 SafeLink, what it looks like when it comes back to  
15 SafeLink, so I really can't speak to that.

16           **MR. FOLLENSBEE:** Okay.

17           **MS. BERLIN:** Yeah. It says an ETC shouldn't  
18 retain copies of the documentation, for what it's worth.

19           **MS. SIRIANNI:** Oh, really?

20           **MR. CASEY:** In the order?

21           **MR. FOLLENSBEE:** Yeah.

22           **MS. SIRIANNI:** Oh, in the FCC order. I  
23 thought you were saying on the DCF site.

24           **MS. BERLIN:** No. No.

25           (Inaudible. Simultaneous conversation.)



1           **MR. CASEY:** No. In the FCC order.

2           **MS. SIRIANNI:** No. You're right. It does say  
3 that.

4           **MR. FOLLENSBEE:** Well, but I would, I would  
5 surmise it goes hand in hand. If they have a national  
6 database that qualifies people, why would you need to  
7 retain something that says they're qualified? I mean,  
8 it has some logic to it. It's just --

9           **MS. SALAK:** And when they have that, that will  
10 have logic to it. Yes.

11           **MR. CASEY:** I think everybody agrees the  
12 national database is the solution. It's just what's  
13 going to happen between June 1st and when that national  
14 database is up and running? And do we have faith it's  
15 going to be in 18 months?

16           **MR. DONNELLY:** Bob, this is Kevin Donnelly  
17 with Verizon Wireline.

18           **MR. CASEY:** Hey, Kevin. How you doing?

19           **MR. DONNELLY:** Hi. Good. Our intention is to  
20 have customers fill out an application, and here's our  
21 rationale.

22           The FCC order spent a significant amount of  
23 space dedicated to the certifications that the customer  
24 has to make that they agree to abide by the program's  
25 rules. So our intention is to collect the last four

1 digits of the Social Security number, the date of birth,  
2 and for the customer to attest on -- or to all of those  
3 rules, such as they'll notify us within 30 days if they  
4 move, they'll notify us within 30 days if they're no  
5 longer eligible, et cetera.

6 So I know a significant amount of time has  
7 been spent this morning talking about electronic  
8 verification, but how do you see it addressing all of  
9 the FCC order's rules regarding the attestations that  
10 the customer needs to make? Who would be responsible  
11 for that? My interpretation of the order is that we  
12 would be responsible for collecting those attestations.

13 **MR. CASEY:** That's correct. Like the head of  
14 household and things like that?

15 **MR. DONNELLY:** Correct.

16 **MR. CASEY:** Uh-huh.

17 **MR. DONNELLY:** So the intention is that they  
18 would fill out an application. They could either mail  
19 it to us or fax it to us. We would retain the  
20 application. We would not retain the supporting  
21 documentation proving eligibility according to the FCC  
22 order, but we will require an application in order for  
23 them to certify that they agree to abide by the rules.

24 **MR. CASEY:** Okay. And the supporting  
25 documentation, would you send that back to them or just

1 destroy it?

2 **MR. DONNELLY:** No. What will happen is when  
3 the application is either faxed or mailed, it's scanned  
4 into a database. We will only retain the application  
5 and we will purge the supporting documentation.

6 **MR. CASEY:** Okay. Thank you.

7 **MR. PRIEBE:** Bob, this is Bob Priebe with  
8 Verizon Wireless. We're basically going to be doing the  
9 same thing.

10 But one thing I wanted to bring up, and I  
11 don't know if you've addressed it yet or not, the rules,  
12 the FCC's new rules make a fundamental change in that  
13 now it says that the consumer, one of their big  
14 dependents or one of the member of the household has to  
15 receive benefits from a program before they can qualify.

16 So now you have a situation where, you know, a  
17 child might be the participating benefit enrollee;  
18 whereas, the parent may be the applicant. And so when  
19 you do your database lookup, there could be a mismatch,  
20 and some people might possibly be denied because,  
21 because of that mismatch.

22 **MR. CASEY:** There definitely could be.  
23 There's -- I'm sure there's going to be a lot of  
24 problems.

25 **SPEAKER:** I'm about to add to that.

1           Footnote 157 in the order lists the federal  
2 programs that are eligible as part of the Lifeline  
3 program. Does the state database include federal  
4 programs as well?

5           **MR. CASEY:** The Florida database, the Florida  
6 database is only for three that the DCF handle, which is  
7 Medicaid, food stamps, and TANF is the only three  
8 programs --

9           **MR. DONNELLY:** For the other programs listed  
10 in the FCC order, electronic verification would not be  
11 possible; is that correct?

12           **MR. CASEY:** At this time, that's correct.

13           **MR. DONNELLY:** Okay.

14           **MR. FOLLENSBEE:** This is Greg Follensbee. I  
15 want to make sure I understood because the nuance I  
16 don't think I grasped in the order.

17           Is Verizon saying that even if they get a  
18 download from the DCF list from the PSC, they're going  
19 to send out an application to everybody to have --

20           **MR. DONNELLY:** That's correct. Right. We  
21 will require an application due to the attestations that  
22 are required by the FCC.

23           **MR. FOLLENSBEE:** Which --

24           **MR. DONNELLY:** Unless someone could -- will  
25 verify for us or certify that all of those program rules

1 have been discussed with the customer. You know, I have  
2 no idea how this works as far as the customer comes into  
3 an agency and applies for this benefit, but I don't know  
4 if it would be incumbent upon that person to go through  
5 these rules and to get those certifications from the  
6 customer that they agree to abide by the rules. But the  
7 order has made it clear that the ETC is responsible for  
8 making sure the customer certifies.

9 **MR. CASEY:** Now there may be some additional  
10 questions we may need to ask DCF to put on that Lifeline  
11 application, such as "Are you head of household?"

12 **MR. DONNELLY:** Well, right. We've identified  
13 eight attestations that the customer needs to make. So  
14 we have a page within the application dedicated to those  
15 eight. And of course a signature is required as well.

16 Now the order does state that the electronic  
17 signatures are acceptable, but it's our idea to have the  
18 applicant actually sign the application and date it.

19 **MR. CASEY:** Woody just handed me a Verizon  
20 application. I appreciate that.

21 **MR. DONNELLY:** Sure. Sorry. It's on page 2,  
22 Bob.

23 **MR. CASEY:** Right. I see that.

24 **MS. SIRIANNI:** Is this one you've come up with  
25 since the order has been released?

1           **SPEAKER:** Uh-huh.

2           **MS. SIRIANNI:** Okay.

3           **MR. DONNELLY:** What I did was I took what was  
4 in place today and modified it to adhere to the FCC's  
5 order.

6           **MR. FOLLENSBEE:** This is Greg Follensbee. I  
7 know that we have asked the FCC for clarification of the  
8 rules to find out if somebody qualifies to, for  
9 instance, DCF programs, does that relieve us of all the  
10 other obligations we have by us using that? We haven't  
11 heard back. We're hopeful that they will say, well,  
12 yes, in that case you have a state agency that has a  
13 well-defined program. You don't need to do additional  
14 steps over and above what that agency has done.

15           We'll see if they give us a clean bill of  
16 health. But until they do, Verizon is right, the rules  
17 are pretty strict in saying what an ETC has to do. We  
18 are still hopeful the FCC will have some flexibility or  
19 clarification, given that they've touted Florida being  
20 the best in the nation on a process.

21           **MR. DONNELLY:** Right. Certainly our  
22 preference is to go --

23           **MR. FOLLENSBEE:** We hope they would endorse it  
24 by saying, right, our rules need to clarify that.

25           **MR. DONNELLY:** Right. And our, certainly our

1 preference is to go with full electronic verification of  
2 eligibility. But until such time, we plan on using the  
3 application to meet the order.

4 **SPEAKER:** The other difficulty with the,  
5 utilizing the state database is one -- if the customer  
6 is part of a separate household of the same residence,  
7 you know, there's some additional steps you have to step  
8 through. And then also the temporary requirements,  
9 which I understand OMB has tentatively denied that piece  
10 of it, but I haven't seen anything official yet.

11 **MR. CASEY:** OMB has denied what portion?

12 **SPEAKER:** They turned back and did not approve  
13 the requirement to do the 90-day verification on  
14 temporary residence, and also the additional auditing  
15 for low income programs with subsidies over \$5 million.

16 **MR. CASEY:** Okay. I haven't heard anything  
17 on --

18 **SPEAKER:** I haven't seen anything official on  
19 that yet, but that's just what we're hearing through our  
20 grapevines right now.

21 **MR. CASEY:** Appreciate that.

22 How about some other ideas from other  
23 companies? How could we make it easier for the  
24 applicant?

25 **MR. FOLLENSBEE:** I'm just brainstorming, not

1 suggesting it's a good idea, but --

2 **MR. CASEY:** That's what we're here for.

3 **MR. FOLLENSBEE:** -- is there anything we can  
4 try to do with the libraries? I mean, everybody -- a  
5 lot of people that don't have access to computers will  
6 use computers at libraries. Is there anything we can do  
7 statewide, I don't know what agency you'd even be  
8 dealing with because you're dealing with all the  
9 counties, 67 county libraries, but to try to work  
10 through if there's a simple drop-down on the libraries  
11 that they simply click on and can fill out and do what  
12 they've got to do? Again, you're still into the point  
13 of having to have the form printed out and stuff mailed  
14 in. But, again, I don't know. It may be overwhelming,  
15 but to me that's one of the best sources for people that  
16 don't have access to computers to get it so you do it  
17 online.

18 **MR. CASEY:** That's a good idea.

19 **MR. FOLLENSBEE:** I just don't know how it  
20 would work out trying to deal with 67 different county  
21 agencies to do it. But maybe that's something we can do  
22 in conjunction with the Department of Education or  
23 something like that so we can do it electronically.

24 **MR. CASEY:** I know the last time we checked,  
25 over 90 percent of the DCF applications have come in



1 online, not in person. So people are using computers  
2 out there.

3 **MR. FOLLENSBEE:** Makes sense. Now they've --

4 **MR. DONNELLY:** And, Bob, this is Kevin  
5 Donnelly again with Verizon Wireline.

6 One of the -- you can see on the application,  
7 excuse me, on page 1, to simplify the process for the  
8 consumer is we are allowing for our, an official  
9 government stamp. The order appears to allow for that.  
10 So the customer doesn't have the burden of providing a  
11 photocopy if a state agency will actually verify through  
12 this stamp that they have viewed whatever documentation  
13 or certified through a database, whatever the case may  
14 be. We will certainly accept that in lieu of  
15 documentation to make it easier for the customer.

16 **MR. CASEY:** Okay. Thank you.

17 **MR. DONNELLY:** Uh-huh.

18 **MS. SALAK:** Mr. Follensbee, can I just ask you  
19 a follow-up on your library?

20 **MR. FOLLENSBEE:** Sure.

21 **MS. SALAK:** So you -- they go to the library  
22 and they fill out the application. Then you said they'd  
23 print it out and then mail it to the company or --

24 **MR. FOLLENSBEE:** It depends on whether it's  
25 better to go to the company or to go to a central

1 government agency. You know, have it come to you since  
2 you seem to be a clearinghouse for what DCF is doing.  
3 It just may be something we want to investigate to look  
4 into doing.

5 The point being that, as we stated up-front,  
6 you want the two pieces of the documents to flow  
7 together wherever they're going. If it becomes that  
8 they simply can print it out and mail it to the company  
9 at that point -- as long as the two are together is what  
10 makes it essential. Because otherwise you're sitting  
11 with an application waiting for documentation and you  
12 don't -- it may come, it may get lost. You hope not,  
13 but that becomes the tougher part.

14 **MS. RIBLETT:** This is Connie Riblett. We  
15 have, the customers have "My Account" where they can go  
16 in at any time from any computer and log into their  
17 account and print something for you showing that they  
18 are eligible for benefits.

19 **MS. SALAK:** So if a customer came in and got  
20 on your computer and showed your person that was signing  
21 them up, would you accept that?

22 **MS. SIRIANNI:** Sure, if it was from the -- I  
23 mean --

24 **MS. SALAK:** I mean, they got on their account  
25 and --

1           **MS. SIRIANNI:** If it was from the DCF, an  
2 official -- I mean.

3           **MR. FOLLENSBEE:** Yeah.

4           **MS. SIRIANNI:** But, I mean, there isn't  
5 anywhere they could come and, I mean, at least in AT&T.  
6 You know, we don't have like kiosks in our lobby where  
7 they could come in and do it, just to clarify.

8           **MS. RIBLETT:** They could print it off and send  
9 it in with the application.

10           **MS. SIRIANNI:** Right. I mean, I would think  
11 -- I would have to, you know, just check with our folks,  
12 but to me that would be an eligible piece of  
13 documentation because it would say that it was, you  
14 know, it would have -- it would be no different than  
15 them making a copy of what they have at home and sending  
16 it to us. I mean, it's not going to be an official  
17 raised seal or anything from DCF, but it's going to  
18 still have all the information on it.

19           **MR. FOLLENSBEE:** I mean, I don't know what  
20 capabilities libraries have to scan documents, but it  
21 may be if there's a way to mirror the two and have it  
22 with a form that sends it to you all electronically so  
23 you aren't getting fax paper in. Maybe -- again, this  
24 may be pie in the sky, but maybe there's a work out, a  
25 way to work out an application where if they fill it out

1 and they can print out, or get access to what's in DCF  
2 for their qualification, mirror the two, and it gets  
3 sent in an e-mail or something to, to you all that it's  
4 in a database that you've got, it's the same as you  
5 getting it from DCF kind of.

6 **MS. SIRIANNI:** I know that the staff, and  
7 Cindy's raising her hand back there, already does a lot  
8 of work with the libraries. But also the workforce, the  
9 workforce agencies is another one because they --

10 **MS. MUIR:** Yeah. We have contact -- we have a  
11 library outreach program, and send them.

12 **MS. SIRIANNI:** Right. Right.

13 **MS. MUIR:** They're very familiar with the  
14 Lifeline information anyway. I don't know -- Bev  
15 suggested the Department of State is the head of  
16 libraries. I'm not really sure. But we'd be happy to,  
17 the Office of Public Information would be happy to try  
18 and contact the libraries and work something out.

19 We also, we have worked with, we've done  
20 several events with Workforce Florida and would be happy  
21 to help assist in that too.

22 **MS. SIRIANNI:** Right. They're very familiar  
23 with it, the Workforce, because one year one of our  
24 programs with Linking Solutions was to (inaudible) with  
25 all the Workforce agencies throughout the state. So

1 they're very familiar with it. And I think that they  
2 actually sign up a lot of their applicants using y'all's  
3 website. So that's going to be a little bit of a change  
4 for them however we, you know, decide to go with that,  
5 so.

6 **MR. CASEY:** The application that's on our  
7 website is self-certification.

8 **MS. SIRIANNI:** Right. I mean, so --

9 **MR. CASEY:** So that's got to change first.

10 **MS. SIRIANNI:** It's got to change. It's got  
11 to change. But, you know, hopefully it'll change such  
12 that they can continue to use it. It'll just have to be  
13 with the documentation somehow. So, I mean, it's  
14 already out there. We just have to revise that  
15 self-cert form in some way to still make it not too  
16 difficult for the customer to be able to use that online  
17 form. However, in conjunction with that, they're going  
18 to have to still send the documentation.

19 From what Connie is saying, if they could also  
20 go electronically and print out their DCF eligibility  
21 information, then maybe that's -- they could print out  
22 both. It's easy for us to sit here and say when they  
23 have to go find somewhere to fax it or scan it or send  
24 it.

25 **MR. FOLLENSBEE:** Yeah. I don't know what it

1 would take to have your application process be able to  
2 also have a document attached to it that will save -- it  
3 saves the document as well, which is the one-page proof  
4 that they're in a program.

5 **MS. SIRIANNI:** Yeah. I don't know what Connie  
6 is talking about, if it has the capability for them to  
7 save the document or if it just can print it out.

8 **MR. CASEY:** Connie, could you answer that?  
9 Can an applicant print out that information or is it  
10 just printed out or can they save it?

11 **MS. RIBLETT:** I would have to check. I think  
12 they can only print it out.

13 **MS. SIRIANNI:** If they could save it, then  
14 they could attach it to an email in both forms and email  
15 it in all electronically and not have to do -- another  
16 one, you have to get into the faxing or sending it in  
17 the mail. That's where you run into issues because it's  
18 an extra step and obviously it takes more of a --

19 **SPEAKER:** (Inaudible.)

20 **MS. SIRIANNI:** Well, right. They may not want  
21 to, you know, mail it, although, I mean, prior to  
22 self-certification that's what we did.

23 **MR. FOLLENSBEE:** I'm going to suggest  
24 something else again. I'm just brainstorming.

25 **MS. SALAK:** No. That's good.

1                   **MR. FOLLENSBEE:** What would happen if the  
2 person sent in the application like you have today,  
3 change this form that's it's not self-certified, you all  
4 get that application and you go into DCF and put in the  
5 information to get whatever DCF would normally give you  
6 the code and then now it's done?

7                   **MR. CASEY:** That's something to think about.

8                   (Inaudible. Simultaneous conversation.)

9                   **MR. FOLLENSBEE:** I mean, I don't know how many  
10 you'd be dealing with to know, and maybe you want to  
11 test how many you'd be dealing with. Because, again,  
12 given our experience, we're not seeing thousands for us  
13 coming in a month, we're seeing tens coming through your  
14 application. So it may not be that much for you all to  
15 do that lookup at DCF.

16                   **MR. CASEY:** She was just mentioning, we could  
17 probably do a batch too.

18                   **MR. FOLLENSBEE:** There you go.

19                   **MR. CASEY:** Maybe once a week or something.

20                   **MS. SALAK:** Right. If it comes still to us,  
21 we could batch it and then send it on to the FCC maybe.  
22 I mean, that's something to think about.

23                   **MR. CASEY:** Right. Something we have to look  
24 at.

25                   **MR. FOLLENSBEE:** And it may be a discussion

1 again we have with the FCC directly, or you all do it,  
2 saying "Are you okay for us to do this process?" And  
3 that relieves the ETCs of having to do their own chasing  
4 down all this information. If we have to add some of  
5 these questions that Verizon has done on that  
6 questionnaire, it makes it kind of easier too to have it  
7 all in one place.

8 **MR. CASEY:** We have -- I'm proud of this now.  
9 We've been asked to join the task force for the national  
10 database, Florida has.

11 **MR. FOLLENSBEE:** Excellent.

12 **MR. CASEY:** So we will be in on that.

13 **MS. SALAK:** That will be both DCF and the PSC.

14 **MR. CASEY:** Right. DCF and the PSC.

15 **MS. SIRIANNI:** That's great.

16 **MS. SALAK:** And we have had conversations with  
17 the FCC already --

18 **MR. CASEY:** We had one conference call  
19 already.

20 **MS. SALAK:** -- where they've asked us  
21 questions about how it works and follow up on it, get a  
22 further understanding of what we do. They seemed fine  
23 with it all. I mean, they seemed happy with it.

24 **MS. SIRIANNI:** I mean, ultimately if they  
25 could be, you know, at a federal level, you know, be



1 dipping in if states have something like this and they  
2 could be dipping into it, that, I mean that ultimate,  
3 you know, but see if you get there.

4 **MR. CASEY:** What would you think of a  
5 streamlined application which would just have three  
6 programs on it, the DCF programs? Would that, do you  
7 think that would mix up applicants if we had a regular  
8 application that had to provide proof and another  
9 streamlined application if you are on a DCF program?

10 **MS. SIRIANNI:** I don't know that it's a  
11 terrible idea. I just don't know if from the  
12 requirements -- I'd have to go back and talk to our  
13 folks. I mean, because I know that the way that the  
14 order lays out right now, we're required to have all  
15 those other programs. So, I mean, I think what you're  
16 saying is you'd still have them on a full application,  
17 but for purposes of streamlining --

18 **MR. CASEY:** For streamlining.

19 **MS. SALAK:** Actually separate, we could do it  
20 two separate applications or just one -- two  
21 applications, one that's limited and one that's more  
22 fleshed out.

23 **MR. FOLLENSBEE:** We can take a look because I  
24 don't, I don't think we get a lot from the other  
25 programs anyway, so you're dealing with the outliers.

1           **SPEAKER:** Well, I think the majority we don't.

2           **MS. SALAK:** From the three.

3           **MR. FOLLENSBEE:** And so it's really a question  
4 of not putting a lot of cost for, you know, ten a month  
5 or five a month that you're doing. And I don't know  
6 what it would be statewide. Maybe it's a little higher  
7 than that. But for us it's probably looking at a couple  
8 a month that aren't in one of the four programs,  
9 including the income. That's the fourth one.

10           **MS. SIRIANNI:** I would think as long as  
11 there's still something out there that shows all the  
12 programs so that we would be meeting all requirements as  
13 far as offering them those programs --

14           **MS. SALAK:** Right. Right. Right.

15           **MS. SIRIANNI:** -- I think we would be okay,  
16 but I would have to go back and get verification from  
17 our SMEs.

18           **MR. CASEY:** When the applications do come into  
19 our database, we keep track of what qualifies them,  
20 whether it's food stamps, TANF, and 90 percent of them  
21 are on one of the DCF programs.

22           **MR. FOLLENSBEE:** That's what we think too.  
23 That's why we're --

24           **MR. CASEY:** Now they, they might check three  
25 programs, but at least 90 percent of them are on at

1 least one DCF program.

2 **MR. FOLLENSBEE:** Right.

3 **MR. CASEY:** How about some other ideas that  
4 people can throw out? We're brainstorming. Don't be  
5 shy. Anybody on the phone?

6 (No response.)

7 Well, let me ask this question. We were  
8 offered -- we offered the DCF portal to all the ETCs  
9 back in 2009. SafeLink is the only company that took  
10 advantage of it. Why aren't the other companies taking  
11 advantage of it? I know the ILECs, you know, gave their  
12 version of it. Is it too hard or too complex to get  
13 hooked up or what? Can you give me some ideas?

14 **MR. ALLEN:** Bob?

15 **MR. CASEY:** Yeah.

16 **MR. ALLEN:** This is, this is Tommy Allen with  
17 Telecircuit.

18 **MR. CASEY:** Uh-huh.

19 **MR. ALLEN:** Yes. We've been trying to get on  
20 the DCF website since December. I hear -- you're  
21 talking about it like it's something everybody can use.  
22 But we've been -- you know, I've contacted my state  
23 representative, the DCF, and everybody else to try to  
24 get us signed up. We can't get the help to get on it.  
25 I mean, we've been attempting since the middle of

1 December.

2 **MR. CASEY:** Okay. Is it, is it something that  
3 the computers are not compatible or --

4 **MR. ALLEN:** No. We're waiting for the  
5 information from DCF. But because of the, you know,  
6 security certificates and stuff, my IT guy, he keeps  
7 asking when are they going to contact me? We've talked  
8 to Connie and she's given us somebody else's name, but  
9 my understanding is they don't have the personnel to,  
10 you know, help us tie into it. We're ready to go on our  
11 side, but we need somebody on their side to bring us in.  
12 So it's not as simple as it sounds because we've been  
13 trying.

14 **MR. CASEY:** Okay. I appreciate that.

15 **SPEAKER:** Bob? Bob?

16 **MR. CASEY:** Hang on just a second. Hang on  
17 just a second. Bruce from DCF would like to say  
18 something.

19 **MR. BELROSE:** One -- to answer Telecircuit and  
20 some of the others, one of the issues at our end has  
21 been, if you follow the news, there's been a lot of  
22 reorganization within the state, and it includes DCF.  
23 So a lot of these requests come in and they go to  
24 someone and then that person is not there anymore. And  
25 so we've recently reorganized, for lack of a better

1 term, so all these requests for access to what's called  
2 the Client Verification Web System, or CVWS, are now  
3 coming to me. I have a list of I think six or seven of  
4 the ETCs who have been asking for access on my desk  
5 right now. It includes Telecircuit. And in the next  
6 day or so they'll get an e-mail from me.

7 One of the upfront things that has to take  
8 place is there has to be a confidentiality agreement  
9 signed between the company and the department so that we  
10 can make sure everyone understands what's going on in  
11 terms of the information.

12 **MR. CASEY:** And that's by law we have to do  
13 that. Yeah.

14 **MR. BELROSE:** By law. And so I'm going to be  
15 sending out these e-mails to those who have indicated an  
16 interest in being part or getting access through the  
17 CVWS.

18 Now as I understand from listening to some of  
19 the conversations, some of those companies are going to  
20 reply back that, well, we're just going to wait for the  
21 national database, and that's fine. I just want to make  
22 sure that those who have been asking for Telecircuit get  
23 this agreement in their hands and get the agreement  
24 signed, and simultaneous with all that we can supply  
25 them with any of the technical information the IT

1 departments might need to start working on the interface  
2 issues. And Connie and I will work together on that.  
3 But I've got the list. We now have a contact person.  
4 It's being acted on in the next day or so, so expect to  
5 see something soon.

6 **MR. CASEY:** That is great.

7 How long a period of time will it take from  
8 when they sign the confidentiality and get back to you?  
9 Is it months or weeks or days?

10 **MR. BELROSE:** Once the signed agreement comes  
11 back to me, I would say roughly two weeks to get it  
12 signed by whoever is going to sign it at the DCF end,  
13 and that's not clear whether we can, we in our program  
14 area, can sign or whether it's got to go to the  
15 Secretary. We're digging into that. But I would say a  
16 couple of weeks.

17 **MR. CASEY:** That's good news. I appreciate  
18 it.

19 Okay. Somebody else had a question on the  
20 phone.

21 **MR. ARMSTRONG:** It wasn't a question so much,  
22 Bob. This is Tom Armstrong, Express Phone Service.

23 **MR. CASEY:** Yeah.

24 **MR. ARMSTRONG:** The -- we looked into the DCF  
25 portal back when it was first offered and, you know, we

1 had to sign a confidentiality.

2 Our, our challenge was when we got the  
3 technical requirements, and somebody earlier was talking  
4 about the whole XML, you know, it wasn't a screen shot,  
5 it wasn't an email. Our IT guys got with our network  
6 guys and they decided, you know, for the time and money  
7 they would invest for small CLECs to have to set up  
8 their network and set up their computers to be  
9 compatible with DCF to exchange these files, it wasn't  
10 worth it. You know, that's, you know, when I say small,  
11 you know, 5,000 customers or so. That's, that was our  
12 challenge was the technical requirements were beyond the  
13 small companies' capabilities to have, you know, a  
14 return.

15 **MR. CASEY:** That's good to know. That's the  
16 information I'm looking for.

17 How about anybody else? Has anybody else  
18 experienced problems or reasons why they don't want to  
19 get on the portal?

20 **MR. DONNELLY:** This is Kevin Donnelly with  
21 Verizon. That offer preceded when I became responsible  
22 for the program, so I'll be glad to look at it, if  
23 someone can provide me with a contact.

24 **MR. CASEY:** Sure. If, if you could email me,  
25 and what I will do is send the email on to DCF verifying

1 that you are an ETC in the State of Florida, and then  
2 they will get in contact with you.

3 **MR. DONNELLY:** Okay. Very good. Thank you.

4 **MR. CASEY:** Anybody else?

5 (No response.)

6 Okay. The last thing I wanted to ask is is  
7 there anything else that we could streamline in this  
8 process, streamline for the ETCs or streamline for the  
9 applicant to make it easier, or either one?

10 (No response.)

11 We're that good? I didn't think we were that  
12 good. I knew we were good, but I didn't think we were  
13 that good.

14 **MR. CHAMIZO:** Hey, Bob, this is Jorge.

15 **MR. CASEY:** Yeah.

16 **MR. CHAMIZO:** You know, having, having been  
17 working on this now for a little over a year and seeing  
18 what the other states are doing, you guys are pretty  
19 darn good. I mean, this is, this is light years ahead  
20 of what the other states are doing. So it's pretty  
21 good.

22 I was going to suggest, you know, DCF is  
23 capturing most of the, most of the programs now, but I  
24 know, I think a year before last the Legislature passed  
25 a bill that brought all the free and reduced lunch



1 applicants under the umbrella of the Department of  
2 Agriculture. I know that Ag actually has that list now.  
3 Historically it had been kept down at the school  
4 district level.

5 I mean, to the extent that that information is  
6 capturable, I think that might help, although I don't  
7 think we get a huge volume of applications for people  
8 receiving free or reduced lunch. But just something to  
9 put out there.

10 **MR. CASEY:** Now what you're saying is DCF  
11 captured that information?

12 **MR. CHAMIZO:** No, no, no. DCF captures -- the  
13 vast majority of programs are, you know, Medicaid, TANF,  
14 and food stamps. Those are the vast majority. But we  
15 do get some, and I imagine all the other companies get  
16 some folks that are qualified based on free or reduced  
17 lunch. So what I'm saying is before we didn't have --  
18 there was no central repository where that information  
19 was kept. It was school district level. Now Ag has  
20 that, those, those names and addresses.

21 **MS. SIRIANNI:** I didn't know that. That's  
22 good to know.

23 **MR. BELROSE:** But they get them from us.

24 **MR. CASEY:** And by law they have to --

25 **MS. SIRIANNI:** They get it from --

1           **MR. BELROSE:** They get it from DCF.

2           **MS. SIRIANNI:** Wow.

3           **MR. CASEY:** Could you explain that a little  
4 bit?

5           **MR. BELROSE:** If I could expand on this a  
6 little bit because we just --

7           **MS. SALAK:** Please do.

8           **MR. CASEY:** This is Bruce from DCF.

9           **MR. BELROSE:** I'm sorry. Bruce Belrose, DCF.  
10 We just signed off on a new MOU between the Department  
11 of Education and Agriculture.

12                   Basically what happens is we send to the  
13 Department of Agriculture -- it goes to DOE, they do  
14 some IT stuff with it, and then it goes over to Ag.  
15 Basically we supply them with a list of all of the  
16 children who are qualified for Medicaid, TANF, or food  
17 assistance. And then they use, they send that list down  
18 to the school boards to use to bounce against their  
19 population, student population to see who's eligible for  
20 free or reduced lunch programs.

21                   So basically the list starts from us, goes to  
22 Ag, and then they work with the local school boards.

23           **MR. CASEY:** That's very interesting. Very  
24 interesting.

25           **MR. FOLLENSBEE:** But does it now go from the

1 local school boards back to Ag to say these are on the  
2 program? Where is it that -- where is the list at a  
3 state agency that says these are on the school program,  
4 school lunch program, or is it still at the local level?

5 **MR. BELROSE:** I don't know that the local  
6 school boards send their list back up to Ag. But I do  
7 know that not all the school boards participate in the  
8 matching program. And that's one of the issues they've  
9 got right now is the data we send to Ag that gets sent  
10 down to local school boards, not all local school boards  
11 have sufficient staff or the ability to take those lists  
12 and do the match. They've got some folks working on  
13 some, quote, unquote, marketing to get more people to do  
14 that, but not all school boards participate.

15 So if even -- for those who do do it, they may  
16 or may not send the list back to Ag, but you've got a  
17 bunch of school boards out there who may not necessarily  
18 be doing a matching, so they may not be sending a list  
19 at all back to Ag.

20 **MS. KHAZRAEE:** And that was, I think, the --  
21 well, that underlying thing is the issue we ran into  
22 when we tried to get a way to get the school lunch, free  
23 school lunch participants was we were basically told by  
24 the Department of Education there was -- they didn't --  
25 nobody could give it to us, so.

1           **MS. SIRIANNI:** Right. When we met with them  
2 years ago. That's interesting.

3           **MS. KHAZRAEE:** Yeah, it is.

4           **MS. SIRIANNI:** I don't believe we have any or  
5 very few applicants on Lifeline under the free lunch  
6 program at AT&T.

7           **MR. CASEY:** When you did your -- years ago you  
8 did that outreach.

9           **MS. SIRIANNI:** We did, and it was not very  
10 successful. I mean, we put a lot of effort and work and  
11 had a task force to, you know, hit the schools, and it  
12 just -- I think the forms don't make it home with the  
13 kids to the parents.

14           **SPEAKER:** Yeah, I think that's right. Mary  
15 Rose, I agree with that.

16           **MS. SIRIANNI:** Yeah.

17           **MS. KHAZRAEE:** We've done something a little  
18 -- I'm sorry. Go ahead.

19           **SPEAKER:** They stay in the book in the  
20 backpacks and never make it out.

21           **MS. SIRIANNI:** Right. Well, we've also done  
22 some work with, over the last, well, maybe not this past  
23 year but the year before, targeting certain school  
24 districts and going from the board down and trying to  
25 engage them. But I still don't think that we've had

1 much of a success rate with it.

2 **MS. KHAZRAEE:** Yeah. We did down in the  
3 Okaloosa, Walton County area, and I know because I  
4 personally delivered to all the schools, and some of  
5 the -- because what they were going to do was actually  
6 target the kids that they know don't have a phone and  
7 qualify for free lunch and, you know, that's what we  
8 were promised. But when I actually took them, the packs  
9 to each individual school, a lot of schools were kind of  
10 like, "What," you know. And I got this whole thing  
11 about how much, "Do you know how much we have to do?"

12 And so even though we had the buy-in, I'm not  
13 really sure how much of it actually ever got done. And  
14 we don't have a way to track them, you know, when people  
15 sign up, what -- how, how they heard about it, where it  
16 came from.

17 Bob, I have a question, just, let's go back to  
18 the beginning again and let me, let me see if I know  
19 what's, understand what's happening here.

20 So the ones that currently we get from the  
21 Commission that you guys got from DCF, as of June 1st,  
22 are we still going to get those?

23 **MR. CASEY:** Yes. Yes.

24 **MS. KHAZRAEE:** Okay. So we're only talking  
25 about the ones who went on your website and applied.

1           **MR. CASEY:** Correct, using self-certification.

2           **MS. KHAZRAEE:** Okay. That's -- I thought  
3 that's what we were doing.

4           **MR. CASEY:** Sure. Okay. Any other ideas to  
5 streamline for the applicant or the ETC? Last call.

6           Okay. Any other comments finally? You know,  
7 let's wrap this up. Any other comments you'd like to  
8 make about the Florida program or how we can improve it?

9           **MS. KHAZRAEE:** I just want to share with you  
10 because Pam emailed me way back ago when we were talking  
11 about what other states are doing, that Oregon, Idaho,  
12 Montana, and Colorado are other states who currently  
13 have some sort of a process similar to what you guys do,  
14 and that none of them yet know what they're going to do  
15 to fix it. They are, they are having the same issue we  
16 are. So I just wanted to, you know, if there's any --  
17 if you want to touch base with them, but that's the  
18 states we know of.

19           **MR. CASEY:** What are they? Oregon?

20           **MS. KHAZRAEE:** Oregon, Idaho, Montana,  
21 Colorado, and then Washington had been mentioned  
22 earlier.

23           **MS. BERLIN:** Yeah. When I solicited input  
24 from our folks, they went through a litany of things we  
25 don't like, which I, you know, didn't really want to go

1 into today. But I will say that Colorado and Oregon's  
2 processes are something we don't like. I didn't get a  
3 whole lot of detail about it. They have a unique  
4 process to interface with the state database is all I  
5 really got.

6 **MS. KHAZRAEE:** Yeah. That's like Wisconsin,  
7 and we don't like that one.

8 **MR. CASEY:** You don't like Wisconsin?

9 **MS. KHAZRAEE:** No, we do not.

10 **MS. SALAK:** No to Wisconsin and no to  
11 Colorado.

12 **MR. CASEY:** No. And I believe, if I'm not  
13 mistaken, FCC says they're going to be on the task  
14 force, Wisconsin.

15 **MS. SALAK:** I'm sorry. You said that you got  
16 a lot of feedback on negative things about programs.  
17 Did you get some about Florida?

18 **MS. BERLIN:** No. No. No. I think, I think  
19 they're pretty pleased with the Florida process.

20 **SPEAKER:** Yeah. You guys are --

21 **MR. CHAMIZO:** Well, I think. I'm sorry. This  
22 is Jorge. I think with Wisconsin, I think part of the  
23 problem is you have to manually input every person's  
24 name and then it pings their database; whereas, ours  
25 is -- y'all's is pretty automated, which is kind of

1 nice. Otherwise, you're going to be typing in John  
2 Smith/social/date of birth for each individual  
3 applicant. It would be a little tedious. And I think  
4 they charge like a thousand dollars a year, so. I  
5 believe in Florida it's free.

6 **SPEAKER:** That is per person that accesses the  
7 database.

8 **MS. SIRIANNI:** Don't say it, Greg.

9 **MR. FOLLENSBEE:** He had to say that.

10 **MS. SIRIANNI:** Don't say it, Greg.

11 **MR. CHAMIZO:** Per operator it's a thousand  
12 dollars.

13 **MR. BELROSE:** Now there's an idea.

14 **MR. FOLLENSBEE:** Thanks for that idea, Jorge.

15 (Laughter.)

16 **MR. CASEY:** DCF thinks that's a good idea,  
17 Jorge. The PSC too probably.

18 **MR. CHAMIZO:** Well, (inaudible)  
19 grandfathering, I think (inaudible) fine with that.

20 **MR. CASEY:** Yeah. Okay. Any other ideas or  
21 comments?

22 **MR. FOLLENSBEE:** This is Greg Follensbee. I  
23 guess the only thing we would ask is if there's  
24 something we can do to help you in your conversations  
25 with the FCC so we're in lockstep. Because I think,



1 everything I've heard, we are in synch with this state  
2 and what we're trying to do. So anything we can do to  
3 continue to support your efforts and vice versa would be  
4 appreciated.

5 **MR. CASEY:** I've heard your comments, the AT&T  
6 comments to the FCC, and Verizon, CenturyLink. And  
7 we're all in the same boat, it's just how to get there.

8 **MR. FOLLENSBEE:** Yes, it is.

9 **MR. CASEY:** And what we're worried about is  
10 after June 1st up until the national database is up and  
11 running, that's what we're concerned about.

12 **MR. FOLLENSBEE:** Yes.

13 **MR. CASEY:** Okay. I'd like to thank everybody  
14 for participating. If there's anybody on the phone that  
15 I didn't get their name, you could email it to me and  
16 I'll make sure you get on the list.

17 And for those people here, we do have a  
18 sign-up list. If you didn't sign up, we'd appreciate  
19 it, if you would.

20 Thank you very much.

21 (Proceeding concluded at 10:34 a.m.)

1 STATE OF FLORIDA )  
 2 : CERTIFICATE OF REPORTER  
 3 COUNTY OF LEON )

4 I, LINDA BOLES, RPR, CRR, Official Commission  
 5 Reporter, do hereby certify that the foregoing  
 6 proceeding was heard at the time and place herein  
 7 stated.

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

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

18 DATED THIS 20<sup>th</sup> day of April,  
 19 2012.

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