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August 23, 2013

Hand-Delivered

Ms. Beth Salak
Director-Office of Telecommunications
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

RECEIVED-FPSC
13 AUG 23 PM 3: 23
COMMISSION
CLERK

Re: Verizon Florida LLC – 2013 Annual Lifeline Data Request Report

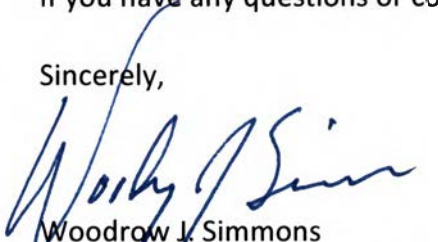
Dear Ms. Salak:

Attached is Verizon Florida LLC's response to the Florida Public Service Commission's 2013 Annual Lifeline Data Request dated July 25, 2013.

The responses to Questions Nos. 1, 9 and 10(b) are included in a separate envelope because they include confidential data. Verizon considers this information (Attachment A, Attachment B and Attachment C) to be confidential because it contains proprietary information that could be used by competitors to gain an unfair competitive advantage. Therefore, this filing is made under a Claim of Confidentiality pursuant to s. 364.183(1), F.S. and Rule 25-22.006(5), F.A.C. Verizon understands the information must be kept confidential and returned to Verizon.

If you have any questions or concerns, please feel free to contact me.

Sincerely,



Woodrow J. Simmons
VP-State Governmental Affairs

Attachments: 2013 Annual Lifeline Data Report
and Three Confidential Envelopes

ILEC LIFELINE DATA REQUEST 2013

To assist the Public Service Commission (PSC) in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Chapter 364.10, Florida Statutes, **staff requests that you provide responses to the following by August 26, 2013.**

For items 1 through 16, please provide the data for the fiscal year July 1, 2012, through June 30, 2013.

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

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

RESPONSE: See Attachment A. Verizon considers this information to be proprietary and confidential.

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

July	18,138
August	17,902
September	17,574
October	17,307
November	17,024
December	14,725
January	10,378
February	10,525
March	10,967
April	11,275
May	11,314
June	11,327

3. The amount of Lifeline credit provided to Lifeline customers on a monthly billing.

RESPONSE:

July 1, 2012 through September 14, 2012: Lifeline Message Rate credit = \$13.50

Lifeline Flat Rate credit = \$16.66

September 15, 2012 – June 30, 2013: Lifeline Message Rate credit = \$12.75

Lifeline Flat Rate credit = \$15.91

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

RESPONSE: The reasons for denial of Lifeline are not tracked. Verizon does not track this data due to resource constraints and the manually intensive process that would be required.

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

July	164
August	363
September	317
October	329
November	358
December	351
January	384
February	439
March	762
April	608
May	340
June	330

6. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers removed from resold access lines, or Lifeline customers moved to Transitional Lifeline.

July	522
August	599
September	645
October	596
November	641
December	2650
January	4731
February	292
March	320

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April	300
May	301
June	317

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

July	17
August	24
September	18
October	14
November	15
December	17
January	16
February	19
March	24
April	23
May	24
June	23

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

July	0
August	0
September	0
October	0
November	0
December	0
January	0
February	0
March	0
April	0
May	0
June	0

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

RESPONSE: See Attachment B. Verizon considers this information to be proprietary and confidential.

10. Description of your company's procedures for enrolling customers in the Lifeline program (if same as 2012 response, just note "**Same as 2012**"). Include the following in your response:

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

RESPONSE: Same as 2012

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

RESPONSE: Please see Attachment C. Verizon considers this information to be proprietary and confidential.

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

RESPONSE: Same as 2012.

- d. Procedures used to process applications received through the Department of Children and Families coordinated enrollment process.

RESPONSE: Same as 2012

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

RESPONSE: Applications are processed within two weeks of receipt. Depending on the customer's billing date, it may be one to two months before the Lifeline credit appears on the customer's bill. However the credit amount will be applied retroactively to the date of the customer's application.

11. Description of your company's procedures for performing continued certification of customer eligibility after initial certification (if same as 2012 response, just note "**Same as 2012**"). Include the following in your response:

- a. Time period between initial certification and annual certification.

RESPONSE: Annual.

- b. Method(s) used to verify customer eligibility.

RESPONSE: Customers self-certify their Lifeline eligibility via an Interactive Voice Response (IVR) system. Customers unable to complete the IVR process may certify by speaking with a representative in Verizon's Lifeline recertification team.

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- c. Frequency of periodic certification.

RESPONSE: Recertifications are performed annually.

- 12. Description of your company's procedures for Lifeline (if same as 2012 response, just note "**Same as 2012**"). Include the following in your response:

- a. Internal procedures for promoting Lifeline.

RESPONSE: Same as 2012

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

RESPONSE: Same as 2012

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

RESPONSE: Same as 2012

- d. Copies of Lifeline outreach materials of your company.

RESPONSE: Same as 2012

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

RESPONSE: Same as 2012

- 13. Description of procedures associated with enrollment of Lifeline customers by resellers of telecommunications services through resale agreements (if same as 2012 response, just note "**Same as 2012**"). Include the following in your response:

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

RESPONSE: Same as 2012

- b. Initial and annual certification procedures and requirements.

RESPONSE: Same as 2012

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

RESPONSE: Same as 2012

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

RESPONSE: Same as 2012

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

RESPONSE: www.verizon.com