

Shawna Senko

From: Westman, Beth [Portland, ME.] <beth.westman@fairpoint.com>
Sent: Friday, September 13, 2013 3:47 PM
To: Filings@psc.state.fl.us
Cc: Taylor, Ryan; Bob Casey
Subject: TL719 - Rule 25-4.0665 Data Response
Attachments: GTC Inc Response FPSC Data Request 9.13.13.pdf

Importance: High

Please find attached for filing, the response requested below for GTC, Inc. d/b/a FairPoint Communications.

If you have any questions, please do not hesitate to contact me.

Thanks,

Beth Westman - State Government Affairs Manager

FairPoint Communications | 1 Davis Farm Road; Portland, ME 04103 | beth.westman@fairpoint.com
www.fairpoint.com | 207-535-4249 office | 207-221-1188 fax

From: Bob Casey [<mailto:BCasey@PSC.STATE.FL.US>]
Sent: Wednesday, September 04, 2013 11:15 AM
Subject: Rule 25-4.0665(13), Florida Administrative Code (Lifeline Service)
Importance: High

Rule 25-4.0665(13), Florida Administrative code, provides that "An eligible telecommunications carrier must provide written notice to a customer within 30 days of receipt of the application providing the reason for a rejected Lifeline application, and providing contact information for the customer to get information regarding the application denial."

As you may be aware, staff is reviewing Rule 25-4.0665 and a question has come up regarding this requirement.

Please provide a sample letter which your ETC uses to achieve this obligation, and also provide, by month, the number of letters sent to customers to fulfill this requirement.

Please respond by Friday, September 13, 2013.

Thank you.

Bob Casey

*Robert J. Casey
Public Utilities Supervisor
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850*

bcasey@psc.state.fl.us

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www.FairPoint.com
770 Elm Street
Manchester, NH 03101

September 13, 2013

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-085

Re: **GTC, Inc. d/b/a FairPoint Communications ("FairPoint") - 2013 Lifeline Data Request**

Pursuant to the data request sent on September 4, 2013 pertaining to Lifeline, please find FairPoint's response in the enclosed attachments.

Should you have any questions concerning this response, please contact Beth Westman at 207.535.4249 or bwestman@fairpoint.com.

Sincerely,

A handwritten signature in black ink, appearing to read "R.P. Taylor". The signature is stylized and cursive.

Ryan Taylor
Director, Regulatory
FairPoint Communications
P: 603.656.8102
rtaylor@fairpoint.com

GTC Inc. d/b/a FairPoint Communications 9.13.13

Florida Public Service Commission's Data Request Relating to Lifeline Service

Rule 25-4.0665(13), Florida Administrative code provides that "An eligible telecommunications carrier must provide written notice to a customer within 30 days of receipt of the application providing the reason for a rejected Lifeline application, and providing contact information for the customer to get information regarding the application denial."

- 1) Please provide a sample letter which your ETC uses to achieve this obligation, and also provide, by month, the number of letters sent to customers to fulfill this requirement.

FairPoint uses two (2) separate forms to communicate with our customers after receipt of a Lifeline application that is not able to be processed:

- a) The first such form advises the customer that further action is required on the customer's behalf in order to continue the application process. The form identifies the reason(s) for further attention and also provides contact information for the consumer to contact FairPoint. In addition, a new Lifeline application also accompanies this notice to the customer. Please see the attached **Exhibit A** for a sample letter and application.
- b) The second form advises the customer that he/she does not qualify for the Lifeline benefit. The form identifies the reason(s) for denial, and also provides contact information for the consumer to contact FairPoint. Please see the attached **Exhibit B** for a sample letter.

Respective to the quantity of these letters sent on a monthly basis, FairPoint has not sent any letters described in section (b) above in the past three (3) months. FairPoint has sent letters described in section (a) above as follows:

- June, 2013 = 12
- July, 2013 = 16
- August, 2013 = 18

EXHIBIT A

IMMEDIATE ACTION REQUIRED. IMPORTANT LIFELINE PROGRAM INFORMATION

Dear FairPoint Customer,

Thank you for your recent application to FairPoint to qualify your eligibility for the benefit under the Lifeline Program. We have reviewed the information you submitted. **Your additional action is required to confirm and verify your eligibility for the program:**

- You did not checkmark the initial statement on the form.
- You did not provide your name and/or address.
- You did not provide your Date of Birth, Social Security Number, Tribal ID, or DCN.
- You did not include your FairPoint Telephone Number where indicated.
- You did not initial the "One-per-Household" requirement statement.
- You did not checkmark a program listed that you or a member of your household receives.
- You either made alterations to the listed programs or included more than one Telephone number.
- You did not indicate how many people are in your household.
- You did not include the Benefit Receiver's name where indicated.
- You did not initial the Lifeline Program Certifications – a checkmark or "x" is not acceptable.
- You did not sign and/or date the form.
- POA is not on file with FairPoint; please provide us with a copy.
- You did not provide documentation or you did not provide a form of documentation FairPoint can accept.
- Your residential account is not a FairPoint account.
- Your application stated you live in a multi household residence. You must complete the enclosed supplemental form to verify your eligibility.
- You did not answer the Temporary Address and/or Multiple Household question.

Your application form including your proof of benefit must be postmarked within 10 business days of receipt so FairPoint may promptly add the benefit to your FairPoint service.

FairPoint appreciates your cooperation with this Lifeline Program application. Should you have any questions, please call toll free at 1.877.524.8293 (TTY customers: 1-800-974-6006) Monday through Friday between 8:30 AM and 7:00 PM (EST).

Please send any correspondence to:
FairPoint Communications
Consumer Service Response Center
30 E Main Street
Westfield, NY 14787

Thank you for choosing FairPoint.

Sincerely,
FairPoint Communications

EXHIBIT A

3. You must acknowledge these critical notification obligations.

You have obligations if you receive Lifeline Program benefits. You must *initial* the statements below to acknowledge you understand your obligations:

- I will notify FairPoint within 30 days if I (or my dependent or household member) no longer participate(s) in the federal/state programs identified in my application or if my household income exceeds 150% of the Federal Poverty Guidelines.
- I will notify FairPoint within 30 days if I or my household begins to receive more than one Lifeline Program benefit.
- I will notify FairPoint within 30 days if I no longer qualify for Lifeline support for any reason.
- I understand these notification obligations and that I may be subject to penalties if I fail to provide this notice.

4. You must certify the following statements. (You must read and *initial* all certifications below.)

I hereby certify under penalty of perjury that:

- I (or my dependent or other member of my household) currently receive(s) benefits from the federal/state program(s) identified above or my annual household income is at or below 150% of the Federal Poverty Guidelines.
- I acknowledge that my household can only receive one Lifeline Program benefit and to the best of my knowledge my household does not now receive Lifeline Program benefits.
- My household is not receiving a Lifeline Program benefit from more than one landline or wireless service provider.
- I agree not to transfer my Lifeline Program benefits to another person.
- I acknowledge that I may be required to recertify my continued eligibility at any time and failure to recertify my eligibility for the Lifeline Program as required will result in my removal from the Lifeline Program.
- I agree that FairPoint may transmit to the Administrator of the National Lifeline Accountability Database my full name, my full residential address, my date of birth, and the last four digits of my Social Security Number, the telephone number to be associated with Lifeline Program benefits, the date on which Lifeline service is begun, the date on which Lifeline Program benefits end, the amount of support sought by FairPoint and the means thorough which I qualify for Lifeline Program benefits. I understand that transmission of this information is required to ensure the proper administration of the Lifeline Program. I also understand that if I refuse to have this information transmitted to the Administrator, I will be denied Lifeline Program benefits.
- FairPoint may continue to monitor my participation in the identified federal/state program(s) for continued eligibility for Lifeline Program benefits
- I agree to allow FairPoint to exchange any necessary information with the appropriate state or federal agency to verify my eligibility to participate in the Lifeline Program.
- All of my responses and acknowledgements provided on this application are true and correct to the best of my knowledge.
- I acknowledge that willingly making false statements or providing false or fraudulent information to obtain Lifeline Program benefits is punishable by law and can result in fines, imprisonment, de-enrollment or being barred from the program.

Signature _____ Date _____

Mail your completed application and supporting documentation to:

FairPoint Communications
30 East Main Street, Westfield, NY 14787

OR

Fax your completed application and support documentation to: 877.321.3166

EXHIBIT A

Questions and Answers

Q. What documents can I provide to FairPoint to prove I (or my dependent or a member of my household) receive benefits from a listed federal/state program?

- A. DO NOT SEND ORIGINAL DOCUMENTS.** Copies of documents which FairPoint can accept as evidence of participation in a listed federal/state program are:
1. A current or prior year statement of benefits from a listed program
 2. Notice letter of participation in a listed program
 3. Program participation document (for example, a copy of a SNAP electronic benefit transfer card or Medicaid participation card)
 4. Other official document demonstrating that you, your dependent or your household receives benefits under a listed federal/state program

Q. What documents can I provide to FairPoint to prove my household income is equal to or less than 150% of Federal Poverty Guidelines?

- A. DO NOT SEND ORIGINAL DOCUMENTS.** To establish that you qualify for the Lifeline program because your household income is at or below 150% less of the Federal Poverty Level, you must submit the one of the documents listed below:
1. A prior year's state or federal tax return
 2. A current income statement from employer or paycheck stub
 3. A Social Security statement of benefits
 4. A Veteran's Administration Statement of Benefits
 5. A retirement/pension statement of benefits
 6. A federal notice of participation in General Assistance
 7. A divorce decree
 8. A child support award, or
 9. Other official document containing income information.

If the documentation of your household income does not cover a full year, you must provide the same type of documentation covering three consecutive months within the previous twelve months.

You must provide proof of *all* household income (both taxable and non taxable) for you and anyone in your household that is not a dependent.

Q. What are the Federal Poverty Guidelines?

- A.** The applicable 2013 Federal Poverty Income Guidelines are:

Persons in Household	2013 Federal Poverty Levels	150% of Federal Poverty Levels
1	\$11,490	\$17,235
2	\$15,510	\$23,265
3	\$19,530	\$29,295
4	\$23,550	\$35,325
5	\$27,570	\$41,355
6	\$31,590	\$47,385
7	\$35,610	\$53,415
8	\$39,630	\$59,445

\$4,020/each add'l person

\$6,030/each add'l person

This information is regularly updated by the Federal Government.

Q. If I have questions, what FairPoint office should I contact?

- A.** Please call 1.877.524.8293

IMPORTANT LIFELINE PROGRAM INFORMATION

Dear ,

On 09/04/13 we received your application and required documentation to qualify your FairPoint service for Lifeline Program discounts. We have reviewed the information you submitted. Unfortunately, you do not qualify for Lifeline program benefits on your FairPoint Service.

- Lifeline Program benefits are already provided to you or another member of your household.
- FairPoint has been directed by the Administrator of the National Lifeline Accountability Database not to provide Lifeline Program benefits to this FairPoint service.
- The documentation you submitted established your household income is above the amount which would qualify your household for Lifeline Program benefits.
- Your residential account is not a FairPoint Communications account. Therefore, FairPoint cannot provide Lifeline Program benefits to you. Please call your local service provider and find out if it offers a similar benefit.
- Other

Should you have any questions, please call toll free at 1-877-524-8293 Monday through Friday between 8:30 AM to 7:00 PM Eastern Time. Please send any correspondence to:

FairPoint Communications
Offline Services Group
30 E Main St
Westfield, NY 14787

Thank you for choosing FairPoint.

Sincerely,

FairPoint Communications
