

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF DEVELOPMENT OF RULEMAKING

TO

ALL INTERESTED PERSONS

UNDOCKETED

IN RE: INITIATION OF RULEMAKING TO AMEND RULE 25-4.0665, FLORIDA ADMINISTRATIVE CODE, LIFELINE SERVICE, AND TO REPEAL RULE 25-4.113, FLORIDA ADMINISTRATIVE CODE, REFUSAL OR DISCONTINUANCE OF SERVICE BY COMPANY

ISSUED: September 18, 2014

NOTICE is hereby given pursuant to Section 120.54, Florida Statutes, that the Florida Public Service Commission staff has initiated rulemaking to amend Rule 25-4.0665, Florida Administrative Code, to require eligible telecommunications carriers to comply with subscriber eligibility determinations and certifications as contained in CFR §§54.407, 54.409, 54.410, and 54.416, except as to obtaining and providing valid certification and re-certification forms, to eliminate Link-Up, to update Forms PSC/TEL 157 and 158, to require that a subscriber's Lifeline local service may not be discontinued because of nonpayment of charges for non-basic services and toll charges, to eliminate quarterly reporting requirements, and to clarify telecommunications carrier responsibilities regarding record retention, resale of Lifeline lines, and advertising, including developing outreach materials for specific consumer groups and outreach strategies. Consistent with the 2011 changes made to Ch. 364 FS, Rule 25-4.113 would be repealed.

The attached Notice of Development of Rulemaking appeared in the September 18, 2014, edition of the Florida Administrative Register. If requested in writing and not deemed unnecessary by the agency head, a rule development workshop will be scheduled and noticed in the next available Florida Administrative Register. Written requests for a rule development workshop must be submitted to Rosanne Gervasi, Office of the General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850 at (850) 413-6224 by October 2, 2014. Copies of the preliminary draft rules are attached.

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By DIRECTION of the Florida Public Service Commission this 18th day of September,
2014.



CARLOTTA S. STAUFFER
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
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Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

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PUBLIC SERVICE COMMISSION

RULE NOS.: RULE TITLES:

25-4.0665 Lifeline Service

25-4.113 Refusal or Discontinuance of Service by Company

PURPOSE AND EFFECT: Rule 25-4.0665, F.A.C., would be amended to require eligible telecommunications carriers to comply with subscriber eligibility determinations and certifications as contained in CFR §§54.407, 54.409, 54.410, and 54.416, except as to obtaining and providing valid certification and re-certification forms, to eliminate Link-Up, to update Forms PSC/TEL 157 and 158, to require that a subscriber's Lifeline local service may not be discontinued because of nonpayment of charges for non-basic services and toll charges, to eliminate quarterly reporting requirements, and to clarify telecommunications carrier responsibilities regarding record retention, resale of Lifeline lines, and advertising, including developing outreach materials for specific consumer groups and outreach strategies. Consistent with the 2011 changes made to Ch. 364, F.S., Rule 25-4.113, F.A.C., would be repealed.

Undocketed.

SUBJECT AREA TO BE ADDRESSED: Telecommunications utility regulation.

RULEMAKING AUTHORITY: 350.127(2), 364.10(2)(j) FS.

LAW IMPLEMENTED: 364.10, 364.105, 364.183(1) FS.

IF REQUESTED IN WRITING AND NOT DEEMED UNNECESSARY BY THE AGENCY HEAD, A RULE DEVELOPMENT WORKSHOP WILL BE NOTICED IN THE NEXT AVAILABLE FLORIDA ADMINISTRATIVE REGISTER.

THE PERSON TO BE CONTACTED REGARDING THE PROPOSED RULE DEVELOPMENT AND A COPY OF THE PRELIMINARY DRAFT, IF AVAILABLE, IS: Rosanne Gervasi, Florida Public Service Commission, Office of the General Counsel, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850)413-6224, rgervasi@psc.state.fl.us

THE PRELIMINARY TEXT OF THE PROPOSED RULE DEVELOPMENT IS AVAILABLE AT NO CHARGE FROM THE CONTACT PERSON LISTED ABOVE.

1 25-4.0665 Lifeline Assistance Plan Service.

2 (1) A subscriber is eligible for Lifeline assistance service if:

3 (a) The subscriber is a participant in one of the following federal assistance programs:

4 1. Medicaid;

5 2. Supplemental Nutrition Assistance Program (SNAP)/Food Stamps;

6 3. Supplemental Security Income (SSI);

7 4. Temporary Assistance for Needy Families/Temporary Cash Assistance (Florida program);

8 5. “Section 8” Federal Public Housing Assistance;

9 6. Low-Income Home Energy Assistance Program; or

10 7. The National School Lunch Program – Free Lunch; or

11 (b) The subscriber’s Local Exchange Company eligible telecommunications carrier has more
12 than one million access lines and the subscriber’s household income is at or below 150 percent
13 of the federal poverty income guidelines.

14 (c) The subscriber’s Local Exchange Company eligible telecommunications carrier has less
15 than one million access lines and, pursuant to Title 47, Code of Federal Regulations, Part 54,
16 Subpart E, Section 54.409 Consumer qualification for Lifeline, paragraph (a)(1), as amended
17 June 28, 2012, the subscriber’s household income is at or below 135 percent of the federal
18 poverty income guidelines.

19 (2) A subscriber living on federally recognized Tribal lands who does not satisfy the eligibility
20 requirements for Lifeline assistance service in subsection (1) of this rule is nevertheless
21 eligible for Lifeline assistance service if the subscriber receives benefits from one of the
22 following Bureau of Indian Affairs programs:

23 (a) Tribal temporary assistance for needy families (TANF);

24 (b) National School Lunch ~~NSL~~ Program – Free Lunch; or

25 (c) Head Start.

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1 (3) When enrolling customers in the Lifeline assistance plan under paragraph (1)(a) of this
2 rule, eligible telecommunications carriers shall accept Form PSC/TEL 157 (2/13), entitled
3 “Application for Lifeline Assistance,” which is incorporated into this rule by reference and is
4 available at: [hyperlink]. This form can also be accessed from the Commission’s website at:
5 <http://www.floridapsc.com/utilities/telecomm/lifeline/LifelinePDFs/ApplicationEnglish.pdf>.
6 ~~Eligible telecommunications carriers with less than one million access lines are not required to~~
7 ~~enroll Lifeline applicants through the income eligibility test of 150 percent or less of the~~
8 ~~federal poverty income guidelines, but may do so voluntarily.~~
9 (4) Eligible telecommunications carriers shall enroll customers for Lifeline assistance who
10 electronically submit Form PSC/TEL 158 (6/10), entitled “Lifeline Florida On-line
11 Application for Recipients of Medicaid, Supplemental Nutrition Assistance Program
12 (SNAP)/Food Stamps, or Temporary Cash Assistance (TCA),” which is incorporated into this
13 rule by reference and is available at: [hyperlink]. This form can also be accessed from the
14 Commission’s website at:
15 [https://secure.floridapsc.com/\(S\(15p1gzjr11b5swvfi2c30tyd\)\)/public/lifeline/lifelineapplicatio](https://secure.floridapsc.com/(S(15p1gzjr11b5swvfi2c30tyd))/public/lifeline/lifelineapplicatio)
16 n2.aspx. Applicants who presently participate in Medicaid, Supplemental Nutrition
17 Assistance Program (SNAP)/Food Stamps, or Temporary Assistance for Needy
18 Families/Temporary Cash Assistance programs can complete Form PSC/TEL 158
19 electronically on-line. Eligible telecommunications carriers that charge an initial connection
20 charge must offer Link-Up service to subscribers who are eligible for Lifeline service pursuant
21 to this rule.
22 (5) Eligible telecommunications carriers must allow customers the option to submit Lifeline
23 applications and supporting documentation via U.S. Mail or facsimile, and may allow
24 applications and supporting documentation to be submitted electronically. When enrolling
25 customers in the Lifeline service program under paragraph (1)(a) of this rule, eligible
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1 ~~telecommunications carriers shall accept Form PSC/RAD 157 (6/10), entitled “Application for~~
2 ~~Link Up Florida and Lifeline Assistance,” which is incorporated into this rule by reference~~
3 ~~and can be accessed from the Commission’s website at www.floridapsc.com, by selecting~~
4 ~~“Link Up Florida and Lifeline,” then selecting “Need Discounted Phone Service?,” and then~~
5 ~~selecting “English Link Up and Lifeline Certification Form” (also available in Spanish and~~
6 ~~Creole).~~

7 (6) Except as otherwise set forth in paragraph (6)(a)-(d) of this rule, eligible
8 telecommunications carriers shall comply with subscriber eligibility determination and
9 certification requirements contained in Title 47, Code of Federal Regulations, Part 54, Subpart
10 E, Sections 54.407 Reimbursement for offering Lifeline, 54.409 Consumer qualification for
11 Lifeline, 54.410 Subscriber eligibility determination and certification, and 54.416 Annual
12 certifications by eligible telecommunications carriers, as amended June 28, 2012, which are
13 incorporated into this rule by reference and are available at: [hyperlink]. These rules can also
14 be accessed from the U.S. Government Printing Office’s website at: [http://www.ecfr.gov/cgi-](http://www.ecfr.gov/cgi-bin/text-idx?SID=fadabe77a9cbeed6ba1d63b6a946ea0a&tpl=/ecfrbrowse/Title47/47cfr54_main_02.tp)
15 [bin/text-](http://www.ecfr.gov/cgi-bin/text-idx?SID=fadabe77a9cbeed6ba1d63b6a946ea0a&tpl=/ecfrbrowse/Title47/47cfr54_main_02.tp)
16 [idx?SID=fadabe77a9cbeed6ba1d63b6a946ea0a&tpl=/ecfrbrowse/Title47/47cfr54_main_02.tp](http://www.ecfr.gov/cgi-bin/text-idx?SID=fadabe77a9cbeed6ba1d63b6a946ea0a&tpl=/ecfrbrowse/Title47/47cfr54_main_02.tp)

- 17 1. A copy of the annual certification provided to the administrator shall be filed with the
18 Commission. Exceptions to these requirements are as follow:
- 19 (a) Section 54.407(d), regarding obtaining valid certification and re-certification forms for
20 subscribers;
 - 21 (b) Section 54.410(b)(2)(ii), regarding receipt of subscriber certification forms in compliance
22 with Section 54.410(d);
 - 23 (c) Section 54.410(c)(2)(ii), regarding receipt of subscriber certification forms in compliance
24 with Section 54.410(d); and
 - 25 (d) Section 54.410(e), regarding providing copies of subscriber certification forms.

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1 ~~Eligible telecommunications carriers shall enroll customers for Lifeline service who~~
2 ~~electronically submit Form PSC/RAD 158 (6/10), entitled “Lifeline and Link Up Florida On-~~
3 ~~line Self Certification Form,” which is incorporated into this rule by reference and can be~~
4 ~~accessed from the Commission’s website at www.floridapsc.com, by selecting “Link Up~~
5 ~~Florida and Lifeline,” then selecting “Apply On-line.”~~
6 (7) All eligible telecommunications carriers shall participate in the Lifeline assistance plan
7 Coordinated Enrollment Process. For purposes of this rule, the Lifeline assistance plan
8 Coordinated Enrollment Process is an electronic interface between the Department of Children
9 and Families, the Commission, and the eligible telecommunications carrier that allows low-
10 income individuals to enroll in Lifeline following enrollment in a qualifying public assistance
11 program.
12 (a) The Commission shall send an e-mail to the eligible telecommunications carrier informing
13 the eligible telecommunications carrier that Lifeline assistance plan applications are available
14 for retrieval for processing.
15 (b) The eligible telecommunications carrier shall enroll the subscriber in the Lifeline
16 assistance plan as soon as practicable, but no later than 60 days from the receipt of the e-mail
17 notification. Upon completion of initial enrollment, eligible telecommunications carriers that
18 invoice their subscribers shall credit the subscriber’s bill for Lifeline assistance as of the date
19 the eligible telecommunications carrier received the e-mail notification from the Commission.
20 (c) The eligible telecommunications carrier shall maintain a current e-mail address with the
21 Commission, which the Commission will use to inform the eligible telecommunications
22 carrier of the Commission’s Lifeline secure website address and that new Lifeline assistance
23 plan applications are available for retrieval for processing.
24 (d) The eligible telecommunications carrier shall maintain with the Commission the names, e-
25 mail addresses and telephone numbers of one primary and one secondary company

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1 representative who will manage the user accounts on the Commission's Lifeline secure
2 website.

3 (e) Within 20 calendar days of receiving the Commission's e-mail notification that the Lifeline
4 assistance plan application is available for retrieval, the eligible telecommunications carrier
5 shall provide a facsimile response to the Commission via the Commission's dedicated Lifeline
6 assistance facsimile telephone line at (850)717-0108, or an electronic response via the
7 Commission's Lifeline secure website, identifying the customer name, address, telephone
8 number, and date of the application for:

9 1. Misdirected Lifeline assistance plan applications;

10 2. Applications for customers currently receiving Lifeline assistance; and

11 3. Rejected applicants, which shall include the reason(s) why the applicants were rejected.

12 In lieu of a facsimile or electronic submission, the eligible telecommunications carrier may
13 file the information with the Office of Commission Clerk.

14 (f) Pursuant to Section 364.107(1), F.S., information filed by the eligible telecommunications
15 carrier in accordance with paragraph (8)(e) of this rule is confidential and exempt from
16 Section 119.07(1), F.S. However, the eligible telecommunications carrier may disclose such
17 information consistent with the criteria in Section 364.107(3)(a), F.S. For purposes of this
18 rule, the information filed by the eligible telecommunications carrier will be presumed
19 necessary for disclosure to the Commission pursuant to the criteria in Section 364.107(3)(a)4.,
20 F.S.

21 ~~For Lifeline applicants who do not use On-line enrollment or simplified certification~~
22 ~~enrollment, the eligible telecommunications carrier must accept Public Assistance eligibility~~
23 ~~determination letters, including those provided for food stamps, Medicaid, and public housing~~
24 ~~lease agreements, as proof of eligibility for Link-Up and Lifeline enrollment.~~

25 (8) An eligible telecommunications carrier shall not impose additional certification

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1 requirements on subscribers beyond those which are required by this rule or by Title 47, Code
2 of Federal Regulations, Part 54, Subpart E, Sections 54.409 Consumer qualification for
3 Lifeline, 54.410 Subscriber eligibility determination and certification, and 54.416 Annual
4 certifications by eligible telecommunications carriers, as amended June 28, 2012. Eligible
5 ~~telecommunications carriers must allow customers the option to submit Link Up or Lifeline~~
6 ~~applications via U.S. Mail or facsimile, and may allow applications to be submitted~~
7 ~~electronically. Eligible telecommunications carriers must also allow customers the option to~~
8 ~~submit copies of supporting documents via U.S. Mail or facsimile.~~

9 (9) If the Office of Public Counsel certifies a subscriber eligible to receive Lifeline assistance
10 under the income test set forth in Section 364.10(3)(a), F.S., an eligible telecommunications
11 carrier shall not impose any additional certification requirements on the subscriber. Eligible
12 ~~telecommunications carriers shall only require a customer to provide the last four digits of the~~
13 ~~customer's social security number for application for Lifeline and Link Up service and to~~
14 ~~verify continued eligibility for the programs as part of the annual verification process.~~

15 (10) An eligible telecommunications carrier must provide written notice to a customer within
16 30 days of receipt of the application providing the reason for a rejected Lifeline application
17 and the contact information for the customer to obtain information regarding the application
18 denial. All eligible telecommunications carriers shall participate in the Lifeline service
19 Automatic Enrollment Process. For purposes of this rule, the Lifeline service Automatic
20 Enrollment Process is an electronic interface between the Department of Children and Family
21 Services, the Commission, and the eligible telecommunications carrier that allows low income
22 individuals to automatically enroll in Lifeline following enrollment in a qualifying public
23 assistance program.

24 (a) ~~The Commission shall send an e-mail to the eligible telecommunications carrier informing~~
25 ~~the eligible telecommunications carrier that Lifeline service applications are available for~~

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1 ~~retrieval for processing.~~

2 ~~(b) The eligible telecommunications carrier shall enroll the subscriber in the Lifeline service~~
3 ~~program as soon as practicable, but no later than 60 days from the receipt of the e-mail~~
4 ~~notification. Upon completion of initial enrollment, the eligible telecommunications carrier~~
5 ~~shall credit the subscriber's bill for Lifeline service as of the date the eligible~~
6 ~~telecommunications carrier received the e-mail notification from the Commission.~~

7 ~~(c) The eligible telecommunications carrier shall maintain a current e-mail address with the~~
8 ~~Commission, which the Commission will use to inform the eligible telecommunications~~
9 ~~carrier of the Commission's Lifeline secure website address and that new Lifeline service~~
10 ~~applications are available for retrieval for processing.~~

11 ~~(d) The eligible telecommunications carrier shall maintain with the Commission the names, e-~~
12 ~~mail addresses and telephone numbers of one primary and one secondary company~~
13 ~~representative who will manage the user accounts on the Commission's Lifeline secure~~
14 ~~website.~~

15 ~~(e) Within 20 calendar days of receiving the Commission's e-mail notification that the Lifeline~~
16 ~~service application is available for retrieval, the eligible telecommunications carrier shall~~
17 ~~provide a facsimile response to the Commission via the Commission's dedicated Lifeline~~
18 ~~service facsimile telephone line at (850)413-7142, or an electronic response via the~~
19 ~~Commission's Lifeline secure website, identifying the customer name, address, telephone~~
20 ~~number, and date of the application for:~~

21 ~~1. Misdirected Lifeline service applications;~~

22 ~~2. Applications for customers currently receiving Lifeline service; and~~

23 ~~3. Rejected applicants, which shall include the reason(s) why the applicants were rejected.~~

24 ~~In lieu of a facsimile or electronic submission, the eligible telecommunications carrier may~~
25 ~~file the information with the Office of Commission Clerk.~~

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1 ~~(f) Pursuant to Section 364.107(1), F.S., information filed by the eligible telecommunications~~
2 ~~carrier in accordance with paragraph (9)(e) of this rule is confidential and exempt from~~
3 ~~Section 119.07(1), F.S. However, the eligible telecommunications carrier may disclose such~~
4 ~~information consistent with the criteria in Section 364.107(3)(a), F.S. For purposes of this~~
5 ~~rule, the information filed by the eligible telecommunications carrier will be presumed~~
6 ~~necessary for disclosure to the Commission pursuant to the criteria in Section 364.107(3)(a)4.,~~
7 ~~F.S.~~

8 (11) When an eligible telecommunications carrier provides a subscriber with notice of
9 impending termination of Lifeline assistance pursuant to Section 364.10(1)(e), F.S., the notice
10 shall contain the telephone number the subscriber may call to obtain more information about
11 the subscriber's Lifeline assistance from the eligible telecommunications carrier. Notices of
12 impending termination of Lifeline assistance provided by local exchange companies shall also
13 inform the subscriber of the availability of discounted residential basic local
14 telecommunications service, as set forth in Section 364.105, F.S. An eligible
15 telecommunications carrier shall not impose additional verification requirements on
16 subscribers beyond those which are required by this rule.

17 (12) If a subscriber's Lifeline assistance is terminated and the subscriber subsequently
18 presents proof of Lifeline eligibility, the eligible telecommunications carrier shall reinstate the
19 subscriber's Lifeline assistance as soon as practicable, but no later than 60 days following
20 receipt of proof of eligibility. Irrespective of the date on which the eligible
21 telecommunications carrier reinstates the subscriber's Lifeline assistance, the subscriber's bill
22 shall be credited for Lifeline assistance as of the date the eligible telecommunications carrier
23 received the proof of continued Lifeline eligibility. If the Office of Public Counsel certifies a
24 subscriber eligible to receive Lifeline service under the income test set forth in Section
25 364.10(3)(a), F.S., an eligible telecommunications carrier shall not impose any additional

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1 ~~verification requirements on the subscriber.~~

2 (13) Eligible telecommunications carriers must advertise the availability of Lifeline assistance
3 using media of general distribution, as required by Title 47, U.S. Code, Part I, Section
4 214(e)(1) Provision of universal service, Eligible telecommunications carriers, subparagraph
5 (B), 2011 edition of the Telecommunications Act of 1996, which is incorporated into this rule
6 by reference and which is available at: (hyperlink). ~~An eligible telecommunications carrier~~
7 ~~must provide written notice to a customer within 30 days of receipt of the application~~
8 ~~providing the reason for a rejected Lifeline application, and providing contact information for~~
9 ~~the customer to get information regarding the application denial.~~

10 (14) Eligible telecommunications carriers shall publicize the availability of Lifeline assistance
11 in a manner reasonably designed to reach those likely to qualify for the assistance, as required
12 by Title 47, Code of Federal Regulations, Part 54, Subpart E, Section 54.405 Carrier
13 obligation to offer Lifeline, paragraph (b), as amended March 2, 2012, which is incorporated
14 into this rule by reference and which is available at: (hyperlink). ~~An eligible~~
15 ~~telecommunications carrier must provide 60 days written notice prior to the termination of~~
16 ~~Lifeline service. The notice of pending termination shall contain the telephone number at~~
17 ~~which the subscriber can obtain information about the subscriber's Lifeline service from the~~
18 ~~eligible telecommunications carrier. The notice shall also inform the subscriber of the~~
19 ~~availability, pursuant to Section 364.105, F.S., of discounted residential basic local~~
20 ~~telecommunications service.~~

21 (15) If the eligible telecommunications carrier generates customer bills, the eligible
22 telecommunications carrier must also place an insert in the subscriber's bill or a message on
23 the subscriber's bill at least once each calendar year advising subscribers of the availability of
24 Lifeline to those who qualify for the assistance. ~~If a subscriber's Lifeline service is terminated~~
25 ~~and the subscriber subsequently presents proof of Lifeline eligibility, the eligible~~

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1 ~~telecommunications carrier shall reinstate the subscriber's Lifeline service as soon as~~
2 ~~practicable, but no later than 60 days following receipt of proof of eligibility. Irrespective of~~
3 ~~the date on which the eligible telecommunications carrier reinstates the subscriber's Lifeline~~
4 ~~service, the subscriber's bill shall be credited for Lifeline service as of the date the eligible~~
5 ~~telecommunications carrier received the proof of continued Lifeline eligibility.~~

6 (16) Each eligible telecommunications carrier shall maintain accurate records detailing how
7 the consumer demonstrated his or her eligibility for at least 3 years, and for as long as the
8 subscriber receives Lifeline assistance from that eligible telecommunications carrier. ~~All~~
9 ~~eligible telecommunications carriers shall provide current Lifeline service company~~
10 ~~information to the Universal Service Administrative Company at www.lifelinesupport.org so~~
11 ~~that the information can be posted on the Universal Service Administrative Company's~~
12 ~~consumer website.~~

13 ~~(17) Eligible telecommunications carriers must advertise the availability of Lifeline service to~~
14 ~~those who may be eligible for the service. At a minimum, if the eligible telecommunications~~
15 ~~carrier publishes a directory, the eligible telecommunications carrier must include in the index~~
16 ~~of the directory a notice of the availability of Lifeline service. If the eligible~~
17 ~~telecommunications carrier generates customer bills, the eligible telecommunications carrier~~
18 ~~must also place an insert in the subscriber's bill or a message on the subscriber's bill at least~~
19 ~~once each calendar year advising subscribers of the availability of Lifeline service.~~

20 ~~(18) Eligible telecommunications carriers may not charge a service deposit in order to initiate~~
21 ~~Lifeline service if the subscriber voluntarily elects toll blocking or toll control. If the~~
22 ~~subscriber elects not to place toll blocking or toll control on the line, an eligible~~
23 ~~telecommunications carrier may charge a service deposit.~~

24 ~~(19) Eligible telecommunications carriers may not charge Lifeline subscribers a monthly~~
25 ~~number portability charge.~~

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1 ~~(20) Eligible telecommunications carriers offering Link-Up and Lifeline service must submit~~
2 ~~quarterly reports to the Commission no later than 30 days following the ending of each quarter~~
3 ~~as follows: First Quarter (January 1 through March 31); Second Quarter (April 1 through June~~
4 ~~30); Third Quarter (July 1 through September 30); Fourth Quarter (October 1 through~~
5 ~~December 31). The quarterly reports shall include the following data:~~
6 ~~(a) The number of Lifeline subscribers, excluding resold Lifeline subscribers, for each month~~
7 ~~during the quarter;~~
8 ~~(b) The number of subscribers who received Link-Up for each month during the quarter;~~
9 ~~(c) The number of new Lifeline subscribers added each month during the quarter;~~
10 ~~(d) The number of transitional Lifeline subscribers who received discounted service for each~~
11 ~~month during the quarter; and~~
12 ~~(e) The number of residential access lines with Lifeline service that were resold to other~~
13 ~~carriers each month during the quarter.~~

14 *Rulemaking Authority ~~120.80(13)(d)~~, 350.127(2), ~~364.0252~~, 364.10(2)(3)(j) FS. Law*
15 *Implemented ~~364.0252~~, 364.10, 364.105, 364.183(1) FS. History—New 1-2-07, Amended 12-6-*
16 *07, 6-23-10,_____.*

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1 25-4.113 Refusal or Discontinuance of Service by Company.
2 ~~(1) As applicable, the company may refuse or discontinue telephone service under the~~
3 ~~following conditions provided that, unless otherwise stated, the customer shall be given notice~~
4 ~~and allowed a reasonable time to comply with any rule or remedy any deficiency:~~
5 ~~(a) For non-compliance with or violation of any state or municipal law, ordinance, or~~
6 ~~regulation pertaining to telephone service.~~
7 ~~(b) For the use of telephone service for any other property or purpose than that described in~~
8 ~~the application.~~
9 ~~(c) For failure or refusal to provide the company with a deposit to insure payment of bills in~~
10 ~~accordance with the company's regulations.~~
11 ~~(d) For neglect or refusal to provide reasonable access to the company for the purpose of~~
12 ~~inspection and maintenance of equipment owned by the company.~~
13 ~~(e) For noncompliance with or violation of the Commission's regulations or the company's~~
14 ~~rules and regulations on file with the Commission, provided 5 working days' written notice is~~
15 ~~given before termination.~~
16 ~~(f) For nonpayment of bills for telephone service, including the telecommunications access~~
17 ~~system surcharge referred to in subsection 25-4.160(3), F.A.C., provided that suspension or~~
18 ~~termination of service shall not be made without 5 working days' written notice to the~~
19 ~~customer, except in extreme cases. The written notice shall be separate and apart from the~~
20 ~~regular monthly bill for service. A company shall not, however, refuse or discontinue service~~
21 ~~for nonpayment of a dishonored check service charge imposed by the company, nor~~
22 ~~discontinue a customer's Lifeline local service if the charges, taxes, and fees applicable to dial~~
23 ~~tone, local usage, dual tone multifrequency dialing, emergency services such as "911," and~~
24 ~~relay service are paid. No company shall discontinue service to any customer for the initial~~
25 ~~nonpayment of the current bill on a day the company's business office is closed or on a day~~

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- 1 ~~preceding a day the business office is closed.~~
- 2 ~~(g) For purposes of paragraphs (e) and (f), “working day” means any day on which the~~
3 ~~company’s business office is open and the U.S. Mail is delivered.~~
- 4 ~~(h) Without notice in the event of customer use of equipment in such manner as to adversely~~
5 ~~affect the company’s equipment or the company’s service to others.~~
- 6 ~~(i) Without notice in the event of hazardous conditions or tampering with the equipment~~
7 ~~furnished and owned by the company.~~
- 8 ~~(j) Without notice in the event of unauthorized or fraudulent use of service. Whenever service~~
9 ~~is discontinued for fraudulent use of service, the company may, before restoring service,~~
10 ~~require the customer to make, at his own expense, all changes in facilities or equipment~~
11 ~~necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in~~
12 ~~revenues resulting from such fraudulent use.~~
- 13 ~~(2) In case of refusal to establish service, or whenever service is discontinued, the company~~
14 ~~shall notify the applicant or customer in writing of the reason for such refusal or~~
15 ~~discontinuance.~~
- 16 ~~(3) Service shall be initiated or restored when the cause for refusal or discontinuance has been~~
17 ~~satisfactorily adjusted.~~
- 18 ~~(4) The following shall not constitute sufficient cause for refusal or discontinuance of service~~
19 ~~to an applicant or customer:~~
- 20 ~~(a) Delinquency in payment for service by a previous occupant of the premises, unless the~~
21 ~~current applicant or customer occupied the premises at the time the delinquency occurred and~~
22 ~~the previous customer continues to occupy the premises and such previous customer shall~~
23 ~~benefit from such new service.~~
- 24 ~~(b) Delinquency in payment for service by a present occupant who was delinquent at another~~
25 ~~address and subsequently joined the household of the customer in good standing.~~

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- 1 ~~(e) Delinquency in payment for separate telephone service of another customer in the same~~
2 ~~residence.~~
- 3 ~~(d) Failure to pay for business service at a different location and a different telephone number~~
4 ~~shall not constitute sufficient cause for refusal of residence service or vice versa.~~
- 5 ~~(e) Failure to pay for a service rendered by the company which is not regulated by the~~
6 ~~Commission.~~
- 7 ~~(f) Failure to pay the bill of another customer as guarantor thereof.~~
- 8 ~~(g) Failure to pay a dishonored check service charge imposed by the company.~~
- 9 ~~(5) When service has been discontinued for proper cause, the company may charge a~~
10 ~~reasonable fee to defray the cost of restoring service, provided such charge is set out in its~~
11 ~~approved tariff on file with the Commission.~~
- 12 *Rulemaking Authority 350.127, 427.704(8) FS. Law Implemented 364.03, 364.19, 364.604,*
13 *427.704 FS. History—Revised 12-1-68, Amended 3-31-76, 10-25-84, 10-30-86, 1-1-91, 9-16-*
14 *92, 1-7-93, 1-25-95, 7-5-00, Repealed.*

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CODING: Words underlined are additions; words in ~~struck through~~ type are deletions from existing law.



Application for Lifeline Assistance

Billing name _____
Service Address _____
City _____ State _____ Zip Code _____
Last Four Digits of Social Security Number _____ Date of Birth _____
Billing Address (if different from Service Address) _____
City _____ State _____ Zip Code _____
Telephone Number (____) _____ **(NOTE: If you do not currently have local phone service, please contact a local phone provider in your area to establish service.)**

Applicants who presently participate in the Medicaid, Supplemental Nutrition Assistance Program (SNAP)/Food Stamps, or Temporary Cash Assistance (TCA) programs can complete an on-line electronic Lifeline application (available on the PSC Web site).

Is the residential address listed on this application permanent temporary? (Check one.)

Lifeline is a federal benefit. Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.

Only one Lifeline benefit is available per household. A household is defined, for purposes of Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses.

A household is not permitted to receive Lifeline benefits from multiple providers.

Violation of the one-per-household limitation constitutes a violation of the Lifeline rules and will result in the subscriber's de-enrollment from the program.

Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.

I hereby certify that I participate in the following assistance program(s): **(Check all that apply)**

- Temporary Cash Assistance
- Supplemental Nutrition Assistance Program (SNAP)/Food Stamps
- Medicaid
- Low-Income Home Energy Assistance Program (LIHEAP)
- Supplemental Social Security (SSI)
- Federal Public Housing Assistance (Section 8)
- National School Lunch Program (NSLP) – Free lunch
- Bureau of Indian Affairs Program (Tribal Temporary Assistance for Needy Families, Head Start Subsidy, NSLP) – Tribal Land Residents Only

(OVER)

NOTICE OF DEVELOPMENT OF RULEMAKING
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I certify and agree to the following:

I will notify my Lifeline provider within 30 days if I no longer participate in a qualifying DCF assistance program, if I receive more than one Lifeline benefit, or if another member of my household is receiving a Lifeline benefit;

If I move to a new address, I will provide that new address to my lifeline provider within 30 days;

If I provided a temporary residential address in this application, I will be required to verify my temporary residential address every 90 days with my Lifeline provider.;

My household will receive only one Lifeline benefit and, to the best of my knowledge, my household is not already receiving a Lifeline benefit;

The information contained in this application is true and correct to the best of my knowledge;

I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and,

I acknowledge that I may be required by my Lifeline provider to recertify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in deenrollment and the termination of my Lifeline benefits.

I understand that my name, telephone number, and address may be provided to the Universal Service Administrative Company (USAC) (the administrator of the program) and/or its agents for purpose of verifying that my household does not receive more than one Lifeline benefit.

I agree to allow exchange of any necessary information between the local telephone company, the appropriate federal or state agency, or fund administrator, to verify my eligibility to participate in the Lifeline discount program. I give this permission on the condition that the information in this form and any information about my participation in the above public assistance program provided by officials be maintained as confidential customer account information.

Customer's signature

Date

Customers of AT&T Florida, CenturyLink, or Verizon who are at or below 150% of the federal poverty income guidelines, but are not currently receiving benefits from one of the listed programs, do qualify for Lifeline service. Those customers may demonstrate their eligibility for Lifeline service to the Florida Office of Public Counsel. Please contact the Florida Office of Public Counsel at **1-800-540-7039**. Customers of other telephone companies who are at or below 150% of the federal poverty income guidelines, but are not currently receiving benefits from one of the listed programs, should contact their telephone company to see if their telephone company is voluntarily enrolling Lifeline applicants through the income eligibility test of 150% or less of the federal poverty income guidelines.

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~~Applicants who presently participate in the Medicaid Supplemental Nutrition Assistance Program (SNAP)/Food Stamps, or Temporary Cash Assistance (TCA) programs can complete an on-line electronic Lifeline application (available on the PSC Web site).~~

PSC/RADTEL 157 (REV 6/12)

Rule 25-4.0665, F.A.C

Florida Public Service Commission



Lifeline Florida On-line Application for Recipients of Medicaid, Supplemental Nutrition Assistance Program (SNAP)/Food Stamps, or Temporary Cash Assistance (TCA)

- English
- Español
- Creole



**ABOUT SSL
CERTIFICATES**

Section 364.107(1), Florida Statutes provides that personal identifying information concerning a participant in a telecommunications carrier's Lifeline Assistance Plan held by the Public Service Commission is confidential.

Lifeline is a federal benefit. Willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program.

Only one Lifeline service is available per household. A household is defined, for purposes of the Lifeline program, as any individual or group of individuals who live together at the same address and share income and expenses.

A household is not permitted to receive Lifeline benefits from multiple providers. Violation of the one-per-household limitation constitutes a violation of the Lifeline rules and will result in the subscriber's de-enrollment from the program. Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.

Customers of AT&T Florida, CenturyLink, or Verizon who are at or below 150% of the federal poverty income guidelines, but are not currently receiving benefits from one of the listed programs, do qualify for Lifeline service. Those customers may demonstrate their eligibility for Lifeline service to the [Florida Office of Public Counsel](#). Please contact the Florida Office of Public Counsel at 1-800-540-7039. Customers of other telephone companies who are at or below 150% of the federal poverty income guidelines, but are not currently receiving benefits from one of the listed programs, should contact their telephone company to see if their telephone company is voluntarily enrolling Lifeline applicants through the income eligibility test of 150% or

NOTICE OF DEVELOPMENT OF RULEMAKING
 UNDOCKETED
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less of the federal poverty income guidelines.

Applicants wishing to qualify for Lifeline using Supplemental Security Income (SSI), Federal Public Housing Assistance (Section 8), Low-Income Home Energy Assistance Program (LIHEAP), National School Lunch Free Lunch Program, or Bureau of Indian Affairs Programs (Tribal Temporary Assistance for Needy Families, Head Start Subsidy, NSLP) can complete a hard-copy Lifeline application (available on the PSC Web site), and submit it to their telephone provider along with verification that they are currently participating in one of these programs.

Contact Information

*Last Name	<input type="text"/>	*First Name	<input type="text"/>
*Address Line 1	<input type="text"/>		
Address Line 2	<input type="text"/>		
*City	<input type="text"/>	*State	<input type="text" value="FL"/> *Zip Code <input type="text"/>
The residential address listed on this application is:	<input checked="" type="radio"/> Permanent <input checked="" type="radio"/> Temporary	<input type="checkbox"/> Check if different Billing address	

*Telephone (###-###-####)	<input type="text"/>	Date (mm/dd/yyyy)	<input type="text" value="08/21/2012"/>
		* Date of Birth (mm/dd/yyyy)	<input type="text" value="08/21/2012"/> *

* Last 4 digits of Social Security Number	<input type="text"/>	The last four digits of your Social Security Number are required to complete this application. If you do not wish to provide this information here, please apply for Lifeline directly through your Service Provider.
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Service Provider	I hereby certify that I participate in the following public assistance program(s):
<input type="text" value="Select Provider"/> *	<input type="checkbox"/> Medicaid <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP)/Food Stamps <input type="checkbox"/> Temporary Cash Assistance (TCA)

I certify, that:

I will notify my Lifeline provider within 30 days if I no longer participate in a qualifying DCF assistance program, if I receive more than one Lifeline benefit, or if another member of my household is receiving a Lifeline benefit;

If I move to a new address, I will provide that new address to my Lifeline provider within 30 days;

If I provided a temporary residential address in this application, I will be required to verify my temporary residential address every 90 days with my Lifeline provider;

My household will receive only one Lifeline service and, to the best of my knowledge, my household is not already receiving a Lifeline service;

The information contained in this application is true and correct to the best of my knowledge;

I acknowledge that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and,

I acknowledge that I may be required by my Lifeline provider to recertify my continued eligibility for Lifeline at any time, and my failure to re-certify as to my continued eligibility will result in deenrollment and the termination of my Lifeline benefits.

I understand that my name, telephone number, and address may be provided to the Universal Service Administrative Company (USAC) (the administrator of the program) and/or its agents for the purpose of verifying that my household does not receive more than one Lifeline benefit.

I agree to allow exchange of any necessary information between the local telephone company, the appropriate federal or state agency, or fund administrator, to verify my eligibility to participate in the Lifeline discount program. I give this permission on the condition that the information in this form and any information about my participation in the above public assistance programs provided by officials be maintained as confidential customer account information.

I agree to these terms and conditions:

Yes

No

CLEAR

SUBMIT