

State of Florida



Public Service Commission

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TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: August 17, 2018

TO: Office of Commission Clerk (Stauffer)

FROM: Office of the General Counsel (Gervasi) *ps s.m.c.*
 Division of Economics (Draper) *ESD*
 Office of Industry Development and Market Analysis (Fogleman) *GF GH*

RE: Docket No. 20170233-TP – Proposed amendment of Rule 25-4.0665, F.A.C., Lifeline Service, and Proposed Repeal of Rule 25-4.113, F.A.C., Refusal or Discontinuance of Service by Company.

AGENDA: 08/29/18 – Regular Agenda – Rule Proposal – Interested Persons May Participate

COMMISSIONERS ASSIGNED: All Commissioners

PREHEARING OFFICER: Clark

RULE STATUS: Proposal May Be Deferred

SPECIAL INSTRUCTIONS: None

Case Background

On February 6, 2012, the Federal Communications Commission (FCC) released a Report and Order (Order FCC 12-11) and Further Notice of Proposed Rulemaking addressing Lifeline and Link Up Reform and Modernization.¹ The stated purposes of Order FCC 12-11 were to strengthen protections against waste, fraud, and abuse; improve program administration and accountability; improve enrollment and consumer disclosures; initiate modernization of the Lifeline program to include broadband; and constrain the growth of the program in order to reduce the burden on all who contribute to the Federal Universal Service Fund. Many of the

¹ In the Matter of Lifeline and Link Up Reform and Modernization (WC Docket No. 11-42), Lifeline and Link Up (WC Docket No. 03-109), Federal-State Joint Board on Universal Service (CC Docket No. 96-45), Advancing Broadband Availability Through Digital Literacy Training (WC Docket No. 12-23), Report and Order and Further Notice of Proposed Rulemaking. Adopted: January 31, 2012, Released: February 6, 2012.

modifications contained in Order FCC 12-11 affected Florida's Lifeline program. By Order No. PSC-12-0205-PAA-TP, issued April 17, 2012, in Docket No. 120052-TP,² the Commission modified Florida's Lifeline program accordingly and determined that Rule 25-4.0665, Florida Administrative Code (F.A.C.), the Commission's Lifeline rule, would need to be amended in order to conform to the requirements of Order FCC 12-11.

Meanwhile, during the course of the Commission's Lifeline rule development process, the FCC released a Notice of Proposed Rulemaking and Order seeking comments on restructuring the Lifeline program to include access to broadband.³ On April 27, 2016, the FCC released its Third Report and Order, Further Report and Order, and Order on Reconsideration (Order FCC 16-38), further addressing the modernization of the federal Lifeline program.⁴ The stated purpose of Order FCC 16-38 is to help low-income Americans afford access to the Internet. The Order reflects a transition of the FCC from primarily supporting voice services to targeting support at modern broadband services. Order FCC 16-38 encourages broadband providers to offer meaningful broadband services to Lifeline subscribers, streamlines Lifeline program rules, eliminates outdated program obligations, and makes several additional changes to combat waste, fraud, and abuse, including establishing a National Lifeline Eligibility Verifier that removes the responsibility of determining Lifeline subscriber eligibility from providers.

Many of the modifications contained in Order FCC 16-38 and the federal Lifeline rule amendments attached thereto affect Florida's Lifeline program. This recommendation addresses whether the Commission should propose the amendment of Rule 25-4.0665, F.A.C., Lifeline Service (Lifeline rule), in order to conform the rule to the requirements of Order FCC 16-38. This recommendation also addresses whether the Commission should propose the repeal of Rule 25-4.113, F.A.C., Refusal or Discontinuance of Service by Company, consistent with the 2011 deregulatory changes made to Chapter 364, Florida Statutes (F.S.).

A Notice of Development of Rulemaking was published on June 23, 2017, in Volume 43, Number 122, of the Florida Administrative Register (FAR). FairPoint Communications and Cox Florida Telcom, L.P., submitted comments on the draft Lifeline rule and AT&T requested a rule workshop. A Notice of Rule Development Workshop was published on July 26, 2017, in Volume 43, Number 144, of the FAR. Upon consideration of the comments submitted and concerns expressed by AT&T, staff further revised the preliminary draft rule language and AT&T thereafter withdrew its request for a workshop. Therefore, no rule development workshop was held. On August 29, 2017, staff issued notice of the revisions made to the preliminary draft rule language and provided all interested persons a second opportunity to submit further written comments or to request a workshop. No further comments or requests for workshop were received. The Commission has jurisdiction pursuant to sections 120.54, 350.127(2), 364.10, 364.105, and 364.183(1), F.S.

² In Re: Florida Link-Up and Lifeline Program Modernization. The order was consummated by Order No. PSC-12-0239-CO-TP, issued May 14, 2012.

³ FCC 15-71, WC Docket No. 11-42, Lifeline and Link-Up Reform and Modernization, Second Further Notice of Proposed Rulemaking, Order on Reconsideration, Second Report and Order, and Memorandum Opinion and Order, released June 22, 2015. The Commission filed comments in that proceeding on August 31, 2015.

⁴ In the Matter of Lifeline and Link Up Reform and Modernization (WC Docket No. 11-42), Telecommunications Carriers Eligible for Universal Service Support (WC Docket No. 09-197), and Connect America Fund (WC Docket No. 10-90). Order No. FCC 12-11. Adopted: March 31, 2016, Released: April 27, 2016.

Discussion of Issues

Issue 1: Should the Commission propose the amendment of Rule 25-4.0665, F.A.C., Lifeline Service, and the repeal of Rule 25-4.113, F.A.C., Refusal or Discontinuance of Service by Company?

Recommendation: Yes, the Commission should propose the amendment of Rule 25-4.0665, F.A.C., Lifeline Service, and the repeal of Rule 25-4.113, F.A.C., Refusal or Discontinuance of Service by Company, as set forth in Attachment A. Staff recommends that the Commission certify proposed amended Rule 25-4.0665, F.A.C., as a minor violation rule. (Gervasi, Fogleman, Draper)

Staff Analysis: Staff recommends that the Commission propose the amendment of Rule 25-4.0665, F.A.C., and the repeal of Rule 25-4.113, F.A.C., as set forth in Attachment A. Staff's rationale for the rule amendment and repeal is discussed in more detail below.

Amendment of Rule 25-4.0665, F.A.C., Lifeline Service

Rule 25-4.0665, F.A.C., Lifeline Service, establishes the requirements eligible telecommunications carriers (ETCs)⁵ must follow when they offer Lifeline service. The rule lists the eligibility criteria for applications, processes and procedures for accepting applications, procedures for rejecting applications, timeframes for enrolling applicants, advertising, and reporting requirements. Staff is recommending that the Commission propose the amendment of Rule 25-4.0665, F.A.C., in order to conform the rule to the requirements of Order FCC 16-38 and the federal Lifeline rule amendments attached thereto, specifically including FCC Rules 47 CFR §§ 54.400 - 54.417.

Eligibility Criteria

As shown on Attachment A, staff recommends that Paragraph (1) of the Rule 25-4.0665, F.A.C., should be amended to require ETCs to offer Lifeline assistance as prescribed by the FCC, and to incorporate the federal Lifeline rules into the rule by reference. Among other things, by Order FCC 16-38, the FCC amended Rule 47 CFR § 54.409(a) to remove state-specified eligibility criteria for Lifeline support in order to continue to prevent waste, fraud, and abuse.⁶ Therefore, the state-specified eligibility criteria contained in Paragraphs (1)-(3) and (7) should be deleted.

Staff notes that the FCC expressly removed the Low Income Home Energy Assistance Program, the National School Lunch Program, and Temporary Assistance for Needy Families as qualifying federal assistance programs for determining eligibility for Lifeline.⁷ This was due in

⁵ Section 364.10(1)(a), F.S., defines an ETC to mean "a telecommunications company, as defined by s. 364.02, which is designated as an eligible telecommunications carrier by the commission pursuant to 47 C.F.R. s. 54.201." Pursuant to 47 U.S. Code § 214(e)(1), common carriers designated as ETCs must offer the services that are supported by Federal universal service support mechanisms under 47 U.S. Code § 254(c), either using their own facilities or a combination of their own facilities and resale of another carrier's services. Order FCC 16-38 at 80, para. 223, requires that Lifeline providers must be designated as ETCs.

⁶ Order FCC 16-38 at 77, para. 212. The FCC noted that the changes to eligibility only apply to the federal Lifeline program, and that states that maintain their own Lifeline funds may still adopt any eligibility requirements that they deem necessary. *Id.* at 78, para. 215. Florida does not maintain state Lifeline funding.

⁷ Order FCC 16-38 at 68, para. 188.

part to low enrollment in Lifeline based on participation in those programs, as well as to a finding that those programs do not offer the same advantages in developing a federal eligibility database, preventing waste, fraud, and abuse, nor better targeting of the neediest low-income households as the Supplemental Nutrition Assistance Program, Medicaid, SSI, Federal Public Housing Assistance, and the Veterans Pension benefit.⁸

Elimination of Link Up Service

Staff recommends that Paragraph (4) of Rule 25-4.0665, F.A.C., should be deleted, to eliminate the requirement that ETCs who charge an initial connection charge must offer Link Up service to subscribers who are eligible for Lifeline. Federal Link Up assistance is no longer available to subscribers who are eligible for Lifeline service. By Order FCC 12-11, the FCC eliminated Link Up support on non-Tribal lands for all ETCs, and Rule 47 CFR § 54.413 was amended to restrict Link Up assistance to eligible residents of Tribal lands seeking telecommunications service from a telecommunications carrier that is receiving high-cost support on Tribal lands. Therefore, by Order No. PSC-12-0205-PAA-TP, the Commission removed non-Tribal Link Up from the Florida Lifeline program.

Subscriber Certification Requirements

Paragraph (9) specifies that an ETC shall only require the last four digits of a customer's social security number for continued eligibility for Lifeline and Link-Up as part of the annual verification process. That requirement is contained in Rule 47 CFR § 54.410, Subscriber eligibility determination and certification for Lifeline service, and should thus be deleted as unnecessary.

Paragraph (10)(b) contains a 60-day deadline for initial enrollment in the Lifeline program and requires an ETC to credit the subscriber's bill for Lifeline service as of the date the ETC received the e-mail notification from the Commission. This paragraph should be deleted because it conflicts with the subscriber eligibility determination and certification requirements of Rule 47 CFR § 54.410, which do not contain a deadline for initial enrollment. It also conflicts with Rule 47 CFR § 54.407(a), which states that "Universal service support for providing Lifeline shall be provided directly to an [ETC] based on the number of actual qualifying low-income customers it serves directly as of the first day of the month."

Paragraph (12) prohibits an ETC from imposing any additional verification requirements on a subscriber who is certified by the Office of Public Counsel (OPC) as being eligible to receive Lifeline service under the income test set forth in Section 364.10(2)(a), F.S. Section 364.10(2)(a), F.S., prescribes an income eligibility test of 150 percent or less of the federal poverty income guidelines for Lifeline customers. By Order FCC 16-38, the FCC continued to allow income-based eligibility for households with annual incomes of less than 135 percent of the federal poverty income guidelines. This paragraph should be deleted because it is inconsistent with the FCC's eligibility criteria.

Paragraph (15) requires the reinstatement of a subscriber's terminated Lifeline service no later than 60 days following receipt of proof of eligibility and requires that the subscriber's bill must

⁸ Id.

be credited for Lifeline service as of the date the ETC received the proof of continued Lifeline eligibility. That paragraph should be deleted because it conflicts with the subscriber eligibility determination and certification requirements of Rule 47 CFR § 54.410, which do not contain a deadline for reinstatement of a subscriber's terminated Lifeline service. It also conflicts with Rule 47 CFR § 54.407(a), which states that "Universal service support for providing Lifeline shall be provided directly to an [ETC] based on the number of actual qualifying low-income customers it serves directly as of the first day of the month."

Other Recommended Changes

The recommended changes to Paragraphs (14), (17), and (18) (newly numbered as Paragraphs (9), (11), and (12)) contained on Attachment A are self-explanatory. Staff recommends that Paragraph (19) be deleted as unnecessary because it is duplicative of Section 364.10(1)(d), F.S., which requires that an ETC may not charge Lifeline subscribers a monthly number-portability charge. Finally, staff recommends the deletion of Paragraph (20), which contains quarterly reporting requirements to the Commission. The quarterly reporting requirements are no longer necessary because, as reflected in newly numbered Paragraph (11), Rule 47 CFR § 54.422(c) requires ETCs to file detailed annual reports with the FCC, the program administrator, and with the relevant state commissions.

Moreover, the FCC has developed new national Lifeline application and recertification forms, as well as a worksheet to be used to determine whether a customer is eligible for Lifeline service in instances where the customer shares an address with another Lifeline recipient. Customers who are Medicaid or Supplemental Nutrition Assistance Program (SNAP) participants may also enroll in the Lifeline program in Florida by submitting the Commission's on-line application form. These forms are referenced in newly numbered Paragraphs (2), (3), and (4) of the draft Lifeline rule and are attached to this recommendation as Attachment C.

Repeal of Rule 25-4.113, F.A.C., Refusal or Discontinuance of Service by Company

Rule 25-4.113, F.A.C., Refusal or Discontinuance of Service by Company, outlines the conditions under which a local exchange telecommunications company may discontinue or refuse to provide telephone service. Staff recommends that consistent with the 2011 changes made to Chapter 364, F.S., the Commission should propose to repeal Rule 25-4.113, F.A.C. The Regulatory Reform Act of 2011 amended Chapter 364, F.S., to remove Commission regulatory oversight of basic local telecommunications service and nonbasic service, including service quality and price regulation. Section 364.01(3), F.S., provides that "[t]he Legislature finds that the competitive provision of telecommunications services, including local exchange telecommunications service, is in the public interest and has provided customers with freedom of choice, encouraged the introduction of new telecommunications service, encouraged technological innovation, and encouraged investment in telecommunications infrastructure." Sections 364.011(5) and 364.011(6), F.S., exempt basic and nonbasic service from Commission oversight, respectively, except to the extent delineated in Chapter 364, F.S. Rule 25-4.113, F.A.C., has thus been rendered obsolete.

Staff notes that this rulemaking docket was initiated to address Rules 25-4.113 and 25-4.0665, F.A.C., at the same time because Rule 25-4.113 specifically addresses Lifeline. Rule 25-

4.113(1)(f) provides that a company shall not “discontinue a customer’s Lifeline local service if the charges, taxes, and fees applicable to dial tone, local usage, dual tone multifrequency dialing, emergency services such as ‘911,’ and relay service are paid.” Staff considered whether this language should be included in the Lifeline rule upon the repeal of Rule 25-4.113, under the authority of Section 364.10(2)(c), F.S., which states that “[a]n eligible telecommunications carrier may not discontinue basic local telecommunications service to a subscriber who receives Lifeline service because of nonpayment by the subscriber of charges for nonbasic services billed by the telecommunications company, including long-distance service.” However, staff is not recommending the inclusion of this language in the Lifeline rule because it would be inconsistent with Order FCC 16-38 and the federal Lifeline rules, which do not prohibit an ETC from discontinuing a customer’s Lifeline service for any of the reasons stated in Rule 25-4.113, F.A.C. Pursuant to Rule 47 CFR §54.405, de-enrollment from Lifeline service occurs when a subscriber no longer meets the criteria for eligibility for the service, for non-usage of the service for 30 consecutive days, for failure to re-certify for the service, or upon request by the subscriber.

Statement of Estimated Regulatory Costs

Pursuant to Section 120.54(3)(b)1., F.S., agencies are encouraged to prepare a statement of estimated regulatory costs (SERC) before the adoption, amendment, or repeal of any rule. A SERC was prepared for this rulemaking and is appended as Attachment B. As required by Section 120.541(2)(a), F.S., the SERC analysis includes whether the amendment of Rule 25-4.0665 and repeal of Rule 25-4.113, F.A.C. (rule amendment and repeal), are likely to have an adverse impact on economic growth, private sector job creation or employment, or private sector investment in excess of \$1 million in the aggregate within five years after implementation. None of the impact cost/criteria established will be exceeded as a result of the recommended revisions.

The SERC concludes that the rule amendment and repeal will likely not directly or indirectly increase regulatory costs in excess of \$200,000 in the aggregate in Florida within one year after implementation. The SERC concludes that the rule amendment and repeal will not likely increase regulatory costs, will have minimal transactional costs, and minimal impact on small businesses. Moreover, the rule amendment and repeal will not have an adverse impact on business competitiveness, productivity, or innovation in excess of \$1 million in the aggregate within five years of implementation. Thus, the rule amendment and repeal do not require legislative ratification pursuant to Section 120.541(3), F.S. In addition, the SERC states that if any of the ETCs are small businesses, any impact from the rule amendment and repeal would be minimal. The SERC also states that the rule amendment and repeal would have no implementation or enforcement cost on the Commission or any other state and local government entity and would have no impact on small cities or small counties.

Minor Violation Rules Certification

Pursuant to Section 120.695, F.S., beginning July 1, 2017, for each rule filed for adoption, the Commission is required to certify whether any part of the rule is designated as a rule the violation of which would be a minor violation. A list of the Commission rules designated as minor violation rules is published on the Commission’s website, as required by Section 120.695(2), F.S. Currently, Rules 25-4.0665 and 25-4.113, F.A.C., are on the Commission’s list of rules designated as minor violations. If the Commission proposes the repeal of Rule 25-4.113,

F.A.C., once the repeal becomes effective, the rule should be deleted from the Commission's published list of minor violation rules.

If the Commission proposes the amendment of Rule 25-4.0665, F.A.C., the rule would continue to be considered a minor violation rule. Therefore, for purposes of filing the amended rule for adoption with the Department of State, staff recommends that the Commission certify proposed amended Rule 25-4.0665, F.A.C., as a minor violation rule.

Conclusion

For the above reasons, staff recommends that the Commission propose the amendment of Rule 25-4.0665 and the repeal of Rule 25-4.113, F.A.C., as set forth in Attachment A. Moreover, the Commission should certify proposed amended Rule 25-4.0665, F.A.C., as a minor violation rule.

Issue 2: Should this docket be closed?

Recommendation: Yes, if no requests for hearing or comments are filed, the rule amendment and repeal as proposed should be filed for adoption with the Secretary of State and the docket should be closed. (Gervasi)

Staff Analysis: Unless comments or requests for hearing are filed, the rules as proposed may be filed with the Secretary of State without further Commission action. The docket may then be closed.

1 **25-4.0665 Lifeline Assistance Service.**

2 (1) Eligible Telecommunications Companies must offer Lifeline Assistance as prescribed
3 by the Federal Communications Commission in Title 47, Code of Federal Regulations, Part
4 54, Subpart E, Universal Service Support for Low-Income Consumers, Sections 54.400
5 through 54.417, as amended October 1, 2017, which are hereby incorporated into this rule by
6 reference, and which are available at [hyperlink]. A subscriber is eligible for Lifeline service
7 if:

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

9 ~~1. Medicaid;~~

10 ~~2. Food Stamps;~~

11 ~~3. Supplemental Security Income (SSI);~~

12 ~~4. Temporary Assistance for Needy Families/Temporary Cash Assistance;~~

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

14 ~~6. Low Income Home Energy Assistance Program; or~~

15 ~~7. The National School Lunch Program—Free Lunch; or~~

16 ~~(b) The subscriber’s eligible telecommunications carrier has more than one million access~~
17 ~~lines and the subscriber’s household income is at or below 150 percent of the federal poverty~~
18 ~~income guidelines.~~

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

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

24 ~~(b) NSL Program—Free Lunch; or~~

25 ~~(c) Head Start.~~

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1 ~~(3) Eligible telecommunications carriers with less than one million access lines are not~~
2 ~~required to enroll Lifeline applicants through the income eligibility test of 150 percent or less~~
3 ~~of the federal poverty income guidelines, but may do so voluntarily.~~

4 ~~(4) Eligible telecommunications carriers that charge an initial connection charge must~~
5 ~~offer Link Up service to subscribers who are eligible for Lifeline service pursuant to this rule.~~

6 ~~(2)(5)~~ When enrolling customers in the Lifeline service program ~~under paragraph (1)(a) of~~
7 ~~this rule~~, eligible telecommunications carriers shall accept FCC Form 5629, OMB

8 APPROVAL EDITION 3060-0819, PSC/TEL 157 (6/10), entitled “Lifeline Program
9 Application Form,” “Application for Link Up Florida and Lifeline Assistance,” which is

10 incorporated into this rule by reference and which is available at [hyperlink] or can be

11 ~~accessed from the Universal Service Administrative Company’s Commission’s website at~~

12 https://www.usac.org/res/documents/li/pdf/nv/LI_Application_UniversalForm.pdf.

13 ~~www.floridapsc.com, by selecting “Link Up Florida and Lifeline Assistance,” then selecting~~

14 ~~“Need Discounted Phone Service?,” and then selecting “English Link Up and Lifeline~~

15 ~~Certification Form” (also available in Spanish and Creole). The Spanish version of this form~~

16 ~~is also incorporated into this rule by reference and is available at [hyperlink] or from the~~

17 ~~Universal Service Administrative Company’s website at~~

18 https://www.usac.org/res/documents/li/pdf/nv/LI-SP_Application_UniversalForms.pdf.

19 Eligible telecommunications carriers shall also accept Form PSC 1023 (08/18), entitled

20 “Lifeline Florida On-line Application for Recipients of Medicaid or Supplemental Nutrition

21 Assistance Program (SNAP),” which is incorporated into this rule by reference and which is

22 available at [hyperlink] or from the Commission’s website at www.floridapsc.com, by

23 selecting “Lifeline Assistance,” then selecting “Public Service Commission Secure On-Line

24 Application Form.”

25 ~~(3)(6)~~ When recertifying customers in the Lifeline service program, eligible

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1 telecommunications carriers shall accept FCC Form 5630, OMB APPROVAL EDITION
2 3060-0819, entitled “Lifeline Program Annual Recertification Form,” which is incorporated
3 into this rule by reference and which is available at [hyperlink] or from the Universal Service
4 Administrative Company’s website at
5 https://www.usac.org/res/documents/li/pdf/nv/LI_Recertification_UniversalForms.pdf. The
6 Spanish version of this form is also incorporated into this rule by reference and is available at
7 [hyperlink] or from the Universal Service Administrative Company’s website at
8 https://www.usac.org/res/documents/li/pdf/nv/LI-SP_Recertification_UniversalForms.pdf.
9 ~~Eligible telecommunications carriers shall enroll customers for Lifeline service who~~
10 ~~electronically submit Form PSC/TEL 158 (6/10), entitled “Lifeline and Link Up Florida On-~~
11 ~~line Self Certification Form,” which is incorporated into this rule by reference and can be~~
12 ~~accessed from the Commission’s website at www.floridapsc.com, by selecting “Link Up~~
13 ~~Florida and Lifeline,” then selecting “Apply On line.”~~
14 ~~(7) For Lifeline applicants who do not use On line enrollment or simplified certification~~
15 ~~enrollment, the eligible telecommunications carrier must accept Public Assistance eligibility~~
16 ~~determination letters, including those provided for food stamps, Medicaid, and public housing~~
17 ~~lease agreements, as proof of eligibility for Link Up and Lifeline enrollment.~~
18 (4) To obtain information necessary to confirm whether a customer is eligible for Lifeline
19 service in instances where the customer shares an address with another Lifeline recipient,
20 eligible telecommunications carriers shall accept FCC Form 5631, OMB APPROVAL
21 EDITION 3060-0819, entitled “Lifeline Program Household Worksheet,” which is
22 incorporated into this rule by reference and which is available at [hyperlink] or from the
23 Universal Service Administrative Company’s website at
24 https://www.usac.org/res/documents/li/pdf/nv/LI_Worksheet_UniversalForms.pdf. The
25 Spanish version of this form is also incorporated into this rule by reference and is available at

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1 [hyperlink] or from the Universal Service Administrative Company's website at

2 https://www.usac.org/res/documents/li/pdf/nv/LI-SP Worksheet UniversalForms.pdf.

3 ~~(5)(8)~~ Eligible telecommunications carriers must allow customers the option to submit
4 Link Up or Lifeline application and recertification forms applications via U.S. Mail or
5 facsimile, and may allow applications to be submitted electronically. Eligible
6 telecommunications carriers must also allow customers the option to submit copies of
7 supporting documents via U.S. Mail or facsimile.

8 ~~(9) Eligible telecommunications carriers shall only require a customer to provide the last~~
9 ~~four digits of the customer's social security number for application for Lifeline and Link Up~~
10 ~~service and to verify continued eligibility for the programs as part of the annual verification~~
11 ~~process.~~

12 ~~(6)(40)~~ All eligible telecommunications carriers shall participate in the Lifeline service
13 Simplified Automatic Enrollment Process. For purposes of this rule, the Lifeline service
14 Simplified Automatic Enrollment Process is an electronic interface between the Department of
15 Children and Family Services, the Commission, and the eligible telecommunications carrier
16 that allows low-income individuals to automatically enroll in Lifeline following enrollment in
17 a qualifying public assistance program.

18 (a) The Commission shall send an e-mail to the eligible telecommunications carrier
19 informing the eligible telecommunications carrier that Lifeline service applications are
20 available for retrieval ~~for processing~~.

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

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1 ~~(b)(e)~~ The eligible telecommunications carrier shall maintain at least one a current e-mail
2 address with the Commission, which the Commission will use to inform the eligible
3 telecommunications carrier of the Commission's Lifeline secure website address and that new
4 Lifeline service applications are available for retrieval ~~for processing~~.

5 ~~(c)(d)~~ The eligible telecommunications carrier shall maintain with the Commission the
6 names, e-mail addresses and telephone numbers of at least one ~~primary and one secondary~~
7 company representative who will manage the user accounts on the Commission's Lifeline
8 secure website.

9 ~~(d)(e)~~ Within 20 calendar days of receiving the Commission's e-mail notification that the
10 Lifeline service application is available for retrieval, the eligible telecommunications carrier
11 shall provide a facsimile response to the Commission via the Commission's dedicated Lifeline
12 service facsimile telephone line at (850) 717-0108 ~~413-7142~~, or an electronic response via the
13 Commission's Lifeline secure website, identifying the customer name, address, telephone
14 number, and date of the application for:

- 15 1. Misdirected Lifeline service applications; or
- 16 2. Applications for customers currently receiving Lifeline service; ~~and~~
- 17 3. ~~Rejected applicants, which shall include the reason(s) why the applicants were rejected.~~

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

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

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1 pursuant to the criteria in Section 364.107(3)(a)4., F.S.

2 ~~(7)(11)~~ An eligible telecommunications carrier shall not impose additional verification
3 requirements on subscribers beyond those which are required by this rule.

4 ~~(12) If the Office of Public Counsel certifies a subscriber eligible to receive Lifeline~~
5 ~~service under the income test set forth in Section 364.10(3)(a), F.S., an eligible~~
6 ~~telecommunications carrier shall not impose any additional verification requirements on the~~
7 ~~subscriber.~~

8 ~~(8)(13)~~ Within 20 calendar days of rejecting a Lifeline application, an An eligible
9 telecommunications carrier must provide written notice to the a customer ~~within 30 days of~~
10 ~~receipt of the application~~ providing the reason for rejecting the a ~~rejected~~ Lifeline application,
11 and providing contact information for the customer to get information regarding the
12 application denial. Rejected applications received by way of the Simplified Enrollment
13 Process under subsection (6) must also be reported to the Commission via the Commission's
14 dedicated Lifeline service facsimile telephone line at (850) 717-0108 or electronically via the
15 Commission's Lifeline secure website, with the reason why the application was rejected. In
16 lieu of a facsimile or electronic submission, the eligible telecommunications carrier may file
17 the information with the Office of Commission Clerk.

18 ~~(9)(14)~~ An eligible telecommunications carrier or its designee must provide ~~60 days~~
19 written notice prior to the termination of Lifeline service pursuant to Title 47, Code of Federal
20 Regulations, Part 54, Subpart E, Section 54.405 Carrier obligation to offer Lifeline, as
21 amended October 1, 2017. The notice of impending ~~pending~~ termination shall contain the
22 telephone number at which the subscriber can obtain information about the subscriber's
23 Lifeline service from the eligible telecommunications carrier. The notice shall also inform the
24 subscriber of the availability, pursuant to Section 364.105, F.S., of discounted residential basic
25 local telecommunications service.

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1 ~~(15) If a subscriber's Lifeline service is terminated and the subscriber subsequently~~
2 ~~presents proof of Lifeline eligibility, the eligible telecommunications carrier shall reinstate the~~
3 ~~subscriber's Lifeline service as soon as practicable, but no later than 60 days following receipt~~
4 ~~of proof of eligibility. Irrespective of the date on which the eligible telecommunications~~
5 ~~carrier reinstates the subscriber's Lifeline service, the subscriber's bill shall be credited for~~
6 ~~Lifeline service as of the date the eligible telecommunications carrier received the proof of~~
7 ~~continued Lifeline eligibility.~~

8 (10)(16) All eligible telecommunications carriers shall provide current Lifeline service
9 company information to the Universal Service Administrative Company at
10 www.lifelinesupport.org so that the information can be posted on the Universal Service
11 Administrative Company's consumer website.

12 (11)(17) Eligible telecommunications carriers must advertise the availability of Lifeline
13 service. Pursuant to Title 47, Code of Federal Regulations, Part 54, Subpart E, Section
14 54.405(b), all eligible telecommunications carriers are obligated to publicize the availability of
15 Lifeline service in a manner reasonably designed to reach those likely to qualify for the
16 service. Only posting the availability of Lifeline service on an eligible telecommunications
17 carrier's website is insufficient to meet this requirement. Advertising the availability of
18 Lifeline service can be achieved by using any of the following media: flyers, local newspaper
19 ads, local TV ads, mail, e-mail, web advertisements, bill inserts and other text-based methods
20 of advertisement or a combination of such media. Pursuant to Title 47 of the United States
21 Code, Section 214(e)(1)(B), as amended December 1, 1997, which is hereby incorporated into
22 this rule by reference, and which is available at [hyperlink], charges must also be included in
23 the Lifeline advertisement. The company may redirect consumers to a 1-800 customer service
24 number and website to see applicable charges and fees in lieu of listing all charges in an
25 advertisement. ~~to those who may be eligible for the service. At a minimum, if the eligible~~

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

1 ~~telecommunications carrier publishes a directory, the eligible telecommunications carrier must~~
2 ~~include in the index of the directory a notice of the availability of Lifeline service. If the~~
3 ~~eligible telecommunications carrier generates customer bills, the eligible telecommunications~~
4 ~~carrier must also place an insert in the subscriber's bill or a message on the subscriber's bill at~~
5 ~~least once each calendar year advising subscribers of the availability of Lifeline service.~~

6 (12)(18) Eligible telecommunications carriers must file all reports with the Commission in
7 accordance with Title 47, Code of Federal Regulations, Part 54, Subpart E, Section 54.422(c),
8 Annual reporting for eligible telecommunications carriers that receive low-income support, as
9 amended October 1, 2017, which is hereby incorporated into this rule by reference, and which
10 is available at [hyperlink]. ~~may not charge a service deposit in order to initiate Lifeline service~~
11 ~~if the subscriber voluntarily elects toll blocking or toll control. If the subscriber elects not to~~
12 ~~place toll blocking or toll control on the line, an eligible telecommunications carrier may~~
13 ~~charge a service deposit.~~

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

16 ~~(20) Eligible telecommunications carriers offering Link Up and Lifeline service must~~
17 ~~submit quarterly reports to the Commission no later than 30 days following the ending of each~~
18 ~~quarter as follows: First Quarter (January 1 through March 31); Second Quarter (April 1~~
19 ~~through June 30); Third Quarter (July 1 through September 30); Fourth Quarter (October 1~~
20 ~~through December 31). The quarterly reports shall include the following data:~~

21 ~~(a) The number of Lifeline subscribers, excluding resold Lifeline subscribers, for each~~
22 ~~month during the quarter;~~

23 ~~(b) The number of subscribers who received Link Up for each month during the quarter;~~

24 ~~(c) The number of new Lifeline subscribers added each month during the quarter;~~

25 ~~(d) The number of transitional Lifeline subscribers who received discounted service for~~

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1 ~~each month during the quarter; and~~

2 ~~(e) The number of residential access lines with Lifeline service that were resold to other~~
3 ~~carriers each month during the quarter.~~

4 *Rulemaking Authority 120.80(13)(d), 350.127(2), 364.10(3)(j) FS. Law Implemented 364.10,*
5 *364.105, 364.183(1) FS. History—New 1-2-07, Amended 12-6-07, 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~~
8 ~~in the application.~~

9 ~~(c) For failure or refusal to provide the company with a deposit to insure payment of bills~~
10 ~~in 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~~
14 ~~company's rules and regulations on file with the Commission, provided 5 working days'~~
15 ~~written notice is 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~~
5 ~~adversely 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~~
9 ~~service is discontinued for fraudulent use of service, the company may, before restoring~~
10 ~~service, require the customer to make, at his own expense, all changes in facilities or~~
11 ~~equipment necessary to eliminate illegal use and to pay an amount reasonably estimated as the~~
12 ~~loss in revenues resulting from such fraudulent use.~~

13 ~~(2) In case of refusal to establish service, or whenever service is discontinued, the~~
14 ~~company 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~~
17 ~~been satisfactorily adjusted.~~

18 ~~(4) The following shall not constitute sufficient cause for refusal or discontinuance of~~
19 ~~service 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~~
25 ~~another 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~~
4 ~~number 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 427.704 FS. History—New*
13 *12-1-68, Amended 3-31-76, 10-25-84, 10-30-86, 1-1-91, 9-16-92, 1-7-93, 1-25-95, 7-5-00,*
14 *Repealed.*

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State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: March 15, 2018

TO: Rosanne Gervasi, Senior Attorney, Office of the General Counsel

FROM: Elisabeth Draper, Economist Supervisor, Division of Economics

RE: Statement of Estimated Regulatory Costs (SERC) for Proposed Amendment to Rule 25-4.0665 and for proposed Repeal of Rule 25-4.113, Florida Administrative Code (F.A.C.)

Rule 25-4.0665, F.A.C., Lifeline Service (Lifeline rule), establishes the requirements eligible telecommunications carriers (ETCs) must follow when they offer Lifeline Service and Link-Up. The rule lists the eligibility criteria for applications, processes and procedures for accepting applications and submitting them to the Department of Children and Family Services, procedures for rejecting applications, timeframes for enrolling applicants, and reporting requirements. The rule is being amended to meet the requirements of new Lifeline rules adopted by the FCC and contained in the Code of Federal Regulations, §54.400 - §54.417, as amended October 1, 2016. The proposed amendment will eliminate Link-Up, eliminate Forms PSC/TEL 157 and 158, clarify ETCs' responsibilities regarding advertising the availability and charges or discounts of Lifeline service, and eliminate the Commission's quarterly reporting requirements.

Rule 25-4.113, F.A.C., Refusal or Discontinuance of Service by Company, outlines the conditions under which a local exchange telecommunications company may discontinue or refuse to provide telephone service. The rule specifically addresses discontinuing service to customers receiving Lifeline Service. Consistent with the 2011 changes made to Chapter 364, Florida Statutes (F.S.), Rule 25-4.113, F.A.C., would be repealed. The language from Rule 25-4.113, F.A.C., applicable to Lifeline subscribers is included in Chapter 364.10, F.S.

Without modification to its Lifeline rule, Florida's requirements will differ from the FCC's requirements. Under the FCC rule, state Lifeline programs can only differ from the FCC's requirements if the states pay for the variations themselves. Florida does not have a fund for Lifeline or program additions; therefore, ETCs must follow the new FCC rules. Any costs to the ETCs are as a result of the change in FCC rules. The majority of work associated with the changes to the FCC's rules has been completed. Most of the ETCs offer Lifeline in other states, so the impact to ETCs in Florida was shared with other states. The proposed amendment eliminates a Commission quarterly reporting requirement, which will save the ETCs money.

The attached SERC addresses the considerations required pursuant to Section 120.541, F.S. A workshop was scheduled for August 15, 2017, and then canceled at the request of an ETC. Subsequently, Commission staff made changes to the draft rule language provided for the August

15 workshop and requested comments; however, no comments were received. No regulatory alternatives were submitted pursuant to Section 120.541(1), F.S. None of the impact/cost criteria established in Section 120.541(2), F.S., will be exceeded as a result of the proposed revisions.

FLORIDA PUBLIC SERVICE COMMISSION
STATEMENT OF ESTIMATED REGULATORY COSTS
Rules 25-4.0665 and 25-4.113, F.A.C.

1. Will the proposed rule have an adverse impact on small business?
[120.541(1)(b), F.S.] (See Section E., below, for definition of small business.)

Yes No

If the answer to Question 1 is "yes", see comments in Section E.

2. Is the proposed rule likely to directly or indirectly increase regulatory costs in excess of \$200,000 in the aggregate in this state within 1 year after implementation of the rule? [120.541(1)(b), F.S.]

Yes No

If the answer to either question above is "yes", a Statement of Estimated Regulatory Costs (SERC) must be prepared. The SERC shall include an economic analysis showing:

A. Whether the rule directly or indirectly:

(1) Is likely to have an adverse impact on any of the following in excess of \$1 million in the aggregate within 5 years after implementation of the rule?
[120.541(2)(a)1, F.S.]

Economic growth Yes No

Private-sector job creation or employment Yes No

Private-sector investment Yes No

(2) Is likely to have an adverse impact on any of the following in excess of \$1 million in the aggregate within 5 years after implementation of the rule?
[120.541(2)(a)2, F.S.]

Business competitiveness (including the ability of persons doing business in the state to compete with persons doing business in other states or domestic markets) Yes No

Productivity Yes No

Innovation Yes No

(3) Is likely to increase regulatory costs, including any transactional costs, in excess of \$1 million in the aggregate within 5 years after the implementation of the rule? [120.541(2)(a)3, F.S.]

Yes No

Economic Analysis:

B. A good faith estimate of: [120.541(2)(b), F.S.]

(1) The number of individuals and entities likely to be required to comply with the rule.

19 Eligible Telecommunications Carriers (ETCs)

(2) A general description of the types of individuals likely to be affected by the rule.

Local Exchange Telephone Companies, Alternative Local Exchange Telephone Companies, and ETCs

C. A good faith estimate of: [120.541(2)(c), F.S.]

(1) The cost to the Commission to implement and enforce the rule.

None. To be done with the current workload and existing staff.

Minimal. Provide a brief explanation.

Other. Provide an explanation for estimate and methodology used.

(2) The cost to any other state and local government entity to implement and enforce the rule.

None. The rule will only affect the Commission.

Minimal. Provide a brief explanation.

Other. Provide an explanation for estimate and methodology used.

(3) Any anticipated effect on state or local revenues.

- None.
- Minimal. Provide a brief explanation.
- Other. Provide an explanation for estimate and methodology used.

D. A good faith estimate of the transactional costs likely to be incurred by individuals and entities (including local government entities) required to comply with the requirements of the rule. "Transactional costs" include filing fees, the cost of obtaining a license, the cost of equipment required to be installed or used, procedures required to be employed in complying with the rule, additional operating costs incurred, the cost of monitoring or reporting, and any other costs necessary to comply with the rule. [120.541(2)(d), F.S.]

- None. The rule will only affect the Commission.
- Minimal. Provide a brief explanation. Transactional costs only apply to ETCs. The majority of the work associated with the changes has been completed. Most ETCs offer discounts in multiple states so any impact in Florida was shared with other states. In addition, the proposed amendment eliminates an FPSC reporting requirement.
- Other. Provide an explanation for estimate and methodology used.

E. An analysis of the impact on small businesses, and small counties and small cities: [120.541(2)(e), F.S.]

(1) "Small business" is defined by Section 288.703, F.S., as an independently owned and operated business concern that employs 200 or fewer permanent full-time employees and that, together with its affiliates, has a net worth of not more than \$5 million or any firm based in this state which has a Small Business Administration 8(a) certification. As to sole proprietorships, the \$5 million net worth requirement shall include both personal and business investments.

- No adverse impact on small business.
- Minimal. Provide a brief explanation. If any of the ETCs are small

businesses, the impact would be minimal. The majority of the work associated with the changes has been completed. Most ETCs offer discounts in multiple states so any impact in Florida was shared with other states. In addition, the proposed amendment eliminates an FPSC reporting requirement.

Other. Provide an explanation for estimate and methodology used.

(2) A "Small City" is defined by Section 120.52, F.S., as any municipality that has an unincarcerated population of 10,000 or less according to the most recent decennial census. A "small county" is defined by Section 120.52, F.S., as any county that has an unincarcerated population of 75,000 or less according to the most recent decennial census.

No impact on small cities or small counties.

Minimal. Provide a brief explanation.

Other. Provide an explanation for estimate and methodology used.

F. Any additional information that the Commission determines may be useful. [120.541(2)(f), F.S.]

None.

Additional Information:

G. A description of any regulatory alternatives submitted and a statement adopting the alternative or a statement of the reasons for rejecting the alternative in favor of the proposed rule. [120.541(2)(g), F.S.]

No regulatory alternatives were submitted.

A regulatory alternative was received from

Adopted in its entirety.

Rejected. Describe what alternative was rejected and provide

a statement of the reason for rejecting that alternative.

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OMB APPROVAL EDITION 3060-0819

Lifeline Program Application Form



1. About Lifeline

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service.

Rules

If you qualify, your household can get Lifeline for phone or internet service, but not both.

- If you get Lifeline for phone service, you can get the benefit for one mobile phone or one home phone, but not both.
- If you get Lifeline for internet service, you can get the benefit for your mobile phone or your home connection, but not both.
- If you get Lifeline for bundled phone and internet service, you can get the benefit for your mobile phone bundled service or your home bundled service, but not both.

Your household cannot get Lifeline from more than one phone or internet company.

You are only allowed to get one Lifeline benefit per household, **not per person**. If more than one person in your household gets Lifeline, you are breaking the FCC's rules and will lose your benefit.

What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

Do not give your benefit to another person

Lifeline is non-transferable. You cannot give your Lifeline benefit to another person, even if they qualify.

Be honest on this form

You must give accurate and true information on this form and on all Lifeline-related forms or questionnaires. If you give false or fraudulent information, you will lose your Lifeline benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal actions against you. This may include (but is not limited to) fines or imprisonment.

You may need to show other documents

You will need to show your phone or internet company an official document from one of the government qualifying programs or prove your annual income. Please provide copies of your official documents with this application. Include the documents in option 1 or option 2 below:

1. If you qualify through a government program: copies of your state ID card and an official document from the program you are qualifying through (your SNAP card, Medicaid card, Supplemental Security Income (SSI) benefit letter, Federal Public Housing Assistance (FPHA) award letter, or other accepted documents).
2. If you qualify through your income: copies of your state ID card and your last state, federal, or Tribal tax return, pay stubs for 3 consecutive months, or other accepted documents. Visit lifelinesupport.org to see the full list of accepted documents.

Visit lifelinesupport.org to see the full list of accepted documents.

Apply

To apply, bring or mail this form to your phone or internet company.

To apply for a Lifeline benefit, fill out the required sections of this form, initial every agreement statement, and sign on page 6.

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Lifeline Program Application Form



2. Your Information

All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.

What is your full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First

Middle (optional) Suffix (optional)

Last

What is your phone number (if you have one)?

What is your date of birth?

Month Day Year

What is your email address (if you have one)?

What are the last 4 numbers of your Social Security Number (SSN)?

If you do not have a SSN, what is your Tribal Identification Number?

What is the best way to reach you?
 email phone text message mail

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Lifeline Program Application Form



2. Your Information (continued)

*Tribal lands include any federally recognized Indian tribes reservation, pueblo, or colony, including former reservations in Oklahoma; Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands—areas held in trust for Native Hawaiians by the state of Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 July 9, 1921, 42 Stat. 108, et. seq., as amended; and any land designated as such by the Commission for purposes of this subpart pursuant to the designation process in the FCC's Lifeline rules.

What is your home address? (The address where you will get service. Do not use a P.O. Box)

Street Number and Name																								
Apt., Unit, etc.					City																			
State		Zip Code																						

Is this a temporary address? Yes No **Check if you live on Tribal Lands***

What is your mailing address? (Only fill this out if it is not the same as your home address.)

Street Number and Name																								
Apt., Unit, etc.					City																			
State		Zip Code																						

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Lifeline Program Application Form



2. Your Information (continued)

Only fill this section
out if you are applying
through a child or
dependent.

Check if you are qualifying through a child or dependent in your household.
If so, answer the following questions:

What is their full legal name?

First

Middle (optional) Suffix (optional)

Last

What is their date of birth?

Month Day Year

What are the last 4 numbers of their Social Security Number (SSN)?

If they do not have a SSN, what is their Tribal Identification Number?

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Lifeline Program Application Form



3. Qualify for Lifeline

Fill out this section to show that you, your dependent, or someone in your household qualifies for Lifeline.

You can qualify through some government assistance programs or through your income (you do not need to qualify through both).

Qualify through a government program:

Check all programs that you or someone in your household have:

- Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA)
- Veterans Pension or Survivors Benefit Programs

Tribal Specific Programs

- Bureau of Indian Affairs (BIA) General Assistance
- Tribal Temporary Assistance for Needy Families (Tribal TANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribal Head Start (only households that meet the income qualifying standard)

Or

Qualify through your income:

(Only fill this out if you do not qualify through a government program.)

Including you, how many people live in your household? (check one)	Is your income the same or less than the amount listed for your state and household size? (only check yes or no next to your household size)				
	All 48 States & DC (not Alaska and Hawaii)	Alaska	Hawaii	Yes	No
<input type="checkbox"/> 1	\$16,389	\$20,493	\$18,846	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 2	\$22,221	\$27,783	\$25,555.50	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 3	\$28,053	\$35,073	\$32,265	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 4	\$33,885	\$42,363	\$38,974.50	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 5	\$39,717	\$49,653	\$45,684	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 6	\$45,549	\$56,943	\$52,393.50	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 7	\$51,381	\$64,233	\$59,103	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 8	\$57,213	\$71,523	\$65,812.50	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> If more than 8, add this amount for each extra person:	Add \$5,832	Add \$7,290	Add \$6,709.50	<input type="checkbox"/> Yes	<input type="checkbox"/> No

135% of the 2018 Federal Poverty Guidelines
*The Federal Poverty Guidelines are typically updated at the end of January.

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OMB APPROVAL EDITION 3060-0819

Lifeline Program Application Form



4. Agreement

I agree, under penalty of perjury, to the following statements:

You must initial next to each statement.

I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).
Initial

I agree that if I move I will give my service provider my new address within 30 days.
Initial

I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:
Initial

- 1) I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
- 2) Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.
Initial

I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.
Initial

All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.
Initial

I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.
Initial

My service provider may have to check whether I still qualify at any time. If I need to recertify (renew) my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.
Initial

I was truthful about whether or not I am a resident of Tribal lands, as defined in section 2 of this form.
Initial

I consent to let USAC contact me at my Lifeline phone number for important reminders and updates to my Lifeline service. Message and data rates may apply. Text STOP to end messages.

Signature <input type="text"/>	Today's Date <input type="text"/>
--	---

FCC FORM 5629

OMB APPROVAL EDITION 3060-0819

Lifeline Program Application Form



5. Agent Information

*Answer only if a sales
person submits this form.*

What is the agent's full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First																											
Middle (optional)														Suffix (optional)													
Last																											

What is the agent's ID number?

--	--	--	--	--	--	--	--	--	--

What is the agent's date of birth?

Month		Day		Year	

FCC FORM 5629

OMB APPROVAL EDITION 3060-0819

Lifeline Program Application Form



Notice

PAPERWORK REDUCTION ACT NOTICE: Section 54.410 of the Federal Communications Commission's rules requires all Lifeline subscribers to demonstrate their eligibility to receive Lifeline services. This collection of information stems from the Commission's authority under Section 254 of the Communications Act of 1934, as amended, 47 U.S.C. §254. Using this authority, the FCC has designated USAC as the permanent Lifeline Administrator. The FCC has published rules detailing how consumers can qualify for Lifeline services and what Lifeline services they may receive (47 CFR §54.400 et seq.). The data provided in response to this information collection will be used by USAC to verify the applicant's eligibility for Lifeline services.

We have estimated that each response to this collection of information will take, on average, between 0.25 and 0.75 hours. Our estimate includes the time to read the questions, look through existing records, gather the required data, and actually complete and review the form or response. If you have any comments on this estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMB-PERM, Paperwork Reduction Project (3060-0819), Washington, D.C. 20554. We also will accept your comments via the Internet if you send them to PRA@fcc.gov. Please **DO NOT SEND COMPLETED DATA COLLECTION FORMS TO THIS ADDRESS.**

Remember – You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid Office of Management and Budget (OMB) control number. This collection has been assigned an OMB control number of 3060-0819.

The Commission is authorized under the Communications Act of 1934, as amended, to collect the information we request on this form. If we believe there may be a violation or potential violation of a statute or a Commission regulation, rule, or order, your response may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation, or order.

If you do not provide the information we request on this form, you will not be eligible to receive Lifeline services under the Lifeline Program rules, 47 C.F.R. §§ 54.400-54.423.

The foregoing Notice is required by the Paperwork Reduction Act of 1995, P.L. No. 104-13, 44 U.S.C. § 3501, et seq.

PRIVACY ACT STATEMENT: The Privacy Act is a law that requires the Federal Communications Commission (FCC) and the Universal Service Administrative Company (USAC) to explain why we are asking individuals for personal information and what we are going to do with this information after we collect it.

Authority: Section 254 of the Communications Act (47 U.S.C. § 254), as amended, 47 U.S.C. § 254, authorizes the FCC to operate the Lifeline program. Using this authority, the FCC has designated USAC as the permanent Lifeline Administrator. The FCC has published rules detailing how consumers can qualify for Lifeline services and what Lifeline services they may receive (47 CFR §54.400 et seq.).

Purpose: We are collecting this personal information so we can verify that you qualify for the Lifeline program and so we can efficiently provide Lifeline services to you. We access, maintain and use your personal information in the manner described in the Lifeline System of Records Notice (SORN), FCC/WCB-1, which we have published in 82 Fed. Reg. 38686 (Aug. 15, 2017).

Routine Uses: We may share the personal information you enter into this form with other parties for specific purposes, such as: with contractors that help us operate the Lifeline program; with other federal and state government agencies that help us determine your Lifeline eligibility; with the telecommunications companies that provide you Lifeline service; and with law enforcement and other officials investigating potential violations of Lifeline rules.

A complete listing of the ways we may use your information is published in the Lifeline SORN described in the "Purpose" paragraph of this statement.

Disclosure: You are not required to provide the information we are requesting, but if you do not, you will not be eligible to receive Lifeline services under the Lifeline Program rules, 47 C.F.R. §§ 54.400-54.423.



Lifeline Florida On-line Application for Recipients of Medicaid or Supplemental Nutrition Assistance Program (SNAP)

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. For example, apartments in an apartment building are usually unique households. Individuals living in a nursing home can be considered unique households. Answer the questions below to determine if there is more than one household living at your address.

Does another adult (age 18 or older or emancipated minor) live with you <u>AND</u> have a Lifeline-discounted service or a "free" wireless Lifeline service? For example, husband, wife, domestic partner, parent, son, daughter, another relative (such as a sibling, aunt, cousin, grandparent, grandchild, etc.), a roommate, or another person.	<input type="radio"/> Yes <input type="radio"/> No
Do you share expenses for bills, food, or other living expenses <u>AND</u> share income (salary, public assistance benefits, social security payments or other income) with the person in question #1 that has a Lifeline-discounted services?	<input type="radio"/> Yes <input type="radio"/> No

A household is not permitted to receive Lifeline benefits from multiple providers. This includes both wireline and wireless 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 and potentially prosecution by the US government. Lifeline is a non-transferable benefit and the subscriber may not transfer his or her benefit to any other person.

Contact Information

*First Name	<input type="text"/>	*Last Name	<input type="text"/>
*Service Address Line 1	<input type="text"/>	*Service Address Line 2	<input type="text"/>
*City	<input type="text"/>	*State	FL <input type="button" value="v"/>
*Zipcode	<input type="text"/>	The residential address listed on this application is:	<input type="radio"/> Permanent <input type="radio"/> Temporary
*Telephone (###-###-####)	<input type="text"/>	* Date of Birth (mm/dd/yyyy)	<input type="text"/>
* 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.)	Service Provider	Please select an option <input type="button" value="v"/>
I hereby certify that I participate in the following public assistance program(s):		<input type="checkbox"/> Checked if Different Billing	
<input type="checkbox"/> Medicaid			
<input type="checkbox"/> SNAP			

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;

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 recertify as to my continued eligibility will result in disenrollment 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 and for proper administration of the program.

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

Date (mm/dd/yyyy)

SUBMIT

CLEAR

FCC FORM 5630

OMB APPROVAL EDITION 3060-0819

Lifeline Program Annual Recertification Form



1. About Lifeline

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service.

Rules

If you qualify, your household can get Lifeline for phone or internet service, but not both.

- If you get Lifeline for phone service, you can get the benefit for one mobile phone or one home phone, but not both.
- If you get Lifeline for internet service, you can get the benefit for your mobile phone or your home connection, but not both.
- If you get Lifeline for bundled phone and internet service, you can get the benefit for your mobile phone bundled service or your home bundled service, but not both.

Your household cannot get Lifeline from more than one phone or internet company.

You are only allowed to get one Lifeline benefit per household, **not per person**. If more than one person in your household gets Lifeline, you are breaking the FCC's rules and will lose your benefit.

What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

Do not give your benefit to another person

Lifeline is non-transferable. You cannot give your Lifeline benefit to another person, even if they qualify.

Be honest on this form

You must give accurate and true information on this form and on all Lifeline-related forms or questionnaires. If you give false or fraudulent information, you will lose your Lifeline benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal actions against you. This may include (but is not limited to) fines or imprisonment.

Recertify

To recertify for a Lifeline benefit, fill out the required sections of this form, initial every agreement statement, and sign on page 5.

To recertify, bring or mail this form to your phone or internet company.

FCC FORM 5630

OMB APPROVAL EDITION 3060-0819

Lifeline Program Annual Recertification Form



2. Your Information

All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.

What is your full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

First

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Middle (optional) Suffix (optional)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Last

What is your phone number (if you have one)?

--	--	--	--	--	--	--	--	--

What is your date of birth?

--	--	--	--	--	--

Month Day Year

What is your email address (if you have one)?

What are the last 4 numbers of your Social Security Number (SSN)?

--	--	--	--

If you do not have a SSN, what is your Tribal Identification Number?

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

What is the best way to reach you?

email phone text message mail

FCC FORM 5630

OMB APPROVAL EDITION 3060-0819

Lifeline Program Annual Recertification Form



2. Your Information (continued)

*Tribal lands include any federally recognized Indian tribes reservation, pueblo, or colony, including former reservations in Oklahoma; Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands—areas held in trust for Native Hawaiians by the state of Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 July 9, 1921, 42 Stat. 108, et. seq., as amended; and any land designated as such by the Commission for purposes of this subpart pursuant to the designation process in the FCC's Lifeline rules.

What is your home address? (The address where you will get service. Do not use a P.O. Box)

Street Number and Name																								
Apt., Unit, etc.					City																			
State		Zip Code																						

Is this a temporary address? Yes No **Check if you live on Tribal Lands***

What is your mailing address? (Only fill this out if it is not the same as your home address.)

Street Number and Name																								
Apt., Unit, etc.					City																			
State		Zip Code																						

FCC FORM 5630

OMB APPROVAL EDITION 3060-0819

**Lifeline Program
Annual Recertification Form**



3. Qualify for Lifeline

Fill out this section to show that you, your dependent, or someone in your household qualifies for Lifeline.

You can qualify through some government assistance programs or through your income (you do not need to qualify through both).

Qualify through a government program:

Check all programs that you or someone in your household have:

- Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA)
- Veterans Pension or Survivors Benefit Programs

Tribal Specific Programs

- Bureau of Indian Affairs (BIA) General Assistance
- Tribal Temporary Assistance for Needy Families (Tribal TANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribal Head Start (only households that meet the income qualifying standard)

Or

Qualify through your income:

(Only fill this out if you do not qualify through a government program.)

Including you, how many people live in your household? (check one)	Is your income the same or less than the amount listed for your state and household size? (only check yes or no next to your household size)				
	All 48 States & DC (not Alaska and Hawaii)	Alaska	Hawaii	Yes	No
<input type="checkbox"/> 1	\$16,389	\$20,493	\$18,846	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 2	\$22,221	\$27,783	\$25,555.50	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 3	\$28,053	\$35,073	\$32,265	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 4	\$33,885	\$42,363	\$38,974.50	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 5	\$39,717	\$49,653	\$45,684	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 6	\$45,549	\$56,943	\$52,393.50	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 7	\$51,381	\$64,233	\$59,103	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 8	\$57,213	\$71,523	\$65,812.50	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> If more than 8, add this amount for each extra person:	Add \$5,832	Add \$7,290	Add \$6,709.50	<input type="checkbox"/> Yes	<input type="checkbox"/> No

135% of the 2018 Federal Poverty Guidelines
*The Federal Poverty Guidelines are typically updated at the end of January.

FCC FORM 5630

OMB APPROVAL EDITION 3060-0819

Lifeline Program Annual Recertification Form



4. Agreement

I agree, under penalty of perjury, to the following statements:

You must initial next to each statement.

I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).
Initial

I agree that if I move I will give my service provider my new address within 30 days.
Initial

I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:
Initial

- 1) I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
- 2) Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.
Initial

I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.
Initial

All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.
Initial

I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.
Initial

My service provider may have to check whether I still qualify at any time. If I need to recertify (renew) my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.
Initial

I was truthful about whether or not I am a resident of Tribal lands, as defined in section 2 of this form.
Initial

I consent to let USAC contact me at my Lifeline phone number for important reminders and updates to my Lifeline service. Message and data rates may apply. Text STOP to end messages.

Signature <input type="text"/>	Today's Date <input type="text"/>
--	---

FCC FORM 5630

OMB APPROVAL EDITION 3060-0819

Lifeline Program
Annual Recertification Form



5. Agent Information

*Answer only if a sales
person submits this form.*

What is the agent's full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First																											
Middle (optional)														Suffix (optional)													
Last																											

What is the agent's ID number?

--	--	--	--	--	--	--	--	--	--

What is the agent's date of birth?

Month		Day		Year	

FCC FORM 5630

OMB APPROVAL EDITION 3060-0819

Lifeline Program Annual Recertification Form



Notice

PAPERWORK REDUCTION ACT NOTICE: Section 54.410 of the Federal Communications Commission's rules requires all Lifeline subscribers to recertify their eligibility to receive Lifeline services annually. This collection of information stems from the Commission's authority under Section 254 of the Communications Act of 1934, as amended, 47 U.S.C. §254. Using this authority, the FCC has designated USAC as the permanent Lifeline Administrator. The FCC has published rules detailing how consumers can qualify for Lifeline services and what Lifeline services they may receive (47 CFR §54.400 et seq.). The data provided in response to this information collection will be used by USAC to verify the applicant's continued eligibility for Lifeline services.

We have estimated that each response to this collection of information will take, on average, between 0.25 and 0.75 hours. Our estimate includes the time to read the form, look through existing records, gather the required data, and actually complete and review the form or response. If you have any comments on this estimate, or how we can improve the collection and reduce the burden it causes you, please write to the Federal Communications Commission, OMD-PERM, Paperwork Reduction Project (3060-0819), Washington, D.C. 20554. We also will accept your comments via the Internet if you send them to PRA@fcc.gov. Please **DO NOT SEND COMPLETED DATA COLLECTION FORMS TO THIS ADDRESS.**

Remember – You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid Office of Management and Budget (OMB) control number. This collection has been assigned an OMB control number of 3060-0819.

The Commission is authorized under the Communications Act of 1934, as amended, to collect the information we request in this form. We will use the information that you provide to determine your eligibility for Lifeline services. If we believe there may be a violation or potential violation of a statute or a Commission regulation, rule, or order, your form may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation, or order. In certain cases, the information in your form may be disclosed to the Department of Justice, court, or other adjudicative body when (a) the Commission; (b) any employee of the Commission; or (c) the United States government, is a party to a proceeding before the body or has an interest in the proceeding.

If you do not provide the information we request on this form, you will not be eligible to receive Lifeline services under the Lifeline Program rules, 47 C.F.R. §§ 54.400-54.423.

The foregoing Notice is required by the Paperwork Reduction Act of 1995, P.L. No. 104-13, 44 U.S.C. § 3501, et seq.

PRIVACY ACT STATEMENT: The Privacy Act is a law that requires the Federal Communications Commission (FCC) and the Universal Service Administrative Company (USAC) to explain why we are asking individuals for personal information and what we are going to do with this information after we collect it.

Authority: Section 254 of the Communications Act (47 U.S.C. § 254), as amended, 47 U.S.C. §254, authorizes the FCC to operate the Lifeline program. Using this authority, the FCC has designated USAC as the permanent Lifeline Administrator. The FCC has published rules detailing how consumers can qualify for Lifeline services and what Lifeline services they may receive (47 CFR §54.400 et seq.).

Purpose: We are collecting this personal information so we can verify that you qualify for the Lifeline program and so we can efficiently provide Lifeline services to you. We access, maintain and use your personal information in the manner described in the Lifeline System of Records Notice (SORN), FCC/WCB-1, which we have published in 82 Fed. Reg. 38686 (Aug. 15, 2017).

Routine Uses: We may share the personal information you enter into this form with other parties for specific purposes, such as: with contractors that help us operate the Lifeline program; with other federal and state government agencies that help us determine your Lifeline eligibility; with the telecommunications companies that provide you Lifeline service; and with law enforcement and other officials investigating potential violations of Lifeline rules.

A complete listing of the ways we may use your information is published in the Lifeline SORN described in the "Purpose" paragraph of this statement.

Disclosure: You are not required to provide the information we are requesting, but if you do not, you will not be eligible to receive Lifeline services under the Lifeline Program rules, 47 C.F.R. §§ 54.400-54.423.

FCC FORM 5631

OMB APPROVAL EDITION 3060-0819

Lifeline Program Household Worksheet



About Lifeline

Lifeline is a benefit that lowers the monthly cost of phone or internet service (not both). You are only allowed to get one Lifeline benefit per household, not per person.

What this worksheet is for

Use this worksheet if someone else at your address gets Lifeline. The answers to these questions will help you find out if there is more than one household at your address.

What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

Examples of one household:

- A married couple who live together are one household. They must share one Lifeline benefit.
- A parent/guardian and child who live together are one household. They must share one Lifeline benefit.
- An adult who lives with friends or family who financially support him/her are one household. They must share one Lifeline benefit.

Examples of more than one household:

- 4 roommates who live together but do not share money are 4 households. They can have one Lifeline benefit each, 4 total.
- 30 seniors who live in an assisted-living home are 30 households. They can have one Lifeline benefit each, 30 total.

Household expenses

A household shares expenses. Household expenses include, but are not limited to, food, healthcare expenses, and the cost of renting or paying a mortgage on your place of residence and utilities.

Income

Households share income. Income includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

FCC FORM 5631

OMB APPROVAL EDITION 3060-0819

Lifeline Program
Household Worksheet



Your Information

All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.

What is your full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First																									
Middle (optional)													Suffix (optional)												
Last																									

What is your home address? (The address where you will get service. Do not use a P.O. Box)

Street Number and Name																									
Apt., Unit, etc.						City																			
State		Zip Code																							

FCC FORM 5631

OMB APPROVAL EDITION 3060-0819

Lifeline Program Household Worksheet



Can you apply?

Follow this decision tree to confirm if you qualify for the Lifeline Program.

1. Do you live with another adult?

Adults are people who are 18 years old or older, or who are emancipated minors. This can include a spouse, domestic partner, parent, adult son or daughter, adult in your family, adult roommate, etc.

Yes

If yes, answer question 2

No

2. Do they get Lifeline?

Yes

If yes, answer question 3

No

3. Do you share money (income and expenses) with them?

This can be the cost of bills, food, etc., and income. If you are married, you should check yes for this question.

Yes

No

You do not qualify for Lifeline because someone in your household already gets the benefit. You are only allowed to get one Lifeline discount per household, not per person.

Check this box

You can apply for Lifeline. You live in a household that does not get Lifeline yet. Please initial line **B** on page 4, and sign and date the worksheet.

Check this box

You can apply for Lifeline. You live at an address with more than one household and your household does not get Lifeline yet. Please initial lines **A** and **B** on page 4, and sign and date the worksheet.

Check this box

FCC FORM 5631

OMB APPROVAL EDITION 3060-0819

Lifeline Program Household Worksheet



Agreement

Please initial the agreement below and sign and date this worksheet. Submit this worksheet to your service provider with your Lifeline Program Application Form.

I consent to let USAC contact me at my Lifeline phone number for important reminders and updates to my Lifeline service. Message and data rates may apply. Text STOP to end messages.

Initial

A I live at an address with more than one household.

Initial

B I understand that the one-per-household limit is a Federal Communications Commission (FCC) rule and I will lose my Lifeline benefit if I break this rule.

Signature

Today's Date

Notice

NOTICE: Section 54.410 of the Federal Communications Commission's rules requires all Lifeline subscribers to demonstrate their eligibility to receive Lifeline services. If more than one person at the same address is applying for Lifeline service, all applicants must submit a Household Worksheet. This collection of information stems from the Commission's authority under Section 254 of the Communications Act of 1934, as amended, 47 U.S.C. §254. Using this authority, the FCC has designated USAC as the permanent Lifeline Administrator. The FCC has published rules detailing how consumers can qualify for Lifeline services and what Lifeline services they may receive (47 CFR §54.400 et seq.). The data provided in response to this information collection will be used by USAC to verify the applicant's eligibility for Lifeline services.

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