

Rutledge | Ecenia

119 South Monroe Street, Suite 202
Tallahassee, Florida 32301

P.O. Box 551
Tallahassee, Florida 32302

August 15, 2019

Mr. Adam Teitzman
Director, Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399

REDACTED

Re: Virgin Mobile's Response to Florida Lifeline Data Request 2019

Dear Mr. Teitzman:

Although wireless Eligible Telecommunications Carriers no longer fall under the jurisdiction of the Florida Public Service Commission, as a courtesy Virgin Mobile USA, LP ("Virgin Mobile") provides the enclosed responses to Staff's 2019 Lifeline Data Request regarding annual reporting for Eligible Telecommunications Carriers that receive low-income support.

Enclosed for filing are:

1. Public Attachment A: Virgin Mobile's redacted response to Staff's data request, as required by Rule 25-22.006(5), Florida Administrative Code, and
2. Confidential Attachment B: a sealed envelope marked "CONFIDENTIAL," containing confidential portions of Virgin Mobile's response.

Pursuant to §364.183(1), Florida Statutes, Virgin Mobile claims that the highlighted portions of the documents provided in Confidential Attachment B are confidential and proprietary business information of Virgin Mobile that should be kept confidential and exempt from public disclosure.

Thank you for your assistance in this matter. Please date stamp the enclosed additional copy of this letter as "filed" and return the same to my office. Please do not hesitate to contact me if you have any questions.

Sincerely,

/s/ Marsha E. Rule

Marsha E. Rule

RECEIVED-FPSC
2019 AUG 15 PM 3:53
COMMISSION
CLERK

VIRGIN MOBILE USA, LP

ATTACHMENT A

(PUBLIC)

****REDACTED****

CLEC AND WIRELESS LIFELINE DATA REQUEST 2019

To assist the Florida Public Service Commission in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Chapter 364.10, Florida Statutes, **staff requests that you provide responses to the following questions by August 15, 2019. Your response should include your company name, contact person, and email address.**

For items 1 through 16, please provide the data for the fiscal year July 1, 2018, through June 30, 2019.

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

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

RESPONSE: As a wireless-only provider, Virgin Mobile does not have any “residential access lines.”

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

RESPONSE: Please see Schedule 1.

3. The amount of Lifeline credit per line provided to Lifeline customers on their monthly bill.

RESPONSE:

- We do not issue monthly bills to any prepaid customers, including our Lifeline customers; however,
- During the specified time-period, Virgin Mobile base voice only customers who used a feature phone received 750 minutes and unlimited free texts. Beginning on or before December 1, 2018, those customers received 1,000 minutes and unlimited free texts.
- During the specified time-period, Virgin Mobile base customers who used a smart phone received 350 minutes, unlimited free texts and 1GB of 3G or faster data each month. Beginning on or before December 1, 2018, those customers received 350 minutes, unlimited free texts and 2GB of 3G or faster data each month.
- New customers who enrolled between the start of the specified time period and November 30, 2018 received 350 minutes, unlimited free texts and 1GB of 3G or faster data each month. On or before December 1, 2018, those customers began receiving 350 minutes, unlimited free texts and 2GB of 3G or faster data each month.
- New customers who enrolled on or after December 1, 2018 received 350 minutes, unlimited free texts and 2GB of 3G or faster data each month.

CLEC and WIRELESS Lifeline Data Request 2019
 July 15, 2019

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

RESPONSE: See confidential chart below:

Description	Total
ADDRESS document(s) not on acceptable list of Proof of Address. Please submit application with another Proof of Address document	REDACTED
Address on document doesn't match application	REDACTED
Application removed due to an existing application or account with matching some CPNI information - name, DOB, SSN.	REDACTED
Application was submitted with extra letters and/or characters in one of the name fields	REDACTED
Bank statement not acceptable	REDACTED
Date of birth could not be validated	REDACTED
Denied for duplicate application	REDACTED
Did not indicate Date of Birth and/or last 4 numbers of Social Security Number	REDACTED
Did not provide 3 full months or 12 weeks of income documentation	REDACTED
Document does not prove eligibility for any LL program. Please resubmit with valid eligibility document.	REDACTED
Document(s) provided does not meet program guidelines	REDACTED
Documentation must be in English or Spanish	REDACTED
Documentation submitted is not for an eligible program listed on application	REDACTED
Documentation to support income-based eligibility was not received	REDACTED
Documentation to support program-based eligibility was not received	REDACTED
Does not meet age requirement	REDACTED
Duplicate eligibility document used	REDACTED
Eligibility document ID missing or less than 6 characters	REDACTED
Expired document used. Please submit with valid document	REDACTED
Failed to check all required statements in signature section	REDACTED
Hourly app removal	REDACTED
Identity could not be found in public and governmental records. Full name, DOB, last 4 SSN, and address will need to be verified	REDACTED
IDENTITY document(s) not on acceptable list of Proof of Identity. Please submit application with another Proof of Identify document	REDACTED
Income documentation provided does not include dates. Dated documentation is required	REDACTED
Income documentation provided does not include gross income data, income before taxes and deductions	REDACTED
Income documentation provided is too old/outdated	REDACTED
Income does not meet eligibility guidelines	REDACTED
Incomplete First or Last Name	REDACTED
Lifeline account already exists – No evidence the USAC Economic worksheet was received by the required deadline.	REDACTED
Lifeline service not available in this area	REDACTED
Multiple household sizes were selected, only 1 may be chosen	REDACTED

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Must complete updated application. Application submitted is out dated.	REDACTED
Must provide single applicant name (multiple were provided)	REDACTED
Name change no documentation	REDACTED
Name on document(s) doesn't match application. Please submit application with correct name.	REDACTED
Name or SSN4 could not be validated	REDACTED
NLAD Denied. Do not resubmit application	REDACTED
NLAD Unvalidated Address	REDACTED
No evidence a Re-certification Form was returned	REDACTED
No evidence that you returned a new state application after your relocation by the deadline.	REDACTED
No evidence the USAC Economic worksheet was received by the required deadline.	REDACTED
PO BOX/General Delivery not acceptable as service address	REDACTED
Program documentation submitted is expired	REDACTED
Program information provided does not match applicant's name and/or address	REDACTED
Remove Me From Program	REDACTED
Same day app removal	REDACTED
Signature on form does not match applicant's name.	REDACTED
Supporting document is unreadable/blurry. Please submit with a clear image	REDACTED
The address you provided was incomplete.	REDACTED
Unreviewable	REDACTED
USAC does not pass	REDACTED
We have determined you have already been approved with another Lifeline carrier within the past 60 days.	REDACTED
We were not able to verify that you live at the home address you listed based on the documentation with your Address Verification Form.	REDACTED
You did not select a program or number of family members.	REDACTED
Your personal information (name, date of birth, social security number) couldn't be verified in the database.	REDACTED
Your signature was missing or unreadable on the application.	REDACTED
Your signature was missing or unreadable on the Attestation/Service Authorization Form.	REDACTED

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

RESPONSE: Please see Schedule 1.

6. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers moved to Transitional Lifeline.

RESPONSE: Please see Schedule 1.

7. In accordance with Section 364.105, Florida Statutes, are you offering Transitional Lifeline service? If yes, what is the number of customers participating per month and what are your advertising efforts for Transitional Lifeline service?

RESPONSE: Yes, please see Schedule 1. The 10c a minute plan is disclosed in our terms of service. In addition, we also provide notification to individual customers who are placed on the transition service because they are no longer eligible for Lifeline service. .

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

RESPONSE: Please see Schedule 1.

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

RESPONSE: The vast majority of paper and web applications are reviewed within 4 days of receipt. Eligibility determination letters are received by the applicant approximately 10 days after the determination is reached. For approved customers, a handset is shipped simultaneous with the approval letter for delivery within 3-5 days. Once the customer activates that handset, the first month discount is applied in the form of 350 free voice minutes, unlimited messages and 2GB of 3G or faster data. Applications that are taken in real time with a sales agent are reviewed immediately and approved applicants receive their eligibility decision and their activated phone and service at the same time.

10. Description of your company's procedures for Lifeline. Include the following in your response:

- a. Internal procedures for promoting Lifeline.

RESPONSE: Virgin Mobile has multiple toll-free numbers as contact points for Lifeline inquiries with the ability to be transferred for Spanish language information. Specialized call center advisors have information regarding Lifeline service available.

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

RESPONSE: From time to time, Virgin Mobile promotes its Assurance Wireless-branded Lifeline service at community events that are targeted to potential Lifeline eligible customers.

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

RESPONSE: In addition to the Assurance Wireless website, Assurance engages in digital advertising through tactics like search engine marketing, social media, and partnerships.

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

RESPONSE: In addition to our website, please see Attachment 2 for copies of outreach materials.

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- e. Any links on your company Web site that provides Lifeline information.

RESPONSE: Please refer to our website www.assurancewireless.com.

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

RESPONSE: Currently, Virgin Mobile is partnering with Medicaid providers on a national rollout. We also have partnerships with other companies that service the low-income population.

11. Did your company provide Lifeline services using resale Lifeline lines obtained from an underlying carrier? If yes, identify the underlying carrier and the number of resale Lifeline lines obtained each month.

RESPONSE: No Lifeline service was provided through resale agreements.

12. To the extent you have experienced a decline in Lifeline customers since last year, please list and describe any issues that may have contributed to the decline. Any additional general comments or information you believe will assist staff in evaluating and reporting Lifeline participation in Florida are welcome.

RESPONSE: Virgin Mobile experienced a decline in Lifeline customers in Florida because of de-enrollments consistent with Federal Lifeline rules and a decline in gross additions as compared to last year. .

13. Is your company currently providing Lifeline in any of the states where the National Verifier has been implemented? If yes, please identify any issues you have experienced utilizing the National Verifier.

RESPONSE: Yes, we do provide Lifeline service in states that have transitioned to the National Verifier. We are concerned in particular that the NV's lack of APIs, and USAC's lack of automated access to SNAP and Medicaid databases in some states, are having a negative impact on the Lifeline program.

14. Are you using the National Lifeline Application/Recertification forms in Florida?

RESPONSE: Yes, Virgin Mobile is now using the USAC universal application/recertification form.

15. In the last year, has your company filed for any form of bankruptcy? If yes, please identify the chapter and the date filed.

RESPONSE: No.

16. Within the last two years, has your company been involved in any FCC enforcement actions? If yes, please provide the FCC docket number.

RESPONSE: No.

**2019 Florida Lifeline Data Request
Virgin Mobile USA, L.P.**

SCHEDULE 1

REDACTED

	2. # of customers participating in Lifeline each month	# of customers participating in Link-Up each month ¹	4. # of customers denied Lifeline service	5. # of Lifeline customers added each month	# of Link-Up customers added each month ¹	6. # of Lifeline customers removed from Lifeline each month	7. # of customers participating in Transitional Lifeline each month	8. # of customers participating in Lifeline under Tribal Lands provision each month
Jul-2018	417,750	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Aug-2018	416,987	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Sep-2018	419,766	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Oct-2018	416,986	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Nov-2018	412,931	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Dec-2018	413,484	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Jan-2019	407,839	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Feb-2019	405,296	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Mar-2019	405,176	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Apr-2019	405,075	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
May-2019	408,451	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0
Jun-2019	411,114	N/A	REDACTED	REDACTED	N/A	REDACTED	REDACTED	0

1. Virgin Mobile USA does not charge its Lifeline customers an activation fee, therefore, it does not participate in Link-Up.

VIRGIN MOBILE USA, LP
OUTREACH AND CERTIFICATION ATTACHMENTS

assurance
wireless *Virgin*
brought to you by *mobile*

For New Customers

**Monthly
Data**



**Unlimited
Texts**



**Monthly
Minutes**

FREE Lifeline Service to Qualifying Households

IF APPROVED, GET A **FREE** SMARTPHONE RIGHT HERE, RIGHT NOW

Lifeline is a government benefit program supported by the federal Universal Service Fund. Enrollment is available to individuals who qualify based on federal or state-specific eligibility criteria. You may qualify if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP). You can also qualify based on your household income. You must provide proof of program participation or proof of income. One Lifeline discounted service (landline or wireless) is available per household. A household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Assurance Wireless reserves the right to modify, suspend, or cancel offers at any time.

© 2014 Assurance Wireless

HERE'S WHAT YOU NEED TO KNOW TO MAKE THE MOST OF YOUR NEW ASSURANCE WIRELESS LIFELINE PLAN.

Your service includes:

- FREE 2GB High-Speed Data Each Month
- FREE Unlimited Texts
- FREE Minutes Each Month

Plus:

- FREE Android™ Smartphone*

Need more? Get our best rates ever on Unlimited Talk & Text plans with Data.

FOR SMARTPHONE CUSTOMERS:

Plan	Total Data**	Total Texts	Total Minutes
\$15 Plan	2.5GB	Unlimited	Unlimited
\$20 Plan	3GB	Unlimited	Unlimited
\$30 Plan	6GB	Unlimited	Unlimited
\$45 Plan	12GB	Unlimited	Unlimited

*Customers who have been reinstated within 60 days of their service end date will keep their original phone and phone number.

**Total Data includes 2GB FREE Data included with your monthly plan.

For Feature Phone Customers:

- \$30 Unlimited Talk, Text & Web – Includes Unlimited Voice Minutes, Unlimited Texts and Unlimited Data at up to 3G speed each month.

All customers may get additional Minutes at these great values:

- \$5 for 250 additional Minutes each month
- 10¢ each additional Minute

MONTHLY DATA PACKS:

Data Pack	Includes High-speed Data
\$1	100MB Data
\$3	500MB Data
\$5	1GB Data
\$10	2GB Data
\$20	4GB Data
\$30	5GB Data



How do I buy additional data, minutes and other services?

It's easy. First, you need to add money to your account. You can use your phone, go online or call our automated phone service and add money by credit or debit card, PayPal or a Virgin Mobile Top-Up card.

There are several ways to purchase additional services:

- Click on the Account Login tab on assurancewireless.com
- Go to My Account on your phone
- Dial 611 from your Assurance Wireless phone or call 1-888-321-5880 and follow the recorded instructions. (Sorry, data cannot be purchased by phone.)

You can add money by logging in to "My Account" on assurancewireless.com from a computer or your phone OR by purchasing a Top-Up card from a local wireless dealer or store.

Visit participating local wireless dealers or your local Speedway, Best Buy, Target, Walgreens or Walmart to purchase a Virgin Mobile Top-Up card or speak to a sales clerk about adding money to your account. In some locations, you will be able to purchase Assurance Wireless Top-up cards. A minimum Top-Up of \$10 may be required.

How long can I keep my Lifeline service?

You will continue receiving 2GB Data each month, Unlimited Texts and FREE Minutes each month for as long as you are eligible for Lifeline service.

Each year you must show you are still eligible for Lifeline service and complete Annual Certification. When it is time to complete Annual Certification, you will be contacted by either Assurance Wireless or your state. You will need to certify that you are still eligible for Lifeline service by the response date on the form or you will lose your Assurance Wireless service.



You MUST use your phone often to keep your Lifeline service active.

Make a call, send a text or go online at least every 30 days. (Data used on a Wi-Fi network will not count as activity on your account.)

For more information visit assurancewireless.com

Offer limited to new eligible customers who are approved for Lifeline service residing in selected geographic areas and is non-transferable. One Lifeline discounted service (landline or wireless) is available per household. A household is defined as any individual or group of individuals who live together at the same address and share income and expenses. **Data speeds may vary.** Offers not available in all states/areas and may vary by state. Visit assurancewireless.com for the offer available in your state. Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program. Phone models may vary. Minutes do not rollover. Add'l voice: 10c/min. Int'l & Data services may be extra per plan. Accessing voicemail draws from plan minutes & charges may apply once free minutes have been depleted. Customers de-enrolled from the federal Lifeline program may use service with funds remaining in the account for max. 150 days, after which account expires and balance is forfeited unless customer adds funds to the account. State and local sales taxes and fees may apply. Assurance Wireless reserves the right to modify, extend or cancel offers at any time. Coverage not available everywhere. Nationwide coverage area reaches more than 295 million people. Virgin Mobile® USA network services are provided on the Nationwide Sprint® Network. Assurance Wireless is subject to Important Service/Product and General Terms of Conditions found on assurancewireless.com. Assurance Wireless is provided by Virgin Mobile. VIRGIN and the Virgin signature logo are registered trademarks of Virgin Enterprises Limited and are used under license. Android is a trademark of Google Inc. All other marks are the property of their respective owners.

Lifeline Program Application Form



Universal Service
Administrative Co.

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



Universal Service
Administrative Co.

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"/>	<input type="checkbox"/>
<input type="checkbox"/> 2	\$22,221	\$27,783	\$25,555.50	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 3	\$28,053	\$35,073	\$32,265	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 4	\$33,885	\$42,363	\$38,974.50	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 5	\$39,717	\$49,653	\$45,684	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 6	\$45,549	\$56,943	\$52,393.50	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 7	\$51,381	\$64,233	\$59,103	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 8	\$57,213	\$71,523	\$65,812.50	<input type="checkbox"/>	<input type="checkbox"/>
<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"/>	<input type="checkbox"/>

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



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



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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, 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 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.



FL999999999999XB

SERVICE INFORMATION FORM FLORIDA

PLEASE MAKE SURE YOU RETURN THIS FORM WITH YOUR APPLICATION !



HOUSEHOLD INFORMATION REQUIRED

YOUR APPLICATION CANNOT BE APPROVED WITHOUT THE INFORMATION BELOW !

How many people live in your household? _____

Number of children under age 18? _____

Number of people receiving income? _____

What is your total monthly/yearly household income? _____
Monthly Yearly

You must ANSWER THE INCOME AND HOUSEHOLD QUESTIONS ABOVE. You must SUBMIT DOCUMENTATION SHOWING ALL INCOME FOR EACH MEMBER OF THE HOUSEHOLD. You must also INITIAL ALL OF THE STATEMENTS CONTAINED WITHIN THE SECTION 4 of the enclosed Lifeline Program Application Form.

