

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: May 21, 2024

TO: Adam J. Teitzman, Commission Clerk, Office of Commission Clerk

FROM: Sakina Deas, Public Utility Analyst III, Office of Industry Development and Market Analysis *S.D.*

RE: Docket No. 20240062 - Petition for designation as eligible telecommunications carrier in the State of Florida, by TruConnect Communications, Inc.

Attached is TruConnect’s response to staff’s data request which was sent via email. Please add to docket file.

If you have questions, please contact me at 850-413-6504.

RECEIVED-FPSC
2024 MAY 22 AM 8:13
COMMISSION
CLERK

Savannah Jones

From: Greg Fogleman
Sent: Tuesday, May 14, 2024 11:34 AM
To: Savannah Jones
Subject: FW: Docket No 20240062-TP

From: Danielle Perry <dperry@truconnect.com>
Sent: Wednesday, April 24, 2024 3:33 PM
To: Greg Fogleman <GFoglema@PSC.STATE.FL.US>; 'Debra McGuire Mercer' <debra.mercer@nelsonmullins.com>
Cc: Judson Hill <judson@judsonhill.com>; Cayce Hinton <CHINTON@PSC.STATE.FL.US>; Sakina Deas <SDEAS@PSC.STATE.FL.US>; Adria Harper <AHarper@psc.state.fl.us>
Subject: Re: Docket No 20240062-TP

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Thank you, Greg.

We will happily comply.

Danielle Perry
Chief Compliance Officer
TruConnect



From: Greg Fogleman <GFoglema@PSC.STATE.FL.US>
Sent: Wednesday, April 24, 2024 3:31 PM
To: 'Debra McGuire Mercer' <debra.mercer@nelsonmullins.com>
Cc: Judson Hill <judson@judsonhill.com>; Danielle Perry <dperry@truconnect.com>; Cayce Hinton <CHINTON@PSC.STATE.FL.US>; Sakina Deas <SDEAS@PSC.STATE.FL.US>; Adria Harper <AHarper@psc.state.fl.us>
Subject: RE: Docket No 20240062-TP

Debra,

Just to be clear, our position regarding Transitional Lifeline is that it is applicable to all ETCs. All of the current wireless ETCs in Florida are complying with this requirement.

Thanks,

Greg

From: Debra McGuire Mercer <debra.mercer@nelsonmullins.com>
Sent: Tuesday, April 23, 2024 12:32 PM
To: Greg Fogleman <GFoglema@PSC.STATE.FL.US>
Cc: Judson Hill <judson@judsonhill.com>; dperry@truconnect.com
Subject: FW: Docket No 20240062-TP

CAUTION: This email originated from outside your organization. Exercise caution when opening attachments or clicking links, especially from unknown senders.

Hello Greg – Please see TruConnect’s responses below in bold/blue. If you have any further questions, please contact me.

Best,
Debra



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From: Sen. Judson Hill <senatorjudsonhill@gmail.com>
Sent: Tuesday, April 23, 2024 10:45 AM
To: Greg Fogleman <GFoglema@PSC.STATE.FL.US>
Cc: Debra McGuire Mercer <debra.mercer@nelsonmullins.com>
Subject: Re: Docket No 20240062-TP

Thanks so much Sir. I am looping in Debra Mercer who as counsel filed on behalf of TruConnect Communications.

I know these answers, however, will let Debra respond to your questions/requirements listed below. Rather than we provide a response to your questions below, I believe you stated that TruConnect’s responses to this email will be incorporated into and/or supplement its filing, correct?

With about 6 million people on ACP in Florida, we cannot stress enough the urgency to ensure that eligible Floridians have additional Lifeline provider options to serve your citizens once ACP ends.

Should your team have any questions further questions, need additional responses, etc. then please let us know asap.

Thank you again.

From: Greg Fogleman <GFoglema@PSC.STATE.FL.US>
Date: Tuesday, April 23, 2024 at 9:47 AM
To: Senator Hill <judson@judsonhill.com>
Cc: 'senatorjudsonhill@gmail.com' <senatorjudsonhill@gmail.com>
Subject: Docket No 20240062-TP

Follow-up questions for TruConnect Communications ETC Petition:

In accordance with Section 364.105, Florida Statutes, will the company offer Transitional Lifeline service? **TruConnect confirms that to the extent the FPSC determines that Section 364.105, Florida States is applicable to wireless carriers, Tru Connect will offer Transitional Lifeline service as described in the statute.**

Florida administrative code 25-4.0665(3) requires companies to participate in the Lifeline Promotion Process (i.e. downloading qualified customer contact information from the FPSC). Will the company commit to meet these requirements? **As stated on page 11 of TruConnect's ETC Petition, it will participate in the Lifeline Promotion Process and comply with the related obligations described in Rule 25-4.0665(3).**

Has the company filed for any form of bankruptcy? If yes, please identify the chapter and date filed. **No.**

Has the company been involved in any FCC or USAC enforcement actions? If yes, please explain. **No.**

Please provide company contacts for customer complaints and for the Florida PSC annual lifeline data request for Legislative report.

Lucy Sung
TruConnect Communications, Inc.
1149 South Hill Street, Suite H-400
Los Angeles, CA 90015
800-430-0443
customercare@truconnect.com

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