



April 19, 2016

**Advice No. 13**

Beth Salak, Director  
Office of Communications  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, FL 32399-0850

Dear Ms. Salak:

The purpose of this filing is to replace previous Advice No. 13, filed March 9, 2016, with an effective date of April 1, 2016, for Frontier Communications of the South, Inc., Lifeline Services Tariff.

This filing incorporates the revision from that filing and also removes all deregulated items from the current tariff on file with the Florida Public Service Commission. The enclosed Tariff No. 3 replaces current Tariff No. 2 and includes the income requirement for Lifeline service to become effective April 1, 2016.

If you have a question regarding this filing, please call me at (304) 325-1688.

Sincerely,

*/s/ Angie McCall*

Angie McCall  
Government and External Affairs Manager

AM/TS  
Enclosures

LIFELINE SERVICES

Frontier Communications of the South, LLC

Florida PSC – Tariff No. 3

Title Sheet  
Original Title Sheet 1

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FRONTIER COMMUNICATIONS OF THE SOUTH, LLC.

LIFELINE SERVICES

FLORIDA PUBLIC SERVICE COMMISSION

TARIFF NO. 3

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Issued By: Angie McCall, Manager

Date Issued: March 9, 2016

Effective: April 1, 2016

LIFELINE SERVICES

Frontier Communications of the South, LLC

Florida PSC – Tariff No. 3

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Issued By: Angie McCall, Manager

Date Issued: March 9, 2016

Effective: April 1, 2016

## LIFELINE SERVICES

Frontier Communications of the South, LLC

Florida PSC – Tariff No. 3

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### EXPLANATION OF SYMBOLS

- (C) - To signify changed regulation
- (D) - To signify discontinued rate or regulation
- (I) - To signify increase
- (M) - To signify matter relocated without change
- (N) - To signify new rate or regulation
- (R) - To signify reduction
- (T) - To signify change in text but no change in rate or regulation

### EXPLANATION OF TERMS

TRANSITIONAL LIFELINE ASSISTANCE: A transitional program which provides a reduction of Basic Local Telecommunications Service for any Lifeline subscriber who no longer qualifies for Lifeline Assistance.

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Issued By: Angie McCall, Manager

Date Issued: March 9, 2016

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LIFELINE SERVICES

Frontier Communications of the South, LLC

Florida PSC – Tariff No. 3

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LIFELINE ASSISTANCE

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## LIFELINE SERVICES

Frontier Communications of the South, LLC

Florida PSC – Tariff No. 3

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### LIFELINE ASSISTANCE

#### A. Telecommunications Access System Act of 1991

Pursuant to passage of the Telecommunications Access System of 1991 by the Florida Legislature during the 1991 session, a monthly surcharge shall be imposed on all Local Exchange Telephone Company subscribers on an individual access line basis, except that such surcharge shall not be imposed upon more than 25 basic telecommunication access lines per account bill rendered. The Florida Public Service Commission shall determine the amount of the surcharge however, in no case shall the amount exceed 25 cents per line per month. The surcharge shall appear on the initial bill to the subscriber and be itemized at least once annually.

#### B. Interstate Subscriber Line Charge Waiver and Matching Program (Lifeline Assistance Plan)

##### 1. General

- a. This program is a Florida Lifeline Assistance Plan and provides for a credit equal to 100% of the FCC Interstate Subscriber Line Charge (SLC) in addition to a supplemental amount credited to local service monthly billing. Funding for Lifeline Assistance is obtained from a universal service support mechanism to which all telecommunications carriers that provide interstate telecommunications services contribute on an equitable and nondiscriminatory basis.
- b. In order to qualify for the Florida Lifeline Assistance Plan, a customer may self-certify under penalty of perjury, or authorize an agency to verify their participation in at least one of the following programs:
  - Supplemental Security Income (SSI),
  - Supplemental Nutrition Assistance Program,
  - Medicaid,
  - Federal Public Housing Assistance (Section 8),
  - Temporary Assistance for Needy Families (TANF),
  - Low-Income Home Energy Assistance Program (LIHEAP), or
  - National School Lunch Program - Free Lunch.
- c. Customers will also qualify for Lifeline Assistance if their household income is at or below 150 % of the Federal Poverty guidelines.

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## LIFELINE SERVICES

Frontier Communications of the South, LLC

Florida PSC – Tariff No. 3

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### LIFELINE ASSISTANCE

#### B. Interstate Subscriber Line Charge Waiver and Matching Program (Lifeline Assistance Plan) (Continued)

##### 2. Application and Regulations

Guidelines for implementation of this program are as follows:

- a. Certification Procedures - All applicants for this service are subject to verification with the state agency responsible for administration of the qualifying program. Applicants may self-certify under penalty of perjury by completing the self-certification form.
- b. Processing Procedures - The Telephone Company will process all applications and apply the appropriate credit on the subscriber's monthly bill. An explanation of the credit will appear on each telephone bill.
- c. Verification Procedures - The Company will reconcile and confirm eligibility annually following the FCC Sampling Guidelines. Notification of results of sampling will be submitted to USAC on 8-31 and updated on 10-31. Upon determination of ineligibility, the subscriber shall be notified in writing. The subscriber shall have 60-days from the date of such notification to rectify or demonstrate eligibility prior to discontinuance of Lifeline benefits. If subscriber does not rectify or demonstrate eligibility prior the expiration of the 60-days, credit will be discontinued on the bill following written notification to the subscriber.
- d. Lifeline Service can only be associated with the primary residential connection.
- e. Toll blocking service is available to Lifeline Service customers at no charge.
- f. Lifeline Service may not be disconnected for non-payment of toll charges.
- g. Deposit requirements do not apply to Lifeline Service customers if toll blocking is employed.

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LIFELINE ASSISTANCE

B. Interstate Subscriber Line Charge Waiver and Matching Program (Lifeline Assistance Plan)  
(Continued)

3. Rates and Charges

- a. A total credit amount applies to the Lifeline customer's monthly bill as follows:

Monthly Credit

Federal Lifeline Credits for a One-Party Line:

Federal Lifeline Support Credit (includes Federal End User Common Line Credit of \$6.50 and remainder \$2.75 credit covers basic service)	\$9.25
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- b. A secondary service order charge does not apply when an existing customer converts their service to Lifeline Assistance.
- c. All recurring and nonrecurring charges for any service ordered by the customer shall be billed at the tariffed rates.
- d. When a customer is no longer eligible for Lifeline service, the Lifeline credit amount specified in a. preceding, will be discontinued and, if requested by the customer, Transitional Lifeline Assistance will be applied for a period of 1 year. At the end of the 1-year period, regular tariffed rates and charges apply.

C. Transitional Lifeline Assistance Program

1. General

Transitional Lifeline Assistance is a state program, which provides a 30% reduction of the applicable monthly exchange flat rate for Residential Basic Local Service for subscribers who no longer qualify for the Lifeline Assistance Plan.

2. Regulations

A Lifeline Assistance subscriber who requests this service will receive a discounted rate for a period of one (1) year from the date the subscriber ceases to be qualified for the Lifeline Assistance Program.