

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

NOTICE OF STAFF RULE DEVELOPMENT WORKSHOP

TO

ALL OTHER INTERESTED PERSONS

UNDOCKETED

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

ISSUED: September 5, 2012

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 Consistent with the 2011 changes made to Ch. 364 FS, Rule 25-4.113 would be repealed.

A staff rule development workshop, to which all persons are invited, will be held at the following time and place:

Wednesday, September 19, 2012, at 1:30 p.m.
Florida Public Service Commission
Betty Easley Conference Center, Room 148
4075 Esplanade Way
Tallahassee, FL 32399-0862

A copy of the agenda and the draft rules for the workshop are attached. One or more Commissioners may be in attendance and participate in the workshop. The person to be contacted regarding the proposed rule development is Rosanne Gervasi, Office of the General

DOCUMENT NUMBER-DATE

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Counsel, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, (850) 413-6224, rgervasi@psc.state.fl.us.

If you wish to comment but cannot attend the workshop, please submit your comments by September 19, 2012, to: Rosanne Gervasi, Office of the General Counsel, Florida Public Service Commission, 2540 Shumard Oak Blvd., Tallahassee, FL 32399-0850, (850) 413-6224.

In accordance with the Americans with Disabilities Act, persons requiring a special accommodation to participate at this workshop should contact the Office of Commission Clerk no later than five days prior to the workshop at 2540 Shumard Oak Boulevard., Tallahassee, Florida 32399-0850, via 1-800-955-8770 (Voice) or 1-800-955-8771 (TDD), Florida Relay Service.

By DIRECTION of the Florida Public Service Commission this 5th day of September, 2012.



HONG WANG
Chief Deputy Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
www.floridapsc.com

Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

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FLORIDA PUBLIC SERVICE COMMISSION

AGENDA

STAFF RULE DEVELOPMENT WORKSHOP

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

Undocketed

September 19, 2012, at 1:30 P.M.
Betty Easley Conference Center, Room 148
4075 Esplanade Way
Tallahassee Florida 32399-0850

1. Staff overview of draft rule
2. Comments and alternative suggestions from interested persons
3. Discussion of suggested changes and timeframes for next steps
4. Adjournment

1 25-4.0665 Lifeline Service.

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

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

4 1. Medicaid;

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

6 3. Supplemental Security Income (SSI);

7 4. Temporary Assistance for Needy Families/Temporary Cash Assistance;

8 5. "Section 8" Federal Public Housing Assistance;

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

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

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

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

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

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

20 (c) Head Start.

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

24 (4) When enrolling customers in the Lifeline service program under paragraph (1)(a) of this
25 rule, eligible telecommunications carriers shall accept Form PSC/TEL 157 (REV 6/12),

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1 entitled “Application for Lifeline Assistance,” which is incorporated into this rule by reference
2 and can be accessed from the Commission’s website at www.floridapsc.com, by selecting
3 “Lifeline Assistance,” then selecting “Need Discounted Phone Service?,” and then selecting
4 “English Lifeline Certification Form” (also available in Spanish and Creole). Eligible
5 ~~telecommunications carriers that charge an initial connection charge must offer Link-Up~~
6 ~~service to subscribers who are eligible for Lifeline service pursuant to this rule.~~

7 (5) Eligible telecommunications carriers shall enroll customers for Lifeline service who
8 electronically submit Form PSC/TEL 158 REV (6/12), entitled “Lifeline Florida On-line
9 Application for Recipients of Medicaid, Supplemental Nutrition Assistance Program
10 (SNAP)/Food Stamps, or Temporary Cash Assistance (TCA),” which is incorporated into this
11 rule by reference and can be accessed from the Commission’s website at www.floridapsc.com,
12 by selecting “Lifeline Assistance,” then selecting “Apply On-line.” Applicants who presently
13 participate in Medicaid, Supplemental Nutrition Assistance Program (SNAP)/Food Stamps, or
14 Temporary Cash Assistance (TCA) programs can complete Form PSC/TEL 158 electronically
15 on-line. ~~When enrolling customers in the Lifeline service program under paragraph (1)(a) of~~
16 ~~this rule, eligible telecommunications carriers shall accept Form PSC/RAD 157 (6/10),~~
17 ~~entitled “Application for Link-Up Florida and Lifeline Assistance,” which is incorporated into~~
18 ~~this rule by reference and can be accessed from the Commission’s website at~~
19 ~~www.floridapsc.com, by selecting “Link-Up Florida and Lifeline,” then selecting “Need~~
20 ~~Discounted Phone Service?,” and then selecting “English Link-Up and Lifeline Certification~~
21 ~~Form” (also available in Spanish and Creole).~~

22 (6) Eligible telecommunications carriers must allow customers the option to submit Lifeline
23 applications via U.S. Mail or facsimile, and may allow applications to be submitted
24 electronically. Eligible telecommunications carriers must also allow customers the option to
25 submit copies of supporting documents via U.S. Mail or facsimile. Eligible

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1 ~~telecommunications carriers shall enroll customers for Lifeline service who electronically~~
2 ~~submit Form PSC/RAD 158 (6/10), entitled "Lifeline and Link Up Florida On-line Self~~
3 ~~Certification Form," which is incorporated into this rule by reference and can be accessed~~
4 ~~from the Commission's website at www.floridapsc.com, by selecting "Link Up Florida and~~
5 ~~Lifeline," then selecting "Apply On-line."~~

6 (7) Eligible telecommunications carriers shall comply with subscriber eligibility determination
7 and certification requirements contained in CFR §54.409, CFR §54.410, and annual
8 certification requirements contained in CFR §54.416. A copy of the annual certification
9 provided to the administrator shall be filed with the Commission. For Lifeline applicants who
10 do not use On-line enrollment or simplified certification enrollment, the eligible
11 telecommunications carrier must accept Public Assistance eligibility determination letters,
12 including those provided for food stamps, Medicaid, and public housing lease agreements, as
13 proof of eligibility for Link Up and Lifeline enrollment.

14 (8) All eligible telecommunications carriers shall participate in the Lifeline service
15 Coordinated Enrollment Process. For purposes of this rule, the Lifeline service Coordinated
16 Enrollment Process is an electronic interface between the Department of Children and
17 Families, the Commission, and the eligible telecommunications carrier that allows low-income
18 individuals to enroll in Lifeline following enrollment in a qualifying public assistance
19 program. Eligible telecommunications carriers must allow customers the option to submit
20 Link Up or Lifeline applications via U.S. Mail or facsimile, and may allow applications to be
21 submitted electronically. Eligible telecommunications carriers must also allow customers the
22 option to submit copies of supporting documents via U.S. Mail or facsimile.

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

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

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

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

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

20 1. Misdirected Lifeline service applications;

21 2. Applications for customers currently receiving Lifeline service; and

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

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

25 (f) Pursuant to Section 364.107(1), F.S., information filed by the eligible telecommunications

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

7 (9) An eligible telecommunications carrier shall not impose additional certification
8 requirements on subscribers beyond those which are required by this rule. Eligible
9 telecommunications carriers shall only require a customer to provide the last four digits of the
10 customer's social security number for application for Lifeline and Link-Up service and to
11 verify continued eligibility for the programs as part of the annual verification process.

12 (10) If the Office of Public Counsel certifies a subscriber eligible to receive Lifeline service
13 under the income test set forth in Section 364.10(3)(a), F.S., an eligible telecommunications
14 carrier shall not impose any additional certification requirements on the subscriber. All
15 eligible telecommunications carriers shall participate in the Lifeline service Automatic
16 Enrollment Process. For purposes of this rule, the Lifeline service Automatic Enrollment
17 Process is an electronic interface between the Department of Children and Family Services,
18 the Commission, and the eligible telecommunications carrier that allows low-income
19 individuals to automatically enroll in Lifeline following enrollment in a qualifying public
20 assistance program.

21 (a) The Commission shall send an e-mail to the eligible telecommunications carrier informing
22 the eligible telecommunications carrier that Lifeline service applications are available for
23 retrieval for processing.

24 (b) The eligible telecommunications carrier shall enroll the subscriber in the Lifeline service
25 program as soon as practicable, but no later than 60 days from the receipt of the e-mail

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1 notification. Upon completion of initial enrollment, the eligible telecommunications carrier
2 shall credit the subscriber's bill for Lifeline service as of the date the eligible
3 telecommunications carrier received the e-mail notification from the Commission.

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

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

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

- 18 1. Misdirected Lifeline service applications;
- 19 2. Applications for customers currently receiving Lifeline service; and
- 20 3. Rejected applicants, which shall include the reason(s) why the applicants were rejected.

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

23 (f) Pursuant to Section 364.107(1), F.S., information filed by the eligible telecommunications
24 carrier in accordance with paragraph (9)(e) of this rule is confidential and exempt from
25 Section 119.07(1), F.S. However, the eligible telecommunications carrier may disclose such

1 ~~information consistent with the criteria in Section 364.107(3)(a), F.S. For purposes of this~~
2 ~~rule, the information filed by the eligible telecommunications carrier will be presumed~~
3 ~~necessary for disclosure to the Commission pursuant to the criteria in Section 364.107(3)(a)4.,~~
4 ~~F.S.~~

5 (11) An eligible telecommunications carrier must provide written notice to a customer within
6 30 days of receipt of the application providing the reason for a rejected Lifeline application,
7 and providing contact information for the customer to get information regarding the
8 application denial. An eligible telecommunications carrier shall not impose additional
9 verification requirements on subscribers beyond those which are required by this rule.

10 (12) An eligible telecommunications carrier must provide 30 days written notice to a
11 subscriber prior to the termination of Lifeline service. The notice of pending termination shall
12 contain the telephone number at which the subscriber can obtain information about the
13 subscriber's Lifeline service from the eligible telecommunications carrier. The notice shall
14 also inform the subscriber of the availability, pursuant to Section 364.105, F.S., of discounted
15 residential basic local telecommunications service. If the Office of Public Counsel certifies a
16 subscriber eligible to receive Lifeline service under the income test set forth in Section
17 364.10(3)(a), F.S., an eligible telecommunications carrier shall not impose any additional
18 verification requirements on the subscriber.

19 (13) If a subscriber's Lifeline service is terminated and the subscriber subsequently presents
20 proof of Lifeline eligibility, the eligible telecommunications carrier shall reinstate the
21 subscriber's Lifeline service as soon as practicable, but no later than 60 days following receipt
22 of proof of eligibility. Irrespective of the date on which the eligible telecommunications
23 carrier reinstates the subscriber's Lifeline service, the subscriber's bill shall be credited for
24 Lifeline service as of the date the eligible telecommunications carrier received the proof of
25 continued Lifeline eligibility. An eligible telecommunications carrier must provide written

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1 ~~notice to a customer within 30 days of receipt of the application providing the reason for a~~
2 ~~rejected Lifeline application, and providing contact information for the customer to get~~
3 ~~information regarding the application denial.~~

4 (14) Eligible telecommunications carriers must publicize the availability of Lifeline service in
5 a manner reasonably designed to reach those likely to qualify for the service. Outreach
6 materials describing Lifeline service must contain information that is in easily understood
7 language, and must state that it is a Lifeline service, that Lifeline is a government assistance
8 program, that the service is non-transferable, that only eligible consumers may enroll, that the
9 program is limited to one discount per household (consisting of either wireline or wireless),
10 that documentation is necessary for enrollment, and that consumers who willfully make false
11 statements in order to obtain the benefit can be punished by fine or imprisonment or can be
12 barred from the program. For purposes of this rule, the term marketing materials includes all
13 print, audio, video, internet (including e-mail, web, and social networking media) and outdoor
14 signage materials used to describe or enroll in the Lifeline service offering, including the
15 application and certification forms. If the eligible telecommunications carrier generates
16 customer bills, the eligible telecommunications carrier must also place an insert in the
17 subscriber's bill or a message on the subscriber's bill at least once each calendar year advising
18 subscribers of the availability of Lifeline service. An eligible telecommunications carrier must
19 provide 60 days written notice prior to the termination of Lifeline service. The notice of
20 pending termination shall contain the telephone number at which the subscriber can obtain
21 information about the subscriber's Lifeline service from the eligible telecommunications
22 carrier. The notice shall also inform the subscriber of the availability, pursuant to Section
23 364.105, F.S., of discounted residential basic local telecommunications service.

24 (15) Materials should target consumer groups that may be in need of Lifeline, such as seniors,
25 young adults, consumers who live in remote areas, wireless users, non-English speaking

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1 populations, the disabled community, users of telecommunications relay services, and the
2 unemployed. Eligible telecommunications carriers must develop outreach materials and
3 methods designed to reach households that do not currently have telephone service. The
4 outreach materials should be placed in locations where low-income individuals are likely to
5 visit, such as shelters, soup kitchens, public assistance agencies, and on public transportation.
6 Multi-media outreach approaches such as newspaper advertisements, articles in consumer
7 newsletters, press releases, radio commercials, and radio and television public service
8 announcements are also acceptable. If a subscriber's Lifeline service is terminated and the
9 subscriber subsequently presents proof of Lifeline eligibility, the eligible telecommunications
10 carrier shall reinstate the subscriber's Lifeline service as soon as practicable, but no later than
11 60 days following receipt of proof of eligibility. Irrespective of the date on which the eligible
12 telecommunications carrier reinstates the subscriber's Lifeline service, the subscriber's bill
13 shall be credited for Lifeline service as of the date the eligible telecommunications carrier
14 received the proof of continued Lifeline eligibility.

15 (16) Eligible telecommunications carriers may not charge Lifeline subscribers a monthly
16 number-portability charge. All eligible telecommunications carriers shall provide current
17 Lifeline service company information to the Universal Service Administrative Company at
18 www.lifelinesupport.org so that the information can be posted on the Universal Service
19 Administrative Company's consumer website.

20 (17) A company may not discontinue a customer's Lifeline local service because of
21 nonpayment of charges for non-basic services and toll charges. Eligible telecommunications
22 carriers must advertise the availability of Lifeline service to those who may be eligible for the
23 service. At a minimum, if the eligible telecommunications carrier publishes a directory, the
24 eligible telecommunications carrier must include in the index of the directory a notice of the
25 availability of Lifeline service. If the eligible telecommunications carrier generates customer

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1 ~~bills, the eligible telecommunications carrier must also place an insert in the subscriber's bill~~
2 ~~or a message on the subscriber's bill at least once each calendar year advising subscribers of~~
3 ~~the availability of Lifeline service.~~

4 (18) Each eligible telecommunications carrier shall maintain accurate records detailing how
5 the consumer demonstrated his or her eligibility for at least 3 years, and for as long as the
6 subscriber receives Lifeline service from that eligible telecommunications carrier. ~~Eligible~~
7 ~~telecommunications carriers may not charge a service deposit in order to initiate Lifeline~~
8 ~~service if the subscriber voluntarily elects toll blocking or toll control. If the subscriber elects~~
9 ~~not to place toll blocking or toll control on the line, an eligible telecommunications carrier~~
10 ~~may charge a service deposit.~~

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

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

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

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

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

22 ~~(d) The number of transitional Lifeline subscribers who received discounted service for each~~
23 ~~month during the quarter; and~~

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

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

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1 ~~25-4.113 Refusal or Discontinuance of Service by Company.~~

2 ~~(1) As applicable, the company may refuse or discontinue telephone service under the~~
3 ~~following conditions provided that, unless otherwise stated, the customer shall be given notice~~
4 ~~and allowed a reasonable time to comply with any rule or remedy any deficiency:~~

5 ~~(a) For non-compliance with or violation of any state or municipal law, ordinance, or~~
6 ~~regulation pertaining to telephone service.~~

7 ~~(b) For the use of telephone service for any other property or purpose than that described in~~
8 ~~the application.~~

9 ~~(c) For failure or refusal to provide the company with a deposit to insure payment of bills in~~
10 ~~accordance with the company's regulations.~~

11 ~~(d) For neglect or refusal to provide reasonable access to the company for the purpose of~~
12 ~~inspection and maintenance of equipment owned by the company.~~

13 ~~(e) For noncompliance with or violation of the Commission's regulations or the company's~~
14 ~~rules and regulations on file with the Commission, provided 5 working days' written notice is~~
15 ~~given before termination.~~

16 ~~(f) For nonpayment of bills for telephone service, including the telecommunications access~~
17 ~~system surcharge referred to in subsection 25-4.160(3), F.A.C., provided that suspension or~~
18 ~~termination of service shall not be made without 5 working days' written notice to the~~
19 ~~customer, except in extreme cases. The written notice shall be separate and apart from the~~
20 ~~regular monthly bill for service. A company shall not, however, refuse or discontinue service~~
21 ~~for nonpayment of a dishonored check service charge imposed by the company, nor~~
22 ~~discontinue a customer's Lifeline local service if the charges, taxes, and fees applicable to dial~~
23 ~~tone, local usage, dual tone multifrequency dialing, emergency services such as "911," and~~
24 ~~relay service are paid. No company shall discontinue service to any customer for the initial~~
25 ~~nonpayment of the current bill on a day the company's business office is closed or on a day~~

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1 preceding a day the business office is closed.

2 ~~(g) For purposes of paragraphs (e) and (f), "working day" means any day on which the~~
3 ~~company's business office is open and the U.S. Mail is delivered.~~

4 ~~(h) Without notice in the event of customer use of equipment in such manner as to adversely~~
5 ~~affect the company's equipment or the company's service to others.~~

6 ~~(i) Without notice in the event of hazardous conditions or tampering with the equipment~~
7 ~~furnished and owned by the company.~~

8 ~~(j) Without notice in the event of unauthorized or fraudulent use of service. Whenever service~~
9 ~~is discontinued for fraudulent use of service, the company may, before restoring service,~~
10 ~~require the customer to make, at his own expense, all changes in facilities or equipment~~
11 ~~necessary to eliminate illegal use and to pay an amount reasonably estimated as the loss in~~
12 ~~revenues resulting from such fraudulent use.~~

13 ~~(2) In case of refusal to establish service, or whenever service is discontinued, the company~~
14 ~~shall notify the applicant or customer in writing of the reason for such refusal or~~
15 ~~discontinuance.~~

16 ~~(3) Service shall be initiated or restored when the cause for refusal or discontinuance has been~~
17 ~~satisfactorily adjusted.~~

18 ~~(4) The following shall not constitute sufficient cause for refusal or discontinuance of service~~
19 ~~to an applicant or customer:~~

20 ~~(a) Delinquency in payment for service by a previous occupant of the premises, unless the~~
21 ~~current applicant or customer occupied the premises at the time the delinquency occurred and~~
22 ~~the previous customer continues to occupy the premises and such previous customer shall~~
23 ~~benefit from such new service.~~

24 ~~(b) Delinquency in payment for service by a present occupant who was delinquent at another~~
25 ~~address and subsequently joined the household of the customer in good standing.~~

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1 ~~(e) Delinquency in payment for separate telephone service of another customer in the same~~
2 ~~residence.~~

3 ~~(d) Failure to pay for business service at a different location and a different telephone number~~
4 ~~shall not constitute sufficient cause for refusal of residence service or vice versa.~~

5 ~~(e) Failure to pay for a service rendered by the company which is not regulated by the~~
6 ~~Commission.~~

7 ~~(f) Failure to pay the bill of another customer as guarantor thereof.~~

8 ~~(g) Failure to pay a dishonored check service charge imposed by the company.~~

9 ~~(5) When service has been discontinued for proper cause, the company may charge a~~
10 ~~reasonable fee to defray the cost of restoring service, provided such charge is set out in its~~
11 ~~approved tariff on file with the Commission.~~

12 *Rulemaking Authority 350.127, 427.704(8) FS. Law Implemented 364.03, 364.19, 364.604,*
13 *427.704 FS. History—Revised 12-1-68, Amended 3-31-76, 10-25-84, 10-30-86, 1-1-91, 9-16-*
14 *92, 1-7-93, 1-25-95, 7-5-00, Repealed XX-XX-XX.*

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Application for Lifeline Assistance

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

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

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

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

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

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

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

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

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

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

(OVER)

I certify and agree to the following:

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

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

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

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

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

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

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

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

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

Customer's signature

Date

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

NOTICE OF STAFF WORKSHOP

UNDOCKETED

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

PSC/RADTEL 157 (REV 6/12)

Rule 25-4.0665, F.A.C

Florida Public Service Commission



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

- English
- Español
- Creole



2012 08 21

ABOUT SSL CERTIFICATES

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

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

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

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

Customers of AT&T Florida, CenturyLink, or Verizon who are at or below 150% of the

I certify, that:

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

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

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

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

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

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

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

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

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

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

Contact Information

*Last Name	<input type="text"/>	*First Name	<input type="text"/>
*Address Line 1	<input type="text"/>		
Address Line 2	<input type="text"/>		
*City	<input type="text"/>	*State	<input type="text" value="FL"/> *Zip Code <input type="text"/>
The residential address listed on this application is:	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary		<input type="checkbox"/> Check if different Billing address
*Telephone (###-###-###)	<input type="text"/>	Date (mm/dd/yyyy)	<input type="text" value="08/21/2012"/>
		* Date of Birth (mm/dd/yyyy)	<input type="text" value="08/21/2012"/> *
* Last 4 digits of Social Security Number	<input type="text"/>	The last four digits of your Social Security Number are required to complete this application. If you do not wish to provide this information here, please apply for Lifeline directly through your Service Provider.	
Service Provider	I hereby certify that I participate in the following public assistance program(s):		
<input type="text" value="Select Provider"/> *	<input type="checkbox"/> Medicaid <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP)/Food Stamps <input type="checkbox"/> Temporary Cash Assistance (TCA)		