

July 9, 2020

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

Re: Viasat Carrier Services, Inc. – SAC 219023 – Response to CLEC AND WIRELESS LIFELINE DATA REQUEST 2020

Dear Commission Clerk:

On behalf of Viasat Carrier Services, Inc. (“Viasat”) – SAC Code: 219023 - please accept the attached Response to CLEC and WIRELESS LIFELINE DATA REQUEST. Please note that Viasat is not a CLEC or wireless provider and received its ETC designation in Florida from the Federal Communications Commission. Viasat nonetheless submits this report at the Commission’s request.

Per the data request, the company contact for the attached data request responses is Peggy O’Connell-Pike. Peggy may be contacted at (720) 493-6320 or via Email at Margaret.OConnell-Pike@viasat.com.

The Company respectfully requests that this filing be placed in the undocketed file that has been created for this purpose.

If you have any questions about this filing, please contact the undersigned at (703) 714-1324 or via Email at map@compliancegroup.com.

Respectfully Submitted,



Marsha A Pokorny

On behalf of Viasat Carrier Services, Inc.

Attachment



CLEC AND WIRELESS LIFELINE DATA REQUEST 2020

Responses on behalf of Viasat Carrier Services, Inc. (“Viasat”) – SAC 219023

1. The number of residential access lines in service each month.
Viasat did not provide Lifeline services in 2019. At such time as Viasat provides Lifeline services in Florida, it will provide the requested data.
2. The number of customers participating in Lifeline each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision.
Viasat did not provide Lifeline services in 2019. At such time as Viasat provides Lifeline services in Florida, it will provide the requested data.
3. The number of Lifeline customers added each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision.
Viasat did not provide Lifeline services in 2019. At such time as Viasat provides Lifeline services in Florida, it will provide the requested data.
4. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers moved to Transitional Lifeline.
Viasat did not provide Lifeline services in 2019. At such time as Viasat provides Lifeline services in Florida, it will provide the requested data.
5. 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?
Viasat did not provide Lifeline services in 2019. At such time as Viasat provides Lifeline services in Florida, it will provide the requested data.
6. The number of customers participating in Lifeline under the Tribal Lands provision each month.
Viasat did not provide Lifeline services in 2019. At such time as Viasat provides Lifeline services in Florida, it will provide the requested data.

7. Description of your company's procedures for Lifeline. Include the following in your response:
- a. Internal procedures for promoting Lifeline.
 - b. Outreach and educational efforts involving participation in community events.
 - c. Outreach and educational efforts involving mass media (newspaper, radio, television).
 - d. Copies of Lifeline outreach materials of your company.
 - e. Any links on your company Web site that provides Lifeline information.
 - f. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.

Viasat did not provide Lifeline services in 2019. At such time as Viasat provides supported services, it will advertise or publicize the availability of and charges for USF-supported services and Lifeline services using media of general distribution, including advertisements and publications reasonably calculated to reach those likely to qualify.

8. 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.

Viasat did not provide Lifeline services in 2019. At such time as Viasat provides Lifeline services in Florida, it will provide the requested data.

9. Please identify how your company is satisfying the FCC's minimum service standards requirement.

Viasat did not provide Lifeline services in 2019. Viasat continues to develop its service offers and infrastructure, focusing primarily on upgrading its internal systems in preparation to offer the proposed CAF II services. Viasat is undergoing an end-to-end upgrade of all internal systems that began in February 2020 and will continue throughout the summer of 2020. These upgrades are necessary to give Viasat the functionality to offer the CAF II services, including the ability to determine availability of Florida Lifeline services. At such time as Viasat deploys services in its awarded areas in Florida, Viasat will comply with all FCC minimum service standards.

10. 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.

Viasat did not provide Lifeline services in 2019. At such time as Viasat provides Lifeline services in Florida, it will provide the requested data.

11. Please identify any issues you have experienced utilizing the National Verifier.

Viasat did not provide Lifeline services in 2019 and, for that reason, did not experience any issues utilizing the National Verifier database.

12. Are you assisting customers with their Lifeline program applications through the National Verifier portal? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier.

Viasat did not provide Lifeline services in 2019 and, for that reason, did not experience any issues utilizing the National Verifier database. Prior to the time Viasat begins to provide Florida Lifeline service, it will develop processes for directing customers to apply with the National Verifier.

13. Are the majority of your new Lifeline customers already enrolled in the National Verifier before requesting Lifeline service from your company?

Viasat did not provide Lifeline services in 2019.

14. Since the hard launch of the National Verifier in Florida, how has your company used the customer information received from Florida's Coordinated Enrollment Process?

Viasat did not provide Lifeline services in 2019.

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

Viasat has not filed for any form of bankruptcy.

16. Within the last two years, has your company been involved in any FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number.

Viasat did not provide Lifeline services in 2019 and, as such, has not been involved in any FCC enforcement actions relating to Florida Lifeline customers.

17. Did you observe an increase in new Lifeline customers related to COVID-19 unemployment? Additionally, please provide or describe any form of promotion your company conducted to customers newly eligible for Lifeline due to COVID-19. Any additional general comments or information on how COVID-19 has affected your Lifeline customers in Florida are welcome.

Viasat did not provide Lifeline services in 2019.