

Ms. Alex Leijon
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June 13, 2025

The need for these technical changes were discovered during our review of our regulatory plan. Please let me know if you have any questions. You may reach me at (850) 413-6630 or at Susan.Sapoznikoff@psc.state.fl.us.

Sincerely,

/s/ Susan Sapoznikoff

Susan Sapoznikoff
Senior Attorney

Enclosures

cc: Office of Commission Clerk

25-4.0665 Lifeline Assistance.

(1) Eligible Telecommunications Companies must offer Lifeline Assistance as prescribed by the Federal Communications Commission in Title 47, Code of Federal Regulations, Part 54, Subpart E, Universal Service Support for Low-Income Consumers, Sections 54.400 through 54.423, as codified on October 1, 2021, which are hereby incorporated into this rule by reference, and which are available at <http://www.flrules.org/Gateway/reference.asp?No=Ref-15272> and may also be obtained from the Office of Industry & Market Analysis, Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850.

(2) Eligible telecommunications carriers may assist customers with enrolling in the Lifeline program through the provider portal with the National Lifeline_Eligibility Verifier, as defined in Title 47, Code of Federal Regulations, Part 54, Subpart E, Universal Service Support for Low-Income Consumers, Section 54.400(o).

(3) All eligible telecommunications carriers shall participate in the Lifeline Promotion Process. For purposes of this rule, the Lifeline Promotion Process is an electronic interface between the Department of Children and Families, the Commission, and the eligible telecommunications carrier to provide eligible consumers information on how to apply for Lifeline assistance following enrollment in a qualifying public assistance program.

(a) The eligible telecommunications carrier must maintain with the Commission the name(s), email address(es), and telephone number(s) of at least one company representative who will manage the user accounts on the Commission's Lifeline secure website.

(b) The Commission shall send an email to the eligible telecommunications carrier informing the eligible telecommunications carrier that a list of customers enrolled in a Lifeline qualifying public assistance program is available for retrieval from the Commission's Lifeline secure website.

(c) Eligible telecommunications carriers must contact customers on the list to whom they provide service and that do not already participate in Lifeline, to inform them of the Lifeline application process with the National Lifeline Eligibility Verifier. For customers on the list that are not contacted by the eligible telecommunications carrier, within 20 calendar days of receiving the Commission's email notification, the eligible telecommunications carrier must provide to the Commission the customer identification number, name, address, telephone number, and the Department of Children and Families application date. This information can be provided via the Commission's dedicated Lifeline facsimile telephone line at (850)717-0108, an electronic response via the Commission's Lifeline secure website, or file the information with the Office of Commission Clerk.

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

(4) Eligible telecommunications carriers must advertise the availability of Lifeline assistance. Pursuant to Title 47, Code of Federal Regulations, Part 54, Subpart E, Section 54.405(b), all eligible telecommunications carriers are obligated to publicize the availability of Lifeline assistance in a manner reasonably designed to reach those likely to qualify for the assistance. Only posting the availability of Lifeline assistance on an eligible telecommunications carrier's website is insufficient to meet this requirement. Advertising the availability of Lifeline assistance can be achieved by using any of the following media: flyers, local newspaper ads, local TV ads, mail, email, web advertisements, bill inserts, and other text-based methods of advertisement or a combination of such media. Pursuant to Title 47 of the United States Code, Section

214(e)(1)(B), as amended December 1, 1997, which is hereby incorporated into this rule by reference, and which is available at <http://www.flrules.org/Gateway/reference.asp?No=Ref-10057> and may also be obtained from the Office of Industry & Market Analysis, Public Service Commission, 2540 Shumard Oak Boulevard, Tallahassee, FL 32399-0850, charges must also be included in the Lifeline advertisement. The company may redirect consumers to a toll free customer service number and website to see applicable charges and fees in lieu of listing all charges in an advertisement.

(5) An eligible telecommunications carrier or its designee must provide written notice prior to the termination of Lifeline assistance pursuant to Title 47, Code of Federal Regulations, Part 54, Subpart E, Section 54.405(e) Carrier obligation to offer Lifeline, De-enrollment. The notice of impending termination shall contain the telephone number at which the subscriber can obtain information about the subscriber's Lifeline assistance from the eligible telecommunications carrier. The notice shall also inform the subscriber of the availability, pursuant to Section 364.105, F.S., of discounted residential basic local telecommunications service.

(6) All eligible telecommunications carriers shall provide current Lifeline program company information to the Universal Service Administrative Company at www.lifelinesupport.org so that the information can be posted on the Universal Service Administrative Company's consumer website.

(7) Eligible telecommunications carriers must file all reports with the Commission in accordance with Title 47, Code of Federal Regulations, Part 54, Subpart E, Section 54.422(c), Annual reporting for eligible telecommunications carriers that receive low-income support.

Rulemaking Authority ~~120.80(13)(d)~~, 350.127(2), 364.10(4), ~~364.10(2)(i)~~ FS. Law Implemented 364.10, 364.105, 364.183(1) FS. History—New 1-2-07, Amended 12-6-07, 6-23-10, 11-21-18, 4-26-23.

25-4.118 Changing of a Subscriber's Telecommunications Service and Preferred Carrier Freeze.

(1) A telecommunications company shall meet the requirements as prescribed by the Federal Communications Commission in Title 47, Code of Federal Regulations, Part 64, Subpart K, Sections 64.1100 Definitions, as amended March 1, 2001, 64.1120 Verification of Orders for Telecommunications Service, as amended March 12, 2008, and 64.1130 Letter of Agency Form and Content, as amended March 12, 2008, which are hereby incorporated into this rule by reference and which are available at: <http://www.flrules.org/Gateway/reference.asp?No=Ref-02209>.

(2)(a) A telecommunications company shall not be deemed to have committed an unauthorized carrier change infraction if the company, including its agents and contractors, did the following:

1. Followed the procedures required under subsection (1) in good faith, with respect to the person requesting the change; and

2. Complied with the credit procedures of subsection (3).

(b) In cases where a company fails to meet the requirements of paragraph (2)(a), the Commission will determine whether penalties or other remedies are appropriate for an unauthorized carrier change infraction. In so doing, the Commission will consider the actions taken by the company to mitigate or undo the effects of the unauthorized change. These actions will include whether the company, including its agents and contractors:

1. Followed the procedures required under subsection (1) with respect to the person requesting the change in good faith;

2. Complied with the credit procedures of subsection (3);

3. Took prompt action in response to the unauthorized change;

4. Reported to the Commission any unusual circumstances that might have adversely affected customers such as system errors or inappropriate marketing practices that resulted in unauthorized changes and the remedial action taken;

5. Reported any unauthorized carrier changes concurrently affecting a large number of customers; and

6. Took other corrective action to remedy the unauthorized change appropriate under the circumstances.

(3) Charges for unauthorized carrier changes billed on behalf of the unauthorized carrier for the first 30 days or first billing cycle, whichever is longer, shall be credited to the customer by the company responsible for the error within 45 days of notification to the company by the customer, unless the claim is false. Upon notice from the customer of an unauthorized carrier change, the telecommunications company shall change the customer back, or to another company of the customer's choice.

(4) A telecommunications company shall make available a preferred carrier freeze upon a subscriber's request and shall meet the requirements as prescribed by the Federal Communications Commission in Title 47, Code of Federal Regulations, Part 64, Subpart K, Section 64.1190, Preferred Carrier Freezes, as amended March 12, 2008, which is hereby incorporated into this rule by reference and is available at: <http://www.flrules.org/Gateway/reference.asp?No=Ref-02210>.

(5) A preferred carrier freeze shall not be required as a condition for obtaining service.

(6) A preferred carrier freeze shall be implemented or removed at no charge to the subscriber.

(7) A telecommunications company shall provide notification to subscribers with the customer's first bill, by letter or by electronic communication, and annually thereafter, that a preferred carrier freeze is available at no charge. Existing customers shall be notified annually that a preferred carrier freeze is available at no charge. Any of the foregoing notifications may be provided by a standard sized message on a customer's bill.

Rulemaking Authority 350.127(2), ~~364.01~~, 364.16(5) FS. Law Implemented 364.01, 364.16(5), 364.285 FS. History—New 3-4-92, Amended 5-31-95, 12-28-98, 5-8-05, 2-5-13.

25-4.119 Line Information Database Maintenance.

(1) Within 6 months of the effective date of this rule, each local exchange telecommunications company shall:

(a) Update the Line Information Database (LIDB) with the account ownership code of the Competitive Local Exchange Company (CLEC) claiming the customer, provided the CLEC has contracted with the local exchange company (LEC) to provide such information or has purchased the line directly from the local exchange company; and

(b) Provide CLECs access to LIDB, or provide updates on a contractual basis, at reasonable cost-based terms and conditions, for each CLEC that enters into a contract.

(2) LECs are exempt from subsection (1) of this rule if there is no CLEC within the service area that allows third-party or collect calls. If a CLEC in the service area elects to allow third-party or collect calls, the LEC shall comply with this rule within 6 months after such time.

Rulemaking Authority 350.127(2) FS. Law Implemented 350.115 FS. History—New 4-7-03.

25-4.150 The Administrator.

(1) The Administrator is a corporation not for profit incorporated pursuant to the provisions of Chapter 617, F.S., and designated by the Florida Public Service Commission to administer the telecommunications relay service system and the distribution of specialized telecommunications devices pursuant to the provisions of Part II of Chapter 427, F.S., and rules and regulations adopted by the Commission.

(2) For the purposes of implementing Part II of Chapter 427, F.S., the Florida Telecommunications Relay, Inc. is designated as the Administrator identified in Section ~~Section~~ 427.704(2), F.S. The Administrator's offices are located at 1820 East Park Avenue, Suite 101, Tallahassee, FL 32301, telephone number 1(800)222-3448.

(3) The Administrator will be responsible for receiving and distributing funds from the operating fund. The Administrator will expend no funds from the operating fund to be used to pay for the cost of the Advisory Committee. The Administrator will expend no funds from the operating fund to be used to pay for

entertainment.

(4) The Administrator shall remit payment from available operating funds for all bills rendered by the Provider of relay services within 15 days of receipt. If the Administrator challenges the accuracy of a bill, payment may be withheld only for the challenged portion of the bill and the Administrator shall present to the Commission any unresolved billing issues within 30 days of the bill's original due date.

Rulemaking Authority 427.704(8) FS. Law Implemented 427.703(8), 427.705(1) FS. History—New 2-25-92, Amended 9-16-92.

Janet Cayson

Subject: FW: Technical Changes to 25-4 rules

From: Administrative Code <AdministrativeCode@dos.fl.gov>

Sent: Friday, June 13, 2025 3:40 PM

To: Susan Sapoznikoff <SSapozni@psc.state.fl.us>; Administrative Code <AdministrativeCode@dos.fl.gov>

Subject: RE: Technical Changes to 25-4 rules

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

Good afternoon,

This request has been completed.

Best,

Alexandra Leijon

Administrative Code and Register Director

Office of General Counsel

Department of State

Room 701I The Capitol | Tallahassee, FL

P: (850)245-6208

Alexandra.Leijon@dos.fl.gov

From: Susan Sapoznikoff <SSapozni@psc.state.fl.us>

Sent: Friday, June 13, 2025 2:36 PM

To: Administrative Code <AdministrativeCode@dos.fl.gov>

Subject: Technical Changes to 25-4 rules

EMAIL RECEIVED FROM EXTERNAL SOURCE

The attachments/links in this message have been scanned by Proofpoint.

Good afternoon, Ms. Leijon:

I have attached the Commission's technical changes to rules in 25-4, F.A.C.

I have attached the texts of the rules in Word format due to the number of rules involved.

Please contact me with any questions or concerns.

With best regards,

Suzie