

TARIFF DISTRIBUTION

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PURPOSE: Lifeline change due to implementation of National Verifier.

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A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline

A3.31.1 Description of Service

- A. Effective December 5, 2017, Lifeline service is available only to qualifying subscribers who reside in Connect America Fund II (CAF II) Funded Census Blocks, shown in the Request for relinquishment of partial eligible telecommunications carrier (ETC) status, by BellSouth Telecommunications, LLC d/ b/a AT&T Florida, Docket No. 20170082-TP, approved by the Florida Public Service Commission in Order No. PSC-2017-0329-CO-TP, dated August 16, 2017. (C)
- B. The Lifeline program is designed to increase the availability of telecommunications services to low income subscribers by providing a credit to monthly recurring local service to qualifying low income residential subscribers. Basic terms and conditions are in compliance with FCC rules and regulations including the FCC Report and Order and Further Notice of Proposed Rulemaking in WC Docket No. 11-42, adopted January 31, 2012, and the Lifeline and Link Up Reform and Modernization Third Report And Order, Further Report And Order, and Order on Reconsideration, WC Docket No. 11-42 (rel. April 27, 2016) (“Lifeline Reform and Modernization Order”), *including implementation of a National Lifeline Eligibility Verifier (National Verifier) to determine subscriber eligibility.*
- C. Lifeline is supported by the federal universal service support mechanism.
- D. Federal uniform support of **\$7.25** is available for each Lifeline service, and is passed through to an eligible customer via a monthly Federal Lifeline credit. The amount of credit will not exceed the charge for local service.

A3.31.2 Terms and Conditions

- A. General
 - 1. One low income credit is available per household and is applicable to the primary residential connection only. Lifeline support is limited to a single subscription per household where household is defined to be any individual or group of individuals who are living together at the same address as one economic unit. For the purposes of this rule, an economic unit consists of all adult individuals contributing to and sharing in the income and expenses of a household.
 - 2. A Lifeline customer may subscribe to any local service offering available to other residence customers.
 - 3. Toll blocking will be provided at no charge to the Lifeline subscriber.
 - 4. The deposit requirement is not applicable to a Lifeline customer who subscribes to toll blocking. If a Lifeline customer removes toll blocking prior to establishing an acceptable credit history, a deposit may be required. When applicable, advance payments will not exceed the connection and local service charges for one month.
 - 5. A Lifeline customer is exempt from the Installment Billing Service Fee in Section A4.
 - 6. The Federal Universal Service Charge will not be billed to Lifeline customers.
 - 7. A Lifeline subscriber's basic local service will not be disconnected for non-payment of toll charges or ancillary services, but may be disconnected for non-payment of basic local service charges, taxes and fees. Access to toll service may be denied for non-payment of toll charges. Access to ancillary services may be denied for non-payment of basic or non-basic local charges. A Lifeline subscriber's request for reconnection of basic local service will not be denied if the service was previously denied for non-payment of toll or ancillary charges. Partial payments will first be applied to basic local service.
 - 8. Lifeline eligible customers who have previously been disconnected for nonpayment of local charges may obtain local service equipped with toll blocking upon payment of outstanding debt for non-toll charges, taxes and fees. Toll blocking shall not be removed prior to receipt of full payment of all outstanding toll charges.
 - 9. The outstanding non-toll balance may be paid in up to twelve installment payments with a minimum per month payment of \$5.00. This installment option is separate from any other installment arrangements (such as Installment Billing of non-recurring charges in Section A4). Should the customer default on this payment arrangement, service will be disconnected and the customer must pay the outstanding non-toll balance in full before local service will be re-established. Installment payments are not available on defaulted amounts previously installment billed.
 - 10. Payment for other outstanding debt will be pursued in the same manner as for non-Lifeline customers.
 - 11. Lifeline is not available for resale.

A3. BASIC LOCAL EXCHANGE SERVICE

A3.31 Lifeline (Cont'd)

A3.31.2 Terms and Conditions (Cont'd)

B. Eligibility

1. To be eligible for Lifeline, a customer must be a current recipient of any of the following low income assistance programs¹.
 - a. (DELETED)
 - b. Supplemental Security Income (SSI)
 - c. Supplemental Nutrition Assistance Program (SNAP)
 - d. Medicaid
 - e. Federal Public Housing Assistance
 - f. (DELETED)
 - g. (DELETED)
 - h. Veterans and Survivors Pension Benefit
2. Additionally, customers not receiving benefits under one of the preceding programs, and whose total gross annual income does not exceed one hundred and thirty-five percent (135%)² of the Federal Poverty Guidelines are eligible for Lifeline.
3. All applications for service are subject to verification with the state agency responsible for administration of the qualifying program.

C. *Eligibility Determination, Certification, and Re-Certification*

(C)

1. ***Effective March 24, 2020, the National Life Eligibility Verifier (National Verifier) will determine subscriber eligibility and conduct annual recertification. The National Verifier will collect the customer's application, determine eligibility, and give an approval or denial for a Lifeline discount. Once approved, the National Verifier will retain the approval for 90 days, during which time the Company may use the eligibility to provide a Lifeline discount. The Lifeline credit will not be established until the customer's eligibility has been determined by the National Verifier and the customer contacts the Company to apply the Lifeline credit.***
2. When a customer is determined to be ineligible as a result of verification, the Company will contact the customer. If the customer cannot provide eligibility documentation, the Lifeline credit will be discontinued and at such time the customer will be transitioned to the Lifeline Transitional Discount (LTD), as set forth in A3.23 of this Guidebook.

Note 1: Effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", Temporary Assistance for Needy Families (TANF), Low-Income Home Energy Assistance Program (LIHEAP) and National School Lunch Program's free lunch program are no longer criteria for the federal Lifeline program. Existing Lifeline subscribers qualified under these programs prior to December 2, 2016, and who remain qualified for these programs, may retain the Lifeline discount until such time as they must re-certify under current FCC rules and criteria. Effective December 5, 2017, Lifeline discounts noted this paragraph apply only to Lifeline subscribers who reside in CAF II Funded Census Blocks, as noted in A3.31.1, A.

Note 2: Effective December 2, 2016, in compliance with the FCC "Lifeline Reform and Modernization Order", the income criterion is Income at or below 135% of the Federal Poverty Guidelines. Existing Lifeline subscribers qualified prior to December 2, 2016, under the previous income criterion, Income at or below 150% of the Federal Poverty Guidelines, and who remain qualified under the previous income criterion, may retain the Lifeline discount until such time as they must re-certify under current FCC rules and criteria. Effective December 5, Lifeline discounts noted this paragraph apply only to Lifeline subscribers who reside in CAF II Funded Census Blocks, as noted in A3.31.1, A.