

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

In the Matter of the Resolution of Certain)
Issues Related to the Designation of a) DOCKET NO. 10-2528-01
Common Carrier as an Eligible)
Telecommunications Carrier) NOTICE OF ACTION
) AND INVITATION TO COMMENT
)

ISSUED: August 26, 2013

By The Commission:

NOTICE OF ACTION

The Utah Public Service Commission (“Commission”) held a status conference on August 20, 2013, regarding the status of negotiations with the Department of Workforce Services (“DWS”) regarding the administration of the Utah Telephone Assistance Program (“LifeLine”) and actions needed on a going forward basis to complete the required annual Federal recertification of program participants and the desired recertification of the Utah LifeLine participants. The Division of Public Utilities (“Division”) reported that DWS has agreed to continue performing the portions of the recertification process which can be done via automated computer program eligibility checks through the end of 2013 recertification process.

Considerable discussion occurred regarding the possible methods the Commission could adopt to complete the required tasks. The Commission, acting on the information provided both in previous comments and at the status conference, lays out the following requirements to address the current certification requirements and options the Commission is considering for an ongoing process.

2013 State LifeLine Certification

Required Information

By September 6, 2013, all telecommunications companies operating in the State of Utah with LifeLine customers (“ETCs”), which receive the Utah lifeLine discount in addition to the Federal LifeLine discount, shall provide to the Division a list of the LifeLine customers they serve. The list shall be in the form of a spreadsheet, and shall contain the following fields (the same format that was used for the 2012 recertification process):

1. Full social security number, 9 characters, format as special, social security (actual data has no "-" between numbers) example "529999999"
2. Date of Birth, 8 characters, format date MM/DD/YYYY, example "01/01/1901" for January 1, 1901
3. First Name, 25 characters, format as text, "GEORGE"
4. Middle Name or Initial, 10 characters, format as text, example ""M" or "MARIE"
5. Last Name, 25 characters, format as text, example "SMITH, JR"
6. Physical Residence Address, 30 characters (house number, direction, street, apt, trailer, etc), format as text, example "160 E BROADWAY APT 410"
7. Physical City, 20 characters, format as text, example "SALT LAKE CITY"
8. Physical State, 2 characters, format as text, example "UT"
9. Physical ZipCode Plus, 9 characters, format as special, zipcode + 4, example "841116751"
10. Billing/Mailing Address, 30 characters (to include P O Box), format as text, example "P O BOX 146751"
11. Billing City, 20 characters, format as text, example "SALT LAKE CITY"
12. Billing State, 2 characters, format as text, example "UT"
13. Billing ZipCode Plus, 9 characters, format as special, zipcode + 4, example "841146751"
14. Telephone Carrier Name, 25 characters, format as text, example " QWEST"
15. Telephone Number, 10 characters, format as special, telephone number (include area code, prefix or NXX and identifier) example "[8019999999](#)"

Note: Any participant without the complete information listed above will automatically be considered as having a not-qualified status and a Notice will be sent to the

customer requesting they either prove their qualifying status by filling out an application or confirm they are no longer eligible.

State LifeLine Program Participation Eligibility Certification

The Division shall forward the lists of participants with full information to the DWS (either as one consolidated list or separately as the Division determines is best) for an automated check against all qualifying program databases the DWS has ready access to. Upon receiving the list(s) back from DWS the Division will return them to the ETCs. The returned lists will contain a designation that marks each participant as either qualified or not-qualified.

Addressing not-Qualified Status

Concurrently with returning the lists to the ETCs, but no later than October 1, 2013, a state agency will send letters to each not-qualified participant, being served by an ETC which participates in the State LifeLine program, requiring the participant to provide information demonstrating eligibility if the participant desires to remain as a participant. If and when a determination is appropriate that a participant should be moved from the not-qualified to the qualified status updated lists will be provided to the relevant ETC(s). Participants found to be not-qualified by either the qualifying program check or incomplete information will be given 60 days to prove their qualification status (November 30, 2013). At the end of the 60 days the relevant ETCs will receive a list of participants to be removed from the program. The ETCs shall remove the participants from the program before the next billing cycle.

Federal LifeLine Only ETCs

In addition to the ETCs which participate in the State LifeLine program there currently are a number of wireless carriers whose customers receive only the Federal LifeLine

discount. The Orders granting each of these carriers Federal ETC status specifically requires them to administer their programs in accordance with all applicable Federal requirements until the Commission is able to establish a comprehensive administrative program. To date the Commission has not established such a program. Therefore the ETCs whose customers receive only the Federal LifeLine discount are still fully responsible for administering their own programs. As an option for these carriers the Commission offers the process of checking these ETCs' participant list against the qualifying program lists. Any Federal only ETC desiring to have its customer list checked against the DWS automatically qualifying program list may submit a customer list in the same format discussed above to the Division by September, 6, 2013. The Division will return to that ETC the results of the eligibility check with each customer marked as qualified or not-qualified. We stress that the State will assume no responsibility to do any further verification work for these ETCs.

On-Going Program Administration

With respect to the future administration of the program the Commission notes that the method of processing new applications and performing the annual certification must be determined. The Commission invites any interested party to comment by Monday, September 23, 2013, on the advisability and associated cost of the following options for program administration:

1. Rely on self-certification administered by the ETC for all participants who cannot be program matched.

DOCKET NO. 10-2528-01

- 5 -

2. Continue with the present system of requiring participants to fill out full applications and approve people for initial participation only if they can document eligibility, and continue with the process described above for annual recertification.

DATED at Salt Lake City, Utah, this 26th day of August, 2013.

/s/ Ron Allen, Chairman

/s/ David R. Clark, Commissioner

/s/ Thad LeVar, Commissioner

Attest:

/s/ Gary L. Widerburg
Commission Secretary
D#246498

CERTIFICATE OF SERVICE

I HEREBY CERTIFY that on the 26th day of August, 2013, a true and correct copy of the foregoing was served upon the following as indicated below:

By U.S. Mail:

Peter Lurie
Elaine Divelbliss
Virgin Mobile USA, L.P.
10 Independence Blvd.
Warren, NJ 07059

By Electronic Mail:

Tricia Cox (tcox@utah.gov)
Susan Kolthoff (skolthoff@utah.gov)
Department of Workforce Services

Sherman Roquero (sroquier@utah.gov)
Department of Community and Culture

Mitchell Brecher (brecherm@gtlaw.com)
Greenberg Traurig, LLP

Gary A. Dodge (gdodge@hjdllaw.com)
Hatch, James & Dodge

Stanley K. Stoll (ssoll@blackburn-stoll.com)
Kira Slawson (kslawson@blackburn-stoll.com)
Blackburn & Stoll, LC

Lance J.M. Steinhart (lsteinhart@telecomcounsel.com)
Lance J.M. Steinhart, P.C.

Timothy J. Funk (funk@crossroads-u-c.org)
Crossroads Urban Center

James Farr (james.farr@centurylink.com)
Torry R. Somers (Torry.r.somers@centurylink.com)
CenturyLink

Brett L. Tolman (btolman@rqn.com)
Ray Quinney & Nebeker P.C.

James L. Messenger (james.messenger@leclairryan.com)
Leclairryan

Eric Seguin (sequin@solixinc.com)
Solix, Inc.

Sonya L. Martinez (smartinez@slcap.org)
Betsy Wolf (bwolf@slcap.org)
Salt Lake Community Action Program

Sharon M. Bertelsen (bertelsens@ballardspahr.com)
Ballard Spahr

Robin Enkey (robine@budgetprepay.com)
Budget PrePay, Inc.

Thorvald A. Nelson (tnelson@hollandhart.com)
Sara Kerkhoff Rundell (sakrundell@hollandhart.com)
James A. Holtkamp (jholtkamp@hollandhart.com)
Holland & Hart LLP

Patricia Schmid (pschmid@utah.gov)
Justin Jetter (jjetter@utah.gov)
Paul Proctor (pproctor@utah.gov)
Assistant Utah Attorneys General

By Hand-Delivery:

Division of Public Utilities
160 East 300 South, 4th Floor
Salt Lake City, Utah 84111

Office of Consumer Services
160 East 300 South, 2nd Floor
Salt Lake City, Utah 84111

Administrative Assistant