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BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH

<p>In the Matter of the Resolution of Certain Issues Related to the Designation of a Common Carrier as an Eligible Telecommunications Carrier</p>	<p align="center">Docket No. 10-2528-01</p> <p align="center">TRACFONE WIRELESS, INC.’S RECOMMENDATIONS</p>
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Pursuant to the Commission’s Order issued May 2, 2011, TracFone Wireless, Inc. (“TracFone”) files its recommendations for resolving the issues in this docket based on what other states have done to resolve comments on the issues set forth in that Order.

I. States’ Procedures for Ensuring That Only Eligible Individuals Receive Lifeline Service.

TracFone has been designated as an Eligible Telecommunications Carrier (“ETC”) in 37 states for the purpose of providing Lifeline service to qualified low-income households. TracFone’s SafeLink Wireless® Lifeline service is now available in 34 of those jurisdictions. As a result, TracFone has significant experience providing Lifeline service and complying with federal and state requirements governing Lifeline enrollment eligibility certification and annual verification of continuing eligibility. The vast majority of states in which TracFone provides Lifeline service follow Federal Communication (“FCC”) rules governing Lifeline. FCC rules allow applicants to qualify for Lifeline service if they self-certify under penalty of perjury that they receive benefits

from a Lifeline-qualifying program.¹ FCC rules further require ETCs to verify annually the continued eligibility of a statistically valid random sample of their Lifeline customers.² However, a few states have implemented systems that enable ETCs to certify each applicant's eligibility for Lifeline and/or verify each customer's continued eligibility on an annual basis. The following is a description of the systems used by certain states to ensure that customers are eligible to receive Lifeline service.

1. Florida

The Florida Public Service Commission and the Department of Children and Families ("DCF") worked together to develop a computer portal that allows ETCs to verify on a real time basis whether Lifeline applicants are enrolled in a participating eligible program (Medicaid, Food Stamps, and TANF). DCF maintains the computer portal and the cost of the portal is funded by the state. ETCs that decide to use the computer portal to certify the eligibility of Lifeline applicants are provided access to the system URL and certificates. After accessing DCF's computer ETCs must provide the first and last names of the applicant, the last four digits of the applicant's social security number, and the applicant's date of birth. DCF's computer provides the ETCs with information as to whether the applicant is or is not participating in a qualifying Lifeline program. DCF's computer does not disclose the particular program or programs in which the applicant participates. ETCs can also use the DCF computer portal to check the continued eligibility of customers who are part of the random sample for which eligibility needs to be verified on an annual basis. Florida's system works well to confirm the eligibility of Lifeline applicants. However, because the DCF system does not track

¹ 47 C.F.R. § 54.409(d).

² 47 C.F.R. § 54.410(a)(2).

whether an individual is approved for Lifeline by an ETC, DCF does not have the data necessary to determine whether an applicant is already receiving Lifeline service from another ETC.

2. Maine

The Maine Public Utility Commission has a rule that requires each carrier offering Lifeline service to annually generate a list of its customers (and full social security number) who are receiving Lifeline benefits and submit that list to the Department of Health and Human Services (“DHHS”) for eligibility verification. Community Action Program agencies, such as the Maine State Housing Authority (“MSHA”), may also perform verification.³ Under the current process, once a year ETCs provide the required information on a spreadsheet saved to a computer disk to DHHS and then DHHS checks whether each customer is eligible for Lifeline through participation in a qualifying program. DHHS removes the names of individuals receiving assistance from DHHS from the spreadsheet and sends the computer disk back to the ETC. The ETC then sends the computer disk to the MSHA which performs a second review of the spreadsheet to remove the names of LIHEAP-eligible customers. The MSHA returns the computer disk containing the revised list of customers to the ETC. Finally, the ETC sends a letter to each customer not found to be eligible for Lifeline by DHHS or advising the customer that he/she is no longer eligible for Lifeline assistance and asking the customer to contact the carrier if the customer believes he/she remains qualified for Lifeline support.

³ 65-407 CMR Chapter 294, § 5.

3. Wisconsin

The Wisconsin Public Service Commission rules require Lifeline service providers to verify Lifeline applicant eligibility by making queries to the CARES database administered by the Wisconsin Department of Children and Families (“DCF”) and to a database maintained by the Department of Revenue (“DOR”) (for those applicants who claim eligibility under the Homestead Tax Credit program).⁴ ETCs enter into a data sharing agreement with DCF that allows them to determine if Lifeline applicants are eligible for Wisconsin Works (W-2), Food Stamps, Wisconsin Home Energy Assistance Program, or Medical Assistance. Under this system, ETCs can check whether an applicant is eligible for Lifeline on a real time basis. Applicants who claim eligibility under the Homestead Tax Program must complete an Information Release Authorization (Form I-200) and submit it to DOR. DOR then confirms that the applicant participates in the Homestead Tax Credit program and notifies the relevant ETC. ETCs rely on access to the CARES database and communications with DOR to confirm applicants’ initial eligibility for Lifeline and all customers’ continued eligibility for Lifeline on an annual basis.

II. TracFone’s Recommendation

TracFone recommends that Utah adopt a process similar to that used by Florida. The Florida system allows ETCs to access a database on a real time basis to check whether a Lifeline applicant is eligible for Lifeline service and whether a Lifeline customer continues to be eligible for Lifeline service. Therefore, ETCs can efficiently provide Lifeline service to those low-income consumers who qualify for Lifeline

⁴ Wisc. Admin. Code s. PSC 160.06(1) and (2).

benefits. TracFone further suggests that if Utah establishes such a system, then all ETCs should be required to participate.

TracFone also recommends that any database system require ETCs to identify the customers to whom they provide Lifeline service so that duplicate claims can be avoided while allowing individuals to switch Lifeline providers. For example, there should be a way for the ETC to note in the database that it is providing Lifeline service to an individual. When a current Lifeline customer chooses to enroll in Lifeline service with another Lifeline provider, and the potential new Lifeline provider checks the database regarding that customer, a message could be automatically sent to the current Lifeline provider advising it to de-enroll the customer from Lifeline service. This procedure would enable an individual to change Lifeline providers while preventing duplicate enrollments, i.e., enrollment by consumers in multiple ETCs' Lifeline programs.

Respectfully submitted,

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May 31, 2011

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served by email this 31st day of May, 2011, on the following:

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