

- 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) SUPPLEMENT TO NOTICE OF
Telecommunications Carrier) AGENCY ACTION
)

ISSUED: March 14, 2011

By The Commission:

On December 2, 2010, the Commission gave notice of agency action pursuant to Utah Code Ann. § 63G-4-201, that the Commission would commence adjudicative proceedings to resolve issues surrounding the designation of a common carrier as an Eligible Telecommunications Carrier (ETC). The Commission noted that it would address the following issues:

- The process for verification of continuing eligibility (i.e. annual certification) of Lifeline customers;
- The determination of entities that may verify the continuing eligibility of Lifeline customers;
- The method of calculation and recovery of costs for verifying continuing eligibility of Lifeline customers, particularly for ETCs not paying to the state USF fund;
- The role of the “responsible agency”, *see Utah Admin. Code R.746-341-2.B.*, in verifying continuing eligibility of Lifeline customers;
- The determination and implementation of a process to prevent customers from receiving duplicate service from multiple providers (double-dipping);

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- The process for avoiding unauthorized changes of a Lifeline carrier, and preventing slamming;
- Whether the findings, conclusions, and orders made in this proceeding apply equally to all ETCs in the state, regardless of technology or business model used;
- Whether additional rulemaking proceedings/and or additional reporting requirements are necessary to implement the determinations made in these proceedings.

The Commission also ordered each respondent and party served to provide notice of its participation in this docket, and provide additional issues to be treated in this docket. The Commission provides this supplement to the issues provided in its Notice of Agency Action. The Division of Public Utilities (Division) and the Office of Consumer Services (OCS) presented notice of additional issues they wished treated. Respectively they are:

1. the role of the “responsible agency,” *see* Utah Admin. Code R746-341-2(B), - 3(C), in the initial certification of Lifeline customers;
2. initial certification process and requirements; and
3. the method of calculation and recovery of any costs of initially certifying Lifeline customers, particularly of certifications for Eligible Telecommunications Carriers not paying into the State Universal Service Fund.

and

1. The establishment of oversight and guidelines for Lifeline outreach and advertising to ensure that customers are receiving necessary and accurate

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eligibility, terms of service and provider information, and to expand outreach activities to reach a larger percentage of the population eligible for Lifeline services;

2. the establishment of Lifeline outreach and advertising requirements to incorporate eligibility verification and duplicate service prevention.

DATED at Salt Lake City, Utah, this 14th day of March, 2011.

/s/ Ruben H. Arredondo
Administrative Law Judge

Approved and confirmed this 14th day of March, 2011, as the Supplement to Notice of Agency Action of the Public Service Commission of Utah.

/s/ Ted Boyer, Chairman

/s/ Ric Campbell, Commissioner

/s/ Ron Allen, Commissioner

Attest:

/s/ Julie Orchard
Commission Secretary
G#71099