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**State of Utah  
Lifeline (UTAP) Program**

**Division of Public Utilities  
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70 **Program Vision**

71 | The mission of the Lifeline (UTAP) ~~P~~program is to provide low income consumers with  
72 | a federal and/or state discount for telecommunication services. Currently, there are 20,000 wire  
73 | line customers receiving both a \$9.25 federal discount and a \$3.50 state discount for landline  
74 | phone service. As of July 1, 2012 there are 24,000 residents receiving a \$9.25 federal discount  
75 | for their cell phone service. The Utah Public Service Commission (“PSC”) contract with the  
76 | Department of Workforce Services (“DWS”) provides initial eligibility and annual certification  
77 | for wire line customers. Wireless customers self-certify with their telecommunications provider.  
78 |

79 | The first objective of this proposal is expanding the contract with DWS to process initial  
80 | eligibility and annual certification for all telecommunications services (wire line and wireless)  
81 | offered under the Lifeline Program.  
82 |

83 | The second objective is to have the contract with DWS meet the requirements of the  
84 | Federal Communications Commission (“FCC”) Lifeline Reform Order issued February 6, 2012.  
85 |

86 | The third objective is to continue to have the Lifeline ~~P~~program be as efficient and  
87 | streamlined as possible, eliminating redundancy of information storage, reducing on-going costs  
88 | and provideing maximum protection of confidential consumer information.  
89 |

90 | The fourth objective is to offer potential ~~increase the number of~~ participants the  
91 | opportunity to enroll in the Lifeline ~~P~~program when they enroll in other qualifying programs -  
92 | similar to what is currently done with the HEAT program. by making the program more  
93 | accessible to those who qualify for the discount.

94 **Requirements of the Proposal**

95 |  
96 | ~~To date, t~~The PSC has approved 19 wire line and 4 wireless telecommunications  
97 | ~~carrier~~companies. Many more wireless providers have applied for approval to operate as an ETC  
98 | for Lifeline customers in the state of Utah. Consumers are allowed to ~~only able to~~ receive only  
99 | one federal and ~~or one~~ state discount per household ~~and from only one telecommunications~~  
100 | ~~carrier~~company. Currently some Lifeline providers participate only in the federal program and  
101 | hence only offer their customers the federal discount. In order to meet the new FCC requirement  
102 | of Title 47, Part 54, Subpart E, the PSC and DWS ~~will~~~~would like to~~ move the Lifeline  
103 | application and recertification processes into the DWS eREP system. The requirements set forth  
104 | herein ~~will~~ address the current participants’ transition into eREP, new applicants, de-enrollment  
105 | of participants, FCC definitions, telecommunication company communication, annual  
106 | recertification process, and interaction with the National Lifeline Accountability Database.  
107 |

108 **Transition of Current Lifeline Participants**

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109  
110 ~~A requirement of the~~ FCC ~~requires~~ that all current participants receiving Lifeline as of  
111 June 1, 2012 be recertified for eligibility by December 31, 2012. Verification of continued  
112 eligibility must be determined by accessing the DWS database. Those ~~participants~~~~recipients~~  
113 ~~who~~~~that~~ cannot be verified as eligible because they are not in the database must be notified and  
114 given an opportunity to re-apply by completing an application and certification form if they  
115 believe they are eligible. The Division of Public Utilities (“DPU”) has received from most  
116 ~~telecommunications carriers~~~~providers~~ a file with the information regarding each participant.  
117 Some of the information is incomplete. The information ~~provided by the telecommunications~~  
118 ~~carriers to the DPU~~ must contain the following:

- 119 • Participant’s full ~~name~~
- 120 • ~~Participant’s residential~~~~Service a~~Address
- 121 • ~~Participant’s b~~Billing ~~a~~Address
- 122 • ~~Participant’s d~~Date of ~~b~~Birth
- 123 • ~~Participant’s f~~Full social security number
- 124 • ~~Participant’s t~~Telecommunications carrier
- 125 • ~~Participant’s t~~Telephone number for discount

126  
127 **Participants with Incomplete Information:** ~~For those participants whose~~~~where the~~ ~~\_\_\_\_\_~~  
128 ~~\_\_\_\_\_~~ information is incomplete, DWS will send a letter with the application and  
129 certification ~~\_\_\_\_\_~~ form to the participant. The DWS and the participant will then follow the  
130 Resolution ~~\_\_\_\_\_~~ Process ~~set forth below~~~~(see below)~~.

131  
132 **Participants with Complete Information:** For those ~~participants whose~~~~where the~~  
133 information is complete, ~~\_\_\_\_\_~~ the ~~DPU~~~~ivision of Public Utilities~~ ~~will~~~~is~~ formatting files to run  
134 against the DWS eligibility ~~\_\_\_\_\_~~ information to determine if the participants are participating in a  
135 public assistance ~~\_\_\_\_\_~~ program. After the match process, a file will be provided by DWS to the  
136 ~~\_\_\_\_\_~~ telecommunications carrier ~~and the~~ ~~DPU~~ ~~and~~ ~~UTAP~~ ~~\_\_\_\_\_~~ denoting which participants  
137 are eligible or ~~ineligible~~. ~~T~~~~his information will also be used, and stored, internally within~~  
138 ~~DWS~~. The eligible participants will be ~~\_\_\_\_\_~~ loaded into the DWS Lifeline file and  
139 ~~\_\_\_\_\_~~ connected to e-REP. ~~DWS will~~ ~~The file will be~~ noted ~~in the file~~ that the participant was  
140 enrolled prior to June 1, 2012 and ~~does~~~~did~~ not require a certification form.

141  
142 **Eligible Participants:** ~~\_\_\_\_\_~~ For those ~~participants who~~~~that~~ are eligible, a letter  
143 from DWS will ~~\_\_\_\_\_~~ be mailed to the participant  
144 and the ~~participant’s~~ ~~\_\_\_\_\_~~  
145 ~~\_\_\_\_\_~~ telecommunications carrier, stating that ~~the~~ ~~participant~~ ~~they~~ ~~\_\_\_\_\_~~  
146 ~~\_\_\_\_\_~~ continues to meet the eligibility requirement for the ~~\_\_\_\_\_~~  
147 ~~\_\_\_\_\_~~ Lifeline discount. Additional information will be ~~\_\_\_\_\_~~  
148 ~~\_\_\_\_\_~~ provided, reminding ~~participants~~~~them~~ that if their current ~~\_\_\_\_\_~~  
149 ~~\_\_\_\_\_~~ information changes ~~that~~ they must notify DWS ~~\_\_\_\_\_~~  
150 ~~\_\_\_\_\_~~ immediately to determine continued eligibility or ~~they risk~~ ~~\_\_\_\_\_~~

de-enrollment, and that they can access and edit their information in their MyCASE account online through the DWS. The letter will also include basic information regarding the program, including the requirement that only one discount is allowed per household.

**Ineligible Participants:** For those participants ~~who~~that are ineligible (from either a programmatic or an income perspective), DWS will send a letter to the participant notifying him or herthat the current information shows they are not eligible for the Lifeline discount and providing information regarding the Lifeline appeals process; and application and certification form for participantthem to reapply if the ~~respective participant's~~ information has changed. The participant must then will now follow the Resolution Process set forth below.

**De-enrollment**

There are a number of reasons a ~~participant~~applicant can be de-enrolled. They include:

- a) ~~an participant~~applicant's requests to de-enroll from one telecommunications carrier, so ~~participant~~they can apply the Lifeline discount to another telecommunications carrier's service;
- b) ~~participant's~~ discontinuance of eligibility from a public assistance program or income criteria;
- c) ~~participant's determine~~ duplicative Lifeline benefit from ~~and~~ another carrier or another member of ~~participant's~~their household is ~~also~~receivinge the Lifeline benefit;
- d) ~~participant's~~ discontinuance for non-usage of the telecommunications service;
- e) ~~participant's~~ failure ~~of the participant~~ to re-certify annually, ~~or a temporary address~~ or as required through ~~participant's~~their public assistance program;
- e)f) ~~participant's use of a temporary address.~~

The Resolution Process set forth below will be followed by notifying the participant of the situation and allowing the participant to respond within the allowed time frames.

**Resolution Process for Lifeline Participants**

The FCC Reform Order has a de-enrollment process under § 54.405 (e) which allows the participant 30 days to demonstrate eligibility. The FCC requires that if a state has a dispute resolution process to terminate Lifeline, it must comply with the federalstate requirements. The Utah rule allows for a resolution period with a 60-day notification period and an appeals process where the participant will continue to receive ~~at~~the discount until eligibility or ineligibility is determined.

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193  
194 When information is received from a participant, the telecommunications carrier, DWS  
195 or another source that eligibility is in question, DWS will notify, through email and letter sent via  
196 U.S. Mail, that the participant has 40 days to demonstrate ~~that his or her the participant is~~  
197 eligibility, along with the application and certification form to re-apply. The notification shall  
198 include an application, certification form to reapply, and iInformation regarding the appeals  
199 process ~~if also provided.~~

200  
201 If an appeal request is not received ~~ing from a participant~~ within 10 days of the  
202 notification letter date, or a response demonstrating eligibility is not received from the participant  
203 within 40 days, another letter will be sent via U.S. Mail notifying the participant of de-  
204 enrollment effectivewithin 20 days ~~of from~~ the date of the letter, if the application and  
205 certification form and required documentation are not received.

206  
207 If ~~anthe~~ applicant appeal~~ed~~ within ~~10ten~~ days of the date of the first or second letter  
208 date, the DPU will review the appeal ~~will be addressed. The Division of Public Utilities reviews~~  
209 ~~the appeal~~ and contacts the participant for resolution. If no resolution is made and it is  
210 determined that the participant is not eligible, notification will be made to the participant, DWS  
211 and the telecommunications carrier to terminate the discount immediately. ~~It is the experience of~~  
212 ~~the Division of Public Utilities that resolution is made and the applicant qualifies for the~~  
213 discount.

214  
215 If no appeal is made, the DPU will notify the telephone carrier, the participant, and the  
216 National Lifeline Accountability Database ~~shall be notified~~ within one business day of the  
217 eligibility determination date to remove the discount effective immediately for that month and  
218 going forward.

## 219 220 **New Participants Applicants**

221  
222 New applicants can apply through a paper application or on-line through the DWS  
223 MyCASE login.

224  
225 **Paper Application:** -A paper application and certification form can be obtained from the  
226 ~~www.publicutilities.utah.gov~~ website link, or by calling the DPU, DWS, or a telephone  
227 ~~carrier~~ who will mail a paper application and certification form to the consumer. The  
228 ~~applicant~~ must complete the application and certification form and return it to DWS for  
229 ~~processing.~~ The application information will be manually entered into the eREP system  
230 ~~and scanned as a pdf document for viewing~~ by authorized individuals. Authorized  
231 ~~individuals~~ include are a the telephone ~~carrierompany and/or its~~ designee, PSC, DPU,  
232 DWS, USAC auditors, state ~~auditors~~, and the applicant.

233

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234 **Approved applications:** If the application is approved, notification will  
235 be provided to the applicant, the telephone carrier, and the National Lifeline  
236 Accountability database within 10 days.

237  
238 **Denied applications:** If the application is denied, DWS will send a  
239 letter via U.S. Mail notifying the applicant that the applicant is ineligible, together  
240 with information ~~\_\_\_\_\_~~ regarding the requirements of the program and the appeals  
241 process, ~~and an application and certification form, and \_\_\_\_\_~~ follow the Resolution  
242 Process.

243  
244  
245 **MyCASE:** Consumers who have a MyCASE account with DWS may apply on-line in  
246 ~~\_\_\_\_\_~~ the same manner provided for in other public assistance programs. Questions asking the  
247 ~~\_\_\_\_\_~~ information on the application certification form ~~will~~would be prompted to the applicant  
248 and ~~\_\_\_\_\_~~ an electronic acknowledgement is required for each certification statement. A document  
249 ~~\_\_\_\_\_~~ similar to the paper application ~~will~~would be generated with all the completed  
250 information ~~\_\_\_\_\_~~ for storage in the DWS database.

251  
252 DWS must recertify applicants with a temporary residential address every 90 days.

253  
254 The system must be capable of allowing ~~applicant~~participants to qualify whether or not  
255 they currently have telecommunications service ~~or not~~. DWS will maintain copies of completed  
256 and verified forms. After the applicant obtains telephone service, the applicant will notify DWS  
257 that they have obtained service, and identify their chosen carrier. DWS will then notify the  
258 carrier that the ~~applicant~~customer qualifies for the Lifeline discount through the normal carrier  
259 notification process.

## 260 Definitions

261  
262 The following are definitions issued by the FCC in the Lifeline Reform Order, which  
263 apply to the Lifeline ~~P~~program:

264  
265 *(a) Qualifying low-income consumer.* A “qualifying low-income consumer” is a consumer, who  
266 meets the qualifications for Lifeline,

267 (1) A consumer’s household income, as defined below, must be at or below 135% of the  
268 Federal Poverty Guidelines for a household of that size; or

269 (2) The consumer, one or more of the consumer’s dependents, or the consumer’s  
270 household must receive benefits from one of the following federal assistance programs:  
271 Medicaid; Supplemental Nutrition Assistance Program; Supplemental Security Income; Federal  
272 Public Housing Assistance (Section 8); Low-Income Home Energy Assistance Program;

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273 | National School Lunch Program's free lunch program; or Temporary Assistance for Needy  
274 | Families; or

275 | (3) The consumer meets additional eligibility criteria established by a state for its  
276 | residents, provided that such-state specific criteria are based solely on income or other factors  
277 | directly related to income.

278 | (4) A consumer who lives on Tribal lands is eligible for Lifeline service as a “qualifying  
279 | low-income consumer” as defined below -and as an “eligible resident of -Tribal lands” as defined  
280 | by § 54.400(e) if that consumer meets the qualifications for Lifeline specified in paragraph (a) of  
281 | this section or if the consumer, one or more of the consumer's dependents, or the consumer's  
282 | household participates in one of the following Tribal-specific federal assistance programs:  
283 | Bureau of Indian Affairs general assistance; Tribally administered Temporary Assistance for  
284 | Needy Families; Head Start (only those households meeting its income qualifying standard); or  
285 | the Food Distribution Program on Indian Reservations.

286 | (5) In addition to meeting the qualifications provided in paragraph (1) or (2) of this  
287 | section, in order to constitute a qualifying low-income consumer, a consumer must not already  
288 | be receiving a Lifeline service, and there must not be anyone else in the subscriber's household  
289 | subscribed to a Lifeline service.

290 | (b) *Toll blocking service.* “Toll blocking service” is a service provided by an eligible  
291 | telecommunications carrier that lets subscribers elect not to allow the completion of outgoing toll  
292 | calls from their telecommunications channel.

293 | (c) *Toll control service.* “Toll control service” is a service provided by an eligible  
294 | telecommunications carrier that allows subscribers to specify a certain amount of toll usage that  
295 | may be incurred on their telecommunications channel per month or per billing cycle.

296 | (d) *Toll limitation service.* “Toll limitation service” denotes either toll blocking service or toll  
297 | control service for eligible telecommunications carriers that are incapable of providing both  
298 | services. For eligible telecommunications carriers that are capable of providing both services,  
299 | “toll limitation service” denotes both toll blocking service and toll control service.

300 | (e) *Eligible resident of Tribal lands.* An “eligible resident of Tribal lands” is a “qualifying low-  
301 | income consumer,” as defined in paragraph (a) of this section, living on Tribal lands. For  
302 | purposes of this subpart, “Tribal lands” include any federally recognized Indian tribe's  
303 | reservation, pueblo, or colony, including former reservations in Oklahoma; Alaska Native  
304 | regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian  
305 | allotments; Hawaiian Home Lands—areas held in trust for Native Hawaiians by the state of  
306 | Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 July 9, 1921, 42 Stat. 108, *et*  
307 | *seq.*, as amended; and any land designated as such by the **FCC Commission** for purposes of this  
308 | subpart pursuant to the designation process in § 54.412.



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309 | (f) *Income.* “Income” is all income actually received by all members of a household. This  
310 | includes salary before deductions for taxes, public assistance benefits, social security payments,  
311 | pensions, unemployment compensation, veteran’s benefits, inheritances, alimony, child support  
312 | payments, worker’s compensation benefits, gifts, lottery winnings, and the like. The only  
313 | exceptions are student financial aid, military housing and cost-of-living allowances, irregular  
314 | income from occasional small jobs such as baby-sitting or lawn mowing, and the like.

315 | (g) *Duplicative support.* “Duplicative support” exists when a Lifeline subscriber is receiving two  
316 | or more Lifeline services concurrently or two or more subscribers in a household are receiving  
317 | Lifeline services or Tribal Link Up support concurrently.

318 | (h) *Household.* A “household” is any individual or group of individuals who are living together  
319 | at the same address as one economic unit. A household may include related and unrelated  
320 | persons. An “economic unit” consists of all adult individuals contributing to and sharing in the  
321 | income and expenses of a household. An adult is any person eighteen years or older. If an adult  
322 | has no or minimal income, and lives with someone who provides financial support to him/her,  
323 | both people shall be considered part of the same household. Children under the age of eighteen  
324 | living with their parents or guardians are considered to be part of the same household as their  
325 | parents or guardians.

326 | (i) *National Lifeline Accountability Database or Database.* The “National Lifeline  
327 | Accountability Database” or “Database” is an electronic system, with associated functions,  
328 | processes, policies and procedures, to facilitate the detection and elimination of duplicative  
329 | support, as directed by the [FCC Commission](#).

330 | (j) *Qualifying assistance program.* A “qualifying assistance program” means any of the federal,  
331 | state, or Tribal assistance programs participation in which, pursuant to § 54.409(a) or (b),  
332 | qualifies a consumer for Lifeline service, including Medicaid; Supplemental Nutrition Assistance  
333 | Program; Supplemental Security Income; Federal Public Housing Assistance (Section 8); Low-  
334 | Income Home Energy Assistance Program; National School Lunch Program’s free lunch  
335 | program; Temporary Assistance for Needy Families; Bureau of Indian Affairs general assistance;  
336 | Tribally administered Temporary Assistance for Needy Families (Tribal TANF); Head Start  
337 | (only those households meeting its income qualifying standard); or the Food Distribution  
338 | Program on Indian Reservations (FDPIR), and with respect to the residents of any particular  
339 | state, any other program so designated by that state pursuant to § 54.409(a).

### 340 | **Communication with Telecommunications [Carriers](#)ompanies**

341 |  
342 | The PSC will need to receive a waiver of the requirement to provide a hard copy of the  
343 | application and certification forms from the FCC with the understanding that the information  
344 | will be safeguarded and maintained on behalf of the telecommunication carriers.  
345 |

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346 In order to provide the telecommunication ~~carriers~~companies with access to applicants'  
347 and participants' information, a portal, ~~with consistent with~~ an agreement between DWS and the  
348 telecommunications ~~carriers~~company, will be established. This ~~portal~~ will provide the  
349 telecommunications ~~carriers~~companies with access to their ~~respective~~ applicants's or  
350 participants's information and enable the ~~carriers~~companies to view the applications and  
351 certification forms for reimbursement and audit purposes. ~~The portal will~~is ~~would~~ be provided  
352 through the eSHARE program with DWS.  
353

354 Once an applicant's application and certification form ~~are~~is approved, notification via  
355 email will be provided to the telecommunication ~~carrier~~company, the applicant, and the National  
356 Lifeline Accountability Database within 10 days. ~~This~~ will allow the telecommunications  
357 ~~carrier~~company to apply the full amount of the discount to the applicant's account for the month  
358 the applicant is approved. ~~If~~ the applicant is determined to be ineligible, DWS ~~will~~would  
359 provide notification to the applicant, the telecommunications ~~carrier~~company, and the National  
360 Lifeline Accountability Database within one business day to remove and terminate the discount.  
361 Discontinuance of benefits of ineligible applicants ~~will~~should ~~also~~ be effective the entire month  
362 in which the applicant is de-enrolled.  
363

364 On the first day of the month, DWS ~~will~~ provide a ~~written~~ report to the  
365 telecommunications ~~carriers~~companies, and the DPU, identifying ~~their~~ telecommunication  
366 ~~carrier's~~ participants who are eligible for the discount for the previous month. The information  
367 will include full name, telephone number, telephone carrier, street address, city, state, and zip  
368 code. It will also provide the total number of participants for whom the telecommunications  
369 ~~carrier~~company is eligible to request reimbursement for the federal and state discounts. DWS  
370 will also ~~prepare and send~~be a ~~written~~ report ~~to the telecommunications carriers identifying with~~  
371 the same information ~~mentioned above~~ for added and de-enrolled participants for the previous  
372 month with participant counts. The telecommunication ~~carrier~~company will use this information  
373 to reconcile ~~its~~their information and use it to submit ~~their~~claims to USAC and the DPU for  
374 reimbursement. ~~DWS~~There will also ~~provide~~be a disclosure ~~to the telecommunications carriers~~  
375 that application and certification forms are available for ~~their~~"read only" access through  
376 ~~DWS~~'~~their~~ established portal ~~on their behalf~~.  
377

378 Since the telecommunication ~~carrier~~company will be reimbursed for the full amount of the  
379 discount for the first month ~~and not the last month~~, regardless of the partial service costs for the  
380 month, the full amount of the discount must be applied to the participant's account, even if ~~their~~  
381 ~~participant's~~ enrollment date is the last day of the month.

### 382 National Lifeline Accountability Database (NLAD)

383  
384 The DWS shall query the NLAD to determine if a Lifeline benefit is already being  
385 supplied to an applicant by another carrier. Likewise, DWS shall transmit information at least  
386 every 10 days to the NLAD for new participants, including the following:

- 387 o ~~Participant's f~~Full name;

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- 388 ○ ~~Participant's r~~Residential address;
- 389 ○ ~~Participant's d~~Date of ~~b~~Birth;
- 390 ○ ~~Participant's social security number (Last four digits) of the social security number~~
- 391 or tribal identification number;
- 392 ○ ~~Participant's t~~Telephone number;
- 393 ○ Date on which Lifeline service was initiated for participant;
- 394 ○ Date on which Lifeline service was terminated from prior carrier and the name of
- 395 the carrier, if applicable;
- 396 ○ Dollar amount sought for the discount
- 397 ○ Means through which the consumer qualifies ~~s~~d for Lifeline

398  
399 For de-enrollment, the above is same information must be supplied to NLAD and

400 the telecommunications ~~carrier~~company within one day of the termination date.

401  
402 When a customer disconnects service from the ETC, the ETC must notify DWS

403 within one day. DWS will then notify NLAD.

## 404 Communication with Consumers and Telecommunications

### 405 Carrierscompanies

406 Upon integration of the Lifeline Program into~~implementation of~~ the eRep system, ~~the~~

407 DWS will notify participants and prospective applicants and telecommunication

408 ~~carriers~~companies of its availability~~the system~~.

409 The ~~PSC~~Commission will review ~~the~~ existing Utah Admin. Code R746-341~~PSC rule 74-~~

410 341 to determine changes to be submitted to rulemaking. Comments on the rule will be made

411 through an open docket and the ~~PSC~~Commission will amend~~make the~~ rules as appropriate.

## 412 Costs of the Program

413 Cost for the development of the system and ongoing costs of the system will be funded

414 through the Universal Public Telecommunications Service Support Fund (Fund). The PSC will

415 review the expenses and modify the contract with DWS to include one time and on-going costs.

416 The PSC will review the status of the Fund to determine if a rate increase or an additional fee

417 will be required to fund the on-going costs of the system.

418 The estimated costs for the program are as~~the~~ following:

419

420

### One Time Billing/-Cost

| Position             | Rate     | Hours | Amount       |
|----------------------|----------|-------|--------------|
| ESD Business Analyst | \$ 60.00 | 1065  | \$ 63,900.00 |

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|                          |          |              |                      |
|--------------------------|----------|--------------|----------------------|
| eREP Programmer          | \$100.00 | 550          | \$ 55,000.00         |
| eREP IA                  | \$ 70.00 | 375          | \$ 26,250.00         |
| myCase Programmer        | \$100.00 | 350          | \$ 35,000.00         |
| myCase IA                | \$ 70.00 | 475          | \$ 33,250.00         |
| Web interface Programmer | \$100.00 | 550          | \$ 55,000.00         |
| Web interface IA         | \$ 70.00 | 420          | \$ 29,400.00         |
| <b>Totals</b>            |          | <b>3,785</b> | <b>\$ 297,800.00</b> |

421

### 422 | Ongoing Billing/-Cost

- 423 | • To be determined

424 | Lifeline ~~will~~would be incorporated into the overall cost per case associated with DWS  
425 | current programs. DWS will ~~need to~~ calculate the complete level of effort, based on  
426 | operational costs for eligibility staff, as well as unknown technical costs for Web Service  
427 | communications.  
428 |

### 429 | Time line

430 | To be determined

431 | Estimated time to build is 3-6 months, excluding any unknown issues with Web Service  
432 | communication with Federal Data Hub.

433 |

### 434 | Team

435 | Business Analyst: Barbara Hollister

436 | UAT Coordinator: Barbara Hollister

437 | IA: TBD

438 | Developer: TBD

439 |

440 | ~~\*assumes program is implemented in 2013~~

441 | DWS Lifeline Database

442 | The DWS Lifeline Database ~~will~~would retain all the application information in a relational  
443 | database along with an image of the application certification form. The information collected  
444 | and maintained shall include:

- 445 | ○ Full name  
446 | ○ Residential address  
447 | ○ Date of ~~b~~Birth  
448 | ○ Full social security number or tribal identification number

- 449 ○ Telephone number, if provided
- 450 ○ Telephone carrier
- 451 ○ Date Lifeline service was initiated (first day of the approved month)
- 452 ○ Date Lifeline service was terminated (determination date)
- 453 ○ Dollar amount sought for the discount
- 454 ○ Means through which the consumer qualified

456 All residential address information shall be verified with the U.S. Postal Servicesystem.  
457 The DWS will add an ETC to the system upon the ETC's approval and direction by the PSC.  
458 Similarly, the DWS will delete an ETC from the system upon direction by the PSC.  
459

## 460 Annual Recertification Program

461  
462 Each year, each participant will be required to recertify eligibility either with the  
463 participant's public assistance recertification or on the approved enrollment date. The DWS  
464 shall:

- 465 • confirm the participant's public assistance or income eligibility;
- 466 • notify, as required, participants of the need to complete the certification form and return  
467 it to DWS;
- 468 • notify the respective telecommunications carrier that the annual recertification has been  
469 completed and provide to the carrier the results of those efforts in a format adequate for  
470 the carrier to provide FCC reporting in accordance with § 54.410(f);
- 471 • maintain the results of the recertification in eSHARE for the telecommunications  
472 ~~carrierompany~~ to access and review for the period the carrier has the participant as  
473 ~~its~~their customer, ~~for audit and reimbursement purposes~~. DWS will also need to archive  
474 information and make it available to the telecommunications carriers, consistent with  
475 FCC audit guidelines, in case of an audit.  
476

## 477 Lifeline Application Certification Form

478  
479 The certification form ~~shall~~must provide the following notifications:

- 480 • Lifeline is a federal benefit, ~~and that~~ Willfully making false statements to obtain the  
481 benefit can result in fines, imprisonment, de-enrollment or being barred from the  
482 program;
- 483 • Only one Lifeline service is available per household;
- 484 • A "household" is defined, for purposes of the Lifeline Program, as any individual or  
485 group of individuals who live together at the same address and share income and  
486 expenses;
- 487 • A household is not permitted to receive Lifeline benefits from multiple providers;

## Lifeline UTAP Requirements

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Division of Public Utilities

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- 488 | • Violation of the one-per-household limitation constitutes a violation of ~~the~~  
489 | ~~FCC Commission's~~ rules and will result in the subscriber's de-enrollment from the  
490 | program; and  
491 | • Lifeline is a non-transferable benefit. ~~and the~~ subscriber may not transfer his or her  
492 | benefit to any other person.

493 | The certification form must require each participant to provide the following information:

- 494 | • Full name;  
495 | • Full residential address;  
496 | • ~~Identify w~~Whether the residential address is permanent or temporary;  
497 | • Full billing address if different than the residential address;  
498 | • Date of birth;  
499 | • Full social security number or tribal identification number;  
500 | • Name of the public assistance program, if qualifying under this criteria, ~~and~~ name of his  
501 | or her dependents; ~~and~~  
502 | • Number of individuals in his or her household, if qualifying under the income-based  
503 | criteria.

504 | The form must require each participant to certify under penalty of perjury that:

- 505 | 1. The subscriber meets the income-based or program-based eligibility criteria for receiving  
506 | Lifeline, provided in § 54.409;  
507 |  
508 | 2. The subscriber will notify the carrier within 30 days if for any reason he or she no longer  
509 | satisfies the criteria for receiving Lifeline, including ~~as relevant~~, if the subscriber no  
510 | longer meets the income-based or program-based criteria for receiving Lifeline support;  
511 | the subscriber is receiving more than one Lifeline benefit; or another member of the  
512 | subscriber's household is receiving a Lifeline benefit;  
513 |  
514 | 3. If the subscriber is seeking to qualify for Lifeline as an eligible resident of Tribal lands,  
515 | he or she lives on Tribal lands, as defined in § 54.400(e);  
516 |  
517 | 4. If the subscriber moves to a new address, he or she will provide that new address to the  
518 | eligible telecommunications carrier within 30 days;  
519 |  
520 | 5. If the subscriber provided a temporary residential address to the eligible  
521 | telecommunications carrier, he or she will be required to verify his or her temporary  
522 | residential address every 90 days, otherwise the Resolution Process will be followed;  
523 |  
524 | 6. The subscriber's household will receive only one Lifeline service and, to the best of his  
525 | or her knowledge, the subscriber's household is not already receiving a Lifeline service;  
526 |

- 527 | 7. The information contained in the subscriber's certification form is true and correct to the  
528 | best of his or her knowledge;
- 529 |
- 530 | 8. The subscriber acknowledges that providing false or fraudulent information to receive  
531 | Lifeline benefits is punishable by law; and
- 532 |
- 533 | 9. The subscriber acknowledges that the subscriber may be required to re-certify his or her  
534 | continued eligibility for Lifeline at any time, and the subscriber's failure to re-certify as  
535 | to his or her continued eligibility will result in de-enrollment and the termination of the  
536 | subscriber's Lifeline benefits pursuant to § 54.405(e)(4).

537 | The applicant shall provide electronic initials/acknowledgement or paper initials for each  
538 | of the nine statements above.

539 |

## 540 | **Expansion of the Lifeline Program**

541 |

542 | With the Lifeline Program becoming part of the intake program at DWS, low income  
543 | applicants will have the opportunity to apply each time they qualify for one of the eleven public  
544 | assistance programs. A pop-up question will appear after the consumer has qualified for a  
545 | program leading the participant to complete the necessary requirements for a new Lifeline  
546 | applicant.

547 |

548 | In addition, an annual process will be initiated where the Lifeline participant file will be  
549 | matched against those individuals who have qualified for one of the eleven public assistance  
550 | programs. A file will be generated of those individuals who have a phone service and qualify for  
551 | another program. A letter with the certification form will be sent to each individual who  
552 | qualifies, along with the pop-up question added to their MyCASE profile. ~~It is anticipated that  
553 | this will expand the program.~~