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

**Division of Public Utilities
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69

72 **Program Vision**

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

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

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

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

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

95 **Requirements of the Proposal**

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

107 |
108 **Transition of Current Lifeline Participants**

109 |
110 | ~~A requirement of T~~the FCC requires that all current participants receiving Lifeline as of June 1, 2012
111 | be recertified for eligibility by December 31, 2012. Verification of continued eligibility must be determined by
112 | accessing the DWS database. Those ~~participants~~recipients ~~who~~that cannot be verified as eligible because they

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are not in the database must be notified and given an opportunity to re-apply by completing an application and certification form if they believe they are eligible. The Division of Public Utilities (“DPU”) has received from most telecommunications carriers/providers a file with the information regarding each participant. Some of the information is incomplete. The information provided by the telecommunications carriers to the DPU must contain the following:

- Participant’s full name
- Participant’s residential service address
- Participant’s billing address
- Participant’s date of birth
- Participant’s full social security number
- Participant’s telecommunications carrier
- Participant’s telephone number for discount

Participants with Incomplete Information: For those participants whose information is incomplete, DWS will send a letter with the application and certification form to the participant. The DWS and the participant will then follow the Resolution Process set forth below (see below).

Participants with Complete Information: For those participants whose information is complete, the DPU will format files to run against the DWS eligibility information to determine if the participants are participating in a public assistance program. After the match process, a file will be provided by DWS to the telecommunications carrier and the DPU and UTAP denoting which participants are eligible or ineligible. This information will also be used, and stored, internally within DWS. The eligible participants will be loaded into the DWS Lifeline file and connected to e-REP. DWS will note in the file that the participant was enrolled prior to June 1, 2012 and does not require a certification form.

Eligible Participants: For those participants who are eligible, a letter from DWS will be mailed to the participant and the telecommunications carrier, stating that the participant continues to meet the eligibility requirement for the Lifeline discount. Additional information will be provided, reminding participants that if their current information changes they must notify DWS immediately to determine continued eligibility or they risk de-enrollment, and that they can access and edit their information in their MyCASE account on-line 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 are ineligible (from either a programmatic or an income perspective), DWS will send a letter to the participant notifying him or her that 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 participants to reapply if the respective participant’s

158 ~~information has changed. The participant must then will now~~
159 ~~follow the Resolution Process set forth below.~~

160
161 **De-enrollment**

162
163 There are a number of reasons a ~~participantn applicant~~ can be de-enrolled. They include:

- 164 a) ~~an participantapplicant's~~ requests to de-enroll from one telecommunications carrier, so ~~participantthey~~
165 can apply the Lifeline discount to another telecommunications carrier's service;
- 166 b) ~~participant's~~ discontinuance of eligibility from a public assistance program or income criteria;
- 167 c) ~~participant's determine~~ duplicative Lifeline benefit from ~~and~~ another carrier or another member of
168 ~~participant'stheir~~ household is ~~also~~ receiving the Lifeline benefit;
- 169 d) ~~participant's~~ discontinuance for non-usage of the telecommunications service;
- 170 e) ~~participant's~~ failure ~~of the participant~~ to re-certify annually, ~~or a temporary address~~ or as required
171 through ~~participant'stheir~~ public assistance program;
- 172 f) participant's service disconnection;
- 173 e)g) participant's use of a temporary address.

174
175 The Resolution Process set forth below will be followed by notifying the participant of the situation and
176 allowing the participant to respond within the allowed time frames.
177

178 **Resolution Process for Lifeline Participants**

179
180 The FCC Reform Order has a de-enrollment process under § 54.405 (e) which allows the participant 30
181 days to demonstrate eligibility. The FCC requires that if a state has a dispute resolution process to terminate
182 Lifeline, it must comply with the ~~federalstate~~ requirements. The Utah rule allows for a resolution period with a
183 60-day notification period and an appeals process where the participant will continue to receive ~~athe~~ discount
184 until eligibility or ineligibility is determined.
185

186 When information is received from a participant, the telecommunications carrier, DWS or another
187 source that eligibility is in question, DWS will notify, through email and letter sent via U.S. Mail, that the
188 participant has 40 days to demonstrate ~~that his or her the participant is~~ eligibility, ~~along with the application~~
189 ~~and certification form to re-apply~~. The notification shall include an application, certification form to reapply,
190 and iInformation regarding the appeals process ~~if also provided~~.
191

192 If an appeal request is not receiveding from a participant within 10 days of the notification letter date, or
193 a response demonstrating eligibility is not received from the participant within 40 days, another letter will be
194 sent via U.S. Mail notifying the participant of de-enrollment effective~~within~~ 20 days ~~of from~~ the date of the
195 letter, if the application and certification form and required documentation are not received.
196

197 If ~~anthe~~ applicant appealed within ~~10ten~~ days of the date of the first or second letter ~~date~~, the DPU will
198 review the appeal ~~will be addressed~~. ~~The Division of Public Utilities reviews the appeal~~ and contacts the
199 participant for resolution. If no resolution is made and it is determined that the participant is not eligible,
200 notification will be made to the participant, DWS and the telecommunications carrier to terminate the discount
201 immediately. ~~It is the experience of the Division of Public Utilities that resolution is made and the applicant~~
202 ~~qualifies for the discount.~~

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

New ~~Partieipants~~Applicants

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

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

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

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

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

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

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

Definitions

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

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

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

252 (2) The consumer, one or more of the consumer’s dependents, or the consumer’s household must
253 receive benefits from one of the following federal assistance programs: Medicaid; Supplemental Nutrition
254 Assistance Program; Supplemental Security Income; Federal Public Housing Assistance (Section 8); Low-
255 Income Home Energy Assistance Program; National School Lunch Program’s free lunch program; or
256 Temporary Assistance for Needy Families; or

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

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

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

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

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

275 (d) *Toll limitation service.* “Toll limitation service” denotes either toll blocking service or toll control service
276 for eligible telecommunications carriers that are incapable of providing both services. For eligible
277 telecommunications carriers that are capable of providing both services, “toll limitation service” denotes both
278 toll blocking service and toll control service.

279 (e) *Eligible resident of Tribal lands.* An “eligible resident of Tribal lands” is a “qualifying low-income
280 consumer,” as defined in paragraph (a) of this section, living on Tribal lands. For purposes of this subpart,

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281 | “Tribal lands” include any federally recognized Indian tribe’s reservation, pueblo, or colony, including former
282 | reservations in Oklahoma; Alaska Native regions established pursuant to the Alaska Native Claims Settlement
283 | Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands—areas held in trust for Native Hawaiians by the
284 | state of Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 July 9, 1921, 42 Stat. 108, *et. seq.*, as
285 | amended; and any land designated as such by the FCC Commission for purposes of this subpart pursuant to the
286 | designation process in §_54.412.

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

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

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

303 | (i) *National Lifeline Accountability Database or Database.* The “National Lifeline Accountability Database” or
304 | “Database” is an electronic system, with associated functions, processes, policies and procedures, to facilitate
305 | the detection and elimination of duplicative support, as directed by the FCC Commission.

306 | (j) *Qualifying assistance program.* A “qualifying assistance program” means any of the federal, state, or Tribal
307 | assistance programs participation in which, pursuant to §_54.409(a) or (b), qualifies a consumer for Lifeline
308 | service, including Medicaid; Supplemental Nutrition Assistance Program; Supplemental Security Income;
309 | Federal Public Housing Assistance (Section 8); Low-Income Home Energy Assistance Program; National
310 | School Lunch Program’s free lunch program; Temporary Assistance for Needy Families; Bureau of Indian
311 | Affairs general assistance; Tribally administered Temporary Assistance for Needy Families (Tribal TANF);
312 | Head Start (only those households meeting its income qualifying standard); or the Food Distribution Program
313 | on Indian Reservations (FDPIR), and with respect to the residents of any particular state, any other program so
314 | designated by that state pursuant to §_54.409(a).

Determining a “Household”

315 |
316 |
317 | As required by paragraphs 78-79 of the Lifeline Modernization Order (located at
318 | <http://www.fcc.gov/document/fcc-reforms-modernizes-lifeline-program-low-income-americans-0%0A>), the
319 | Universal Service Administrative Company has developed the attached worksheet to assist carriers and

320 consumers in determining whether more than one household exists at a single address. The worksheet must be
321 completed any time there is more than one application per residential address.

322 **Communication with Telecommunications Carriersompanies**

323
324 The PSC will need to receive a waiver of the requirement to provide a hard copy of the application and
325 certification forms from the FCC with the understanding that the information will be safeguarded and
326 maintained on behalf of the telecommunication carriers.

327
328 In order to provide the telecommunication carriersompanies with access to applicants' and participants'
329 information, a portal, with consistent with an agreement between DWS and the telecommunications
330 carriersompany, will be established. This portal will provide the telecommunications carriersompanies with
331 access to their respective applicants's or participants's information and enable the carriersompanies to view the
332 applications and certification forms for reimbursement and audit purposes. The portal willis would be provided
333 through the eSHARE program with DWS.

334
335 Once an applicant's application and certification form areis approved, notification via email will be
336 provided to the telecommunication carrierompany, the applicant, and the National Lifeline Accountability
337 Database within 10 days. This will allow the telecommunications carrierompany to apply the full amount of the
338 discount to the applicant's account for the month the applicant is approved. If the applicant is determined to be
339 ineligible, DWS willwould provide notification to the applicant, the telecommunications carrierompany, and the
340 National Lifeline Accountability Database within one business day to remove and terminate the discount.
341 Discontinuance of benefits of ineligible applicants willshould also be effective the entire month in which the
342 applicant is de-enrolled.

343
344 On the first business day of the month, DWS -will provide a written report to the telecommunications
345 carriersompanies, and the DPU, identifying the if telecommunication carrier's participants who are eligible for
346 the discount for the previous month. The information will include full name, telephone number, telephone
347 carrier, street address, city, state, and zip code. It will also provide the total number of participants for whom
348 the telecommunications carriereompany is eligible to request reimbursement for the federal and state discounts.
349 DWS will also prepare and sendbe a written report to the telecommunications carriers identifyingwith the same
350 information mentioned above for added and de-enrolled participants for the previous month with participant
351 counts. The telecommunication carrierompany will use this information to reconcile itstheir information and
352 use it to submit their claims to USAC and the DPU for reimbursement. DWSThere will also provide be a
353 disclosure to the telecommunications carriers that application and certification forms are available for their
354 "read only" access through DWS'their established portal on their behalf.

355
356 Since the telecommunication carrierompany will be reimbursed for the full amount of the discount for
357 the first month and not the last month, regardless of the partial service costs for the month, the full amount of
358 the discount must be applied to the participant's account, even if the if participant's enrollment date is the last
359 day of the month.

360 **National Lifeline Accountability Database (NLAD)**

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

- ~~Participant's f~~Full name;
- ~~Participant's r~~Residential address;
- ~~Participant's d~~Date of ~~b~~Birth;
- ~~Participant's social security number (Last four digits) of the social security number~~ or tribal identification number;
- ~~Participant's t~~Telephone number;
- Date on which Lifeline service was initiated for participant;
- Date on which Lifeline service was terminated from prior carrier and the name of the carrier, if applicable;-
- Dollar amount sought for the discount
- Means through which the consumer qualifiesd for Lifeline

For de-enrollment, ~~the above is same~~ information must be supplied to NLAD and the telecommunications ~~carrierompany~~ within one business day of the termination date.

When a customer disconnects service from the ETC, the ETC must notify DWS within one business day. DWS will then notify NLAD.

Communication with Consumers and Telecommunications ~~Carrier~~ompanies

Upon integration of the Lifeline Program into~~implementation of~~ the eRep system, ~~the~~DWS will notify participants and prospective applicants and telecommunication ~~carrier~~ompanies of its availability~~the system~~.

The ~~PSC~~Commission will review ~~the~~existing Utah Admin. Code R746-341~~PSC rule 74-341~~ to determine changes to be submitted to rulemaking. Comments on the rule will be made through an open docket and the ~~PSC~~Commission will amend~~make the~~ rules as appropriate.

Costs of the Program

Cost for the development of the system and ongoing costs of the system will be funded through the Universal Public Telecommunications Service Support Fund (Fund). The PSC will review the expenses and modify the contract with DWS to include one time and on-going costs. The PSC will review the status of the Fund to determine if a rate increase or an additional fee will be required to fund the on-going costs of the system.

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

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
Totals		3,785	\$ 297,800.00

397

398 | Ongoing Billing/-Cost

- 399 • To be determined

400 Lifeline ~~will~~would be incorporated into the overall cost per case associated with DWS current programs.
401 DWS will ~~need to~~ calculate the complete level of effort, based on operational costs for eligibility staff,
402 as well as unknown technical costs for Web Service communications.
403

404 | Time line

405 To be determined

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

409 | Team

410 Business Analyst: Barbara Hollister
411 UAT Coordinator: Barbara Hollister
412 IA: TBD
413 Developer: TBD
414

415 ~~*assumes program is implemented in 2013~~

416 | DWS Lifeline Database

417 The DWS Lifeline Database w~~ill~~ould retain all the application information in a relational database along
418 with ~~an~~images of the application certification form and, if applicable, the Lifeline Household Worksheet. The
419 information collected and maintained shall include:

- 420 ○ Full name
- 421 ○ Residential address
- 422 ○ Date of ~~b~~Birth
- 423 ○ Full social security number or tribal identification number
- 424 ○ Telephone number, if provided
- 425 ○ Telephone carrier
- 426 ○ Date Lifeline service was initiated (first day of the approved month)

- o Date Lifeline service was terminated (determination date)
- o Dollar amount sought for the discount
- o Means through which the consumer qualified

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

Annual Recertification Program

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

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

Lifeline Application Certification Form

The certification form shall must provide the following notifications:

- Lifeline is a federal benefit. and that W willfully making false statements to obtain the benefit can result in fines, imprisonment, de-enrollment or being barred from the program;
- Only one Lifeline service is available per household;
- A “household” is defined, for purposes of the Lifeline P program, as any individual or group of individuals who live together at the same address and share income and expenses;
- A household is not permitted to receive Lifeline benefits from multiple providers;
- Violation of the one-per-household limitation constitutes a violation of the FCC Commission's rules and will result in the subscriber’s de-enrollment from the program; and
- Lifeline is a non-transferable benefit. and the S subscriber may not transfer his or her benefit to any other person.

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

- Full name;
- Full residential address;
- Identify w whether the residential address is permanent or temporary;
- Full billing address if different than the residential address;
- Date of birth;

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- Full social security number or tribal identification number;
- Name of the public assistance program, if qualifying under this criteria, and name of his or her dependents;
- Number of individuals in his or her household, if qualifying under the income-based criteria; and
- Participant's permission for his/her information to be provided to the Universal Service Administrative Company.

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

1. The subscriber meets the income-based or program-based eligibility criteria for receiving Lifeline, provided in § 54.409;
2. The subscriber will notify the carrier within 30 days if for any reason he or she no longer satisfies the criteria for receiving Lifeline, including ~~as relevant~~, if the subscriber no longer meets the income-based or program-based criteria for receiving Lifeline support; the subscriber is receiving more than one Lifeline benefit; or another member of the subscriber's household is receiving a Lifeline benefit;
3. If the subscriber is seeking to qualify for Lifeline as an eligible resident of Tribal lands, he or she lives on Tribal lands, as defined in § 54.400(e);
4. If the subscriber moves to a new address, he or she will provide that new address to the eligible telecommunications carrier within 30 days;
5. If the subscriber provided a temporary residential address to the eligible telecommunications carrier, he or she will be required to verify his or her temporary residential address every 90 days, otherwise the Resolution Process will be followed;
6. The subscriber's household will receive only one Lifeline service and, to the best of his or her knowledge, the subscriber's household is not already receiving a Lifeline service;
7. The information contained in the subscriber's certification form is true and correct to the best of his or her knowledge;
8. The subscriber acknowledges that providing false or fraudulent information to receive Lifeline benefits is punishable by law; and
9. The subscriber acknowledges that the subscriber may be required to re-certify his or her continued eligibility for Lifeline at any time, and the subscriber's failure to re-certify as to his or her continued eligibility will result in de-enrollment and the termination of the subscriber's Lifeline benefits pursuant to § 54.405(e)(4).

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

Expansion of the Lifeline Program

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510
511 With the Lifeline Program becoming part of the intake program at DWS, low income applicants will
512 have the opportunity to apply each time they qualify for one of the eleven public assistance programs. A pop-
513 up question will appear after the consumer has qualified for a program leading the participant to complete the
514 necessary requirements for a new Lifeline applicant.
515

516 In addition, an annual process will be initiated where the Lifeline participant file will be matched against
517 those individuals who have qualified for one of the eleven public assistance programs. A file will be generated
518 of those individuals who have a phone service and qualify for another program. A letter with the certification
519 form will be sent to each individual who qualifies, along with the pop-up question added to their MyCASE
520 | profile. ~~It is anticipated that this will expand the program.~~
521
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Lifeline UTAP Requirements

Docket 10-2528-01

Division of Public Utilities

[Company/Agency Letterhead] Lifeline Household Worksheet

<u>Name</u>	
<u>Address</u>	
<u>Telephone Number</u>	

Lifeline is a government program that provides a monthly discount on home or mobile telephone services. Only ONE Lifeline discount is allowed per household. Members of a household are not permitted to receive Lifeline service from multiple telephone companies.

Your **household** is everyone who lives together at your address as one economic unit (including children and people who are not related to you).

The **adults** you live with are part of your **economic unit** if they contribute to and share in the income and expenses of the household. An **adult** is any person 18 years of age or older, or an emancipated minor (a person under age 18 who is legally considered to be an adult). Household **expenses** include food, health care expenses (such as medical bills) and the cost of renting or paying a mortgage on your place of residence (a house or apartment, for example) and utilities (including water, heat and electricity). **Income** includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Spouses and domestic partners are considered to be part of the same household. Children under the age of 18 living with their parents or guardians are considered to be part of the same household as their parents or guardians. If an adult has no income, or minimal income, and lives with someone who provides financial support to that adult, both people are considered part of the same household.

You have been asked to complete this Worksheet because someone else currently receives a Lifeline-supported service at your address. This other person may or may not be a part of your household. Answer the questions below to determine whether there is more than one household residing at your address.

1. Does your spouse or domestic partner (that is, someone you are married to or in a relationship with) already receive a Lifeline-discounted phone? (check no if you do not have a spouse or partner) YES NO

➤ If you checked **YES**, you may not sign up for Lifeline because someone in your household already receives Lifeline. Only ONE Lifeline discount is allowed per household.

➤ If you checked **NO**, please answer question #2.

2. Other than a spouse or partner, do other adults (people over the age of 18 or emancipated minors) live with you at your address?

A. A parent YES NO D. An adult roommate YES NO
B. An adult son or daughter YES NO E. Other YES NO
C. Another adult relative (such as a sibling, aunt, cousin, grandparent, grandchild, etc.) YES NO

➤ If you checked **NO** for each statement above, you do not need to answer the remaining questions. Please initial line B, below, and sign and date the worksheet.

➤ If you checked **YES**, please answer question #3.

3. Do you share living expenses (bills, food, etc.) and share income (either your income, the other person's income or both incomes together) with at least one of the adults listed above in question #2? YES NO

➤ If you checked **NO**, then your address includes **more than one household**. Please initial lines A and B below, and sign and date the worksheet.

➤ If you checked **YES**, then your address includes only **one household**. You may not sign up for Lifeline because someone in your household already receives Lifeline.

CERTIFICATION

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599 600	<i>Please initial the certifications below and sign and date this worksheet. Submit this worksheet to [insert company or agency name] along with your Lifeline application.</i>
601 602 603 604	<p>A. _____ <i>I certify that I live at an address occupied by multiple households.</i></p> <p>B. _____ <i>I understand that violation of the one-per-household requirement is against the Federal Communication Commission's rules and may result in me losing my Lifeline benefits, and potentially, prosecution by the United States government.</i></p>
605 606 607	<p>Signature _____ Date _____</p>