

PUBLIC UTILITY COMMISSION OF TEXAS



GENERAL INSTRUCTIONS

REPORT OF LIFELINE SERVICE PROVIDED BY NON-ETPs

Effective July 2019

1701 North Congress Avenue, P. O. Box 13326, Austin, Texas 78711-3326

General Instructions

- The report form is prescribed for the use by certain certificated telecommunication providers (CTPs) of local exchange telephone service that are required under Public Utility Regulatory Act (PURA) Section 55.015 (d-1) to provide Lifeline service to eligible low-income customers. The report form is to be used by all CTPs providing local exchange telephone service that are not eligible telecommunications providers (ETPs) or Resale ETPs, hereafter referred to as Non-ETPs.
- The objective of the report form is to provide information to the Public Utility Commission of Texas (PUCT) for use in monitoring compliance by Non-ETPs with PURA §55.015 (d-1). PUCT SUBSTANTIVE RULE 26.412 (g)(2)(C)(iii) state that "...Non-ETP Lifeline providers may be required to report certain information to the commission..." The PUCT is hereby requesting that all Non-ETPs required to provide Lifeline Service to periodically provide information to the commission that is associated with each Non-ETPs monthly FTP file submissions to the low-income discount administrator (LIDA), information associated with each Non-ETPs retrieval of match lists from the LIDA, and information associated with each Non-ETPs application of Lifeline Service discounts to eligible low-income customers.
- The requested information will be utilized by the PUCT to conduct desk audit reviews that will allow the commission to:
 - Verify whether each Non-ETP is timely submitting residential customers files to the LIDA;
 - Confirm whether each Non-ETP is timely retrieving the matched file of eligible customers from the LIDA;
 - Determine whether all matched eligible Lifeline customers approved by the LIDA appear to have received the Lifeline telephone discount; and
 - Verify whether the maximum Lifeline discount amounts per PUCT SUBSTANTIVE RULE 26.412 appear to have been provided to eligible low-income customers.
- The report form should be submitted to the PUCT on a quarterly basis as follows:

Applicable Service Months	Due Dates
June, July, and August (2018)	October 15, 2018
September, October, and November (2018)	January 15, 2019
December 2018, January 2019, and February 2019	April 15, 2019
March, April, and May (2019)	July 15, 2019
June, July, and August (2019)	October 15, 2019

- The completed reports should be submitted to the PUCT either via e-mail or U. S. mail as follows:
 - Mark Cavazos, Compliance Auditor
 - Operations Division
 - Public Utility Commission of Texas
 - P. O. Box 13326
 - Austin, Texas 78711-3326
 - Or: E-mail to: mark.cavazos@puc.texas.gov
- The report forms are considered as audit working papers and will be kept confidential in accordance with Texas Government Code Section 552.116.

Specific Instructions for Completing the “Report of Lifeline Service Provided by Non-ETPs”

1. Please note that **the downloaded “Report of Lifeline Service Provided by Non-ETPs” Microsoft Excel file has three worksheets in the workbook.** The “FY2019” worksheet tab contains the report form for reporting Lifeline Service provided to eligible low-income customers during FY 2019. Please note that FTP file submittal due dates and LIDA match file retrieval dates applicable to FY 2019 will be provided during the month of September 2018. You can access the schedule at

http://www.puc.texas.gov/industry/communications/forms/Lifeline/TSP_FY_18.pdf
http://www.puc.texas.gov/industry/communications/forms/Lifeline/TSP_FY_19.pdf
2. **Insert the name of the certificated telecommunications provider that is required to provide Lifeline Service** on each applicable report form in the space provided.
3. On line “1.a.”, **insert the dates the FTP file containing residential customer records were submitted to the LIDA** during each applicable LIDA processing month.
4. Once a date denoting when the FTP file containing residential customer records was submitted to the LIDA has been inputted on line “1.a.”, the worksheet will compare the date the FTP file was submitted to the due date established by the LIDA that is noted on line “1.b.” The result of the comparison will be highlighted on line “1.c.” by indicating “Yes” or “No” as to whether the **FTP file was submitted to the LIDA by the due date.**
5. On line “2.a.”, **insert the dates the LIDA match files were retrieved from the LIDA.**
6. Once a retrieval date for the LIDA match has been inputted on line “2.a.”, the worksheet will compare the LIDA match file retrieval date to the date the LIDA match file was available (as noted on line “2.b.”). The result of the comparison will be highlighted on line “2.c.” by indicating “Yes” or “No” as to whether the **LIDA match file was retrieved within 7 days** of being available.
7. On line “3.a.”, **insert the total number of eligible Lifeline customers matched per the LIDA match file** retrieved from the LIDA.
8. On line “3.b.”, **insert the total number of eligible Lifeline customers provided the Lifeline discount** during each applicable service month.
9. Once the total number of eligible Lifeline customers provided the Lifeline discount has been inputted on line “3.b.”, the number of eligible Lifeline customers matched as noted on line “3.a.” and the number of eligible Lifeline customers provided the Lifeline discount will be compared and the **difference in the number of customers** will be calculated on line “3.c.” The **percentage difference** will be calculated on line “3.d.”
10. On line “4.a.”, **insert the total amount of Lifeline support provided to eligible Lifeline customers** during each applicable service month. Include support amounts for the federally approved \$9.25 reduction, the additional state reduction and the additional federal Lifeline support of up to \$25 per month for Lifeline service provided to an eligible resident of Tribal Lands. When

reporting monthly activities, do not report amounts for the “additional Texas High Cost Universal Service Plan ILEC Area Discount” on this line as it will be reported in section “5” of the report.

11. Once the total amount of Lifeline support provided to eligible Lifeline customers has been inputted on line “4.a.”, the worksheet contains a formula on line “4.c.” that calculates the **support rate per Lifeline customer** by dividing the total amount of Lifeline support provided by the number of eligible Lifeline customers provided the Lifeline discount (as noted on line “4.b.”). The worksheet also contains a formula on line “4.e.” to calculate the **support rate difference** between the calculated support rate (as noted on line “4.c.”) and the maximum support rate per PUCT substantive rules (as noted on line “4.d.”).
12. In section 5, report the total additional Lifeline support provided due to the “additional Texas High Cost Universal Service Plan (THCUSP) ILEC Area Discount”. Use the separate lines provided on the report form to report the total additional Lifeline provided to eligible customers in the service areas of Southwestern Bell Telephone Company d/b/a AT&T Texas, GTE Southwest Incorporated d/b/a Verizon Southwest, Central Telephone Company d/b/a Embarq, United Telephone Company d/b/a Embarq, and Windstream Communications Southwest. The report form contains lines to input information for at least three service areas. If more than three service areas are applicable, insert additional rows on the worksheet.
13. On line “5.a.” (“5.f.” and “5.k.”, if necessary) on the report form, **input the total additional Lifeline provided due to the “additional THCUSP ILEC Area Discount”** for each applicable service area.
14. On line “5.b.” (“5.g.” and “5.l.”, if necessary) on the report form, **input the total number of Lifeline customers served in each service area where the additional Texas High Cost Universal Service Plan (THCUSP) ILEC Area Discount is applicable** for the each applicable service area. In addition, input the name of the service area applicable to information being reported.
15. Once the number of Lifeline customers served in the each applicable service area has been inputted on line “5.b.” (“5.g.” and “5.l.”, if necessary), the **support rate per eligible customer** for the additional THCUSP ILEC Area Discount is calculated on line “5.c.” (“5.h.” and “5.m.” where applicable).
16. On line “5.d.” (“5.i.” and “5.n.”, if necessary) on the report form, input the name of the service area of the THCUSP ILEC and **the applicable additional Lifeline rate**.
17. Once the applicable rate has been inputted, the applicable rate as noted on line “5.d.” (“5.i.” and “5.n.”, if necessary) is compared to the calculated support rate as noted on line “5.c.” (“5.h.” and “5.m.” where applicable) and **“additional support rate” differences** are computed on line “5.e.” (“5.j.” and “5.o.” where applicable).
18. If necessary to submit a revised report, the new report should be labeled “Revised.”
19. The preferred manner for remitting the report to the PUCT is via e-mail and the preferred format is in Microsoft Excel.