

NOTICE OF COMMENT PERIOD

Issued: October 7, 2020

In the Matter of a Commission Inquiry into the Advertising, Outreach, and Offering of Lifeline by High Cost ETCs

PUC Docket Number: P999/CI-20-747

Comment Period: Initial comments shall be filed by High Cost ETCs by November 9, 2020 at 4:30pm

Reply comments shall be filed by any interested stakeholder by November 30, 2020 at 4:30pm

Comments received after the close of the comment period may or may not be considered by the Commission.

Issue: Best practices in advertising, outreach, and offering of Lifeline by High Cost ETCs

Information to be filed by ETCs in Initial Comments:

- Each ETC receiving high cost support (“High Cost ETCs”) should list how many Lifeline customers it is currently serving and identify any patterns or trends it has seen in Lifeline enrollment for its service area.
- How are High Cost ETCs advertising Lifeline services, with special explanation given to advertising and outreach to diverse populations.
- Please submit a sample of Lifeline advertising materials and an explanation of the types of outreach and advertising ETCs use to most effectively reach eligible populations.
- Do High Cost ETCs have other observations or experience about Lifeline that is relevant to the Commission’s inquiry into advertising and outreach?

Topics open in Reply Comments:

- What are best practices in terms of advertising and outreach on the Lifeline program?
- Are High Cost ETCs properly offering the Lifeline program?
- Are there other issues or concerns related to this matter?

Note: staff anticipates hosting a workshop in early 2021 to discuss the information filed in initial and reply comments. Specifically, the workshop may discuss best practices in the advertising, outreach, and offering of Lifeline, and propose next steps in the proceeding.

Background:

Docket 20-8 is an annual docket certifying Eligible Telecommunications Carriers' (ETCs) use of High Cost support. During the course of Docket 20-8, the Commission opened this docket to investigate the advertising, outreach, and offering of Lifeline by High Cost carriers.

Filing Requirements: Utilities, telecommunications carriers, official parties, and state agencies are **required** to file documents using the Commission's electronic filing system (eFiling). All parties, participants and interested persons are encouraged to use eFiling: mn.gov/puc, select *eFiling*, and follow the prompts.

Submit Public Comments:

Online: Visit mn.gov/puc, select Comment and follow the prompts

Email: consumer.puc@state.mn.us

U.S. Mail: Consumer Affairs Office
Minnesota Public Utilities Commission
121 7th Place East, Suite 350
St. Paul MN 55101

Full Case Record: See all documents filed in this docket via the Commission's website at mn.gov/puc, select *Search eDockets*, enter the year (20) and the docket number (747), select *Search*.

Subscribe to receive email notification when new documents are filed in this docket at mn.gov/puc, select *Subscribe*, or click [HERE](#) and follow the prompts.

Questions about this docket or Commission process and procedure? Contact Commission staff, Sally Anne McShane, at sally.anne.mcshane@state.mn.us or 651-201-2224.

Change your mailing preferences: Email docketing.puc@state.mn.us or call Leesa Norton at 651-201-2246.

To request this document in another format such as large print or audio, call 651-296-0406 (voice). Consumers with a hearing or speech impairment may call using their preferred Telecommunications Relay Service or email consumer.puc@state.mn.us for assistance.

CERTIFICATE OF SERVICE

I, Leesa Norton, hereby certify that I have this day, served a true and correct copy of the following document to all persons at the addresses indicated below or on the attached list by electronic filing, electronic mail, courier, interoffice mail or by depositing the same enveloped with postage paid in the United States mail at St. Paul, Minnesota.

**Minnesota Public Utilities Commission
NOTICE OF COMMENT PERIOD**

Docket Number **P999/CI-20-747**

Dated this 6th day of October, 2020

/s/ Leesa Norton

First Name	Last Name	Email	Company Name	Address	Delivery Method	View Trade Secret	Service List Name
Kristine	Anderson	kanderson@jagcom.net	Jaguar Communications, Inc.	213 S Oak Ave Ste 2000 Owatonna, MN 55060	Electronic Service	No	OFF_SL_20-747_Official
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Generic Notice	Residential Utilities Division	residential.utilities@ag.state.mn.us	Office of the Attorney General-RUD	1400 BRM Tower 445 Minnesota St St. Paul, MN 551012131	Electronic Service	Yes	OFF_SL_20-747_Official
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