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Attachment 1

LINK-UP AND LIFELINE DATA REQUEST 2010

To assist the Public Service Commission (Commission) in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Link-Up and Lifeline programs as required by Chapter 364.10, Florida Statutes, **we request that you provide responses to the following by September 3, 2010.**

For items 1 through 16, please provide the data for the fiscal year July 1, 2009, through June 30, 2010.

For those items requesting that the data be reported on a monthly basis, provide the appropriate number as of the last day of each month during the review period.

1. The number of residential lines in service each month
Please see "Attachment 2"
2. The number of customers participating in Lifeline each month. Note: Do not include customers receiving Lifeline through resold access lines.
Please see "Attachment 2"
3. The number of customers participating in Link-Up each month. Note: Do not include customers receiving Link-Up through resold access lines.
Please see "Attachment 2"
4. The number of customers denied Lifeline service. Identify the reason(s) customers were denied Lifeline (i.e. customer currently receiving Lifeline, inability to verify participation in a qualifying program, past due balance, other reasons not listed).
Please see "Attachment 2"
5. The number of Lifeline customers added each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision or resold access lines.
Please see "Attachment 2"
6. The number of Link-Up customers added each month. Note: Do not include Lifeline customers removed from resold access lines.
Please see "Attachment 2"
7. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers removed from resold access lines.
Please see "Attachment 2"
8. The number of Lifeline customers subscribing to bundled service packages each month. Please list each bundled package separately including the ancillary services contained in each.
Please see "Attachment 2"

9. The number of customers participating in Transitional Lifeline each month.
Please see "Attachment 2"
10. The number of customers participating in Lifeline under the Tribal Lands provision each month.
Please see "Attachment 2"
11. The number of Lifeline customers added each month through the income-based enrollment process.
Please see "Attachment 2"
12. The number of Lifeline customers added each month through the program-based enrollment process.
Please see "Attachment 2"
13. The number of lifeline customers added each month through the Commission's on-line enrollment process
Please see "Attachment 2"
14. The number of Lifeline customers added each month through the Department of Children and Families (DCF) automatic enrollment process.
Please see "Attachment 2"
15. The number of access lines with Lifeline resold to other carriers each month. Identify each carrier separately by name or certificate number.
Please see "Attachment 2"
16. Description of your company's procedures for enrolling customers in the Link-Up and Lifeline programs (if same as 2009 response, just note "Same as 2009"). Include the following in your response:
 - a. Procedures used to process applications received from the Office of Public Counsel.
Same as 2009
 - b. Procedures used to process applications received directly from customers
Same as 2009
 - c. Procedures used to process applications received through the PSC on-line process.
Same as 2009
 - d. Procedures used to process applications received through the DCF automatic enrollment process.
Same as 2009
 - e. The amount of time required to process applications. Include time period between receipt of customer application and the billing date of the first bill providing the credit.
Same as 2009

17. Description of your company's procedures for performing continued verification of customer eligibility after initial certification (if same as 2009 response, just note "Same as 2009"). Include the following in your response:
 - a. Time period between initial certification and verification
Same as 2009
 - b. If allowed, the statistical sampling method(s) used to verify customer eligibility
Same as 2009
 - c. Frequency of periodic verification
Same as 2009
18. Description of each bundled service offering available to Link-Up and Lifeline customers (if same as 2009 response, just note "Same as 2009"). Include the following in your response:
 - a. Applicable recurring and nonrecurring charges
Same as 2009
 - b. Any policy for allowing payment of local usage component of bundled service offering by Lifeline customers to avoid disconnection.
Same as 2009
 - c. Any terms and conditions applicable to lifeline customers that would not apply to general service offering customers.
Same as 2009
19. Description of your company's procedures for promoting link-Up and lifeline (if same as 2009 response, just note "Same as 2009"). Include the following in your response:
 - a. Internal procedures for promoting Link-Up and Lifeline.
Same as 2009
 - b. Outreach and educational efforts involving participation in community events.
Same as 2009
 - c. Outreach and educational efforts involving mass media (newspaper, radio, television).
Same as 2009
 - d. Copies of Link-Up and Lifeline outreach materials of your company
Same as 2009
 - e. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Link-Up and Lifeline.
Same as 2009

20. Description of procedures associated with enrollment of Link-Up and lifeline customers by resellers of telecommunications services through resale agreements. Include the following in your response:

a. Billing procedures associated with the pass through of the credit, including the amount of the pass through for each reseller.

Same as 2009

b. Any other terms and conditions applicable to resellers offering Link-Up and Lifeline that are not imposed on resellers who do not offer Link-Up and Lifeline.

Same as 2009

c. Any other terms and conditions applicable to resellers offering Link-Up and Lifeline that are not imposed on resellers who do not offer Link-Up and Lifeline

Same as 2009

21. Please describe the training you provide to your customer service representatives regarding Link-Up and lifeline and provide the script used by your company's representatives.

All customer service representatives receive initial as well as on-going training, thereby allowing the representative to provide information to potential applicants. Training is provided in a classroom environment and the information contained in the Company's compliance manual that pertains to Lifeline and Link Up is covered. In addition, advancement and increases are merit based and are designed to establish expertise with all Company policies and procedures including familiarity with Lifeline and Link up eligibility on a state-by-state basis.

22. Please describe the circumstances in which customer service representatives advise customers that *Lifeline and link-Up is available*.

Customer service representatives advise both potential as well as existing non-Lifeline customers as to the availability of Lifeline and Link Up. Representatives are trained to provide all customers with information about the Lifeline and Link Up programs including, but not limited to, eligibility requirements, certifications procedures and the amount of Lifeline and Link Up support provided. In addition, representatives are authorized to provide monthly recurring credits to existing accounts once eligibility has been established.

23. Please provide any link on your Web site that provides Lifeline information.

Lifeline information is available at www.tsihomephone.com/lifeline

24. Does your company provide Lifeline services using its own facilities? If so, describe the facilities in detail, and provide the number of customers provided Lifeline service through these facilities each month.

As required in 47 C.F.R. § 54.201(d)(1) Nexus "[o]ffers the services that are supported by federal universal service support mechanisms...either using its own facilities or a combination of its own facilities and resale of another carrier's services", which includes the offering of programs such as Lifeline to eligible low-income consumers.

Consistent with 47 C.F.R. § 54.201(f) these facilities are unbundled network elements (UNEs) obtained from AT&T Florida through the Company's Commercial Agreements. These UNEs are "physical components" of Nexus' "telecommunications network that are used in the transmission or routing of the services that are designated for support" and as such, meet the definition of "facilities" enumerated in 47 C.F.R. § 54.201(e).

The number of customer's provided Lifeline through the use of the Company's "own facilities" or a combination of its own facilities is included "Attachment 2."

25. Does your company provide Lifeline services using unbundled network elements leased from an ILEC? If so, identify the ILECs, and the number of UNE lines leased each month from each.



26. Does your company provide lifeline services using resale Lifeline link-Up lines obtained from an underlying carrier? If so, identify the underlying carrier and the number of resale Lifeline lines obtained each month.

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27. Does your company receive reimbursement for Toll-limitation Services (TLS)? If so from who? list a breakdown of incremental costs claimed for providing TLS.

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ATTACHMENT 2

IS ENTIRELY CONFIDENTIAL