



March 17, 2023

Florida Public Service Commission
2540 Shumard Oak Blvd
Tallahassee FL 32399-0850

REDACTED

To whom it may concern,

Please find enclosed 4 copies of the 2023 ILEC Questionnaire for Windstream Florida, LLC. All information found on Broadband Data Collection System attachments is to be treated as confidential. Company proprietary information and, quantity of access lines is not readily available on the public marketplace.

Please contact me if you have any questions regarding this submission at 954-252-1023 or by email at Becky.West@windstream.com.

Sincerely,

Rebecca W West

Enclosures

- COM _____
- AFD _____
- APA _____
- ECO _____
- ENG _____
- GCL _____
- IDM** _____
- CLK _____

1 redacted copy

RECEIVED-FPSC
 2023 APR 19 AM 10:00
 COMMISSION CLERK

2023 Incumbent Local Exchange Carrier (ILEC) Questionnaire
(Due by April 17, 2023)⁴

TL716

Stock Symbol: _____

Windstream Florida, LLC

Contact name & title: Rebecca W West, Staff Manager Regulatory Compliance

Telephone number: 954-252-1023

E-mail address: becky.west@windstream.com

1. Please provide a copy of the Form 477 your company filed with the FCC with data as of **December 31, 2022.**

2. What percentage of your Florida residential and business customers purchase bundled offerings (i.e. voice service packaged with additional services such as internet or video service)? Please provide the percentage below. Do not include bundles of telecom-only services. If you do not offer bundled services, indicate "not applicable."

Residential 83% Business 17% Not applicable _____

3. What services, other than local service, does your company currently provide in Florida? Please check all that apply.

- | | |
|---|---|
| <input checked="" type="checkbox"/> Private line/special access | <input checked="" type="checkbox"/> Wholesale loops |
| <input checked="" type="checkbox"/> VoIP | <input type="checkbox"/> Fiber or copper based video service |
| <input checked="" type="checkbox"/> Wholesale transport | <input type="checkbox"/> Cable television |
| <input checked="" type="checkbox"/> Interexchange service | <input checked="" type="checkbox"/> Satellite television |
| <input type="checkbox"/> Cellular/wireless service | <input checked="" type="checkbox"/> Broadband Internet access |
| <input type="checkbox"/> Other | |

4. Please provide any comments, suggestions or information you believe will assist staff in evaluating and reporting on the development of local exchange competition in Florida. We would appreciate any comments or information on intermodal local competition (e.g., wireless, cable telephony, VoIP), reports or studies you have completed on CLEC market share, or anything else that you believe to be relevant. **None**

5. Does your company currently publicly publish your service and price schedules for services offered in Florida at a location other than the Florida Public Service Commission? If yes, please indicate where and include the complete address or hyperlink if on a webpage. (Chapter 364.04, F.S.)

<https://www.windstream.com/tariffs>

⁴ The due date is established by Section 364.386(1)(b), Florida Statutes. Failure to comply with this rule may result in the Commission assessing penalties of up to \$25,000 per offense, with each day of noncompliance constituting a separate offense per Section 364.285(1), Florida Statutes.

Broadband Data Collection System

Help | Danyell Carroll

[Submissions Dashboard](#) / [Submission Overview](#) / [Subscription Data](#) / [Fixed Voice Subscription \(ILEC\)](#)

Fixed Voice Subscription (ILEC)

SUBMISSION CERTIFIED

FRN: 0004967360 | Service Provider | Windstream Florida, LLC

Data as of December 31, 2022

Tract-Level Data

Upload Files

Data Entry

State-Level Data

✓ **Florida**

✓ [Local Exchange Telephone Subscription](#)

✓ [Interconnected VoIP Subscriptions](#)

Florida

For each state listed under State Level Data, allocate **Over-the-Top iVoIP Subscriptions** and **All Other iVoIP Subscriptions** across the categories below.

Validation Checklist:

- ✓ Grand Total Subscriptions must equal Total Over-the-Top Subscriptions plus Total All Other Subscriptions.
- ✓ Grand Total Consumer subscriptions must equal Over-the-Top Consumer subscriptions plus All Other Consumer subscriptions.
- ✓ Grand Total Business/Govt. subscriptions must equal Over-the-Top Business/Govt. subscriptions plus All Other Business/Govt. subscriptions.
- ✓ Over-the-Top Total subscriptions must equal Over-the-Top Consumer subscriptions plus Over-the-Top Business/Govt. subscriptions.
- ✓ All Other Subscriptions by End-User Type: Total subscriptions must equal Consumer subscriptions plus Business/Govt. subscriptions.
- ✓ All Other Subscriptions by Services Sold: Total subscriptions must equal Voice with Internet subscriptions plus Voice without Internet subscriptions.

- ✓ All Other Subscriptions by Last-Mile Medium: Total subscriptions must equal the sum of FTTP, Coaxial Cable, Fixed Wireless & Satellite, and Copper.

Grand Total Subscriptions (Over-the-Top Subscriptions + All Other Subscriptions)

Calculated from your tract-level data.

Total ?	Consumer ?	Bus./Govt.
	=	+

Over-the-Top Subscriptions (Provided without Supplying Last-Mile Facilities)

Allocate Over-the-Top iVoIP Subscriptions between Consumer and Business/Government subscribers.

Total ?	Consumer ?	Bus./Govt.
	=	+

All Other Subscriptions (All Subscriptions that are not Over-the-Top)

Allocate All Other iVoIP Subscriptions by (a) End-User Type, (b) Services Sold, and (c) Last-Mile Medium.

	Total ?	Consumer ?	Bus./Govt.
End-User Type		=	+

	Total ?	Voice with Internet ?	Voice without Internet
Services Sold		=	+

	Total ?	FTTP ?	Coaxial Cable ?	FW & Satellite ?	
Last-Mile Medium		=	+	+	+
Copper ?					

Broadband Data Collection System

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Submissions Dashboard / Submission Overview / Subscription Data / Fixed Voice Subscription (ILEC)

Fixed Voice Subscription (ILEC)

SUBMISSION CERTIFIED

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Data as of December 31, 2022

Tract-Level Data

Upload Files

Data Entry

State-Level Data

✓ **Florida**

✓ Local Exchange Telephone Subscription

✓ Interconnected VoIP Subscriptions

Florida

For each state listed under State Level Data, allocate **Lines Provided to Unaffiliated Providers** and **Lines Provided to End Users** across the categories below.

Validation Checklist:

- ✓ Lines by Services Sold: Total must equal Voice with Internet plus Voice without Internet.
- ✓ Lines by Product Type: Consumer Total must equal Consumer & No PIC plus Consumer & PIC.
- ✓ Lines by Product Type: Business/Govt. Total must equal Business/Govt. & No PIC plus Business/Govt. & PIC.
- ✓ Lines by Ownership: Total must equal the sum of Owned, UNE-L and Resale.
- ✓ Lines by Last-Mile Medium: Total must equal the sum of FTTP, Coaxial Cable, Fixed Wireless and Copper.

Allocate Lines Provided to Unaffiliated Providers

Allocate Lines to Unaffiliated Providers by Wholesale and UNE-L if applicable.

Wholesale 

UNE-L 

Allocate Lines Provided to End Users

Allocate Lines to End Users by (a) Services Sold, (b) Product Type, (c) Ownership, and (d) Last-Mile Medium.

	Total [?]	=	Voice with Internet [?]	+	Voice without Internet		
Services Sold							
	Consumer Total [?]	=	Consumer & No PIC [?]	+	Consumer & PIC [?]		
Product Type							
	<u>Bus./Govt.</u> Total [?]	=	<u>Bus./Govt.</u> & No PIC [?]	+	<u>Bus./Govt.</u> & PIC [?]		
	Total [?]						
	Total [?]	=	Owned [?]	+	UNE-L [?]	+	Resale [?]
Ownership							
	Total [?]	=	<u>FTTP</u> [?]	+	Coaxial Cable [?]	+	Fixed Wireless [?]
Last-Mile Medium							
Copper [?]							

Response to Question 6

- 6. Has your company experienced any significant barriers in entering Florida's local exchange markets? Please describe any major barriers encountered that may be impeding the growth of local competition in the state, along with any suggestions for removing such obstacles. Any additional information is welcome.**

Response:

The pricing of type 2 TDM access is increasing significantly every year due to the FCC's deregulated relief for the ILECs. Where possible Windstream is attempting to recover increased costs from monthly recurring charges. It is limited, however, by customers with contractual restrictions on price increases, even if an increase is related to a pass through fee. In these instances, Windstream must absorb the increased cost to provide customers with service which results in pressure to speed up Windstream's exit from the TDM market. Customers are encouraged to change to newer technologies and offered an equivalent IP based products, but typically this is a burden to customers who are focused on running their businesses, and may not have the technical staff, and some customers are still understandably reluctant to migrate change to the advanced services due to the level of effort and sometimes expensive costs of swapping out and upgrading their phone systems and other customer premise equipment. Impacts of the pandemic are still felt, with reduced and remote staff, and inflationary pressures also exacerbate the problem of spending valuable time and resources to deal with the burden of the technology migrations