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FILED 7/26/2024
DOCUMENT NO. 07940-2024
FPSC - COMMISSION CLERK



July 24, 2024

VIA OVERNIGHT MAIL

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

REDACTED

RECEIVED-FPSC
2024 JUL 26 PM 4: 05
COMMISSION
CLERK

Re: 2024 Annual Lifeline Data Request

Dear Sir or Madam:

Windstream Florida, LLC ("Windstream") hereby provides its Annual 2024 Lifeline Data Request response.

Windstream asks that the information contained in the enclosed response be treated as confidential under Section 364.183, F.S. and Rule 25-22.006, Florida Administrative Code. Windstream deems this information to be confidential because it contains market-sensitive information that competitors could use to their economic advantage. Accordingly, Windstream treats this information as confidential and proprietary within the Company and does not share it in any public forum.

Should you have any questions or concerns, please do not hesitate to contact me at 501.748.7442.

Sincerely,

Tim Loken

Attachments
TL/sdm

COM _____
AFD _____
APA _____
ECO _____
ENG _____
GCL _____
IDM _____ *1 redacted Packet*
CLK _____

2024 LIFELINE DATA REQUEST

To assist the Florida Public Service Commission in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Chapter 364.10, Florida Statutes, **please provide responses to the following questions by August 13, 2024. Your responses should include your company name, contact person, and email address.**

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for the reporting period of July 1, 2023, through June 30, 2024. For those questions requesting the data be reported monthly, provide the appropriate number as of the last day of each month during the review period.

1. Provide the number of residential access lines in service each month. **(See Attachment 1)**
2. In accordance with Section 364.105, Florida Statutes, how many customers are receiving the Transitional Lifeline discount per month? How is this discount offered to them?
(See Attachment 1)
3. Provide the number of customers participating in Lifeline each month by service type (voice, broadband or bundled). Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision. **(See Attachment 1)**
4. What plans are currently being offered to Lifeline customers for voice, broadband and/or bundled services? Please include any legacy plans for which customers are still subscribed to, but are no longer being offered to new customers. **(See Attachment 2)**
5. Are you meeting the FCC's minimum service standards for both voice and broadband? If no, which service type meets the requirement? **Yes, if they do not meet the BB minimum Service requirements and have a voice product then the customer receives the \$5.25 credit and not the \$9.25 credit.**
6. Provide description of your company's procedures for Lifeline. Include the following in your response:
 - a. Internal procedures for promoting Lifeline. **We are using the Florida administrative code 25-4.0665 (3).**
 - b. Outreach and educational efforts involving participation in community events. **Not Applicable**
 - c. Outreach and educational efforts involving mass media (newspaper, radio, television). **(See Attachment 3-1)**
 - d. Copies of Lifeline outreach materials of your company. **(See Attachment 3-2)**
 - e. Any links on your company website that provides Lifeline information. **<https://www.windstream.com/about/windstream-information/lifeline-assistanceprogram>**
 - f. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline. **Not Applicable**
7. To the extent you have experienced an increase or decrease in Lifeline customers since the prior reporting period please describe what may have contributed to the change. Any additional general comments or information you believe will assist staff in evaluating and reporting Lifeline participation in Florida are welcome. **Windstream has seen a continued reduction in lifeline customers in Florida as customers continue to migrate from wireline to wireless services. June 2024 vs 2023 reflected a 29% decrease in lifeline customers.**
8. Are you assisting customers with their Lifeline program applications through the National Verifier portal? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier. **Yes, by providing emails to customers with instructions and the link to the National Verifier. See Attachment 4 for email sample.**

2024 Lifeline Data Request

9. In accordance with Florida administrative code 25-4.0665 (3), are you participating in the Lifeline Promotion Process (i.e. downloading qualified customer contact information from the FPSC)? If not, please explain. **Yes, we download from the FL PUC website weekly and send out emails to all customers on the list that we confirmed as having active accounts with Kinetic and are not already enrolled in Lifeline with us.**
10. In the last year, has your company filed for any form of bankruptcy? If yes, please identify the chapter and the date filed. **No**
11. In the last year, has your company been involved in any FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number. **No**

Public
Attachment #1

Windstream Florida, CO. 047
Data requested by Florida Staff
Year 2023-07 - 2024-06

Item	2023-07	2023-08	2023-09	2023-10	2023-11	2023-12	2024-01	2024-02	2024-03	2024-04	2024-05	2024-06
1	[REDACTED]											33,539
2	[REDACTED]											810
2.a	[REDACTED]											118
2.b	[REDACTED]											561
2.c	[REDACTED]											131
3.a	up to \$9.25	up to \$9.25	up to \$9.25	up to \$9.25	up to \$9.25	up to \$9.25	up to \$9.25	up to \$9.25	up to \$9.25	up to \$9.25	up to \$9.25	up to \$9.25
3.b	up to \$5.25	up to \$5.25	up to \$5.25	up to \$5.25	up to \$5.25	up to \$5.25	up to \$5.25	up to \$5.25	up to \$5.25	up to \$5.25	up to \$5.25	up to \$5.25
4	This is not tracked											
5	[REDACTED]											5
6	[REDACTED]											5
7	[REDACTED]											0
8	[REDACTED]											0

ATTACHMENT 2

Residential Plans

Residential One-Party

BILLING CODE	BILLING CODE DESCRIPTION	RATE	CATEGORY
R1	RESIDENTIAL LINE	\$48.63	Local
R1	RESIDENTIAL LINE	\$53.16	Local
LMB	GREENSTREAK ACCESS LINE	\$10.00	Local
MYLN	WINDSTREAM MYLINE	\$12.99	Local
RBIA	FCC ACC CHG-RES/SINGL LN BUS	\$6.50	SLC

The SLC applies to all residential lines

Residential VOIP

BILLING CODE	BILLING CODE DESCRIPTION	RATE	CATEGORY
RVP1	RESIDENTIAL LINE - VOIP	\$48.63	VoIP

Bundled Plans

BILLING CODE	BILLING CODE DESCRIPTION	RATE	CATEGORY
2HB11	3M INET+ULD+ 2NDLN	\$100.39	Local
2HB12	6M INET+ULD+ 2NDLN	\$102.39	Local
AALDU	UNLIMITED PHONE	\$50.00	Local
AASL	CONNECT SELECT	\$25.00	Local
AAULD	PRICE FOR LIFE UNLIMITED PHONE	\$45.00	Local
ACAD2	LPG INTERNET BUNDLE-CADDY	\$79.99	Local
AHB09	BEST EFFRT 1.5+ ULD	\$95.39	Local
AHB11	3M INTERNET+ULD	\$96.89	Local
ALPG1	PFL INTERNET BUNDLE-TIER 1	\$49.99	Local
ALPG2	PFL INTERNET BUNDLE-TIER 2	\$59.99	Local
ALPI1	PFL INTERNET ACCESS BUNDLE	\$42.49	Local
ALPI2	PFL INTERNET ACCESS BUNDLE	\$52.49	Local
APP1	PFL INTERNET BUNDLE	\$54.99	Local
APP10	PFL INTERNET BUNDLE	\$59.99	Local
APP12	INTERNET BUNDLE-NON PFL	\$91.89	Local
APP14	INTERNET BUNDLE	\$109.14	Local
APP18	INTERNET BUNDLE	\$96.89	Local
APP3	PFL INTERNET BUNDLE W/DISH	\$104.99	Local
APP6	INTERNET BUNDLE	\$102.39	Local
APP8	INTERNET BUNDLE-NON PFL	\$86.89	Local
APP97	BASE INTERNET BUNDLE	\$81.89	Local
DPL23	3M INET+ULD+DTV PRICE4LIFE	\$94.99	Local
DPL36	3M INET+ULD+DTV PRICE4LIFE	\$99.99	Local
KIN1A	INTERNET TIER 1 & 2	\$68.15	Local
KIN1B	INTERNET TIER 3	\$70.65	Local
KIN1C	INTERNET PLAN-TIER 4	\$80.65	Local
KIN3A	INTERNET PLAN - TIER 1 & 2	\$65.65	Local
SIM30	KINETIC BENEFIT PLAN	\$45.00	Local
SIM31	KINETIC BENEFIT PLAN VOIP SOLO	\$45.00	Local
SIM33	KINETIC BENEFIT PLAN	\$45.00	Local

Internet Plans

BILLING CODE	BILLING CODE DESCRIPTION	RATE	CATEGORY
A100G	UP TO 100 MBPS (73 - 125 MBPS)	\$10.00	NonTel-Broadband
A250G	LOYAL HSI PLAN - 25MB - \$10	\$10.00	NonTel-Broadband
A255G	LOYAL HSI PLAN - 25MB - \$5	\$5.00	NonTel-Broadband
A257G	LOYAL HSI PLAN - 25MB - \$7	\$7.00	NonTel-Broadband
A500G	UP TO 50 MBPS (34 - 72 MBPS)	\$10.00	NonTel-Broadband
AAF3M	3MB INET+PHONE W/FLEX+DISH	\$80.65	NonTel-Broadband

Speed Add-on

Speed Add-on

Residential Plans

AAU3M	3MB INET+PHONE W/ULD+DISH	\$92.40	NonTel-Broadband	
ABS02	HSI BEST EFFORT	\$60.64	NonTel-Broadband	
ABS04	HSI 3M	\$60.64	NonTel-Broadband	
ABS05	HSI 6M - BB PLUS	\$67.14	NonTel-Broadband	
ABS06	HSI BB 12M	\$70.14	NonTel-Broadband	
ALSAN	INTERNET PLAN	\$27.25	NonTel-Broadband	
ALPSO	PRICE FOR LIFE SOLO INTERNET	\$44.99	NonTel-Broadband	
ALS2A	PFL SOLO INTERNET - TIER 2	\$49.99	NonTel-Broadband	
AMS04	UP TO 15 MBPS (10-16 MBPS)	\$7.00	NonTel-Broadband	Speed Add-on
AP012	UP TO 15 MBPS (10-16 MBPS)	\$10.00	NonTel-Broadband	Speed Add-on
AP016	UP TO 15 MBPS (10 - 16 MBPS)	\$10.00	NonTel-Broadband	Speed Add-on
AP025	UP TO 25 MBPS (20 - 33 MBPS)	\$10.00	NonTel-Broadband	Speed Add-on
AP10M	UP TO 15 MBPS (10 - 16 MBPS)	\$10.00	NonTel-Broadband	Speed Add-on
AP12M	UP TO 15 MBPS (10-16 MBPS)	\$10.00	NonTel-Broadband	Speed Add-on
AP25B	UP TO 25 MBPS (20 - 33 MBPS)	\$10.00	NonTel-Broadband	Speed Add-on
AP50A	UP TO 50 MBPS (34 - 72 MBPS)	\$20.00	NonTel-Broadband	Speed Add-on
APL10	6M INET+ULD PRICE4LIFE	\$64.99	NonTel-Broadband	
APL16	3M INET+ULD PRICE4LIFE	\$49.99	NonTel-Broadband	
APL21	BEST EFFRT 1.5+ULD PRICE4LIFE	\$59.99	NonTel-Broadband	
APL23	3M INET+ULD PRICE4LIFE	\$43.99	NonTel-Broadband	
APL23	3M INET+ULD PRICE4LIFE	\$59.99	NonTel-Broadband	
APL24	6M INET+ULD PRICE4LIFE	\$64.99	NonTel-Broadband	
APL25	12M INET+ULD PRICE4LIFE	\$69.99	NonTel-Broadband	
APL9	3M INET+ULD PRICE4LIFE	\$59.99	NonTel-Broadband	
APP11	PRICE FOR LIFE SOLO-SIMP INET	\$57.99	NonTel-Broadband	
APP19	SOLO-SIMPLE INTERNET	\$80.14	NonTel-Broadband	
APP2	PRICE FOR LIFE SOLO-SIMP INET	\$49.99	NonTel-Broadband	
APP82	HIGH-SPEED INTERNET BUNDLE	\$88.14	NonTel-Broadband	
APP88	SOLO INTERNET	\$70.14	NonTel-Broadband	
APP9	SOLO-SIMPLE INTERNET-NONPFL	\$73.64	NonTel-Broadband	
APVPB	UP TO 15 MBPS (10-16 MBPS)	\$5.00	NonTel-Broadband	Speed Add-on
AULD2	KINETIC UNLIMITED PHONE	\$50.00	NonTel-Broadband	
BBD11	DSL BUNDLE - STANDARD	\$60.20	NonTel-Broadband	
BR001	BROADBAND LITE-STANDALONE	\$55.24	NonTel-Broadband	
BR003	BROADBAND 1.5M-STANDALONE	\$60.24	NonTel-Broadband	
BR142	3MB HIGH SPEED INTERNET	\$62.64	NonTel-Broadband	
G105R	100MBPS SPEED RANGE	\$5.00	NonTel-Broadband	Speed Add-on
G205R	200MBPS SPEED RANGE	\$5.00	NonTel-Broadband	Speed Add-on
G507R	50MBPS SPEED RANGE	\$7.00	NonTel-Broadband	Speed Add-on
GS2R	3M GREENSTREAK	\$67.24	NonTel-Broadband	
GS3R	6MB GREENSTREAK	\$70.24	NonTel-Broadband	
GSR2	3M GREENSTREAK	\$67.24	NonTel-Broadband	
IPNEW	STATIC IP - INITIAL BLOCK OF 4	\$20.00	NonTel-Broadband	
K1210	UP TO 15 MBPS (10-16 MBPS)	\$10.00	NonTel-Broadband	Speed Add-on
K5005	500MB SPEED RANGE(451MB-799MB)	\$5.00	NonTel-Broadband	Speed Add-on
K500T	500MB SPEED RANGE(451MB-799MB)	\$10.00	NonTel-Broadband	Speed Add-on
KBV36	BB INTERNET	\$54.25	NonTel-Broadband	
KIN10	KINETIC INTERNET PLAN	\$22.00	NonTel-Broadband	
KIN2D	\$20.99 HSI RETENTION PLAN	\$20.99	NonTel-Broadband	
KIN3B	INTERNET TIER 3	\$72.00	NonTel-Broadband	
KIN3C	INTERNET TIER 4	\$79.00	NonTel-Broadband	
KIN4A	TIER TO TIER PRICE MATCH	\$62.25	NonTel-Broadband	
KIN4B	INTERNET TIER 3	\$77.25	NonTel-Broadband	
KIN4C	INTERNET TIER 4	\$84.25	NonTel-Broadband	
KIN5A	\$19.99 HSI RETENTION PLAN	\$34.49	NonTel-Broadband	
KIN5B	INTERNET TIER 3	\$74.50	NonTel-Broadband	
KIN6B	INTERNET TIER 3	\$73.15	NonTel-Broadband	

Residential Plans

KIN6C	INTERNET PLAN-TIER 4	\$83.15	NonTel-Broadband	
KIN7A	INTERNET PLAN - TIER 1 & 2	\$67.00	NonTel-Broadband	
KIN7C	INTERNET TIER 4	\$81.50	NonTel-Broadband	
KIN8A	INTERNET PLAN - TIER 1 & 2	\$72.25	NonTel-Broadband	
KINR0	KINETIC INTERNET PLAN	\$6.00	NonTel-Broadband	
KINR5	KINETIC INTERNET PLAN	\$17.00	NonTel-Broadband	
KIVP4	HSI BNDL W/VOIP-ATA-TIER 4	\$104.00	NonTel-Broadband	
KN1MC	INTERNET PLAN-TIER 4-MAX QUAL	\$55.00	NonTel-Broadband	
KN2B	INTERNET PLAN-TIER B-UPTO 500M	\$69.99	NonTel-Broadband	
KN2C	INTERNET PLAN-TIER C-UPTO 500M	\$74.99	NonTel-Broadband	
KN3A	INTERNET PLAN-TIER A-UPTO 1GIG	\$94.99	NonTel-Broadband	
KN5MA	INTERNET PLAN-TIER 1-UPTO 300M	\$64.99	NonTel-Broadband	
KNLDU	KINETIC UNLIMITED PHONE	\$50.00	NonTel-Broadband	
KR120	100MBPS SPEED RANGE	\$20.00	NonTel-Broadband	Speed Add-on
KR210	200MBPS SPEED RANGE	\$10.00	NonTel-Broadband	Speed Add-on
KR230	200MBPS SPEED RANGE	\$30.00	NonTel-Broadband	Speed Add-on
KR250	25MBPS SPEED RANGE	\$10.00	NonTel-Broadband	Speed Add-on
KR255	25MBPS SPEED RANGE	\$5.00	NonTel-Broadband	Speed Add-on
KR257	25MBPS SPEED RANGE	\$7.00	NonTel-Broadband	Speed Add-on
KR300	300MBPS SPEED RANGE	\$10.00	NonTel-Broadband	Speed Add-on
KRGIG	1GIG SPEED RANGE	\$30.00	NonTel-Broadband	Speed Add-on
KSS0M	UP TO 50 MBPS (34 - 72 MBPS)	\$10.00	NonTel-Broadband	Speed Add-on
KT100	100MBPS SPEED RANGE	\$10.00	NonTel-Broadband	Speed Add-on
KT200	200MBPS SPEED RANGE	\$15.00	NonTel-Broadband	Speed Add-on
KT300	300MBPS SPEED RANGE	\$20.00	NonTel-Broadband	Speed Add-on
KT50M	50MBPS SPEED RANGE	\$10.00	NonTel-Broadband	Speed Add-on
KVP1A	HSI BNDL W/VOIP-ATA-TIER 1&2	\$94.50	NonTel-Broadband	
LLINT	LIFELINE INTERNET	\$22.25	NonTel-Broadband	
SABB1	ALWAYS ON INTERNET	\$42.24	NonTel-Broadband	
SABB2	HIGH-SPEED INTERNET - LITE	\$47.24	NonTel-Broadband	
SABB3	1.5MB HIGH SPEED INTERNET	\$62.14	NonTel-Broadband	
SABB4	HIGH-SPEED INTERNET - 3MB	\$65.14	NonTel-Broadband	
SIM13	KINETIC ONE INTERNET PLAN - T3	\$72.00	NonTel-Broadband	
SIM17	KINETIC ONE INTERNET PLAN - T4	\$82.00	NonTel-Broadband	
SIM19	KINETIC ONE INTERNET PLAN - T4	\$92.00	NonTel-Broadband	
SIM1A	KINETIC ONE INTERNET - T1&2	\$64.50	NonTel-Broadband	
SIM20	KINET ONE DIGITAL VOIC+INET T4	\$112.00	NonTel-Broadband	
SIM4A	KINETIC ONE INTERNET - T1&2	\$74.50	NonTel-Broadband	
SIM5A	KINETONE DIGITL VOIC+INET T1&2	\$94.50	NonTel-Broadband	
KN1A	INTERNET PLAN-TIER A-COPPER	\$64.99	NonTel-Credit Broadband	
KN1B	INTERNET PLAN-TIER B-COPPER	\$69.99	NonTel-Credit Broadband	
KN1C	INTERNET PLAN-TIER C-COPPER	\$74.99	NonTel-Credit Broadband	
KN2A	INTERNET PLAN-TIER A-UPTO 500M	\$64.99	NonTel-Credit Broadband	
KW1A	INTERNET PLAN-TIER A COPPER	\$66.99	NonTel-Credit Broadband	
KW1B	INTERNET PLAN-TIER B-COPPER	\$71.99	NonTel-Credit Broadband	
KW1C	INTERNET PLAN-TIER C-COPPER	\$78.99	NonTel-Credit Broadband	
KW2B	INTERNET PLAN-TIER B-UPTO 500M	\$71.99	NonTel-Credit Broadband	

ATTACHMENT 3-1

Kinetic Media Performance

FCC Regulatory Campaign 11.10.23



FCC Regulatory Campaign Scorecard

Tactic	Ad Impressions	Individuals Reached	Ad Frequency	Clicks	CTR	Spend
Display	5,377,399	1,170,508	4.6x	2,960	0.06%	██████████

Campaign Setup

- Campaign focused on awareness of the Lifeline and ACP programs available to low-income households
- 1st party data included 9,000 zip codes with approx. 4.3MM households/addresses in Windstream's footprint
- 3rd party data included segments to reach users who have been identified as low-income households (e.g. WIC, Medicaid qualified)

What Was Delivered

- Inclusion of household targeting in addition to 3rd party audiences helped garner an efficient CPM of \$3.72
- Over a 7-day period, individuals were served a Windstream FCC ad approx. 4.6 times increasing awareness of Windstream's participation in the programs

Performance YoY

- Individuals reached increased 31% YoY compared to the 2022 FCC Regulatory Campaign

Creatives

Lifeline Federal Discount & Affordable Connectivity Programs

Campaign	Impressions	Clicks	CTR	Spend
Lifeline	2,687,821	1,458	0.05%	████████
ACP	2,689,640	1,502	0.06%	████████

Lifeline

Lifeline Federal Discount Program

RECEIVE UP TO \$9.25/MO OFF YOUR PHONE OR INTERNET

LEARN MORE



kinetic by windstream
Terms and conditions apply.

ACP



ACP is a federal program that helps low-income households save up to \$30/mo on internet service.

LEARN MORE



kinetic by windstream
Terms and conditions apply.

Thank you!

ATTACHMENT 3-2

Account number

Telephone number

Invoice date

August 03, 2023

WINDSTREAM CUSTOMER MESSAGE (cont'd)

been deleted.

NOTICE OF POSSIBLE RATE CHANGE: At Kinetic by Windstream, we strive to provide our customers with the highest quality services at affordable rates to keep you connected to family and friends. As we work to improve the overall experience for our customers, it is sometimes necessary to adjust our product offerings and prices. If you have questions about your bill or would like to discuss if you are on the best plan to meet your needs please chat, email, or call us and we will be happy to assist.

We wanted to make you aware that starting on July 16th, 2023, your residential access line rate will increase by up to \$20.00 per month. We look forward to continuing to care for all your communications needs and are always seeking ways to improve your communication experience. Thank you for being a valued Kinetic by Windstream customer- we appreciate your business.

Effective between July 16th, 2023 and September 1st, 2023 your Unlimited Long-Distance service rate may increase by up to \$10.00 per month.

Kinetic is making updates to the format of our bills and you may see updates soon. The primary goal of these changes is to ensure you understand your services and their associated prices. You may see a new section titled, 'Kinetic By Windstream Internet Charges', where your Internet services will be listed, along with the total price for those services, including any credits or adjustments. Rest assured this redesign does not impact any of your services, terms, or prices. This work is ongoing, and you may see updates to your bill in the coming months.

Service may be disconnected for non-payment of regulated charges. Call the office number shown above for details on these charges.

Further written itemization of local billing available upon request.

Windstream is proud to offer a financial assistance program: Lifeline Florida.

Windstream offers a federal telephone assistance program developed in response to concerns about the affordability of telephone service or Broadband Internet Access service for limited or fixed income citizens. If you currently participate in a public assistance program, you might qualify for Lifeline services.

Only one non-transferable benefit per household, consisting of either voice service, broadband service, or broadband voice bundle service is available to qualifying customers. The program provides a discount of up to \$5.25 per month for voice only service or a discount of up to \$9.25 per month for broadband service or broadband voice bundle service that meet the qualifying standards.

Only eligible customers may enroll in the program. To qualify for this plan, customers must receive benefits from at least one of the following programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit

If your annual household income is at or below 135 percent of the federal poverty guidelines, you may also qualify.

In addition, if you live on a federally recognized tribal land and are eligible for benefits through the Bureau of Indian Affairs General Assistance, Tribal Temporary Assistance for Needy Families (TANF), Tribal Head Start (only households that meet the income qualifying standard) or the Food Distribution Program on Indian Reservation (FDPIR), you qualify for expanded Lifeline assistance.

Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

If you have any questions or would like more information, please call the

WINDSTREAM CUSTOMER MESSAGE (cont'd)

USAC/ Lifeline Support at 1-800-234-9473 or visit <https://www.lifelinesupport.org>

Windstream se enorgullece de ofrecer un programa de asistencia financiera: Lifeline Florida.

Windstream ofrece un programa federal de asistencia telefonica desarrollado en respuesta a las preocupaciones sobre la asequibilidad del servicio telefonico o el servicio de acceso a Internet de banda ancha para ciudadanos de ingresos limitados o fijos. Si actualmente participa en el programa de asistencia publica, es posible que califique para los servicios de Lifeline.

Solo un beneficio no transferible por hogar, que consiste en servicio de voz, servicio de banda ancha o servicio de paquete de voz de banda ancha esta disponible para los clientes calificados. El programa ofrece un descuento de hasta \$ 5.25 por mes para el servicio de solo voz o un descuento de hasta \$ 9.25 por mes para el servicio de banda ancha o el servicio de paquete de voz de banda ancha que cumplen con los estandares de calificacion.

- Programa de Asistencia Nutricional Suplementaria (SNAP), anteriormente conocido como cupones de alimentos
- Medicaid
- Seguridad de Ingreso Suplementario (SSI)
- Asistencia Federal para la Vivienda Publica
- Pension de Veteranos y Beneficios para Sobrevivientes

Si su ingreso familiar anual es igual o inferior al 135 por ciento de las pautas federales de pobreza, tambien puede calificar.

Ademas, si vive en una tierra tribal reconocida federalmente y es elegible para recibir beneficios a traves de la Oficina de Asistencia General de Asuntos Indigenas, Asistencia Temporal Tribal para Familias Necesitadas (TANF), Tribal Head Start (solo hogares que cumplen con el estandar de calificacion de ingresos) o el Programa de Distribucion de Alimentos en la Reserva Indigena (FDPIR), califica para la asistencia ampliada de Lifeline.

Los consumidores que intencionalmente hacen declaraciones falsas para obtener el beneficio pueden ser castigados con multa o prision o pueden ser excluidos del programa.

Si tiene alguna pregunta o desea obtener mas informacion, llame al Soporte de USAC/Lifeline al 1-800-234-9473 o visite <https://www.lifelinesupport.org>

ATTACHMENT 4

[REDACTED]

From: [REDACTED]
Sent: Thursday, July 18, 2024 12:04 PM
To: [REDACTED]
Subject: IMPORTANT INFORMATION ABOUT LIFELINE

Lifeline Program

Dear sample,

We see you are interested in the Lifeline Program. Kinetic by Windstream is here to help you through the process. Below are the steps needed to get you enrolled in the lifeline program and start saving on your monthly bill.

Please note Lifeline benefits can only be used with a single service provider and is limited to one discount per household. If applied to wireline services, the discount will apply towards your broadband service. If you do not qualify under the broadband rules, the discount will apply to your voice service. This benefit provides a monthly discount of up to \$9.25. Consumers living on Tribal lands are eligible for an enhanced discount of up to \$34.25 per month.

For the purposes of the Lifeline program, a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Lifeline service is not transferable, and only eligible consumers may enroll in the program. Consumers who willfully make false statements to obtain Lifeline telephone or broadband service can be punished by fine or imprisonment and can be barred from the program.

HOW TO APPLY FOR LIFELINE CREDITS

Kinetic by Windstream customers that reside in Texas.

Visit the website of the Public Utility Commission of Texas at <https://www.puc.texas.gov/consumer/lowincome/Assistance.aspx>. Once you are approved, the state of Texas will notify Kinetic by Windstream and our Lifeline team will add Lifeline credits to your Kinetic by Windstream account.

Kinetic by Windstream customers that DO NOT reside in Texas.

STEP 1:

Apply Online: Visit the Lifeline National Verifier consumer portal at <https://GetInternet.gov/lifeline> to get your qualification approved for the Lifeline program.
TIP: Open the attached [Kinetic by Windstream application form](#) in step 2. As you enter your information into the National Verifier portal fill out the Kinetic by Windstream form the exact same way, including capitalizations and abbreviations.
You may find out immediately if you qualify, However, if the Lifeline National Verifier cannot prove your eligibility automatically, you may be asked to supply more documents to the portal. Once you are successfully approved, you will receive an Approval Code Application ID (Q#). Then, continue to step 2.

Apply by Mail: If you choose not to apply online, you may apply by mail. Visit the Lifeline National at <https://GetInternet.gov/lifeline>, select the state you live in, and then click Paper

Form. Fill out the Paper Form online and then print two copies. Then, mail one copy to the Lifeline Customer Support Center with:

- One copy of the Paper Form
- Household Worksheet (if applicable)
- Copies of your proof of eligibility

The Lifeline Customer Support Center's mailing address is:

Lifeline Customer Support Center
P.O. Box 9100
Wilkes-Barre, PA 18773-9100

If you supplied your email address in Section 2 of the qualification form, the Lifeline Customer Support Center will contact you by email to let you know if your qualification was approved for Lifeline. Otherwise, they will contact you by mail. You will also receive an Approval Code Application ID (Q#).

The second copy should be saved as Kinetic by Windstream will need this same information in step 2.

STEP 2:

Once you have been approved AND have received an Approval Code Application ID (Q#), complete the [Kinetic by Windstream application form](#). **You may have already filled this out in step 1.** It is imperative that you fill it out **exactly** as you completed the Application Form on the Lifeline National Verifier consumer portal, including capitalizations and abbreviations. Then, email the Kinetic by Windstream Lifeline form to WCI.Life.Line.Charlotte@windstream.com

NOTE: If you live in Nebraska you will also need to fill out the [Nebraska Attestation Form](#).

Once your form is received, the Kinetic by Windstream Lifeline team will process your application to enroll you in the Lifeline program and add Lifeline credits to your Kinetic by Windstream account. You will receive a confirmation email once the process has been successfully completed.

We look forward to continuing to serve your telecommunication needs as our customer.

Contact Us: Windstream.com | [1.800.347.1991](tel:1.800.347.1991)

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