

**Tim P. Loken**  
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July 25, 2025

**VIA OVERNIGHT MAIL**

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

**REDACTED**

RECEIVED-FPSC  
2025 JUL 28 AM 10:12  
COMMISSION  
CLERK

Re: 2025 Annual Lifeline Data Request  
Docket 20250000

Dear Sir or Madam:

Windstream Florida, LLC ("Windstream") hereby provides its Annual 2025 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,

A handwritten signature in cursive script that reads 'Tim P. Loken'.

Tim Loken

Attachments  
TL/sdm

COM \_\_\_\_  
AFD \_\_\_\_  
APA \_\_\_\_  
ECO \_\_\_\_  
ENG \_\_\_\_  
GCL \_\_\_\_  
IDM \_\_\_\_  
CLK \_\_\_\_

1 redacted Packet

## **2025 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 Section 364.10, Florida Statutes, **please provide responses to the following questions by August 15, 2025**. 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, 2024, through June 30, 2025. For 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 customers participating in Lifeline each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount. **(See Attachment 1)**
2. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month? **(See Attachment 1)**
3. How is the Transitional Lifeline discount offered and applied to eligible customers? **If a customer ceases to qualify for Lifeline Assistance, they can contact Windstream within 30 days and request the Transitional Lifeline discount be applied to their basic local service. We will apply the discount to their account for a period of one year.**
4. What Lifeline plans are available to customers for voice, broadband, and/or bundled services? Please include any legacy plans (i.e., those still used by existing customers but no longer offered to new ones). For each plan, please indicate whether it meets the FCC's minimum service standards for voice, broadband, or both. **(See Attachment 2)**
5. Provide information on the following, if applicable:
  - 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 used by your company. **(See Attachment 3-2)**
  - e. Links to any Lifeline information available on your company's website. **<https://www.windstream.com/about/lifeline-assistance-program>**
  - f. Organizations your company currently partners with, previously partnered with, and plans to partner with to educate and inform customers about Lifeline. **Not Applicable**
  - g. If the company offers Lifeline under multiple brands, provide a comprehensive list. **There is one internet lifeline plan called "Lifeline Internet" but all other plans are not specific to lifeline customers.**
  - h. If the company is a wireless or satellite provider, indicate if it offers free or discounted equipment to Lifeline customers. **Not Applicable**
  - i. If you have seen a significant change in the number of Lifeline customers you service since the last reporting period, please identify what factors you believe contributed. **Windstream experienced a significant one-time reduction in Lifeline customers during the reporting period due to customers failing the reverification process.**
6. 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.
7. 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 why. 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. Additionally, for those accounts that we cannot find or are already enrolled with us we upload those entries back to the PUC website weekly.
8. Within the last year, has any of the following events affecting the company occurred:
- a. Filed for bankruptcy? If yes, please identify the chapter and the date filed. No
  - b. FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number. No
  - c. Changes to the ownership or corporate structure? If yes, please elaborate or explain. Windstream is in the process of merging with Uniti which is anticipated to occur in August 2025
9. For matters related to consumer complaints, who is the company's designated contact person? Please provide their name, title, telephone number, and email address. Andrea Hairston, Director Customer Service, phone (toll free): 855-352-2731, phone: 704-771-6578; [andrea.hairston@windstream.com](mailto:andrea.hairston@windstream.com)

**Windstream Florida, CO. 047**  
**Data requested by Florida Staff**  
**Year 2024-07 - 2025-06**

[illegible]

**ATTACHMENT 2**

## Residential Plans

### Residential One-Party

ASOC_ID	ASOC_DESCR_TXT	REV_AMT	Cat 2	Meet FCC Minimum Standards
R1	RESIDENTIAL LINE	48.63	Local	Yes - Voice
R1	RESIDENTIAL LINE	53.16	Local	Yes - Voice
LMB	GREENSTREAK ACCESS LINE	10.00	Local	Yes - Voice
MYLN	WINDSTREAM MYLINE	12.99	Local	Yes - Voice
RBIA*	FCC ACC CHG-RES/SINGL LN BUS	6.50	SLC	Yes - Voice
* The SLC applies to all residential lines				

### Residential VOIP

ASOC_ID	ASOC_DESCR_TXT	REV_AMT	Cat 2	
RVP1	RESIDENTIAL LINE - VOIP	48.63	VoIP	Yes - Voice

### Residential Bundled Plans

ASOC_ID	ASOC_DESCR_TXT	REV_AMT	Cat 2	
2HB11	3M INET+ULD+ 2NDLN	113.76	Local	No - Broadband, Yes - Voice
2HB12	6M INET+ULD+ 2NDLN	115.76	Local	No - Broadband, Yes - Voice
AALDU	UNLIMITED PHONE	50.00	Local	No - Broadband, Yes - Voice
AASL	CONNECT SELECT	25.00	Local	No - Broadband, Yes - Voice
AAULD	PRICE FOR LIFE UNLIMITED PHONE	45.00	Local	Yes - Broadband if speed is > 25/3MB
ALPG1	PFL INTERNET BUNDLE-TIER 1	49.99	Local	Yes - Broadband if speed is > 25/3MB
ALPG2	PFL INTERNET BUNDLE-TIER 2	59.99	Local	Yes - Broadband if speed is > 25/3MB
ALP11	PFL INTERNET ACCESS BUNDLE	42.49	Local	Yes - Broadband if speed is > 25/3MB
ALP12	PFL INTERNET ACCESS BUNDLE	52.49	Local	Yes - Broadband if speed is > 25/3MB
APP1	PFL INTERNET BUNDLE	54.99	Local	Yes - Broadband if speed is > 25/3MB
APP10	PFL INTERNET BUNDLE	59.99	Local	Yes - Broadband if speed is > 25/3MB
APP12	INTERNET BUNDLE-NON PFL	105.26	Local	Yes - Broadband if speed is > 25/3MB
APP14	INTERNET BUNDLE	122.51	Local	Yes - Broadband if speed is > 25/3MB
APP18	INTERNET BUNDLE	110.26	Local	Yes - Broadband if speed is > 25/3MB
APP6	INTERNET BUNDLE	115.76	Local	Yes - Broadband if speed is > 25/3MB
APP8	INTERNET BUNDLE-NON PFL	100.26	Local	Yes - Broadband if speed is > 25/3MB
APP97	BASE INTERNET BUNDLE	95.26	Local	Yes - Broadband if speed is > 25/3MB

## Residential Plans

KIN1B	INTERNET TIER 3	84.02	Local	Yes - Broadband if speed is > 25/3MB
KIN1C	INTERNET PLAN-TIER 4	94.02	Local	Yes - Broadband if speed is > 25/3MB
KIN3A	INTERNET PLAN - TIER 1 & 2	80.02	Local	Yes - Broadband if speed is > 25/3MB
SIM30	KINETIC BENEFIT PLAN	59.37	Local	Yes - Broadband if speed is > 25/3MB
SIM31	KINETIC BENEFIT PLAN VOIP SOLO	59.37	Local	Yes - Broadband if speed is > 25/3MB
SIM33	KINETIC BENEFIT PLAN	59.37	Local	Yes - Broadband if speed is > 25/3MB

## Residential Internet Plans

ASOC_ID	ASOC_DESCR_TXT	REV_AMT	Cat 2		
A100G	UP TO 100 MBPS (73 - 125 MBPS)	10.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
A250G	LOYAL HSI PLAN - 25MB - \$10	10.00	NonTel-Broadband	Yes - Broadband	
A255G	LOYAL HSI PLAN - 25MB - \$5	5.00	NonTel-Broadband	Yes - Broadband	
A500G	UP TO 50 MBPS (34 - 72 MBPS)	10.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
ABS04	HSI 3M	74.01	NonTel-Broadband	No - Broadband	
ABS05	HSI 6M - BB PLUS	80.51	NonTel-Broadband	No - Broadband	
ABS06	HSI BB 12M	83.51	NonTel-Broadband	No - Broadband	
AL5AN	INTERNET PLAN	40.62	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
ALPSO	PRICE FOR LIFE SOLO INTERNET	44.99	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
ALS2A	PFL SOLO INTERNET - TIER 2	49.99	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
AP012	UP TO 15 MBPS (10-16 MBPS)	10.00	NonTel-Broadband	No - Broadband	Speed Add-on
AP016	UP TO 15 MBPS (10 - 16 MBPS)	10.00	NonTel-Broadband	No - Broadband	Speed Add-on
AP025	UP TO 25 MBPS (20 - 33 MBPS)	10.00	NonTel-Broadband	No - Broadband	Speed Add-on
AP25B	UP TO 25 MBPS (20 - 33 MBPS)	10.00	NonTel-Broadband	No - Broadband	Speed Add-on
AP50A	UP TO 50 MBPS (34 - 72 MBPS)	20.00	NonTel-Broadband	No - Broadband	Speed Add-on
APL16	3M INET+ULD PRICE4LIFE	49.99	NonTel-Broadband	No - Broadband	
APL23	3M INET+ULD PRICE4LIFE	59.99	NonTel-Broadband	No - Broadband	
APL24	6M INET+ULD PRICE4LIFE	64.99	NonTel-Broadband	No - Broadband	
APL9	3M INET+ULD PRICE4LIFE	59.99	NonTel-Broadband	No - Broadband	
APP11	PRICE FOR LIFE SOLO-SIMP INET	57.99	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
APP2	PRICE FOR LIFE SOLO-SIMP INET	49.99	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
APP88	SOLO INTERNET	83.51	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
AULD2	KINETIC UNLIMITED PHONE	50.00	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
BR001	BROADBAND LITE-STANDALONE	68.61	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	

## Residential Plans

BR142	3MB HIGH SPEED INTERNET	76.01	NonTel-Broadband	No - Broadband	
G507R	50MBPS SPEED RANGE	7.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
GIGSC	GIG SECURE BUNDLE	30.00	NonTel-Broadband	Yes - Broadband	
GSR2	3M GREENSTREAK	80.61	NonTel-Broadband	No - Broadband	
K500T	500MB SPEED RANGE(451MB-799MB)	10.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
KIN10	KINETIC INTERNET PLAN	36.37	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KIN2D	\$20.99 HSI RETENTION PLAN	20.99	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KIN3B	INTERNET TIER 3	86.37	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KIN3C	INTERNET TIER 4	93.37	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KIN4C	INTERNET TIER 4	98.62	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KIN5A	\$19.99 HSI RETENTION PLAN	48.86	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KIN6B	INTERNET TIER 3	86.52	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KIN6C	INTERNET PLAN-TIER 4	96.52	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KIN7C	INTERNET TIER 4	95.87	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KIN8A	INTERNET PLAN - TIER 1 & 2	86.62	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KINFA	KINETIC INTERNET-FIBER & CABLE	49.99	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KINR0	KINETIC INTERNET PLAN	6.00	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KINR5	KINETIC INTERNET PLAN	31.37	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KIVP4	HSI BNDL W/VOIP-ATA-TIER 4	118.37	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KN1MA	INTERNET PLAN-TIER 1-MAX QUAL	55.00	NonTel-Broadband	Yes - Broadband	
KN2B	INTERNET PLAN-TIER B-UPTO 500M	84.36	NonTel-Broadband	Yes - Broadband	
KN2C	INTERNET PLAN-TIER C-UPTO 500M	89.36	NonTel-Broadband	Yes - Broadband	
KN3A	INTERNET PLAN-TIER A-UPTO 1GIG	109.36	NonTel-Broadband	Yes - Broadband	
KNLDU	KINETIC UNLIMITED PHONE	50.00	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KR210	200MBPS SPEED RANGE	10.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
KR230	200MBPS SPEED RANGE	30.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
KR250	25MBPS SPEED RANGE	10.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
KR255	25MBPS SPEED RANGE	5.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
KR300	300MBPS SPEED RANGE	10.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
KRGIG	1GIG SPEED RANGE	30.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
KS50M	UP TO 50 MBPS (34 - 72 MBPS)	10.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
KT100	100MBPS SPEED RANGE	10.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
KT200	200MBPS SPEED RANGE	15.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
KT300	300MBPS SPEED RANGE	20.00	NonTel-Broadband	Yes - Broadband	Speed Add-on



## Residential Plans

KT50M	50MBPS SPEED RANGE	10.00	NonTel-Broadband	Yes - Broadband	Speed Add-on
LLINT	LIFELINE INTERNET	35.62	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
SABB1	ALWAYS ON INTERNET	55.61	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
SABB3	1.5MB HIGH SPEED INTERNET	75.51	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
SIM1A	KINETIC ONE INTERNET - T1&2	78.87	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
SIM4A	KINETIC ONE INTERNET - T1&2	88.87	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
SIM5A	KINETONE DIGITL VOIC+INET T1&2	107.87	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KN1A	INTERNET PLAN-TIER A-COPPER	79.36	NonTel-Credit Broadband	Yes - Broadband if speed is > 25/3MB	
KN1B	INTERNET PLAN-TIER B-COPPER	84.36	NonTel-Credit Broadband	Yes - Broadband if speed is > 25/3MB	
KN1C	INTERNET PLAN-TIER C-COPPER	89.36	NonTel-Credit Broadband	Yes - Broadband if speed is > 25/3MB	
KN2A	INTERNET PLAN-TIER A-UPTO 500M	79.36	NonTel-Credit Broadband	Yes - Broadband	
KW1A	INTERNET PLAN-TIER A COPPER	81.36	NonTel-Credit Broadband	Yes - Broadband if speed is > 25/3MB	
KW1B	INTERNET PLAN-TIER B-COPPER	86.36	NonTel-Credit Broadband	Yes - Broadband if speed is > 25/3MB	
KW1C	INTERNET PLAN-TIER C-COPPER	93.36	NonTel-Credit Broadband	Yes - Broadband if speed is > 25/3MB	
KW2B	INTERNET PLAN-TIER B-UPTO 500M	86.36	NonTel-Credit Broadband	Yes - Broadband	
BN1GA	INTERNET PLAN-UPTO 1G	102.49	NonTel-Broadband	Yes - Broadband	
BN1GB	INTERNET PLAN-UPTO 1G	107.49	NonTel-Broadband	Yes - Broadband	
BNMAX	INTERNET PLAN-MAX QUAL	67.49	NonTel-Broadband	Yes - Broadband	
KMAXQ	KINETIC INTERNET-DSL-FW	62.49	NonTel-Broadband	Yes - Broadband if speed is > 25/3MB	
KN1MB	INTERNET PLAN-TIER 3-MAX QUAL	55.00	NonTel-Broadband	Yes - Broadband	
KN1MC	INTERNET PLAN-TIER 4-MAX QUAL	55.00	NonTel-Broadband	Yes - Broadband	
KN5MA	INTERNET PLAN-TIER 1-UPTO 300M	64.99	NonTel-Broadband	Yes - Broadband	
KN5MB	INTERNET PLAN-TIER3-UP TO 300M	69.99	NonTel-Broadband	Yes - Broadband	
KN6MA	INTERNET PLAN-TIER 1-UPTO 300M	79.36	NonTel-Broadband	Yes - Broadband	
KNMAX	INTERNET PLAN-MAX QUAL	59.99	NonTel-Broadband	Yes - Broadband	

**ATTACHMENT 3-1**  
**DIGITAL/ONLINE ADVERTISING**

# Regulatory Campaign 10.14.24



# Static Banners

## Lifeline



Receive up to  
\$9.25/mo. off your  
phone or Internet.

LIFELINE FEDERAL DISCOUNT PROGRAM

See if you qualify

Terms & conditions apply.



Receive  
up to  
\$9.25/mo.  
off your  
phone or  
Internet.

LIFELINE FEDERAL  
DISCOUNT PROGRAM



See if you qualify

Terms & conditions apply.



Receive up to  
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your phone  
or Internet.

LIFELINE FEDERAL  
DISCOUNT PROGRAM



See if you qualify

Terms & conditions apply.



Receive up to \$9.25/mo.  
off your phone or Internet.

LIFELINE FEDERAL DISCOUNT PROGRAM

See if you qualify

Terms & conditions apply.

**ATTACHMENT 3-2**



Account number

Telephone number

Invoice date

August 03, 2024

## DISH NETWORK SERVICES SUMMARY OF CURRENT CHARGES

(cont'd)

STATE/LOCAL TAXES	1.80	
VIDEO GROSS RECEIPTS TAX	.85	
COMMUNICATIONS SVCS TAX	3.26	
Taxes & Surcharges		5.91

## DISH NETWORK SERVICES CUSTOMER MESSAGE

Non-payment of DISH Network Services may result in the disconnection of DISH Network Services.

## SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are\*:

WINDSTREAM COMMUNICATIONS 1-800-347-1991

Your IntralATA long distance carrier(s) are\*:

WINDSTREAM COMMUNICATIONS 1-800-347-1991

Your Local carrier is\*:

WINDSTREAM FLORIDA INC 1-800-347-1991

\* If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

## REGULATORY INFORMATION

Failure to pay the total amount due for basic local service could result in suspension of those services and may be subject to collection actions. To avoid suspension of your basic local service, you must pay \$ 14.78

Non-payment of all other non-basic services may result in the suspension of those services and may be subject to collection actions, but will not result in the suspension of your basic local service.

## IMPORTANT INFORMATION

This bill includes charges for:

## DISH NETWORK SERVICES CUSTOMER INFORMATION

## WINDSTREAM CUSTOMER MESSAGE

If not paid on time, a late payment collection fee of \$6.50 will apply to any past due Internet balance.

Online payments must be made by 4:00 pm eastern time in order to post for the current day.

You have subscribed to Windstream's dynamic High-Speed Internet plan. The Internet plan you have subscribed to is provisioned as a range, with a minimum and maximum speed. The specific range was provided to you at the time of sale, you can also find it in the service description portion of this invoice. Windstream has provisioned your location for the fastest speed available within your speed range but cannot guarantee the speed. See [www.windstream.com](http://www.windstream.com) for complete Terms and Conditions.

Windstream reserves the right to delete your windstream.net email account, without notice, if unused for one hundred and eighty (180) consecutive days. The contents of the email account will be unrecoverable once the account has

## WINDSTREAM CUSTOMER MESSAGE (cont'd)

been deleted.

Windstream is dedicated to delivering top-quality service and support. We offer the option to bill third-party services to your Windstream account for convenience. However, we recognize this might not suit everyone. We encourage reviewing your bill monthly and reaching out with any questions about charges. To enhance control and security, we also provide a free option to block third-party charges on your bill, excluding Windstream-related services you subscribe to. If you wish to activate this block, please contact a Windstream representative using the phone number located on this bill.

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 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

Account number

Telephone number

Invoice date

August 03, 2024

**WINDSTREAM CUSTOMER MESSAGE (cont'd)**

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 estándares de calificación.

Solo los clientes elegibles pueden inscribirse en el programa. Para calificar para este plan, los clientes deben recibir beneficios de al menos uno de los siguientes programas:

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

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

Además, si vive en una tierra tribal reconocida federalmente y es elegible para recibir beneficios a través de la Oficina de Asistencia General de Asuntos Indígenas, Asistencia Temporal Tribal para Familias Necesitadas (TANF), Tribal Head Start (solo hogares que cumplen con el estándar de calificación de ingresos) o el Programa de Distribución de Alimentos en la Reserva Indígena (FDPRI), califica para la asistencia ampliada de Lifeline.

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

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

**ATTACHMENT 4**





## Congratulations! You Qualify for the Lifeline Assistance Program

Dear Valued Customer,

Lifeline is a program offered by the Federal Communications Commission providing monthly discounts for communication services, such as phone or Internet, to eligible households. Kinetic is proud to participate in this program to provide a fast, reliable home Internet connection for work, school, entertainment and staying in touch with family and friends.

GOOD news is you qualify for the Lifeline Assistance Program. Please note the Lifeline benefit can only be used with a single service provider and is limited to one discount per household.

To sign up for the Lifeline program with Kinetic

- Visit [windstream.com/lifeline](http://windstream.com/lifeline)
- Follow instructions to get enrolled.

Have questions or need assistance? Kinetic is here to help! Call us at (800) 347-1991.

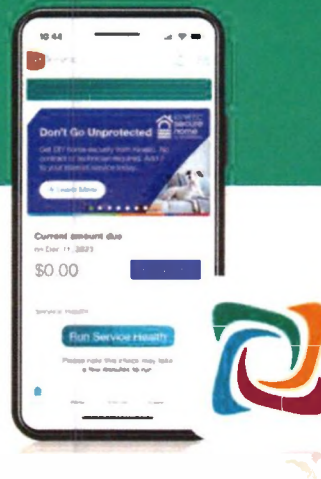
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