

August 9, 2023

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

RE: 2023 Florida Lifeline Data Request

Dear Office of Commission Clerk,

Per your request dated July 10, 2023, enclosed are the responses to the 2023 Annual Lifeline Report Data Requests for **Frontier Communications of the South, LLC** and **Frontier Florida, LLC**. We request these responses be placed in the undocketed file.

If you have any questions about the data, please contact me at 585-323-1003.

Sincerely,

A handwritten signature in black ink, appearing to read "Tom Mousso", with a long horizontal flourish extending to the right.

Tom Mousso
Regulatory Reporting Specialist, Regulatory Management
tmm183@ftr.com | 585-323-1000 | Rochester, NY

FRONTIER 

cc: Angie McCall

2023 LIFELINE DATA REQUEST

July 1, 2022, through June 30, 2023
Frontier Florida, LLC
Tom Mousso
tmm.183@ftr.com

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 16, 2023. 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 fiscal year July 1, 2022, through June 30, 2023.

For those items 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.
 - **Jul 2022: 126,862**
 - **Aug 2022: 125,214**
 - **Sep 2022: 123,548**
 - **Oct 2022: 121,819**
 - **Nov 2022: 120,437**
 - **Dec 2022: 118,854**
 - **Jan 2023: 117,561**
 - **Feb 2023: 116,145**
 - **Mar 2023: 114,538**
 - **Apr 2023: 112,717**
 - **May 2023: 110,755**
 - **Jun 2023: 108,713**

2. In accordance with Section 364.105, Florida Statutes, are you offering Transitional Lifeline service? If yes, what is the number of customers participating per month and what are your advertising efforts for Transitional Lifeline service?

Frontier does not have a separate advertising effort for transitional lifeline. Most de-enrollments from Lifeline are complete disconnects.

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.
 - **Jul 2022: 887 (VOICE); 169 (BROADBAND); 220 (BUNDLED)**
 - **Aug 2022: 864 (VOICE); 164 (BROADBAND); 218 (BUNDLED)**
 - **Sep 2022: 856 (VOICE); 162 (BROADBAND); 214 (BUNDLED)**
 - **Oct 2022: 851 (VOICE); 160 (BROADBAND); 207 (BUNDLED)**
 - **Nov 2022: 847 (VOICE); 152 (BROADBAND); 206 (BUNDLED)**
 - **Dec 2022: 841 (VOICE); 149 (BROADBAND); 204 (BUNDLED)**

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- **Jan 2023: 830 (VOICE); 147 (BROADBAND); 204 (BUNDLED)**
 - **Feb 2023: 819 (VOICE); 139 (BROADBAND); 195 (BUNDLED)**
 - **Mar 2023: 810 (VOICE); 136 (BROADBAND); 196 (BUNDLED)**
 - **Apr 2023: 801 (VOICE); 130 (BROADBAND); 194 (BUNDLED)**
 - **May 2023: 786 (VOICE); 126 (BROADBAND); 192 (BUNDLED)**
 - **Jun 2023: 782 (VOICE); 127 (BROADBAND); 193 (BUNDLED)**
4. Are you meeting the FCC's minimum service standards for both voice and broadband? If no, which service type meets the requirement?
Yes.
5. Provide description of your company's procedures for Lifeline. Include the following in your response:
- a. Internal procedures for promoting Lifeline.
On-Line Reference manuals have information on Lifeline qualifications and procedures for applying. Call Center Representatives inform customers of the availability of Lifeline to qualifying individuals.
 - b. Outreach and educational efforts involving participation in community events.
No outreach involving community events took place during the request period.
 - c. Outreach and educational efforts involving mass media (newspaper, radio, television).
Frontier publishes an annual newspaper notice.
 - d. Copies of Lifeline outreach materials of your company.
See attached separate sheet for newspaper ad and bill messages.
 - e. Any links on your company Web site that provides Lifeline information.
<https://frontier.com/discountprograms/lifelineprogram/florida>
 - f. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.
Frontier has partnered with The Florida Department of Human Resources and the OPC.
6. To the extent you have experienced an increase or decrease in Lifeline customers since last year, 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.
Frontier has seen a decline in Lifeline customers due to a decrease in residential access lines.
7. 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.
Frontier does not sign customers up in person so therefore is not allowed to use the service provider portal. Our customers must use the consumer portal or mail an application to USAC. They then call us to add the Lifeline discounts.

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8. 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) formerly known as “Coordinated Enrollment Process”? If not, please explain.

For any Lifeline referrals Frontier receives from the Promotion process or other means, customers are referred to the National Verifier or the USAC site.

9. In the last year, has your company filed for any form of bankruptcy? If yes, please identify the chapter and the date filed.

Frontier did not file any form of bankruptcy in the last year.

10. 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.

None.

2023 LIFELINE DATA REQUEST

July 1, 2022, through June 30, 2023
Frontier Communications of the South, LLC
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Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for fiscal year July 1, 2022, through June 30, 2023.

For those items 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.

- **Jul 2022: 765**
- **Aug 2022: 761**
- **Sep 2022: 746**
- **Oct 2022: 732**
- **Nov 2022: 726**
- **Dec 2022: 719**
- **Jan 2023: 706**
- **Feb 2023: 700**
- **Mar 2023: 695**
- **Apr 2023: 686**
- **May 2023: 676**
- **Jun 2023: 668**

2. In accordance with Section 364.105, Florida Statutes, are you offering Transitional Lifeline service? If yes, what is the number of customers participating per month and what are your advertising efforts for Transitional Lifeline service?

Frontier does not have a separate advertising effort for transitional lifeline. Most de-enrollments from Lifeline are complete disconnects.

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.

- **Jul 2022: 23 (VOICE); 5 (BROADBAND); 6 BUNDLED)**
- **Aug 2022: 23 (VOICE); 5 (BROADBAND); 6 BUNDLED)**
- **Sep 2022: 22 (VOICE); 5 (BROADBAND); 7 BUNDLED)**
- **Oct 2022: 22 (VOICE); 5 (BROADBAND); 7 BUNDLED)**
- **Nov 2022: 22 (VOICE); 5 (BROADBAND); 7 BUNDLED)**
- **Dec 2022: 22 (VOICE); 5 (BROADBAND); 7 BUNDLED)**

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- **Jan 2023: 21 (VOICE); 5 (BROADBAND); 6 BUNDLED)**
 - **Feb 2023: 21 (VOICE); 5 (BROADBAND); 6 BUNDLED)**
 - **Mar 2023: 21 (VOICE); 5 (BROADBAND); 6 BUNDLED)**
 - **Apr 2023: 21 (VOICE); 5 (BROADBAND); 6 BUNDLED)**
 - **May 2023: 21 (VOICE); 5 (BROADBAND); 6 BUNDLED)**
 - **Jun 2023: 21 (VOICE); 5 (BROADBAND); 6 BUNDLED)**
4. Are you meeting the FCC's minimum service standards for both voice and broadband? If no, which service type meets the requirement?
- Yes.**
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Low-income customers may be eligible for discounted telephone or internet service under a government assistance program called Lifeline, which provides a non-transferable \$9.25 monthly discount on eligible internet service or voice with an eligible internet service. The discount for phone service alone or with a non-qualified internet service is \$5.25. Lifeline is limited to one discount per household. You can get a Lifeline discount if you or a dependent in your household receives benefits from one of these programs: Medicaid; Supplemental Security Income (SSI); Supplemental Nutrition Assistance Program (SNAP) formerly Food Stamps; Federal Public Housing Assistance (Section 8); VA Veterans Pension (Supplemental Income for Wartime Veterans); or VA Survivors Pension or

Your yearly household income is at or below 135% of the Federal Poverty Guidelines. Some states also provide additional discounts. Not all internet products are eligible for discount. Other restrictions may apply.

An eligible resident living on federally recognized Tribal Lands who participates in one of the above programs eligible for federal Lifeline, the income level noted above or one of the following federal assistance programs shall also qualify for an additional monthly credit up to \$25.00 with Enhanced Tribal Lifeline and up to \$100.00 toward installation fees with Tribal Link-Up Assistance: Bureau of Indian Affairs General Assistance; Tribally Administered Temporary Assistance for Needy Families (Tribal TANF); Head Start (Income Based); or Food Distribution Program on Indian Reservations (FDPIR).

You can apply for Lifeline by applying online at checkLifeline.org or by downloading an application at Frontier.com/resources/discountprograms/lifeline-program and sending the application to USAC at the address on the form.

For more information on this federal program, please visit the Universal Service Administrative Company (USAC) at usac.org/lifeline/



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Frontier provides basic residential services for rates in Florida for \$14.85 - \$24.99 for flat rate service. Frontier also provides basic business services in Florida for \$31.00 - \$42.00. Other taxes, fees, and surcharges may apply. Frontier offers single party service, touch tone, toll blocking, access to long distance, emergency services, operator assistance, and directory assistance. Use of these services may result in additional charges. Budget or economy services may also be available.

Frontier offers Lifeline service which is a nontransferable government assistance program that provides a \$5.25 discount on the cost of monthly telephone service or \$9.25 on eligible broadband or bundled voice and broadband products (where available) and is limited to one discount per household. In addition to Basic Lifeline, individuals living on federally recognized Tribal Lands who meet the eligibility criteria may also qualify for additional monthly discounts through Enhanced Lifeline and up to \$100.00 toward installation fees through the Tribal Link-Up program. You may also qualify for an additional state discount where available.

If you have any questions regarding Frontier's rates or services, please call us at 1-800-FRONTIER for further information or visit us at www.Frontier.com.