



July 29, 2026

Via E-mail

Mr. Adam Teitzman, Director
Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

Re: TDS TELECOM/Quincy Telephone Company Response to 2026 Lifeline Report Data Request - Undocketed

Dear Mr. Teitzman,

Enclosed for filing in the undocketed file is TDS TELECOM/Quincy Telephone Company's response to the Year 2026 Lifeline Report Data Request.

Thank you for your assistance in this matter. Please do not hesitate to contact me at (608) 664-4138 or Austin.krueger@tdstelecom.com if you have any questions or need additional information regarding this filing.

Sincerely,

/s/ Austin Krueger

Austin Krueger
Manager – Public Policy, Broadband Funding and Cost Analysis
TDS TELECOM

2026 LIFELINE DATA REQUEST

Section 364.10 of the Florida Statutes requires the Florida Public Service Commission to submit an Annual Report on the Lifeline program. This report is delivered to the Governor, President of the Senate, and Speaker of the House of Representatives. To assist us in this development, please submit your responses to the following questions by **August 3, 2026**. Your responses should include your company name, your name and title, and your contact information, including your email address, mailing address, and phone number.

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for the reporting period of July 1, 2025, through June 30, 2026. 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.

Month	Number of Lifeline Customers	Voice Customer	Bundled Customers	Broadband Customers
July 2025	33	6	26	1
August 2025	33	6	26	1
September 2025	32	6	25	1
October 2025	32	6	25	1
November 2025	32	6	25	1
December 2025	32	6	24	2
January 2026	31	6	24	1
February 2026	31	6	24	1
March 2026	31	6	24	1
April 2026	31	6	24	1
May 2026	27	6	21	0
June 2026	25	5	20	0

2. Provide the number of lifeline customers that qualify for Tribal support each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.

Response: TDS does not serve federally recognized tribal lands in Florida; therefore, this question does not apply.

3. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month?

Month	Number of Customers
July 2025	8
August 2025	8
September 2025	3
October 2025	3
November 2025	3
December 2025	3
January 2026	3
February 2026	3
March 2026	3
April 2026	3
May 2026	5
June 2026	5

4. How is the Transitional Lifeline discount offered and applied to eligible customers?

Response: TDS provides this discount for 12 months from the Transitional Lifeline discount eligibility date if a customer fails recertification, indicates they are no longer eligible, and have either a Voice only, Bundled-Voice, or Bundled-Voice Broadband service. This discount is not applied if the customer transfers their Lifeline benefit to another provider.

5. 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.

Response: All of TDS' voice, broadband, and/or bundled services may be eligible for the Lifeline benefit. If the broadband service meets the minimum service requirements, a \$9.25 monthly Lifeline discount is applied to the account. If it is a voice only service or broadband does not meet the minimum service requirements, a \$5.25 Lifeline discount is applied to the account.

6. Provide information on the following, if applicable:

- a. Internal procedures for promoting Lifeline.

Response: TDS uses an internal intranet to educate associates on Lifeline. Additionally, internal communications are published if there are program changes, in addition to updating the internal intranet resources.

- b. Outreach and educational efforts involving participation in community events.

Response: Not Applicable

- c. Outreach and educational efforts involving mass media (newspaper, radio, television).

Response: TDS uses several types of communications to advertise the availability of the Lifeline program.

September 2025 and June 2026 Bill Insert

October 2025

Blog on TDS' consumer website

Dec 2025

Newspaper Ad

March 2026

Recertification notification on Facebook

On-going

Information on TDS website

On-going

Information on USAC website

- d. Copies of Lifeline outreach materials used by your company.

Response: Included with this response is the bill insert language and newspaper ad.

- e. Links to any Lifeline information available on your company's website.

Response: From TDS' Lifeline homepage (<https://tdstelecom.com/lifeline.html>), the following links are available:

- A link to USAC's site providing general Lifeline information: www.lifelinesupport.org/get-started/.
- A link to access USAC's Companies Near Me tool to determine which service provider offers Lifeline: <https://www.lifelinesupport.org/companies-near-me/>.

Once a customer selects the state of Florida, the following links are available:

- A link to USAC's site to determine if the customer qualifies: www.lifelinesupport.org/do-i-qualify/.
- A link to USAC's Lifeline information page: www.lifelinesupport.org.

- f. Organizations your company currently partners with, previously partnered with, and plans to partner with to educate and inform customers about Lifeline.

Response: None at this time.

- g. List all brands the company offers Lifeline under.

Response: TDS and TDS Telecom.

- h. If the company is a wireless or satellite provider, indicate if it offers free or discounted equipment to Lifeline customers.

Response: TDS does not offer Lifeline to wireless or cable customers.

- 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.

Response: TDS does not track this type of Lifeline customer information.

7. Are you assisting customers with their Lifeline applications through the National Verifier portal (e.g., through a company interface or sales representative)? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier.

Response: TDS does not have a location where a consumer can be in-person with a TDS associate. If a consumer contacts TDS seeking assistance with the National Verifier portal, TDS will assist as best as possible or connect the customer with USAC's Lifeline Support Center. If a consumer would like a paper application, TDS will mail the consumer an application. If a consumer contacts TDS with questions about an application or the process, TDS responds appropriately to assist the consumer.

8. Within the last year, has any of the following events occurred:

- a. Filed for bankruptcy? If yes, please identify the chapter and the date filed.

Response: None

- b. FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number.

Response: None

- c. Changes to the ownership or corporate structure? If yes, please elaborate or explain.

Response: None

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.

Response:

Contact: Pam Trickle

Title: Associate Manager-Regulatory Compliance, Programs & Processes

Telephone Number: 877-200-4962

Email Address: tdstelecomcomplaints@tdstelecom.com

LIFELINE PROGRAM

TDS Telecom offers a program to help our low-income residential customers keep their telephone or internet service. This federal program is called Lifeline. If you are a low-income residential customer, you may qualify for this program. Lifeline provides eligible subscribers a monthly discount towards their phone service or qualifying internet service.

LIFELINE ELIGIBILITY

Customers can get Lifeline support when participating in one of the following programs:

- Medicaid
 - Supplemental Security Income (SSI)
 - Supplemental Nutrition Assistance Program (SNAP)
 - Federal Public Housing Assistance
 - Veteran's Pension or Survivor's Pension Benefit
- OR**
- Yearly gross household income is at or below 135% of the Federal Poverty Guidelines.

If you reside on federally recognized tribal lands, you may be eligible for additional benefits.

In addition, under the Safe Connections Act (SCA), survivors experiencing financial hardship are able to qualify and receive emergency Lifeline support for up to six months.

For more information on the Lifeline program, please visit the Universal Service Administrative Company (USAC) at www.lifelinesupport.org. You may apply online or print an application at www.lifelinesupport.org. Contact USAC, the program administrator, at 1-800-234-9473 for specific Lifeline questions.

Call TDS if you have questions about eligibility or general Lifeline questions. To contact TDS, visit www.tdstelecom.com/lifeline.html or call 1-888-CALL-TDS.

*Oregon consumers cannot use the National Verifier and must follow their state process for enrollment. Visit the website below for state specific information: www.oregon.gov/puc/Pages/Oregon-Lifeline.aspx

Lifeline is a government assistance program. Lifeline is non-transferable. Only eligible consumers may enroll. There is a limit of one discount per household. Lifeline discounts on internet service are only available where minimum supported broadband service is available. If the household becomes ineligible for Lifeline benefits the household will be subject to TDS' regular rates, terms, and conditions.

In New York, other criteria established by the state may qualify you for a separate state Lifeline program.



You May Qualify For A Discount On Your TDS Communication Services

If you think you can't afford service, think again. You may qualify for a discount on your service through a low-income government program called Lifeline. Lifeline reduces monthly services for qualifying voice, internet, or bundled services.

You may be eligible if you participate in a qualifying assistance program such as Supplemental Nutrition Assistance Program (SNAP), Medicaid, or if you have a household income that is at or below 135% of the Federal Poverty Guidelines. Go to <https://www.lifelinesupport.org/do-i-qualify/> for a full list of qualifying programs.

In addition, survivors of domestic violence facing financial hardship may receive the Lifeline benefit for up to six months under the Safe Connections Act (SCA).

For more information on the Lifeline program possible discount amounts, or how to apply, visit the Universal Service Administrative Company (USAC) website at <https://www.lifelinesupport.org>. Call USAC at 1-800-234-9473 for specific Lifeline questions.

Call TDS at 888-CALL-TDS or visit www.tdstelecom/lifeline.html with questions regarding program eligibility or general Lifeline questions.

Lifeline is a government assistance program and is non-transferable. Only eligible consumers may enroll in the program. There is a limit of one discount per household. Lifeline discounts on internet service are only available where minimum supported broadband service is available. If the household becomes ineligible for Lifeline, the household will be subject to TDS' regular rates, terms, and conditions.

