

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 03, 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 those questions requesting the data be reported monthly, provide the appropriate number as of the last day of each month during the review period.

Company Name: Northeast Florida Telephone Company D/B/A
NEFCOM Contact Person: Tammy Souza and/or Teresa Terry
Contact E-Mail: tsouza@townes.net

1. Provide the number of customers participating in Lifeline each month by service type (voice, broadband or bundled). Note: Do not include customers receiving the Transitional Lifeline discount.

Response:

	07-2025	08-2025	09-2025	10-2025	11-2025	12-2025	01-2026	02-2026	03-2026	04-2026	05-2026	06-2026
TOTAL	78	76	75	76	75	89	74	76	76	74	67	66
VOICE	17	16	16	16	16	24	16	17	17	17	15	15
BROADBAND	5	5	5	5	5	3	4	4	4	3	3	3
BUNDLED	56	55	54	55	54	62	54	55	55	54	49	48

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:

[illegible]

3. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline Discount per Month?

Number of Subscribers participating per month:

	07-2025	08-2025	09-2025	10-2025	11-2025	12-2025	01-2026	02-2026	03-2026	04-2026	05-2026	06-2026
Transitional Lifeline Subscribers	0	0	0	0	0	0	0	0	0	0	0	0

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

Response: Advertising of Transitional Lifeline includes verbal promotion by the Sales Associates in the course of working the Lifeline disconnect order and via office signage.

5. What Lifeline plans are available to customers for voice, broadband and/ 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:

Current Plans Offered to Voice – Broadband – Bundled Services

Up to 25Mbps Down
Up to 40Mbps Down
Up to 50 Mbps Down
Up to 75 Mbps Down
Up to 100 Mbps Down

Legacy Plans – No Longer offered to new customers but have customers subscribed to

USOC	Description
INT15/10	Internet 15M
INT6/1	Internet 6M/1M Spec Circum

6. Provide information on the following, if applicable:

- Internal procedures for promoting Lifeline.
- Outreach and educational efforts involving participation in community events.
- Outreach and educational efforts involving mass media (newspaper, radio, television).

Lifeline Data Request

August 03, 2026

Response: a., b., & c.: NEFCOM promotes Lifeline participation verbally via the Sales Associates in the course of processing an application for new service, during inquiries received from existing customers, annual mail outs, annual newspaper ads, and through information placed on the webpage, and in the information section of NEFCOM's telephone directory.

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

Response: Copies of bill message, newspaper advertisement, phone book, and website are attached.

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

Response: NEFCOM has a Lifeline FAQ webpage located at [LIFELINE FAQ's NEFCOM Revised 02 2022](#), a Lifeline application webpage located at [Home - Universal Service Administrative Company](#), and Lifeline qualification information located at [Do I Qualify? - Universal Service Administrative Company](#)

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

Response: None.

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

Response: None

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

Response: None

- 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: Any significant changes where a result of failed recertifications.

7. Are you assisting customers with their Lifeline program 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 National Verifier.

Response: No, our customers want to fill out the paper applications and mail in as most are elderly and have a very hard time using the online portal.

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: No

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

Response: No

Lifeline Data Request
August 03, 2026

- 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: Teresa Terry
Billing Specialist
tterry@townes.net
870-921-4224

Lifeline Telephone Bill Message



2025 LL Copy of
Customer Bill_09 202

Lifeline Newspaper Advertisement



2025 LL Newspaper
Ad-Baker County Pre

Lifeline Directory Advertisement



2025 LL Copy
Telephone Directory

https://nefcom.net/resources/Life-Line/LIFELINE-FAQ's-NEFCOM_Revised-02-2022.pdf



LIFELINE FAQ's
NEFCOM_09 2025.doc