

BEFORE THE FLORIDA PUBLIC SERVICE COMMISSION

In re: Request for partial relinquishment of eligible telecommunications carrier (ETC) designation in Florida, by Frontier Florida LLC.

DOCKET NO. 20260112-TL
ORDER NO. PSC-2026-0377-PAA-TL
ISSUED: October 26, 2026

The following Commissioners participated in the disposition of this matter:

GABRIELLA PASSIDOMO SMITH, Chairman
GARY F. CLARK
MIKE LA ROSA
BOBBY PAYNE
ANA ORTEGA

NOTICE OF PROPOSED AGENCY ACTION
ORDER APPROVING REQUEST FOR PARTIAL RELINQUISHMENT OF
ELIGIBLE TELECOMMUNICATIONS CARRIER DESIGNATION
BY FRONTIER FLORIDA LLC

BY THE COMMISSION:

NOTICE is hereby given by the Florida Public Service Commission (Commission) that the action discussed herein is preliminary in nature and will become final unless a person whose interests are substantially affected files a petition for a formal proceeding, pursuant to Rule 25-22.029, Florida Administrative Code (F.A.C.).

Background

On August 4, 2026, Frontier Florida LLC (Frontier) filed a petition with this Commission for partial relinquishment of its ETC status for select census blocks in the state of Florida. On October 14, 1997, pursuant to 47 U.S.C. § 214(e)(1), this Commission designated Frontier Florida as an ETC throughout its service area.¹ An ETC designation is a requirement for telecommunications carriers to receive funding support from the federal Universal Service Fund for the Lifeline and High-Cost programs. The Lifeline program enables low-income households to obtain and maintain basic telephone and broadband services by offering qualifying households a discount on monthly bills. The High-Cost program helps carriers provide voice and broadband service in remote and underserved communities.

¹ Order No. PSC-97-1262-FOF-TP issued October 14, 1997, in Docket No. 19970644-TP, *In re: Establishment of eligible telecommunications carriers pursuant to Section 214(e) of the Telecommunications Act of 1996*.

The main purpose of Frontier's ETC designation - to enable the receipt of high-cost support - no longer exists for Frontier in almost all of its service area. Since the FCC's original Connect America Fund (CAF) program ended in December 2021, Frontier has only been receiving high-cost universal service support for a small number of census blocks, with about 800 locations, where it was awarded Rural Digital Opportunity Fund (RDOF) support in the FCC's 2020 RDOF auction.

Additionally, there has been a significant decline in the number of Frontier Lifeline customers. Frontier currently has just 771 Lifeline customers in Florida - a 49 percent decline from just five years ago.² Consistent with the national trend, the vast majority of Lifeline-supported households in Florida have chosen to obtain Lifeline service from one of the many mobile wireless ETCs that have been designated by this Commission or the FCC.³

Under the 47 U.S.C. § 214(e)(4) ETC relinquishment standard, a state commission must permit an ETC to relinquish this designation in any area served by more than one ETC. Because this Commission has designated a dozen mobile wireless ETCs on a statewide or near statewide basis and has also designated fixed providers as ETCs in certain areas, the relinquishment standard is met throughout Frontier's service territory. Frontier could therefore relinquish its ETC designation everywhere except the small number of RDOF-supported census blocks where it must retain its ETC status to remain eligible for RDOF support.

Frontier is only partially relinquishing its ETC designation. Frontier's relinquishment is limited to a small number of wire centers where Frontier does not currently serve customers over fiber-to-the-premises (FTTP) and does not anticipate deploying FTTP in the near future. Specifically, Frontier is relinquishing its ETC designation in the nine wire centers listed in Attachment A. Frontier is retaining its ETC designation in the rest of its Florida service area, i.e., in all areas where it has deployed FTTP or anticipates deploying FTTP in the near future, including the wire centers with RDOF-supported census blocks.

We are vested with jurisdiction in this matter, pursuant to Section 364.10, Florida Statutes, 47 U.S.C. §214(e)(4), and 47 C.F.R. §54.205.

Decision

An ETC may relinquish its ETC designation pursuant to 47 C.F.R. §54.205(a), which provides that:

A state commission shall permit an eligible telecommunications carrier to relinquish its designation as such a carrier in any area served by more than one eligible telecommunications carrier. An eligible telecommunications carrier that seeks to relinquish its eligible telecommunications carrier designation for an area served by more than one eligible telecommunications carrier shall give advance notice to the state commission of such relinquishment.

² Universal Service Administrative Company (USAC) data show that the number of Frontier Lifeline customers declined from 1,505 in June 2021 to 771 in June 2026.

³ See Florida Public Service Commission, Florida Lifeline Assistance, December 2025, at 14 ("As of June 2025, wireless ETCs received approximately 99.4 percent of all Lifeline disbursements from USAC in Florida."). [Microsoft Word - 2025 Lifeline Report \(Final\)](#)

In approving a relinquishment, state commissions must require the remaining ETCs to ensure that existing customers will continue to be served. 47 C.F.R. §54.205(b), provides that:

Prior to permitting a telecommunications carrier designated as an eligible telecommunications carrier to cease providing universal service in an area served by more than one eligible telecommunications carrier, the state commission shall require the remaining eligible telecommunications carrier or carriers to ensure that all customers served by the relinquishing carrier will continue to be served, and shall require sufficient notice to permit the purchase or construction of adequate facilities by any remaining eligible telecommunications carrier. The state commission shall establish a time, not to exceed one year after the state commission approves such relinquishment under this section, within which such purchase or construction shall be completed.

Frontier identified in its petition all the census blocks for which it is requesting relinquishment of its ETC designation. Our staff identified ETCs who may serve the census blocks identified by Frontier and sent a data request to these carriers to verify ETC designation and confirm Lifeline service provision. Our staff compared the responses to ensure that customers in the relinquished areas would have Lifeline service available. We have confirmed the availability of Lifeline service in these census blocks, and therefore, we hereby approve Frontier's petition for partial relinquishment of its ETC designation.

Based on the foregoing, it is

ORDERED by the Florida Public Service Commission that Frontier Florida LLC's Petition for Partial Relinquishment of its Eligible Telecommunications Carrier designation in Florida is hereby approved. It is further

ORDERED that the provisions of this Order, issued as proposed agency action, shall become final and effective upon the issuance of a Consummating Order unless an appropriate petition, in the form provided by Rule 28-106.201, Florida Administrative Code, is received by the Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on the date set forth in the "Notice of Further Proceedings" attached hereto. It is further

ORDERED that if no person whose substantial interests are affected by the proposed agency action files a protest within 21 days of the issuance of this Order, this docket shall be closed upon the issuance of a Consummating Order.

ORDER NO. PSC-2026-0377-PAA-TL
DOCKET NO. 20260112-TL
PAGE 4

By ORDER of the Florida Public Service Commission this 26th day of October, 2026.



ADAM TEITZMAN
Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399
(850) 413-6770
www.floridapsc.com

Copies furnished: A copy of this document is provided to the parties of record at the time of issuance and, if applicable, interested persons.

AH

NOTICE OF FURTHER PROCEEDINGS OR JUDICIAL REVIEW

The Florida Public Service Commission is required by Section 120.569(1), Florida Statutes, to notify parties of any administrative hearing that is available under Section 120.57 or 120.68, Florida Statutes, as well as the procedures and time limits that apply. This notice should not be construed to mean all requests for an administrative hearing or judicial review will be granted or result in the relief sought.

Mediation may be available on a case-by-case basis. If mediation is conducted, it does not affect a substantially interested person's right to a hearing.

The action proposed herein is preliminary in nature. Any person whose substantial interests are affected by the action proposed by this order may file a petition for a formal proceeding, in the form provided by Rule 28-106.201, Florida Administrative Code. This petition must be received by the Office of Commission Clerk, 2540 Shumard Oak Boulevard, Tallahassee, Florida 32399-0850, by the close of business on November 16, 2026.

In the absence of such a petition, this order shall become final and effective upon the issuance of a Consummating Order.

Any objection or protest filed in this/these docket(s) before the issuance date of this order is considered abandoned unless it satisfies the foregoing conditions and is renewed within the specified protest period.

Docket No. 20260112-TL
Date: September 24, 2026

Attachment A

Relinquishment Area Wire Centers

State	County	Census Block	Confirmed ETCs Serving Census Block
FL	Polk	121050154022	Boomerang Wireless, LLC d/b/a EnTouch Wireless, Viasat Carrier Services, Inc., Assurance Wireless, i-wireless, LLC
FL	Hillsborough	120570061034	Boomerang Wireless, LLC d/b/a EnTouch Wireless, Assurance Wireless, i-wireless, LLC
FL	Polk	121050161001	Boomerang Wireless, LLC d/b/a EnTouch Wireless, Viasat Carrier Services, Inc., Assurance Wireless, i-wireless, LLC
FL	Pinellas	121030245092	Boomerang Wireless, LLC d/b/a EnTouch Wireless, Assurance Wireless, i-wireless, LLC
FL	Polk	121050157013	Boomerang Wireless, LLC d/b/a EnTouch Wireless, Viasat Carrier Services, Inc., Assurance Wireless, i-wireless, LLC
FL	Polk	121050156002	Boomerang Wireless, LLC d/b/a EnTouch Wireless, Viasat Carrier Services, Inc., Assurance Wireless, i-wireless, LLC
FL	Manatee	120810020101	Boomerang Wireless, LLC d/b/a EnTouch Wireless, Viasat Carrier Services, Inc., Assurance Wireless, i-wireless, LLC
FL	Hillsborough	120570129002	Boomerang Wireless, LLC d/b/a EnTouch Wireless, Viasat Carrier Services, Inc., Assurance Wireless, i-wireless, LLC
FL	Hillsborough	120570047002	Boomerang Wireless, LLC d/b/a EnTouch Wireless, Viasat Carrier Services, Inc., Assurance Wireless, i-wireless, LLC