

Knology of Florida, Inc.'s Response to Staff's Data Request
Docket No. 041302-TX

ORIGINAL REDACTED

041302-TX

1. Does Knology provide Lifeline service in any other state? If so, please identify the states.

Response:

No. Knology's CLEC's do not currently provide Lifeline service in any other states. Interstate and Valley Telephone Companies are wholly owned subsidiaries of Knology. These Independent Telephone Companies serve Lifeline customers in Alabama and Georgia.

2. If Knology presently provides Lifeline service in other states, has Knology received any complaints regarding Knology's Lifeline service. If so, please describe the complaint(s) and the resolution(s) of those complaints.

Response:

Knology is not aware of any customer complaints regarding Lifeline service provided by its wholly owned subsidiaries.

3. Will Knology contribute \$3.50 per Lifeline customer in accord with Commission Order No. PSC-98-0328-FOF-TP?

Response:

Yes. Knology will contribute \$3.50 per Lifeline customer as required by Commission Order No. PSC-98-0328-FOF-TP.

4. What facilities, planned or existing, does Knology have in Florida in order to serve Florida customers?

Response:

Knology has acquired and constructed Hyber-Fiber Coax Broadband Networks in Pinellas County and Bay County, Florida. Knology will use these existing facilities to serve Florida customers.

5. Does Knology provide service to any of its customers via a prepaid service? If so, what percentage of its customers receive their service via a prepaid service?

Response:

No. Knology currently does not offer prepaid telephone service in Florida.

CMP _____
COM _____
CTR _____
ECR _____
GCL _____
OPC _____
MMS _____
RCA _____
SCR _____
SEC 1 _____
OTH _____

DOCUMENT NUMBER-DATE

01124 JAN 31 13

FPSC-COMMISSION CLERK

**Knology of Florida, Inc.'s Response to Staff's Data Request
Docket No. 041302-TX**

6. What is the average customer bill for Knology residential telephone customer?

Response:

The average residential telephone bill including features and regulatory surcharges and taxes is approximately \$20.29.

7. As a condition of receiving local service, are Knology's residential customers required to subscribe to Knology's long-distance, cable, or internet services?

Response:

No. Knology's customers are not required to subscribe to Knology's long distance, cable or internet services as a condition for receiving local service.

8. What specific plans does Knology have for advertising its offering of Lifeline Service in Florida?

Response:

Knology will advertise the Lifeline Services in Florida as follows:

- (1) Place a bill insert in current Knology customer's bills informing them of the Lifeline Service offering.
 - (2) Send a letter to the appropriate government agencies informing them of Knology's participation in the Lifeline Services program. Provide these agencies with a brochure to distribute to their customers announcing Knology's participation in the Lifeline Services program and explain what the benefit is to the customer.
 - (3) Knology will send a letter to low income customers in the Florida serviceable market announcing Knology's participation in the Lifeline Services.
9. If Knology receives an ETC designation in Florida, approximately how long will it take for Knology to offer Lifeline service in the area in which it receives ETC designation?

Response:

Knology anticipates it will take approximately 30-45 days to implement Lifeline service.

10. Describe Knology's local usage plans as defined in 47 C.F.R. 54.101(a)(2). If phone service is offered in a bundled package, please describe the wireline local component (charge for local phone service) which Universal Service compensation would be based on?

Response:

When Knology's local usage plans are included in a larger, multi-product bundle, generally for Universal Service purpose, the local component would be the ala carte tariffed rate. Notwithstanding, federal universal service support is not based on the tariff rate for local service.

**Knology, of Florida, Inc.'s Response to Staff's Data Request
Docket No. 041302-TX**

11. Describe Knology's plans to provide access to emergency services, such as 911 and enhanced 911 as defined as by 47 C.F.R. 54.101(a)(5).

Response:

Knology is currently providing E911 service to all customers with direct trunking into the incumbent LEC's local tandem. The LEC has trunks into the PSAP.

12. Will Knology's Florida customers have access to competitive directory assistance providers, as defined as by 47 C.F.R. 54.101(a)(8)?

Response:

Yes. Knology's customers currently have access to competitive directory assistance providers. Knology notes that the requirement defined in 54.101(a)(8) does not refer to "competitive" directory assistance providers. Rather, it refers to access to directory assistance service.

13. Describe Knology's toll-limitation service. See 47 C.F.R. 54.101(a)(9).

Response:

Knology has the ability to limit toll in two ways:

- (1) Toll block – completely restricts all direct dial toll access.
- (2) Toll block w/ PIN – allows the customer to block toll unless they have access to a 4-digit Personal Identification Number (PIN).

14. Please describe Knology's plans for fulfilling its responsibility of being the carrier-of-last-resort? (Reference Chapter 364.025(5), Florida Statutes)

Response:

Chapter 364.025(5) indicates that before a CLEC can become a Carrier of Last Resort (COLR), the Commission must first determine the company will provide high-quality, reliable service. Knology has a proven track record of offering high-quality, reliable telephone service in the state of Florida since 1998. Knology's employees will be trained in all additional obligations required by COLR designation.

15. Would Knology agree to sign an affidavit stating that it will fulfill all of its Lifeline responsibilities, including providing a \$3.50 additional Lifeline credit as addressed in Public Service Commission Order No. PSC 98-0328-FOF-TP?

Response:

Yes.

**Knology of Florida, Inc.'s Response to Staff's Data Request
Docket No. 041302-TX**

16. Please identify all Florida wire centers in which Knology will be offering Lifeline service. At a minimum, include the wire center's common name and Common Language Location Identification Code (CLLI).

Response:

Knology would offer Lifeline service in the following Florida rate centers:

- Panama City - CLLI – PNCYFLDARS1
- Panama City Beach - CLLI – PNCYFLDARS1
- Lynn Haven - CLLI – PNCYFLDARS1
- Clearwater - CLLI- CLWTFL05RS0
- Tarpon Springs - CLLI- CLWTFL05RS0

17. Does Knology understand that there may be an audit of the use of universal service funds conducted by USAC?

Response:

Yes. Knology understands there may be an audit.

18. Does Knology have any outstanding complaints at the Federal Communications Commission? If yes, please provide a synopsis of these complaints.

Response:

Knology is not aware of any outstanding complaints at the Federal Communications Commission.

19. Is Knology's account current with the Federal Communications Commission in regards to regulatory fees? If not, please explain what steps, if any, are being taken to resolve/rectify this situation.

Response:

Yes.

20. Is Knology's account current with the Universal Service Administrative Company in regards to universal service contributions?

Response:

Yes.

21. How many Florida customers does Knology provide voice services to?

Response:

Knology currently serves [REDACTED] access lines in Florida.

**Knology of Florida, Inc.'s Response to Staff's Data Request
Docket No. 041302-TX**

22. Is Knology aware that Florida Lifeline customers who no longer qualify for Lifeline are allowed to receive a discounted rate at 70% of the residential basic rate for a period of one year?

Response:

Yes.

23. Will Knology be seeking any monies from the high cost Universal Service Fund?

Response:

Yes.