



July 28, 2017

Ms. Beth Salak
Director – Office of Telecommunications
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

Re: 2017 Lifeline Report Data Request.

Dear Ms. Salak:

REDACTED

On behalf of Knology of Florida, Inc. dba WOW! Internet, Cable & Phone (“WOW!”), I have enclosed its response to the Commission’s Lifeline/Link up data request. Due to the proprietary nature of some of the data, WOW! is requesting confidentiality. To that end, I have enclosed an original plus a redacted version of this response.

As always, thank you in advance for your courtesies in this matter. Should you have any questions about the enclosed material, please do not hesitate to call me at (706) 645-3966.

Sincerely,

A handwritten signature in black ink that reads "Melissa Hoek".

Melissa Hoek
Legal & Regulatory Compliance Analyst
WOW! Internet, Cable & Phone

Enclosures

RECEIVED - FPSC
2017 AUG -1 AM 10:42
COMMISSION
CLERK

LIFELINE DATA REQUEST 2017

To assist the Florida Public Service Commission (FPSC) in the development of our Annual Lifeline Report, **staff requests that you provide responses to the following data request by July 31, 2017.** This report is prepared for 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. **Your response should include your company name, contact person, and email address.**

For items 1 through 8, please provide the data for the fiscal year July 1, 2016, through June 30, 2017.

For those items requesting that the data be reported on a monthly basis, provide the appropriate number as of the last day of each month during the review period.

1. The number of residential access lines in service each month.

Response: [REDACTED]

2. The number of customers participating in Lifeline each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision.

Response: [REDACTED]

3. The amount of Lifeline credit provided to Lifeline customers on a monthly billing.

Response: [REDACTED]

4. The number of customers denied Lifeline service. Identify the reason(s) customers were denied Lifeline (i.e. customer currently receiving Lifeline, inability to verify participation in a qualifying program, past due balance, other reasons not listed).

Response: [REDACTED]

5. The number of Lifeline customers added each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision.

Response: [REDACTED]

6. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers moved to Transitional Lifeline.

Response: [REDACTED]

7. The number of customers participating in Transitional Lifeline each month.

Response: [REDACTED]

8. The number of customers participating in Lifeline under the Tribal Lands provision each month.

Response: [REDACTED]

9. Description of your company's procedures for enrolling customers in the Lifeline program. Include the following in your response:

- a. Procedures used to process applications received from the Office of Public Counsel.

- b. Procedures used to process applications received directly from customers.

- c. Procedures used to process applications received through the PSC on-line process.
- d. Procedures used to process applications received through the Department of Children and Families coordinated enrollment process.
- e. The amount of time required to process applications. Include time period between receipt of customer application and the billing date of the first bill providing the credit.

Response: [REDACTED]

10. Description of your company's procedures for performing continued certification of customer eligibility after initial certification. Include the method(s) used to verify customer eligibility.

Response: [REDACTED]

11. Description of your company's procedures for Lifeline. If your response has not changed from last year's response, you may indicate this below. Please include the following in your response:

- a. Internal procedures for promoting Lifeline.
- b. Outreach and educational efforts involving participation in community events.
- c. Outreach and educational efforts involving mass media (newspaper, radio, television).
- d. Copies of Lifeline outreach materials of your company.
- e. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.

Response: [REDACTED]

12. Please describe the training you provide to your customer service representatives regarding Lifeline and provide the script used by your company's representatives.

Response: [REDACTED]

13. Please provide any link on your website that provides Lifeline information.

Response: <http://www.fl.gov/our-governments/florida-2016-lifeline-modernization-order>

14. Have you experienced any problems implementing the FCC's 2016 Lifeline Modernization Order (FCC 16-38)? If yes, please elaborate.

Response: [REDACTED]

15. Does your company offer and seek reimbursement for Basic Internet Access Services in Florida as part of the Lifeline Program? If no, please provide the FCC forbearance order that waives this requirement for your company.

Response: [REDACTED]

16. To the extent you have experienced a decline in Lifeline customers, please list and describe any issues that may have contributed to the decline. Any additional general comments or information you believe will assist staff in evaluating and reporting the Lifeline participation in Florida are welcome.

Response: [REDACTED]

Knology of Florida, Inc. DBA WOW! Internet, Cable & Phone
2016-17 Lifeline Data Request - Attachment 1
Confidential Filing

July August September October November December January February March April May June
2016 2016 2016 2016 2016 2016 2017 2017 2017 2017 2017 2017

- 1 Access Lines (Residential)
- 2 Lifeline Customers (excludes transition customers)
- 3 Customers Denied Lifeline
- 4 Lifeline Customers Added
- 5 Lifeline Customers Removed
- 6 Transitional Lifeline Customers



**Knology of Florida, Inc. DBA WOW! Internet, Cable & Phone
 2016-17 Lifeline Data Request - Attachment 2
 Confidential Filing**

<u>Reasons for Denied Lifeline Applications</u>	July 2016	August 2016	September 2016	October 2016	November 2016	December 2016	January 2017	February 2017	March 2017	April 2017	May 2017	June 2017
Not a customer	[REDACTED]											
Not in service area												
Business account - Doesn't qualify												
Number does not belong to the applicant												
Customer Disconnecting												
Knology account not in applicant's name; applicant is n												
Address does not match PSC file												
No response for recertification												
NLAD Duplicate Subscriber and/or Duplicate Address												
Total												

Lifeline Florida

ATTACHMENT 3

2017

Lifeline Florida

REDACTED



Lifeline Florida

REDACTED



Lifeline Florida

REDACTED



Lifeline Florida

REDACTED



Lifeline Florida

REDACTED



Lifeline Florida

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