



March 16, 2018

Division of the Commission Clerk and Administrative Services  
Florida Public Service Commission  
Capital Circle Office Center  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: Knology of Florida, Inc. dba WOW! Internet, Cable and Phone 2018 Local  
Competition Report Data Request

To Whom It May Concern:

**REDACTED**

On behalf of Knology of Florida, Inc. dba WOW! Internet, Cable and Phone (“WOW!”) please find WOW’s response to the 2018 Local Competition Report Data Request. Please note WOW! is requesting confidentiality on certain information included in this filing. In accordance with Florida Public Service Commission Rule 25-22.006, we have enclosed one original with confidential information highlighted and two copies with confidential information redacted.

Should you have any questions regarding the enclosed information, please don’t hesitate to call me on (706) 645-3966.

Sincerely,

Bruce Schoonover, Jr.  
Director – Regulatory Compliance  
WOW! Internet, Cable and Phone

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Enclosures

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## 2018 Competitive Local Exchange Carrier (CLEC) Questionnaire

(Due by April 16, 2018)<sup>1</sup>

TX215

WOW! Internet, Cable and Phone

Contact name & title: Bruce Schoonover, Jr. Director – Regulatory Compliance

Telephone number: (706) 645-3966

E-mail address: bruce.schoonover@wowinc.com

Stock Symbol (if company is publicly traded) WOW

### Questions About Your Company

1. Please provide a copy of the Form 477 you filed with the FCC with data as of December 31, 2017.

2. Are you currently operating under Chapter 7 or Chapter 11 bankruptcy protection? Please check yes or no.

Yes (Chapter 7)  Yes (Chapter 11)  No

3. What services, other than local service, does your company currently provide in Florida? Please check all that apply.

<input type="checkbox"/> Private line/special access	<input type="checkbox"/> Wholesale loops
<input checked="" type="checkbox"/> VoIP	<input type="checkbox"/> Fiber or copper based video service
<input type="checkbox"/> Wholesale transport	<input checked="" type="checkbox"/> Cable television
<input checked="" type="checkbox"/> Interexchange service	<input type="checkbox"/> Satellite television
<input type="checkbox"/> Cellular/wireless service	<input checked="" type="checkbox"/> Broadband Internet access

4. What percentage of your Florida residential and business customers purchase bundled (i.e. voice service packaged with additional services such as internet or video service) offerings? Please provide the percentage below. Do not include bundles of telecom-only services.

Residential  Business  Not applicable

<sup>1</sup> The due date is established by Section 364.386(1)(b), Florida Statutes. Failure to comply with this rule may result in the Commission assessing penalties of up to \$25,000 per offense, with each day of noncompliance constituting a separate offense per Section 364.285(1), Florida Statutes.

5. Does your company currently publicly publish your service and price schedules for services offered in Florida at a location other than the Florida Public Service Commission? If yes, please indicate where and include the complete address or hyperlink if on a webpage. (Chapter 364.04, F.S)

Current price sheet can be found on our website

<http://www.wowway.com/docs/wow/documents-terms-and-conditions/knology-florida-rate-sheet.pdf>

6. Have you experienced any significant barriers in entering Florida's local exchange markets? Please describe any major barriers encountered that may be impeding the growth of local competition in the state, along with any suggestions as to how to remove such obstacles. Any additional general information is welcome.

None at this time

7. What type of customer do you pursue/what does your typical customer look like?

We have an equal focus on both business and residential customers.

8. How do you compete for customers today, and how has that changed in the past five years? The past 10 years? 20?

WOW! has always competed based on superior customer service.

9. Other than Special Access/Business Data Services pricing, what are CLECs' main issues/challenges today?

None at this time

10. What decisions have the FCC and/or states made since the 1996 Federal Telecom Act that affected your company the most (good or bad)?

Like all broadband service providers, WOW! adapts to any industry changes in order to compete. To date, there have been no decisions that have caused excessive harm or good to WOW!

11. Did your company try to interconnect via IP and/or purchase any wholesale IP services from AT&T in their state, including "best practices"?

No

12. What can states do/what should states be doing to ensure competition for telecom services continues to grow in their state, including "best practices"?

No comments at this time.

13. What do you think will be the major proceedings/decisions from the FCC over the next five years?

Given the new administration we believe there will be a focus on less regulation at the Federal level.

**Please use additional paper if needed.**

**WOW! Internet, Cable and Phone  
Interconnected VoIP Subscription Data**

**As of 12/31/17**

**REDACTED COPY**

Knology of Florida Interconnected VoIP Subscription Data as of 12/31/17

Redacted

STATE\_TEN STATE\_FIPS VOIP\_OTT VOIP\_OTT\_VOIP\_TOTAL VOIP\_CONSUMER VOIP\_BUNDLED VOIP\_COPPER VOIP\_FTP VOIP\_CABLE VOIP\_WIRELESS VOIP\_OTHER