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August 17, 2022

VIA U.S. MAIL

Adam Teitzman, Commission Clerk
Room 152, Gunter Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

REDACTED

Re: Bright House Networks Information Services (Florida), LLC, Lifeline Data Request,
FCC Lifeline Claims Reports

Dear Mr. Teitzman:

Bright House Networks Information Services (Florida), LLC ("Bright House"), pursuant to Section 364.183(1), Florida Statutes, hereby claims that the information provided in the attached FCC Lifeline Claims Worksheet reports contains confidential customer information that should be held exempt from public disclosure. Pursuant to Rule 25-22.006(5), Florida Administrative Code, the attached sealed envelope contains the document with the confidential information highlighted, along with two redacted copies of the response.

Please acknowledge receipt of this letter by stamping the extra copy of this letter and returning the same to me.

Thank you for your assistance with this filing.

Sincerely,

BERGER SINGERMAN LLP



Floyd R. Self
Counsel for Assurance Wireless USA, L.P.

- COM _____
- AFD _____
- APA _____
- ECO _____
- ENG _____
- GCL _____
- IDM** 1
- CLK _____

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Enclosure

cc: Michael Chowanec, Vice President, State Government Affairs

Redacted Version for Public Inspection

Bright House FCC Lifeline Claims
Worksheet

Bright House Response to
CLEC AND WIRELESS LIFELINE
DATA REQUEST 2022

CONFIDENTIAL - Page 1 of 4,
Question 1 - Response.

CLEC AND WIRELESS LIFELINE DATA REQUEST 2022

To assist the Florida Public Service Commission in the development of our Annual Report to 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, **please provide responses to the following questions by August 16, 2022. Your responses should include your company name, contact person, and email address.**

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for fiscal year July 1, 2021, through June 30, 2022.

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

Response: *Bright House Networks Information Services (Florida), LLC (Bright House), a wholly-owned subsidiary of Charter Communications, Inc. (Charter), is providing the responses to this data request in its capacity as a designated Eligible Telecommunications Carrier (ETC) in certain areas within Florida. Specifically, Bright House is responsible for offering Lifeline service to customers in the areas where it is receiving Rural Digital Opportunity Fund (RDOF) support to aid deployment of broadband-capable networks. The Federal Communications Commission (FCC) authorized RDOF support for Bright House in March 2022. Bright House and its affiliates have recently commenced offering broadband, voice and Lifeline services under the "Spectrum" brand name where Charter's network has been deployed in its RDOF areas.*

Contact: Michael Chowaniec, Vice President, State Government Affairs

E-mail: Michael.Chowaniec@charter.com

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

██
██

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

Response: *As of June 30, 2022, Bright House and its affiliates did not yet have any Lifeline customers in Florida.*

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

Response: *See response to Question 2, above.*

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

Response: *See response to Question 2, above.*

5. In accordance with Section 364.105, Florida Statutes, are you offering Transitional Lifeline service? If yes, what is the number of customers participating per month and what are your advertising efforts for Transitional Lifeline service?

Response: *Yes, Bright House is offering Transitional Lifeline service. However, as of June 30, 2022, Bright House did not yet have any Transitional Lifeline service customers.*

6. Description of your company's procedures for Lifeline. 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. Any links on your company Web site that provides Lifeline information.
 - f. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.

Response: *As Charter's network is deployed and locations in RDOF areas in Florida become serviceable, Charter will send all potential customers in such RDOF areas direct mail advertisements informing them of the availability of Spectrum services, including Lifeline service. An example of such a direct mail advertisement is attached to this response as Attachment 1.*

Charter also provides information on its website informing customers about the FCC's Lifeline program and Charter's own Spectrum Lifeline service at:

[Spectrum.net/support/voice/lifeline-phone-credit-landing](https://www.spectrum.net/support/voice/lifeline-phone-credit-landing) ("How to Qualify for Lifeline with Spectrum | Spectrum Support").

Charter will provide annual bill messages to all of its customers in its RDOF service area in Florida informing them of the availability of Lifeline service.

Lastly, Charter intends to utilize an Interactive Voice Response system to inform customers of the availability of Lifeline service when they contact Charter with service questions and/or when they seek to make modifications to their service.

7. Did your company provide Lifeline services using resale Lifeline lines obtained from an underlying carrier? If yes, identify the underlying carrier and the number of resale Lifeline lines obtained each month.

Response: *No.*

8. To the extent you have experienced a decline in Lifeline customers since last year, 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 Lifeline participation in Florida are welcome.

Response: *Not applicable.*

9. Are you assisting customers with their Lifeline program applications through the National Verifier portal? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier

Response: *No. Bright House does not perform eligibility verifications or assist customers with their Lifeline program applications. Instead, customers are directed, as required, to the USAC National Verifier website to apply.*

10. Are the majority of your new Lifeline customers already enrolled in the National Verifier before requesting Lifeline service from your company?

Response: *Not applicable.*

11. How has your company used the customer information received from Florida's Coordinated Enrollment Process?

Response: *Bright House does not yet participate in Florida's Coordinated Enrollment Process.*

12. In the last year, has your company filed for any form of bankruptcy? If yes, please identify the chapter and the date filed.

Response: *No.*

13. In the last year, has your company been involved in any FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number.

Response: *No.*



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Page 1 of 3

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You may qualify to save even more on Internet and Voice. Find out if you qualify for a Lifeline credit on Spectrum Internet and Spectrum Voice. The Lifeline program is a government assistance program created to ensure eligible households have the services they need. Visit Spectrum.net/lifelineprogram to learn more.

Sincerely,

R. Underwood, VP of Marketing

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Respond by 08/13/22

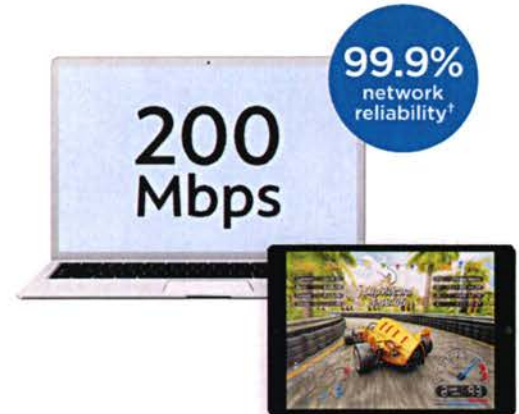
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Offer good through 08/13/2022; subject to change; valid to qualified residential customers who have not subscribed to any services within the previous 30 days and have no outstanding obligation to Charter. *Standard rates for Spectrum Internet apply after yr. 1. Spectrum Voice is an additional \$14.99 per mo. Equipment, taxes and fees may be extra and subject to change during and after the term; installation and additional services are extra. †Based on Spectrum network availability; excludes outages caused by external events. See spectrum.com/reliability for details. General Terms: INTERNET: Speed based on wired connection. Available Internet speeds may vary by address. **Based on the latest FCC Broadband Report. Spectrum Internet Gig with speeds up to 1 Gbps is in addition to the standard monthly Internet price. Gig capable modem required for Gig speed. For a list of Gig capable modems, visit Spectrum.net/modem. WiFi: Equipment, activation and installation fees may apply. VOICE: Unlimited calling includes calls within the U.S., Canada, Mexico, Puerto Rico, Guam, the Virgin Islands and more. Taxes and fees included in price. Services subject to all applicable service terms and conditions, subject to change. Services not available in all areas. Restrictions apply.

TV: TV equipment may be required, charges apply. ††Channel and HD programming availability based on level of service.

SPECTRUM MOBILE: Service not available in all areas. Spectrum Internet and Auto Pay required. Other restrictions apply. *Savings based on 2-line comparison of unlimited plans among major nat'l carriers as of 03/2022; prepaid excl: data usage limits vary by carrier. To access 5G, 5G compatible phone and 5G service required. Not all 5G capable phones compatible with all 5G service. Speeds may vary. Visit spectrummobile.com/5G for details.

By law, the Lifeline program is non-transferable and only available on one line per household. Go to Spectrum.net/lifelineprogram to find out if you qualify for the Lifeline Credit.

Lifeline Voice Service is provided in the following states by: Alabama - [Charter Fiberlink - Alabama, LLC, Time Warner Cable Information Services (Alabama), LLC, Bright House Networks Information Services (Alabama), LLC]; California - [Time Warner Cable Information Services (California), LLC, Charter Fiberlink CA-CCO, LLC]; Florida - [Bright House Networks Information Services (Florida), LLC]; Georgia - [Charter Fiberlink - Georgia, LLC]; Illinois - [Charter Fiberlink - Illinois, LLC]; Indiana - [Time Warner Cable Information Services (Indiana), LLC, Bright House Networks Information Services (Indiana), LLC]; Kentucky - [Time Warner Cable Information Services (Kentucky), LLC]; Louisiana - [Charter Fiberlink LA-CCO, LLC]; Massachusetts - [Time Warner Cable Information Services (Massachusetts), LLC]; Michigan - [Charter Fiberlink - Michigan, LLC]; Missouri - [Charter Fiberlink - Missouri, LLC, Time Warner Cable Information Services (Missouri), LLC]; New Hampshire - [Time Warner Cable Information Services (New Hampshire), LLC]; New Mexico - [Time Warner Cable Information Services (New Mexico), LLC]; North Carolina - [Time Warner Cable Information Services (North Carolina), LLC, Charter Fiberlink NC-CCO, LLC]; Ohio - [Time Warner Cable Information Services (Ohio), LLC]; Oregon - [Charter Fiberlink OR-CCVII, LLC]; Pennsylvania - [Time Warner Cable Information Services (Pennsylvania), LLC]; South Carolina - [Charter Fiberlink SC-CCO, LLC, Time Warner Cable Information Services (South Carolina), LLC]; Tennessee - [Charter Fiberlink - Tennessee, LLC, Time Warner Cable Information Services (Tennessee), LLC]; Texas - [Charter Fiberlink TX-CCO, LLC, Time Warner Cable Information Services (Texas), LLC]; Vermont - [Charter Fiberlink VT-CCO, LLC]; Virginia - [Time Warner Cable Information Services (Virginia), LLC, Charter Fiberlink VA-CCO, LLC]; Washington - [Charter Fiberlink WA-CCVII, LLC]; Wisconsin - [Charter Fiberlink CCO, LLC, Time Warner Cable Information Services (Wisconsin), LLC].

Lifeline Service may not be available in your area. Visit Spectrum.net/lifelineprogram to learn more.

Safety-related information about Lifeline VoIP telephone service coverage limitations can be found at spectrum.com/policies/spectrum-residential-voice-services-agreement and spectrum.com/policies/battery.

Indiana - Information regarding voice service pricing, terms and conditions, and Lifeline discounts can be found by selecting Indiana at Spectrum.net/lifelineprogram.

*Oregon - The Oregon Telephone Assistance Program (OTAP) and Lifeline are government assistance programs for eligible low income customers only and limited to one benefit per household consisting of wireline service, a bundle of basic service and broadband Internet access services, or broadband Internet access service. The service is non-transferable and proof of eligibility may be necessary for enrollment.

Georgia - Unresolved complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at 404-651-8600 and 800-869-1123 (toll free).

Pennsylvania - Contact the PA PUC Bureau of Consumer Services for help with unresolved questions or complaints at 1-800-692-7380 or Online Informal Complaint Form at <https://www.puc.pa.gov/complaints/informal-complaints>.

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