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FPSC - COMMISSION CLERK

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conexon.us

August 9, 2023

Office of Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, FL 32399-0850

RECEIVED-FPSC
2023 AUG 14 PM 3:44
COMMISSION
CLERK

RE: 2023 Annual Lifeline Data Request

REDACTED

To Whom It May Concern:

Conexon Connect LLC ("Conexon") hereby submits its Annual 2023 Lifeline Data Request responses.

Conexon requests that certain information contained herein be treated as confidential pursuant to Section 364.183 of the Florida Statutes, and Rule 25-22.006 of the Florida Administrative Code. Specifically, Conexon deems its responses to discovery Questions numbers 2 and 3 confidential as they contain market-sensitive information.

Due to the confidential nature of the above-referenced responses, Conexon has enclosed both a redacted public version and a confidential version of the data request responses.

Should you have any questions or concerns, please do not hesitate to give me a call at 816-710-9177.

Sincerely,

/s/ Mark Koval

Mark Koval
Senior Regulatory Program Manager
Conexon LLC

Enclosures

Response: Conexon is not offering Transitional Lifeline service and has no obligation to offer this service.

5. Provide the number of customers participating in Lifeline each month by service type (voice, broadband, or bundled). Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision.

Response: See Table 2 below.

Table 2
Conexon Connect LLC Lifeline Customer
Month By Month

Month	Lifeline Customers
June 2023	████
May 2023	████
April 2023	████
March 2023	████
February 2023	████
January 2023	████
December 2022	████

Note: Conexon began offering broadband and voice services, and Lifeline in Florida in December 2022.

6. Are you meeting the FCC's minimum service standards for both voice and broadband? If no, which service type meets the requirement?

Response: Yes.

7. Description of your company's procedures for Lifeline. Include the following in your response:

a. Internal procedures for promoting Lifeline.

Response: Conexon uses a multi-pronged approach to educate and inform area residents about the benefits of assistance programs such as Lifeline. Those efforts include:

- i. Placement of fliers in- the customer facing offices of its electric cooperative partners
- ii. Direct mailings
- iii. Digital advertising
- iv. Social media advertising
- v. Information posted on the Conexon Connect website
- vi. Conversations with call center member service representatives

b. Outreach and educational efforts involving participation in community events.

Response: Conexon is involved in local and community events with its electric cooperative partners in Florida. This includes Chamber of Commerce events and meeting, special events at local venues such as restaurants, local community festivals, cooperative annual meetings, among other activities.

- c. Outreach and educational efforts involving mass media (newspaper, radio, television).

Response: Conexon marketing activities are designed to align with and encompass each individual electric cooperative partner's geographic footprint, rather than more traditional geographic media market areas. This requires a very targeted marketing approach using media such as direct mail, geofencing, digital advertising, and email outreach versus traditional mass media (radio, newspaper, etc.) efforts.

- d. Copies of Lifeline outreach materials of your company.

Response: See Exhibit A for copies of Conexon outreach materials.

- e. Any links on your company Web site that provides Lifeline information.

Response: Information regarding Lifeline benefits can be found at <https://conexonconnect.com/assistance-programs/lifeline/>

- 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: Our primary partnerships are with electric cooperative partners. These member-owned institutions are central to their communities enabling Conexon to leverage the relationships they have in place to educate and inform area residents of services including the Lifeline assistance program.

8. 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. Customers are directed to the Assistance Programs tab on the Conexon Connect website, where they will select the Lifeline program from the pull-down menu. Upon reaching the Lifeline webpage, customers will see a link to the National Verifier system under the heading of How to Apply in Two Easy Steps.

EXHIBIT A

Exhibit A

CONEXON CONNECT LLC
ELECTRIC PARTNER CUSTOMER FACING OFFICE
INFORMATIONAL FLYER

EVERYONE DESERVES ACCESS TO THE CONNECTION THEY NEED.

That's why we're pleased to participate in **TWO** federal programs dedicated to making phone and internet service more affordable for qualifying households.

The **Affordable Connectivity Program (ACP)** and **Lifeline** programs help connect households by offering discounts on broadband services, phone services, and combined packages.



AFFORDABLE CONNECTIVITY PROGRAM (ACP)

Through ACP, eligible Conexon Connect customers can reduce their monthly bills for broadband internet access by up to **\$30 per month.**

**GET OUR 2 GIG
PACKAGE FOR AS
LOW AS \$69.95!***

*PER MONTH AFTER DISCOUNT.

LIFELINE

Through Lifeline, eligible Conexon Connect customers can receive one of the following discounts:

\$9.25 off of the cost of broadband only or broadband and phone packages

\$5.25 off of the cost of phone only packages

Two Easy Steps to Enroll:

- 1** Apply to see if you are eligible by visiting **ConexonConnect.com.**
- 2** Call Conexon Connect Customer Care at **(844)542-6663** to select a qualifying plan that works best for you or if you need assistance.



HOW TO QUALIFY:

ACP*:

- ▶ Participate in the Federal Lifeline Program or receive benefits under certain Federal assistance programs including SNAP, WIC, Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA) or Veterans Pension and Survivors Benefit.
- ▶ Receive benefits under free and reduced price school lunch or breakfast programs including the USDA Community Eligibility Provision.
- ▶ Received a Federal Pell Grant in the current award year.
- ▶ Household income at or below 200% of Federal Poverty Guidelines.

LIFELINE*:

- ▶ Participate in SNAP, Medicaid or other Federal Assistance Programs including Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), or Veterans Pension and Survivors Benefit.
- ▶ Household income at or below 135% of Federal Poverty Guidelines.
- ▶ Have a child or dependent that participates in any of the programs listed above.



For more information and package options visit ConexonConnect.com

*ACP and Lifeline benefits are non-transferable and limited to one monthly discount per program, per household. When ACP or Lifeline program ends or when a household is no longer eligible, subscribers will be subject to the provider's regular rates, terms, and conditions. Lifeline benefits will be offered where Conexon is authorized. For GA Customers only – any unresolved complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at (404) 651-8600 or (800) 869-1123.

Exhibit A

CONEXON CONNECT LLC
CUSTOMER WELCOME PACKET
INFORMATIONAL INSERT

EVERYONE DESERVES ACCESS TO THE CONNECTION THEY NEED.



That's why we're pleased to participate in TWO federal programs dedicated to making phone and internet service more affordable for qualifying households.

The Affordable Connectivity Program (ACP) and Lifeline programs help connect households by offering discounts on broadband services, phone services, and combined packages.

AFFORDABLE CONNECTIVITY PROGRAM (ACP)

Through the ACP, eligible Conexon Connect customers can reduce their monthly bills for broadband internet access by up to \$30 per month.

HOW TO QUALIFY:

- ✓ Participate in the Federal Lifeline Program or receive benefits under certain Federal assistance programs including SNAP, WIC, Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA) or Veterans Pension and Survivors Benefit.
- ✓ Receive benefits under free and reduced price school lunch or breakfast programs including the USDA Community Eligibility Provision.
- ✓ Received a federal Pell Grant in the current award year.
- ✓ Household income at or below 200% of Federal Poverty Guidelines.

HOW TO APPLY:

1. Visit ACPBenefit.org to see if you are eligible or for more information.
2. Call us at **844-542-6663** to select a qualifying plan.

LIFELINE

Through Lifeline, eligible Conexon Connect customers can receive one of the two discounts listed below.

\$9.25 off of the cost of broadband only or broadband and phone packages.

\$5.25 off of the cost of phone only packages.

HOW TO QUALIFY:

- ✓ Participate in SNAP, Medicaid or other Federal Assistance Programs including Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), or Veterans Pension and Survivors Benefit.
- ✓ Household income that is 135% or less than the Federal Poverty Guidelines.
- ✓ Have a child or dependent that participates in any of the programs listed above.

HOW TO APPLY:

1. Visit LifelineSupport.org to see if you are eligible or for more information.
2. Call us at **844-542-6663** to select a qualifying plan.

NEED FURTHER ASSISTANCE?
Contact Conexon Customer Care at **844-542-6663**

For more information and package options, visit ConexonConnect.com



*ACP and Lifeline benefits, when available, are non-transferable and limited to one monthly discount per program, per household. ACP is a federal government benefit program operated by the Federal Communications Commission (FCC) and upon its conclusion or when a household is no longer eligible, customers will be subject to the provider's regular rates, terms, and conditions. For GA Customers only - any unresolved complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at (404) 651-8600 or (800) 869-1123.

Exhibit A

CONEXON CONNECT LLC
DIRECT MAILING ADVERTISING

EVERYONE DESERVES ACCESS TO THE CONNECTION THEY NEED.

That's why we're pleased to participate in TWO federal programs dedicated to making phone and internet service more affordable for qualifying households.



The **Affordable Connectivity Program (ACP)** and **Lifeline** programs help connect households by offering discounts on broadband services, phone services, and combined packages.

AFFORDABLE CONNECTIVITY PROGRAM (ACP)

Through ACP, eligible Conexon Connect customers can reduce their monthly bills for broadband internet access by up to **\$30 per month.**

GET OUR 2 GIG PACKAGE FOR AS LOW AS *\$69.95!

*PER MONTH AFTER DISCOUNT.

LIFELINE

Through Lifeline, eligible Conexon Connect customers can receive one of the following discounts:

\$9.25 off of the cost of broadband only *or* broadband and phone packages.

\$5.25 off of the cost of phone only packages.

Two Easy Steps to Enroll:

1. Apply to see if you are eligible by visiting [ConexonConnect.com](https://conexonconnect.com).
2. Call Conexon Connect Customer Care at **844-542-6663** to select a qualifying plan that works best for you or if you need assistance.



HOW TO QUALIFY:

* ACP:

- ✓ Participate in the Federal Lifeline Program or receive benefits under certain Federal assistance programs including SNAP, WIC, Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA) or Veterans Pension and Survivors Benefit.
- ✓ Receive benefits under free and reduced price school lunch or breakfast programs including the USDA Community Eligibility Provision.
- ✓ Received a federal Pell Grant in the current award year.
- ✓ Household income at or below 200% of Federal Poverty Guidelines.

* Lifeline:

- ✓ Participate in SNAP, Medicaid or other Federal Assistance Programs including Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), or Veterans Pension and Survivors Benefit.
- ✓ Household income that is 135% or less than the Federal Poverty Guidelines.
- ✓ Have a child or dependent that participates in any of the programs listed above.



*ACP and Lifeline benefits are non-transferable and limited to one monthly discount per program, per household. When ACP or Lifeline program ends or when a household is no longer eligible, subscribers will be subject to the provider's regular rates, terms, and conditions. Lifeline benefits will be offered where Conexon is authorized. For GA Customers only – any unresolved complaints concerning Lifeline service can be directed to the Georgia Public Service Commission's Consumer Affairs Unit at (404) 651-8600 or (800) 869-1123.

Exhibit A

CONEXON CONNECT LLC
COMMUNITY OUTREACH
PHONE AND INTERNET
INFORMATIONAL FLYER

DON'T SETTLE FOR BAD SERVICE.

The fastest, most
reliable, high-speed
internet is here!

Conexon Connect brings world-class fiber broadband directly to rural America, making business, health care, and education infinitely more accessible and affordable.

INTERNET

- Lightning fast speed
- Symmetrical uploads and downloads
- Unlimited data—no caps or throttling

PHONE

- Clear and reliable sound
- Unlimited calling

Residential and business services available!

Contact Conexon Connect for business service pricing



High-speed broadband is the future, and the future becomes more accessible with every mile of state-of-the-art fiber optic technology.

WHAT CAN YOU DO WITH FIBER?

- Work from home seamlessly without interruption—crystal-clear video calls and large file transfers included
- Power up distance learning with a connection that doesn't quit
- Connect all of your devices with improved reliability and the speed you need
- Multitask during the day and unwind with endless entertainment options at night

Connect ULTIMATE 2 Gig Upload 100 GB file <i>Less than 15 min</i>	Connect PREMIER 1 Gig Upload 20-min video <i>Less than 20 secs</i>	Connect BASIC 100 Mbps Upload 100 photos <i>Less than 30 secs</i>
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Committed to Affordable Monthly Pricing

Connect Ultimate* 2 Gigabit Internet \$99.95	Connect Premier 1 Gigabit Internet \$79.95
Connect Basic 100 Mbps Internet \$49.95	HD-Quality Phone \$29.95 <i>plus applicable local taxes & fees</i>

* Connect Ultimate offers download speeds of up to 2 gigabits per second; upload speeds are typically between 1 and 2 gigabits per second.

Check availability and sign up!
ConexonConnect.com
info@conexon.us 844-542-6663



Let's connect!  

Exhibit A

CONEXON CONNECT LLC
COMMUNITY OUTREACH
PHONE SERVICE
INFORMATIONAL FLYER



High-quality home phone

CRYSTAL-CLEAR CONNECTION



Always reliable.
Always affordable.

Residential phone service from
Conexon Connect dials you in to
quality calling at unbeatable prices

\$29.95 /month
base price

Plus applicable regulatory fees and taxes (varies by location)

- Clear, high-quality sound
- Unlimited local and long-distance calls
- All the features you need



ConexonConnect.com

844-542-6663

