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August 23, 2023

**Via Hand Delivery**

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

**REDACTED**

RECEIVED-FPSC  
2023 AUG 23 PM 2:55  
COMMISSION  
CLERK

Re: Assurance Wireless USA L.P., Lifeline Claims Worksheets

Dear Mr. Teitzman:

Attached are additional responsive information requested by the Commission staff as a part of its annual Lifeline data request. Assurance Wireless USA L.P. (“Assurance”), pursuant to Section 364.183(1), Florida Statutes, hereby claims that the information provided in response to Question 2 and the attached FCC Lifeline Claims Worksheets (attachment for the response to Question 3) 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.

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 T-Mobile South LLC

FRS/ah  
Enclosure

cc: Mr. Cayce Hinton, Director, Office of Industry Development & Market Analysis  
Ms. Michele Painter Lama, Esq.

- COM \_\_\_\_\_
- AFD \_\_\_\_\_
- APA \_\_\_\_\_
- ECO \_\_\_\_\_
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- IDM \_\_\_\_\_ *1 redacted copy*
- CLK \_\_\_\_\_

Redacted Version for Public Inspection

Response to Question 3,  
T-Mobile FCC Lifeline Claims  
Worksheets

T-Mobile Response to  
CLEC AND WIRELESS LIFELINE  
DATA REQUEST 2022

Entire Document is Confidential  
Pages 4-26

## 2023 LIFELINE DATA REQUEST

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, 2023. 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, 2022, through June 30, 2023.**

**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.**

1. Provide the number of residential access lines in service each month.

**Response:** As a wireless-only provider, Assurance Wireless does not have any "residential access lines".

2. 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, Assurance Wireless offers Transitional Lifeline service. The number of participating customers per month is shown in the table below. The Transitional Lifeline service is disclosed on the Assurance Wireless website under the terms or service section.

### **BEGIN CONFIDENTIAL**

Month/Year	# of customers participating in the transition service
Jul-22	██████████
Aug-22	██████████
Sep-22	██████████
Oct-22	██████████
Nov-22	██████████
Dec-22	██████████
Jan-23	██████████
Feb-23	██████████
Mar-23	██████████
Apr-23	██████████
May-23	██████████
Jun-23	██████████

**END CONFIDENTIAL**

3. 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:** The Lifeline Claims Worksheets attached here to provide number of customers each month.

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

**Response:** Yes.

5. Provide description of your company's procedures for Lifeline. Include the following in your response:

- a. Internal procedures for promoting Lifeline.

**Response:** Assurance Wireless has multiple toll-free numbers as contact points for Lifeline inquiries with the ability to be transferred for Spanish language information. Specialized call center advisors have information regarding Lifeline service.

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

**Response:** Assurance Wireless promotes its Assurance Wireless-branded Lifeline service at community events that are targeted to potential Lifeline eligible customers.

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

**Response:** In addition to the Assurance Wireless website, Assurance Wireless engages in digital advertising through tactics like search engine marketing, social media, and partnerships.

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

**Response:** In addition to the Assurance Wireless website, please see Attachment 1 for copies of outreach materials.

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

**Response:** Please refer to our website [www.assurancewireless.com](http://www.assurancewireless.com).

- 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:** Currently, Assurance Wireless is partnering with Medicaid providers in select states. We also have partnerships with other companies that service the low-income population, such as Propel, which targets customers who use the Supplemental Nutrition Assistance Program (SNAP).

6. To the extent you have experienced an increase or decrease in Lifeline customers since last year, please describe what may have contributed to the change. Any additional general comments or information you believe will assist staff in evaluating and reporting Lifeline participation in Florida are welcome.

**Response:** Assurance Wireless Lifeline customer enrollment has not experienced a substantial increase or decrease during the period being observed.

7. 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:** Assurance Wireless continues to use field agents to assist consumers with the Lifeline application process. The implementation of the National Verifier API, which allows us to streamline the application process, makes for a better customer experience.

8. In accordance with Florida administrative code 25-4.0665 (3), are you participating in the Lifeline Promotion Process (i.e. downloading qualified customer contact information from the FPSC) formerly known as "Coordinated Enrollment Process"? If not, please explain.

**Response:** No. Approval for Lifeline currently flows through the National Verifier.

9. 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.

10. 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.