



**CenturyLink™**

**Monica Echevarria Garcia**

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July 29, 2024

Mr. Adam Teitzman  
Office of Commission Clerk  
Florida Public Service Commission  
2540 Shumard Oak Boulevard  
Tallahassee, Florida 32399-0850

Re: CenturyLink's Response to Staff's 2024 Lifeline Report Data Request

Dear Mr. Teitzman:

In response to Commission Staff's memo regarding the 2024 Lifeline Report Data Request, enclosed is the response on behalf of CenturyLink of Florida, Inc. ("CenturyLink") to be placed in the undocketed file.

If you have any questions, please feel to contact me at (813) 316-7766 or via email at [monica.echevarriagarcia@lumen.com](mailto:monica.echevarriagarcia@lumen.com).

Sincerely,

*/s/ Monica Echevarria Garcia*

Monica Echevarria Garcia

MEG/bardm

Enclosure

## 2024 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 13, 2024. 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 the reporting period of July 1, 2023, through June 30, 2024. For those questions 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.

CenturyLink Residential Access Lines Per Month											
Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
108,498	106,502	104,776	102,859	100,956	99,198	97,273	95,251	93,476	91,808	89,919	88,245

2. In accordance with Section 364.105, Florida Statutes, how many customers are receiving the Transitional Lifeline discount per month? How is this discount offered to them?

CenturyLink Transitional Lifeline Customers Per Month											
Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23
40	37	34	32	30	24	26	20	18	15	13	10

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.

CenturyLink Lifeline Customers by Service Type Per Month												
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Voice	1563	1517	1483	1453	1427	1403	1403	1358	1335	1325	1164	1163
Broadband	28	28	28	27	28	29	29	29	31	28	22	22
Bundled	120	113	110	110	106	105	106	99	99	95	73	74
Total	1711	1658	1621	1590	1561	1537	1538	1486	1465	1448	1259	1259

4. What plans are currently being offered to Lifeline customers for voice, broadband and/or bundled services? Please include any legacy plans for which customers are still subscribed to but are no longer being offered to new customers.

**Response:** CenturyLink provides qualifying subscribers a discount on qualifying monthly telephone service, broadband Internet service, or bundled voice-broadband packages which comply with the FCC service standards requirements.

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

**Response:** Yes, CenturyLink meets the FCC's minimum service standards for both voice and broadband.

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

a. Internal procedures for promoting Lifeline.

**Response:** CenturyLink's Service Representatives, as well as publishing Lifeline information on our web site (<https://www.centurylink.com/aboutus/community/communitydevelopment/lifeline.html>) and sending all customers a Customer Rights Letter (bill insert) (**Attachment 1**) that explains the Lifeline (and other) programs and informs customers of the availability of Lifeline.

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

**Response:** CenturyLink does not have any community events from the period referenced but is reaching communities that we serve through social media posts on Facebook, Twitter, and LinkedIn. See **Attachment 6**.

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

**Response:** CenturyLink sent out Lifeline information to all customers via a Customer Rights Letter (bill insert) (**Attachment 1**) in July 2024. Newspaper advertisements (**Attachment 2**) were placed explaining Lifeline programs available to qualifying applicants in 34 Florida newspapers (**Attachment 3**) in January. In November 2023, a notification was sent to the Seminole Tribe of Florida (**Attachment 4**) explaining the availability of the Lifeline program for Tribal members. Another notice will be sent before the end of this year. Lifeline advertisements (**Attachment 5**) were placed in 27 telephone directories. Social media posts (**Attachment 6**) began advertising the Lifeline program on Facebook, Twitter, and LinkedIn. Finally, Lifeline information is also available on the company website: <https://www.centurylink.com/aboutus/community/community-development/lifeline.html>.

d. Copies of Lifeline outreach materials of your company.

**Response:** See CenturyLink's Response to Part 6C along with **Attachments 1, 2, 3, 4, 5, and 6**.

e. Any links on your company website that provides Lifeline information.

**Response:** CenturyLink has a link on its website that provides state-specific information. The CenturyLink Lifeline home page can be found at: <https://www.centurylink.com/aboutus/community/community-development/lifeline.html>. Florida can be selected from the state list via the drop-down menu at the bottom of the page.

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:** CenturyLink is not currently partnering with any community organizations for Lifeline.

7. To the extent you have experienced an increase or decrease in Lifeline customers since the prior reporting period 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:** CenturyLink has seen decreases in Lifeline customers due to cancellations of customer accounts.

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:** CenturyLink's Customer Order Resolution (COR) agents use the National Verifier to validate that the customer's application is complete and approved. If it is not approved, they help the customer to understand what is missing and how they can submit the missing information to the National Verifier.

The primary issues with the National Verifier registration are with names mismatches. The customer's name provided to the National Verifier does not always match the name on the CenturyLink customer account. The COR agent can update the account to match the National Verifier, or the customer can re-apply to National Verifier with the name as it appears on their account. (Ex: Tom versus Thomas, Jeannie versus Jean, Bill versus William, etc.) Customers have reported that it may take up to 5 business days to complete a change through National Verifier.

9. 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)? If not, please explain.

**Response:** Yes. CenturyLink is participating in the Lifeline Promotion Process.

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

**Response:** CenturyLink has not filed for any form of bankruptcy in the last year.

11. 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:** CenturyLink has not been involved in any FCC enforcement actions relating to Florida Lifeline customers.



## Important Information Regarding Your CenturyLink Service

**IMPORTANT INFORMATION:** At CenturyLink, we strive to provide you with quality products at great values. That's why we want to be sure you understand your rights as a customer, as well as the various rates and charges that are included in your CenturyLink service. Please call us at the number located in the Manage Your Account section of the bill if you have questions about any of this information.

**Federal Universal Service Fund Changes** – The Federal Universal Service Fund (USF) rate is reviewed on a quarterly basis by the Federal Communications Commission (FCC). Consequently, you may see changes on your bills in January, April, July and/or October. CenturyLink will apply rate changes on all applicable CenturyLink charges, such as those for the local line, private line interstate, long-distance interstate and international service. The Federal USF rate and charge are clearly identified on your bill. The effective rate can be found on [fcc.gov/general/contribution-factor-quarterly-filings-universal-service-fund-usf-management-support](https://www.fcc.gov/general/contribution-factor-quarterly-filings-universal-service-fund-usf-management-support).

**Federal Access Charge Changes** – The annual adjustments of a federally approved telephone Subscriber Line Charge and Access Recovery Charge are effective on July 1, 2024. These rates may be reviewed and adjusted in October, as well. These charges cover part of the cost for providing access to and maintenance of your local network. The effective rates can be found on your bill.

### CenturyLink Customer Rights

**Local Service** – Your CenturyLink local telephone service includes dial-tone; access to the long-distance network;

any call to 911 emergency services; one white page directory listing; and a telephone directory. As long as you pay all of your local telephone charges, your service cannot be disconnected or interrupted. CenturyLink may require a refundable deposit to establish service.

**Local Toll Service** – Local toll service (or intraLATA service, or local long-distance service) provides calling to numbers outside your local service calling area but within your local toll calling area. Toll charges usually apply.

**Long-Distance Service** – You have the right to choose your long-distance service (or intrastate and interstate service) provider, subject to availability. Check the yellow pages for the names and telephone numbers of long-distance companies serving your area. CenturyLink provides long-distance service.

**Toll Call Blocking** – You can request that outgoing local toll and long-distance calls be disallowed from your phone. Simply request the services be blocked by CenturyLink (charges may apply).

**Privacy** – CenturyLink is committed to maintaining our customers' privacy. Like most companies, we collect information about our customers and use it to provide our services. We also share it as needed to meet our business goals or fulfill our legal obligations. We protect the information we have about our customers, and we require those we share it with to protect it too. Our Privacy Notice describes the information we collect, how we use and share it, the choices you have about our use and sharing, and the steps we take to protect it. You can find our Privacy Notice at [centurylink.com/aboutus/legal/privacy-notice](https://centurylink.com/aboutus/legal/privacy-notice). If you are unable to access the Internet, write us at CenturyLink Privacy Office, 931 14th Street, Denver, CO 80202 to request a printed copy.

**Long-Distance Carrier Freeze** – You can also request that CenturyLink “freeze” your long-distance carrier, meaning that the carrier cannot be changed without your express

permission. If a change in carrier is made that you have not authorized, call CenturyLink or your preferred long-distance provider and report it. CenturyLink will correct the unauthorized change at no charge.

**Inside Wiring and Telephone Equipment** – You are responsible for the maintenance of all telephone equipment and telephone wiring inside your home. CenturyLink offers wire maintenance plans (charges apply).

**Payment Responsibility** – Your name will appear on the bill for your service, and you are responsible for all charges related to the products, services and other items you have ordered. Partial payments will be allotted first to local telephone services and last to non-local telephone services, unless you direct otherwise.

**Call Information Blocking** – You may block the display of your telephone number to customers who use our CLASS services (such as Caller ID or Last Call Return). Per-call blocking is free and automatically available to all customers: Simply dial “\*67” (or 1167 from rotary phones) immediately before placing your call. You may also request free per-line blocking, which will block the display of your number for all calls.

**Information About Caller ID “Number Spoofing” - Be aware:** a variety of websites and vendors offer services that will let a person make it look like they are calling *from any number they want*. In this situation, the name or number that displays on the caller ID or similar equipment may *not be* the information of the calling party. This is often called “number spoofing.” Sometimes it is done for a legitimate purpose, sometimes it is not.

**Harassing Phone Calls** – If you receive harassing or obscene phone calls, you may call the CenturyLink Annoyance Call Bureau at 1-800-582-0655 for assistance or consult your local police department. Where available, you may also automatically trace individual harassing or

obscene calls by dialing “\*57” (or 1157 from rotary phones) immediately after receiving one. After you have completed three successful traces to the same number, simply call our Annoyance Call Bureau to let them know. We will send a letter to the address from which the calls were made and, at your request, forward the trace information to your local police department.

**Your Rights Regarding Pay-Per-Call Information-Delivery Services** – CenturyLink wants to be sure you are informed of your legal rights related to pay-per-call information-delivery services. These are services you generally access through dialing prefixes like “900” or “700” and that charge by the call or by the minute. Pay-per-call services can include recorded telephone messages, interactive programs or other information services. CenturyLink does not provide interstate pay-per-call services. But we do bill customers in our local service region on behalf of many third-party companies, including interexchange long-distance carriers and billing aggregators. A number of these companies, in turn, bill on behalf of pay-per-call service providers. You have specific rights and responsibilities regarding pay-per-call charges that may appear on any of these various companies' bill pages within your CenturyLink bill. We are providing this notice in order to explain those rights as described in the federal Telephone Disclosure and Dispute Resolution Act (TDDRA).

**To Report a Billing Error** – If you believe you have been billed in error for any pay-per-call services, call the toll-free number listed on the bill page where the pay-per-call charge appears no later than 60 days after you receive the bill containing the charges; or 60 days after the goods you ordered were delivered or should have been delivered, whichever is later. When you call, be prepared to provide the following information:

- Your name and telephone number
- The date the disputed charges first appeared on your bill

- The amount of the disputed charges
- A brief explanation of why you believe you were billed in error

If you contact CenturyLink - either directly or because CenturyLink is acting as the first point-of-contact for a pay-per-call billing entity - about a disputed charge, CenturyLink will credit your bill for the disputed amount and refer the matter and the charges back to the billing entity. That billing entity, or the pay-per-call service provider, may elect to pursue further action, so it is always good to follow-up with the entity billing the charges on behalf of the pay-per call provider to assure full resolution of your matter.

**Response from the Billing Company** – In the event you contact the company whose name appears on the bill page where the pay-per-call charge appears, in a timely manner, they must acknowledge your claim in writing within 40 days if they haven't resolved your claim within that time. This company must also acknowledge that you are not required to pay the disputed charge pending resolution of their investigation. You must still pay the non-disputed portion of your bill; failure to pay may result in your access to pay-per-call services being involuntarily blocked and/or collections activity against you. If the disputed amount has already been sent to collections, the collection activity will be suspended. This same company must investigate, within 90 days of your initial complaint, whether or not the disputed charges are valid. If there was a billing error, the billing company will let you know and will adjust the charges as appropriate. If the charges have been referred to collections, the collections activity will stop. If the billing company determines the charges were not billed in error, you will receive a written explanation detailing how that conclusion was reached, how much you owe, and the date by which you must pay it. Failure to pay could lead to collection activity. If you continue to dispute the charges,

the billing company should not report you as delinquent without also reporting that you continue to dispute the charges.

**Compliance** – Any long-distance carrier or billing aggregator acting as a billing agent for a pay-per-call service provider that does not comply with the federal rules may not collect the first \$50 of any disputed pay-per-call transaction - regardless of whether or not the disputed charges are discovered to be correct.

**Additional Customer Rights** – You have a right not to be billed for pay-per call services that do not comply with federal laws and regulations. Your local telephone service cannot be disconnected if you do not pay for pay-per-call services. **You may request a block to prevent access to pay-per-call services from your phone line. CenturyLink will provide the block, where feasible, at no charge to you.**

### Telecommunications Relay Service

#### Dial 7-1-1 or Special Toll-Free Numbers Listed in Your Telephone Directory

Telecommunications Relay Service is a free telephone service that allows persons with hearing or speech disabilities to place and receive telephone calls using standard telephone equipment or telephone equipment designed for individuals with disabilities. To use Relay dial one of the toll free numbers listed in your telephone directory, or simply dial **7-1-1**. A specially trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Relay service is available 24 hours per day, 365 days a year. Long distance calls placed for you can be billed to your existing long-distance service calling plan, collect, or with the use of a pre-paid calling card, carrier calling card, or third-party billing.

### Types of TRS Calls

**Computer (ASCII):** users can access Relay Service by setting the communications software to the following protocols: speeds ranging from 300 to 2400 baud: 8 Bits, No Parity; 1 Stop Bit; Full Duplex. For speeds at or below 300 baud, follow the above using Half Duplex.

**Hearing-Carry-Over (HCO):** HCO allows hearing individuals with very limited or no speech capability to type his or her conversation for the Communications Assistant to read aloud to the hearing person. The HCO user hears the other party’s response. HCO requires a specially designed telephone.

**Internet Protocol (IP) Relay:** Connect to the relay using your computer or other web device. The Communications Assistant handles the call the same as a traditional relay call - “voicing” or reading everything you type to the other party - and typing everything the other party says for you to read on your screen.

**Spanish Relay:** Spanish speaking persons with a hearing or speech disability are able to make relay calls. This is not a translation service – both parties must speak Spanish, and at least one party must have a hearing or speech disability.

**Speech-to-Speech (STS):** STS allows a person who has difficulty speaking or being understood on the phone to communicate using his or her own voice or voice synthesizer. The Communications Assistant revoices the words of the person with the speech disability so the person on the call can understand them. No special telephone is required.

**Text Telephone (TTY):** Allows anyone who is deaf, hard of hearing or speech disabled to use a TTY to communicate with anyone using a standard telephone.

**Video Relay Service (VRS):** Allows natural telephone communication between Sign Language and standard telephone users. This service requires high-speed internet service such as DSL, cable modem, or mobile broadband modem.

**Voice-Carry-Over:** VCO enables people who have difficulty hearing on the phone to voice their conversations directly to the hearing person. The CA then types the hearing person’s response to the VCO user. (Requires a special telephone with text display.)

**Voice/Standard Telephone:** A hearing person may use a standard telephone to place a relay call and easily converse with a person who is deaf, hard of hearing or speech disabled.

**Voice Over Internet Protocol (VOIP):** VoIP customers can access the Telecommunications Relay Service (TRS) by dialing 7-1-1 or using the toll-free number listed in your telephone directory.

### Captioned Telephone Relay

CapTel uses a telephone with a text display screen to allow a person who is hard of hearing to see word-for-word captions of what the other party on the call is saying, while also listening to what is being said using their residual hearing (much like TV captioning). The CapTel user speaks directly to the other person on the call, and the CA uses voice recognition technology to repeat what the other party says, which is then transmitted as text to the user’s specialized CapTel phone.

### TTY Users and Emergency Assistance (“9-1-1”)

TTY callers should dial 9-1-1 directly. All 9-1-1 centers are equipped to handle TTY calls. Using Relay for 9-1-1 may result in a delay to getting your urgent message through. For more information about TRS, please go to the following URL: **[centurylink.com/aboutus/community/community-development/programs-for-customers-with-disabilities/relay-services](http://centurylink.com/aboutus/community/community-development/programs-for-customers-with-disabilities/relay-services)**.

### Monitoring and Recording of Calls with CenturyLink Business Offices and Other CenturyLink Representatives

Please remember, when you call CenturyLink for sales, service or repair issues, CenturyLink may monitor or record those calls for quality assurance or training purposes.

Additionally, when a CenturyLink customer service representative or repair technician calls you, those calls too may be monitored or recorded for the same purpose. Please inform all members of your household or business who may be in contact with CenturyLink of this information.

**Slamming** – Have you ever been slammed? Would you know if you have? Slamming is when one telephone company changes a customer’s telephone service - usually long-distance service - to another telephone company without that customer’s permission. CenturyLink is here to offer some helpful tips on how to avoid being a victim of slamming. Initially, you should call your local telephone company and request a “PC FREEZE” (Preferred Carrier), which will prohibit future changes to your carrier selection until further notice from you. If you receive a call from a telemarketer asking you to change your long-distance service and you are happy with your current service, just say that you are not interested and hang up. Don’t verify your name, your spouse’s name, or your address and never give out your Social Security number. Always carefully read the fine print on everything, including any checks, offers for calling cards, sweepstakes or drawings.

If you are slammed, notify your local company to reconnect you to your preferred company at no charge. If the rates charged by the company that slammed you are higher than your normal rates, you may be entitled to a refund.

**Telephone and Broadband Assistance** – CenturyLink participates in the Lifeline program, which makes residential telephone or qualifying broadband service more affordable to eligible low-income individuals and families. Eligible customers may qualify for Lifeline discounts of \$5.25/month for voice or bundled voice service or \$9.25/month for qualifying broadband or broadband bundles. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs. The Lifeline discount is available for only one telephone or qualifying

broadband service per household, which can be either a wireline or wireless service. Broadband speeds must be at least 25 Mbps download and 3 Mbps upload to qualify. A household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Services are not transferable, and only eligible consumers may enroll in this program. Consumers who willfully make false statements to obtain these discounts can be punished by fine or imprisonment and can be barred from this program. If you live in a CenturyLink service area, visit **[centurylink.com/lifeline](http://centurylink.com/lifeline)** for additional information about applying for this program or call 1-800-201-4099 with questions.

**Annual Customer Do-Not-Call Notification** – The federal government established a national Do-Not-Call Registry where consumers can register their residential telephone number(s) (including wireless) for free and it will remain on the national Do-Not-Call Registry until you remove or discontinue it. Consumers can register their numbers from the phone number they wish to register by telephone at 1-888-382-1222 or through the Internet at **[donotcall.gov](http://donotcall.gov)**. TTY users should call 1-866-290-4236.

**8-1-1 Call Before You Dig** – Digging into underground telephone, electric, gas or water lines can disrupt service to your area or could cause serious injury and you could be charged substantial fines. For peace of mind, please call 8-1-1 at least two business days before digging up your property. This is a free service.

## **Phone and Internet Discounts Available to CenturyLink Customers**

The Florida Public Service Commission designated CenturyLink as an Eligible Telecommunications Carrier within its service area for universal service purposes. CenturyLink's basic local service rates for residential voice lines are \$30.50 per month and business services are \$43.50 per month. Specific rates will be provided upon request.

CenturyLink participates in the Lifeline program, which makes residential telephone or qualifying broadband service more affordable to eligible low-income individuals and families. Eligible customers may qualify for Lifeline discounts of \$5.25/month for voice or bundled voice service or \$9.25/month for qualifying broadband or broadband bundles. Residents who live on federally recognized Tribal Lands may qualify for additional Tribal benefits if they participate in certain additional federal eligibility programs. The Lifeline discount is available for only one telephone or qualifying broadband service per household, which can be either a wireline or wireless service. Broadband speeds must be at least 25 Mbps download and 3 Mbps upload to qualify.

CenturyLink also participates in the Affordable Connectivity Program (ACP), which provides eligible households with a discount on broadband service. The ACP provides a discount of up to \$30 per month toward broadband service for eligible households and up to \$75 per month for households on qualifying Tribal lands.

For both programs, a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Services are not transferable, and only eligible consumers may enroll in these programs. Consumers who willfully make false statements to obtain these discounts can be punished by fine or imprisonment and can be barred from these programs.

If you live in a CenturyLink service area, visit <https://www.centurylink.com/aboutus/community/community-development/lifeline.html> for additional information about applying for these programs or call 1-800-201-4099 with questions.



## **Attachment 2**



**Louisiana Press Association**  
 SEND PAYMENTS TO: 319 East 5th Street, Des Moines, IA 50309  
 LPA is based in Baton Rouge, Louisiana 70816  
 Phone: 225-344-9309 Fax: 225-344-9344

**INVOICE**  
*January 31, 2024*

Order: **24012CC2**

Invoice# **737**

Attn: **Jennifer Mercer**  
**CenturyLink Lifeline**  
**Mailstop: 6TS115**  
**Monroe, Louisiana 71203**

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Voice: (318) 330-6396      Fax:

Advertiser: **CenturyLink Lifeline**  
 P.O.#: **FL Lifeline**  
 Brand: **Florida**  
 Campaign:  
 Client Order Number:  
 Amount Due: \$18,421.87

*Please detach and return this portion with your payment*

CenturyLink Lifeline Invoice# 737 P.O.#: FL Lifeline Client Order Number:

Run Date	Ad Size	Rate Type	Rate	Color Rate	Total	Discount	(%)	Amount after Discount	Page
<b>FLPA/Apopka Chief (, Florida)</b>									
01/12/2024	18.00	CL	\$10.50		\$189.00	\$0.00	(0.00%)	\$189.00	_____
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>18.00</b>		<b>\$10.50</b>	<b>\$0.00</b>	<b>\$189.00</b>	<b>\$0.00</b>		<b>\$189.00</b>	
<b>FLPA/Bonita Springs Banner (, Florida)</b>									
01/13/2024	29.85	CL_1/4Pg	\$356.88		\$356.88	\$0.00	(0.00%)	\$356.88	_____
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>29.85</b>		<b>\$356.88</b>	<b>\$0.00</b>	<b>\$356.88</b>	<b>\$0.00</b>		<b>\$356.88</b>	
<b>FLPA/Bradford Co Telegraph (, Florida)</b>									
01/11/2024	18.00	CL	\$13.50		\$243.00	\$0.00	(0.00%)	\$243.00	_____
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>18.00</b>		<b>\$13.50</b>	<b>\$0.00</b>	<b>\$243.00</b>	<b>\$0.00</b>		<b>\$243.00</b>	
<b>FLPA/Breeze - N. Ft. Myers Neighbor (, Florida)</b>									
01/10/2024	19.50	CL	\$249.00		\$249.00	\$0.00	(0.00%)	\$249.00	_____
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>19.50</b>		<b>\$249.00</b>	<b>\$0.00</b>	<b>\$249.00</b>	<b>\$0.00</b>		<b>\$249.00</b>	
<b>FLPA/Breeze - Pine Island Eagle (, Florida)</b>									
01/10/2024	19.50	CL	\$186.00		\$186.00	\$0.00	(0.00%)	\$186.00	_____
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>19.50</b>		<b>\$186.00</b>	<b>\$0.00</b>	<b>\$186.00</b>	<b>\$0.00</b>		<b>\$186.00</b>	
<b>FLPA/Cape Coral Daily Breeze (, Florida)</b>									
01/12/2024	19.50	Special	\$345.00		\$345.00	\$0.00	(0.00%)	\$345.00	_____
<b>Subtotal:</b>	<b>19.50</b>		<b>\$345.00</b>	<b>\$0.00</b>	<b>\$345.00</b>	<b>\$0.00</b>		<b>\$345.00</b>	
<b>FLPA/Citrus County Chronicle (, Florida)</b>									
01/07/2024	18.00	CL	\$798.00		\$798.00	\$0.00	(0.00%)	\$798.00	_____
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>18.00</b>		<b>\$798.00</b>	<b>\$0.00</b>	<b>\$798.00</b>	<b>\$0.00</b>		<b>\$798.00</b>	
<b>FLPA/Crestview News Bulletin (, Florida)</b>									
01/10/2024	20.00	CL	\$16.00		\$320.00	\$0.00	(0.00%)	\$320.00	_____
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>20.00</b>		<b>\$16.00</b>	<b>\$0.00</b>	<b>\$320.00</b>	<b>\$0.00</b>		<b>\$320.00</b>	
<b>FLPA/Daytona Beach News Journal (, Florida)</b>									



Run Date	Ad Size	Rate Type	Rate	Color Rate	Total	Discount	(%)	Amount after Discount	Page
01/07/2024	29.85	CL_WVOLUSIA	\$120.40		\$3,593.94	\$0.00	(0.00%)	\$3,593.94	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>29.85</b>		<b>\$120.40</b>	<b>\$0.00</b>	<b>\$3,593.94</b>	<b>\$0.00</b>		<b>\$3,593.94</b>	
<b>FLPA/Defuniak Herald (, Florida)</b>									
01/11/2024	18.00	CL	\$5.50		\$99.00	\$0.00	(0.00%)	\$99.00	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>18.00</b>		<b>\$5.50</b>	<b>\$0.00</b>	<b>\$99.00</b>	<b>\$0.00</b>		<b>\$99.00</b>	
<b>FLPA/Destin Log (, Florida)</b>									
01/10/2024	20.00	CL	\$495.00		\$495.00	\$0.00	(0.00%)	\$495.00	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>20.00</b>		<b>\$495.00</b>	<b>\$0.00</b>	<b>\$495.00</b>	<b>\$0.00</b>		<b>\$495.00</b>	
<b>FLPA/Fort Walton Beach Northwest Florida Daily News (, Florida)</b>									
01/07/2024	20.00	CL	\$50.00		\$1,000.00	\$0.00	(0.00%)	\$1,000.00	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>20.00</b>		<b>\$50.00</b>	<b>\$0.00</b>	<b>\$1,000.00</b>	<b>\$0.00</b>		<b>\$1,000.00</b>	
<b>FLPA/Ft Myers Beach Observer (, Florida)</b>									
01/10/2024	19.50	Special	\$186.00		\$186.00	\$0.00	(0.00%)	\$186.00	
<b>Subtotal:</b>	<b>19.50</b>		<b>\$186.00</b>	<b>\$0.00</b>	<b>\$186.00</b>	<b>\$0.00</b>		<b>\$186.00</b>	
<b>FLPA/Gadsden County Times (, Florida)</b>									
01/11/2024	18.00	CL	\$275.00		\$275.00	\$0.00	(0.00%)	\$275.00	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>18.00</b>		<b>\$275.00</b>	<b>\$0.00</b>	<b>\$275.00</b>	<b>\$0.00</b>		<b>\$275.00</b>	
<b>FLPA/Highlands-News Sun (, Florida)</b>									
01/07/2024	18.00	CL	\$639.00		\$639.00	\$0.00	(0.00%)	\$639.00	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
01/07/2024	18.00	CL	\$639.00		\$639.00	\$0.00	(0.00%)	\$639.00	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>36.00</b>		<b>\$1,278.00</b>	<b>\$0.00</b>	<b>\$1,278.00</b>	<b>\$0.00</b>		<b>\$1,278.00</b>	
<b>FLPA/Holmes County Times (, Florida)</b>									
01/10/2024	20.00	CL	\$15.00		\$300.00	\$0.00	(0.00%)	\$300.00	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>20.00</b>		<b>\$15.00</b>	<b>\$0.00</b>	<b>\$300.00</b>	<b>\$0.00</b>		<b>\$300.00</b>	
<b>FLPA/Jackson County Times (, Florida)</b>									
01/10/2024	18.00	CL	\$115.00		\$115.00	\$0.00	(0.00%)	\$115.00	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>18.00</b>		<b>\$115.00</b>	<b>\$0.00</b>	<b>\$115.00</b>	<b>\$0.00</b>		<b>\$115.00</b>	
<b>FLPA/Leesburg Daily Commercial (, Florida)</b>									
01/07/2024	18.00	CL	\$27.58		\$496.44	\$0.00	(0.00%)	\$496.44	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>18.00</b>		<b>\$27.58</b>	<b>\$0.00</b>	<b>\$496.44</b>	<b>\$0.00</b>		<b>\$496.44</b>	
<b>FLPA/Madison County Carrier Press (, Florida)</b>									
01/10/2024	18.00	CL	\$7.50		\$135.00	\$0.00	(0.00%)	\$135.00	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>18.00</b>		<b>\$7.50</b>	<b>\$0.00</b>	<b>\$135.00</b>	<b>\$0.00</b>		<b>\$135.00</b>	
<b>FLPA/Marco Island Eagle (, Florida)</b>									
01/09/2024	29.85	CL_1/4PG	\$530.31		\$530.31	\$0.00	(0.00%)	\$530.31	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>29.85</b>		<b>\$530.31</b>	<b>\$0.00</b>	<b>\$530.31</b>	<b>\$0.00</b>		<b>\$530.31</b>	
<b>FLPA/Monticello News (, Florida)</b>									
01/10/2024	18.00	CL	\$7.50		\$135.00	\$0.00	(0.00%)	\$135.00	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									

Run Date	Ad Size	Rate Type	Rate	Color Rate	Total	Discount	(%)	Amount after Discount	Page
<b>Subtotal:</b>		<b>18.00</b>	<b>\$7.50</b>	<b>\$0.00</b>	<b>\$135.00</b>	<b>\$0.00</b>		<b>\$135.00</b>	
<b>FLPA/North Lake Outpost (, Florida)</b>									
01/11/2024	18.00	CL	\$5.05		\$90.90	\$0.00	(0.00%)	\$90.90	
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>		<b>18.00</b>	<b>\$5.05</b>	<b>\$0.00</b>	<b>\$90.90</b>	<b>\$0.00</b>		<b>\$90.90</b>	
<b>FLPA/Okeechobee News (, Florida)</b>									
01/10/2024	16.36	CL_1/3PG	\$687.00		\$687.00	\$0.00	(0.00%)	\$687.00	
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
01/10/2024	16.36	CL_1/3PG	\$687.00		\$687.00	\$0.00	(0.00%)	\$687.00	
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>		<b>32.72</b>	<b>\$1,374.00</b>	<b>\$0.00</b>	<b>\$1,374.00</b>	<b>\$0.00</b>		<b>\$1,374.00</b>	
<b>FLPA/Osceola News Gazette (, Florida)</b>									
01/11/2024	18.00	CL	\$21.50		\$387.00	\$0.00	(0.00%)	\$387.00	
<b>Subtotal:</b>		<b>18.00</b>	<b>\$21.50</b>	<b>\$0.00</b>	<b>\$387.00</b>	<b>\$0.00</b>		<b>\$387.00</b>	
<b>FLPA/Polk County News Sun (, Florida)</b>									
01/10/2024	24.00	Special	\$395.00		\$395.00	\$0.00	(0.00%)	\$395.00	
<b>Subtotal:</b>		<b>24.00</b>	<b>\$395.00</b>	<b>\$0.00</b>	<b>\$395.00</b>	<b>\$0.00</b>		<b>\$395.00</b>	
<b>FLPA/Port Charlotte Sun Herald (, Florida)</b>									
01/07/2024	18.00	CL	\$65.00		\$1,170.00	\$0.00	(0.00%)	\$1,170.00	
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>		<b>18.00</b>	<b>\$65.00</b>	<b>\$0.00</b>	<b>\$1,170.00</b>	<b>\$0.00</b>		<b>\$1,170.00</b>	
<b>FLPA/Sanibel Captiva Islander (, Florida)</b>									
01/10/2024	19.50	Special	\$204.00		\$204.00	\$0.00	(0.00%)	\$204.00	
<b>Subtotal:</b>		<b>19.50</b>	<b>\$204.00</b>	<b>\$0.00</b>	<b>\$204.00</b>	<b>\$0.00</b>		<b>\$204.00</b>	
<b>FLPA/Santa Rosa Press Gazette (, Florida)</b>									
01/10/2024	30.00	CL	\$15.00		\$450.00	\$0.00	(0.00%)	\$450.00	
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>		<b>30.00</b>	<b>\$15.00</b>	<b>\$0.00</b>	<b>\$450.00</b>	<b>\$0.00</b>		<b>\$450.00</b>	
<b>FLPA/Sumter News Sun (, Florida)</b>									
01/10/2024	18.00	CL	\$18.00		\$324.00	\$0.00	(0.00%)	\$324.00	
<b>Subtotal:</b>		<b>18.00</b>	<b>\$18.00</b>	<b>\$0.00</b>	<b>\$324.00</b>	<b>\$0.00</b>		<b>\$324.00</b>	
<b>FLPA/Village Sun (, Florida)</b>									
01/07/2024	18.00	CL	\$38.00		\$684.00	\$0.00	(0.00%)	\$684.00	
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>		<b>18.00</b>	<b>\$38.00</b>	<b>\$0.00</b>	<b>\$684.00</b>	<b>\$0.00</b>		<b>\$684.00</b>	
<b>FLPA/Wakulla News (, Florida)</b>									
01/11/2024	18.00	CL	\$245.00		\$245.00	\$0.00	(0.00%)	\$245.00	
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>		<b>18.00</b>	<b>\$245.00</b>	<b>\$0.00</b>	<b>\$245.00</b>	<b>\$0.00</b>		<b>\$245.00</b>	
<b>FLPA/Walton Sun (, Florida)</b>									
01/13/2024	20.00	Special	\$207.40		\$207.40	\$0.00	(0.00%)	\$207.40	
<b>Subtotal:</b>		<b>20.00</b>	<b>\$207.40</b>	<b>\$0.00</b>	<b>\$207.40</b>	<b>\$0.00</b>		<b>\$207.40</b>	
<b>FLPA/Wauchula Herald Advocate (, Florida)</b>									
01/11/2024	18.00	CL	\$105.00		\$105.00	\$0.00	(0.00%)	\$105.00	
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>		<b>18.00</b>	<b>\$105.00</b>	<b>\$0.00</b>	<b>\$105.00</b>	<b>\$0.00</b>		<b>\$105.00</b>	
<b>FLPA/West Orange Times (, Florida)</b>									
01/11/2024	18.00	CL	\$365.00		\$365.00	\$0.00	(0.00%)	\$365.00	
Caption: Phone and Internet Discounts Available to CenturyLink Customers									
01/11/2024	18.00	CL	\$365.00		\$365.00	\$0.00	(0.00%)	\$365.00	

Run Date	Ad Size	Rate Type	Rate	Color Rate	Total	Discount	(%)	Amount after Discount	Page
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>36.00</b>		<b>\$730.00</b>	<b>\$0.00</b>	<b>\$730.00</b>	<b>\$0.00</b>		<b>\$730.00</b>	
<b>FLPA/Winter Park Maitland Observer (, Florida)</b>									
01/11/2024	18.00	Special	\$365.00		\$365.00	\$0.00	(0.00%)	\$365.00	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
01/11/2024	18.00	Special	\$365.00		\$365.00	\$0.00	(0.00%)	\$365.00	
<b>Caption:</b> Phone and Internet Discounts Available to CenturyLink Customers									
<b>Subtotal:</b>	<b>36.00</b>		<b>\$730.00</b>	<b>\$0.00</b>	<b>\$730.00</b>	<b>\$0.00</b>		<b>\$730.00</b>	

Gross Advertising	\$18,421.87	Total Misc	\$0.00	Amount Paid	\$0.00
Agency Discount	\$0.00	Tax	\$0.00	Adjustments	\$0.00
Other Discount	\$0.00	Total Billed	\$18,421.87	Payment Date	
Service Charge	\$0.00	Unbilled	\$0.00	Balance Due	\$18,421.87

PLEASE SEND PAYMENTS TO: 319 East 5th Street, Des Moines, IA 50309. Payment due upon receipt to Louisiana Press Association. Please pay from this invoice. The Louisiana Press Association(LPA) is not liable for any error in placement of advertising to an extent greater than the cost of the space occupied, or that would have been occupied, by error(s) due to LPA action(s) or inactions(s). Claims against the LPA for adjustments must be made not later than the earlier of three days from the receipt of the tear sheets/proof of publication/reports or within three days of having knowledge of the error(s). LPA does not assume any liability for error(s) made by any media vendor in which the advertisements are placed.

If you want to pay by credit card, you will need to add a 4% service fee. Contact us, and we can provide you the link and the new total to pay.

## Gutierrez, Rick

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**From:** Tribal Outreach  
**Sent:** Tuesday, November 28, 2023 6:24 AM  
**To:** MarcellusOsceola@semtribe.com  
**Cc:** Mason, Christie P  
**Subject:** CenturyLink Outreach regarding services



November 27, 2023

Seminole Tribe of Florida  
Marcellus Osceola Jr.  
6300 Stirling Rd.  
Hollywood, FL 33024

Good day,

Lumen values its relationship with your tribe and the opportunity to offer services within the Tribal lands. Lumen strives to maintain a positive relationship through ongoing communications and periodic meetings. In an effort to strengthen that relationship, and to fulfill certain obligations from the Federal Communications Commission (“FCC”), Lumen extends an invitation to meet at your convenience to discuss these topics:

- (1) deployment planning with a focus on Tribal community anchor institutions;
- (2) feasibility and sustainability planning;
- (3) marketing services on Tribal lands;
- (4) rights-of-way processes, land use permitting, facilities siting, environmental and cultural preservation review process; and
- (5) Tribal business and licensing requirements.

Also, we would like to take this opportunity to remind you that Lumen participates in government benefit programs (Lifeline and Affordable Communication Program/ACP) that can make residential telephone or qualifying broadband service more affordable to qualifying low-income individuals and families. To qualify for these discounts, applicants must meet certain eligibility standards as defined by the FCC and state commissions. To see if you qualify to receive a discount off your telephone or broadband bill, please call 1-800-201-4099 or visit [centurylink.com/lifeline](http://centurylink.com/lifeline).

A new pilot program has been launched by the FCC to make it easier for Tribal libraries to apply for broadband funding through the E-Rate program which supports eligible schools and libraries. The E-Rate program makes telecommunications and information service more affordable by providing discounts to eligible schools and libraries, including Tribal libraries. Lumen will support all efforts to designate an existing library or similar school or facility as a Tribal library which would qualify for the program. Feel free to let your Policy Director know if you are interested in discussing this program.

Additionally, Tribal governments can now access the annual FCC Form 481 data filed by telecommunications carriers that serve their lands with support from the Universal Service Fund (USF) High Cost Program.

Eligible Telecommunications Carriers (ETCs) that receive High Cost Support (with the exception of carriers that receive Mobility Fund Phase I support only) were required to file this year's FCC Form 481 report with the Universal Service

Administrative Company (USAC). This Form collects financial and operational information used to validate carrier funding.

The FCC has charged USAC to provide tribal governments access to Form 481 data through the online 54.314 Certification Filing System. In order to obtain access privileges to the 54.314 System, you should contact the High Cost Division at [form481@usac.org](mailto:form481@usac.org) to request an authorization form.

Finally, with passage of the Bipartisan Infrastructure Law and the programs initiated thereafter such as the Tribal Broadband Connectivity Program (TBCP), the Broadband Equity, Access, and Deployment (BEAD) Program and the Internet for All Initiative, there may be opportunities for partnership and development of new broadband networks to explore and discuss.

To request a meeting, please respond to all on this email or call the number below with proposed topics, dates and times. We have included your local governmental affairs contact as well as the regional Sales Executive responsible for your area.

Lumen looks forward to working with you.

Sincerely,

Lumen  
Tribal Outreach  
303-992-5828

## general information (cont'd)

The Lifeline discount is available for only one telephone or qualifying broadband service per household, which can be either a wireline or wireless service. Broadband speeds must be at least 25 Mbps download and 3 Mbps upload to qualify.

CenturyLink also participates in the Affordable Connectivity Program (ACP), which provides eligible households with a discount on broadband service. The ACP provides a discount of up to \$30 per month toward broadband service for eligible households and up to \$75 per month for households on qualifying Tribal lands.

For both programs, a household is defined as any individual or group of individuals who live together at the same address and share income and expenses. Services are not transferable, and only eligible consumers may enroll in these programs. Consumers who willfully make false statements to obtain these discounts can be punished by fine or imprisonment and can be barred from these programs.

If you live in a CenturyLink service area, visit <https://www.centurylink.com/aboutus/community/community-development/lifeline.html> for additional information about applying for these programs or call 1-800-201-4099 with questions.

### Telephone Service & The Law

#### Annoying and Anonymous Calls What You Can Do About Them:

1. Don't Talk. Don't talk to a caller you are doubtful of or give the caller an audience.
2. Hang Up. Hang up at the first obscene word, or if the caller does not say anything or refuses to identify himself or herself.
3. If calls persist, call your Local Service Provider or police department and request Call Tracing Service.
4. Successful trace information is only provided to your local Law Enforcement agency.

#### Warning

The laws of the State of Florida provide that the following acts are crimes punishable by fine, imprisonment or both. Whoever by telephone makes, or knowingly permits another to make over a telephone under his or her control:

1. Any comment, request, suggestion or proposal which is obscene, lewd, lascivious, filthy, or indecent.
2. A telephone call, whether or not a conversation ensues, without disclosing his or her identity and with intent to annoy, abuse, threaten or harass any person at the number called.

3. A telephone call which causes the telephone of another to repeatedly ring, with the intent to harass any person at the number called.
4. Repeated telephone calls, during which conversation ensues, solely to harass any person at the number called.

#### Automated Telephone Solicitation

Florida law prohibits the use of a telephone for the purpose of offering any goods or services for sale or conveying information regarding any goods or services when such use involves any automated system for the selection or dialing of telephone numbers and the playing of a recorded message when a connection is completed to the called number. Nothing in the law prohibits the use of automated telephone systems with recorded messages when the calls are made or messages given solely in response to calls initiated by the person to whom the automatic call or message is directed, or when the calls made concern goods or services previously ordered or purchased. Violation is punishable by fine, imprisonment or both.

#### Equipment

Under the Federal Communication Commission's registration program, you may supply your own telephone or other terminal equipment and connect it directly to the nationwide telephone network.

#### Testing Your Equipment

If you believe the problem is with your telephone equipment, unplug your telephone and test the line by plugging another telephone into the outlet. If the other telephone works, then the problem is with your telephone line, please contact your Local Service Provider.

#### Misuse of Credit Card or Telephone Number to Obtain Service

Florida law prohibits the use of a credit card, credit card number, telephone number, electronic means, or other means to obtain or attempt to obtain telephone service fraudulently, or to avoid, attempt to avoid, or enable another to avoid the lawful charges, in whole or in part, for such service. Violation of the law is punishable by fine, imprisonment or both.

#### Recording Telephone Calls

All parties to the telephone conversation must give their prior consent to the recording of the conversation. The prior consent must be obtained in writing or be part of, and obtained at the start of the recording.

#### Sales Solicitation Calls

The Florida Telephone Solicitation Act requires telephone solicitors to identify themselves and the businesses they represent within the first 30 seconds of the call.

Consumers who want to avoid most sales solicitation calls can do so by registering with the Department of Agriculture and Consumer Services, Division of Consumer Services (1-800-435-7352). Solicitors operating in the state are prohibited from placing a sales call to any number that appears on the Department's list. Before registering you should be aware, however, that certain businesses are exempt from the law and may continue to call you legally. These include calls for charitable contributions, calls by newspapers, real estate professionals in response to a yard sign or other advertisement, calls in connection with an existing debt or contract or in response to a request from you.

Subscription to the Florida Do Not Call list is offered free of charge for residential and mobile telephone numbers. Your number will remain on the Florida Do Not Call list for five years. Register at [www.fldnc.com](http://www.fldnc.com). Consumers may also call the Consumer Services Hotline. The toll-free hotline number is 1-800-HELP-FLA (1-800-435-7352) (Florida only), 1-800-FL-AYUDA (1-800-352-9832) (Spanish), or call 1-850-488-2221 (outside Florida) and request the Department's brochure on Telephone Solicitations.

The Florida Department of Agriculture and Consumer Services Division of Consumer Services is responsible for enforcing the law, not your local Telephone Company.

#### Wiretaps

It is a crime under Federal and Florida law to intercept telephone and other types of communications defined in the law, unless the person intercepting the communication has received the prior consent from one of the parties to the communication under Federal law and all of the parties to the communication under Florida law. Violation of either Federal or Florida law is punishable by fine, imprisonment or both.

#### 8-1-1 Call Before You Dig

Call 8-1-1 to locate buried utilities in your yard before you dig in order to avoid Internet and cable outages as well as injuries. This service is free of charge.



CenturyLink Home

Published by Sprout Social · September 13 at 1:18 PM ·



We're participating in the @FCC's Lifeline Program, providing eligible households a lowered monthly cost of phone or internet service. To learn more and apply for the program: <https://bit.ly/3dbkXaV>



**CenturyLink®**

# FCC'S LIFELINE

Lifeline is a federal benefit that can lower the cost of your phone or qualifying internet services for eligible customers.

**APPLY TODAY**

744  
People reached

39  
Engagements

↓ -1.1x average  
Distribution score

**Boost post**

## Attachment 6