



August 8, 2024

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

**REDACTED**

RECEIVED-FPSC  
2024 AUG 13 PM 4:03  
COMMISSION  
CLERK

RE: 2024 Annual Lifeline Data Request

To Whom It May Concern:

Conexon Connect LLC ("Conexon") hereby submits its Annual 2024 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 response to discovery Question number 1 confidential as it contains 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

**CONEXON CONNECT LLC**  
**2024 LIFELINE DATA REQUEST RESPONSES**  
**REDACTED PUBLIC VERSION**

Below are the Conexon Connect LLC (“Conexon”) responses to the Florida Public Service Commission’s July 16, 2024 Lifeline data request. The Conexon contact name and email address are as follows:

Contact Name: Mark Koval, Sr. Regulatory Program Manager  
Email Address: mark.koval@conexon.us

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

**Response:**

**Conexon Connect LLC Access Lines in Service  
Month By Month**

Month	Voice Only	Voice & Broadband	Broadband Only
June 2024	████	████	████
May 2024	████	████	████
April 2024	████	████	████
March 2024	████	████	████
February 2024	████	████	████
January 2024	████	████	████
December 2023	████	████	████
November 2023	████	████	████
October 2023	████	████	████
September 2023	████	████	████
August 2023	████	████	████
July 2023	████	████	████

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

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

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:**

**Conexon Connect LLC Lifeline Customer  
Month By Month**

Month	Voice	Broadband	Voice and Broadband
June 2024	0	15	3
May 2024	0	11	3
April 2024	0	8	3
March 2024	0	8	1
February 2024	0	8	1
January 2024	0	7	0
December 2023	0	4	0
November 2023	0	4	0
October 2023	0	3	0
September 2023	0	1	0
August 2023	0	1	0
July 2023	0	0	0

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:** Conexon Connect LLC offers voice only service, 100 Mbps broadband, 1 Gbps broadband and 2 Gbps broadband. Please visit <https://www.conexonconnect.com/> for information regarding the services.

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.

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

a. Internal procedures for promoting Lifeline.

**Response:** Conexon Connects' member services representatives are trained on the specifics of Lifeline to enable them to fully explain the program and help the customer understand the benefits available, including the cost of service once Lifeline benefit is applied. Customers handle everything online, with service representatives assisting them with the sign-up process. Agents educate customers on the discount available if the customer qualifies for the Lifeline benefit and is approved. In addition, Conexon's service representatives explain when the discount goes into effect, and that only one discount is allowed per household. Agents are trained to answer follow-up questions with the goal of ensuring clarity for customers.

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

**Response:** Conexon Connect participates in local events, festivals and other community gatherings in the markets where Connect service is offered. During these events, promotional materials are distributed. All include a QR code which directs users to the Conexon Connect LLC website, which includes information on Lifeline.

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

**Response:** Conexon Connect marketing activities are designed to align with and encompass its geographic footprint, rather than more traditional larger 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.)

d. Copies of Lifeline outreach materials of your company.

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

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

**Response:** The link to Conexon's Lifeline information is:

<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 customers about Lifeline.

**Response:** Connect generally partners with the local electric cooperative to deploy its broadband network and shares all promotional materials for display in co-op offices where appropriate. This may include a standalone Lifeline flyer.

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:** Conexon Connect LLC began offering service in Florida in January of 2023. As a new provider acquiring customers, the number of Lifeline subscribers increased.

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.

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:** Conexon is willing to participate in the Lifeline Promotion Process but has not yet received instructions regarding participation from the Florida Public Service Commission. Conexon will participate once such instructions are received.

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:** No.

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:** No.

Exhibit A

CONEXON CONNECT LLC  
COMMUNITY OUTREACH  
INFORMATIONAL FLYERS

# EXHIBIT A

Conexon Connect LLC

Lifeline Outreach Materials



***On a limited income?***

## **Discounts on broadband internet from Lifeline!**

Save money with Lifeline services from Conexon Connect. The government assistance program provides access to broadband internet for qualifying low-income consumers. Lower your monthly bills with discounted service:

- *Broadband service: 100 Mbps symmetrical*
- *Unlimited usage: **\$40.70** (\$49.95 base - \$9.25 Lifeline discount)*
- *Only one Lifeline discount allowed per household*

**APPLY FOR YOUR LIFELINE DISCOUNT:**  
**[nationalverifier.servicenowservices.com/lifeline](http://nationalverifier.servicenowservices.com/lifeline)**

Lifeline provides a discount of \$9.25 on monthly broadband service for qualified subscribers in Florida. The Lifeline discount is available on all internet service plans offered by Conexon Connect.

Above assistance amount is subject to change per FCC Standards. Lifeline is a service offered as part of a government assistance program and is available to eligible consumers in Florida who qualify through income or through their participation in other government programs: Federal Public Housing Assistance; Food Stamps; Income at or below 135% of the Federal Poverty Guidelines; Medicaid; Supplemental Security Income (SSI); Veterans and Survivors Pension Benefits.

**conexonconnect.com | (844) 542-6663**



Exhibit A

CONEXON CONNECT LLC  
DIRECT MAILING LIFELINE 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](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.



For more info  
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.