

I. Meeting Packet



State of Florida
Public Service Commission
INTERNAL AFFAIRS AGENDA

Tuesday – July 28, 2026

9:30 AM

Room 105 – Gerald L. Gunter Building

1. Draft Report on the Status of Competition in the Telecommunications Industry
(Attachment 1)
2. Legislative Update
3. General Counsel's Report
4. Executive Director's report
5. Other Matters

BB/aml

OUTSIDE PERSONS WISHING TO ADDRESS THE COMMISSION ON
ANY OF THE AGENDAED ITEMS SHOULD CONTACT THE
OFFICE OF THE EXECUTIVE DIRECTOR AT (850) 413-6463.

State of Florida



Public Service Commission

CAPITAL CIRCLE OFFICE CENTER • 2540 SHUMARD OAK BOULEVARD
TALLAHASSEE, FLORIDA 32399-0850

-M-E-M-O-R-A-N-D-U-M-

DATE: July 14, 2026

TO: Braulio L. Baez, Executive Director

FROM: Cayce H. Hinton, Director, Office of Industry Development and Market Analysis CH
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RE: Draft of the Report on the Status of Competition in the Telecommunications Industry

CRITICAL INFORMATION: Please place on the July 28, 2026 Internal Affairs. FPSC approval of draft report is sought. Report is due to the Governor and Legislature by August 1, 2026.

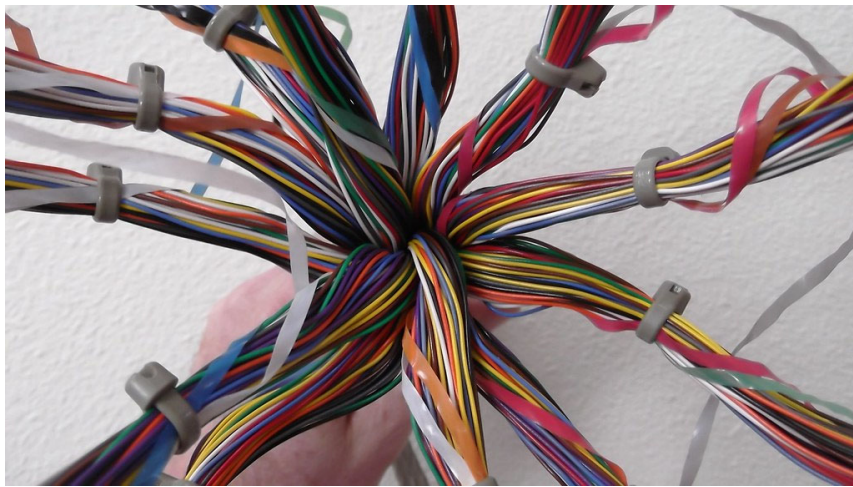
Section 364.386, Florida Statutes, requires that the Commission prepare an annual report on the status of competition in the telecommunications industry. The report is to be submitted to the Governor, the Speaker of the House of Representatives, the President of the Senate, and the majority and minority leaders of the Senate and the House of Representatives by August 1 of each year. The attached draft report on the "Status of Competition in the Telecommunications Industry" has been prepared to fulfill the legislative requirement. Staff is seeking approval of the draft report.

Attachment

cc: Mark Futrell, Deputy Executive Director, Technical
Apyrl Lynn, Deputy Executive Director, Administrative
MaryAnne Helton, General Counsel

Report on the

Status of Competition in the Telecommunications Industry



AS OF DECEMBER 31, 2025



Florida Public Service Commission

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List of Acronyms

BOP	Broadband Opportunity Program
CDC	Centers for Disease Control and Prevention
CLEC	Competitive Local Exchange Carrier
D2D	Direct-to-device
DIRS	Disaster Information Reporting System
EAS	Emergency Alert System
ETC	Eligible Telecommunications Carrier
FCC	Federal Communications Commission
FPSC	Florida Public Service Commission
F.S.	Florida Statutes
ICC	Interstate Commerce Commission
IIJA	Infrastructure Investment and Jobs Act
ILEC	Incumbent Local Exchange Carrier
IP	Internet Protocol
LEO	Low-Earth Orbit
NCHS	National Center for Health Statistics
NG911	Next Generation 911
NPSBN	Nationwide Public Safety Broadband Network
NTIA	National Telecommunications and Information Administration
OTT	Over-the-top
PSTN	Public Switched Telephone Network
RHC	Rural Health Care (Program)
SCS	Supplemental coverage from space
TDM	Time Division Multiplexing
TRS	Telecommunications Relay Service
TTY	Teletypewriter
UNE	Unbundled Network Element
USF	Universal Service Fund
USAC	Universal Service Administrative Company
USDA	United States Department of Agriculture
VoIP	Voice over Internet Protocol
WEA	Wireless Emergency Alerts

Executive Summary

Section 364.386, Florida Statutes (F.S.), requires the Florida Public Service Commission (FPSC or Commission) to submit a report on the status of competition in the telecommunications industry to the Legislature by August 1 of each year. As of December 31, 2025, there were 10 incumbent local exchange carriers (ILECs) and 237 competitive local exchange carriers (CLECs) certificated by the Commission to operate in Florida.

In 2025, AT&T, CenturyLink, and Frontier experienced overall access line losses in Florida. The local and national markets continued to consolidate with several mergers and acquisitions. Several intrastate issues were resolved or initiated in 2025. Lifeline subscriptions in Florida increased to 332,887 households in 2025.

Consumers in Florida continue to migrate from traditional switched wireline service to wireless and Voice over Internet Protocol (VoIP) services. Carriers reported approximately 445,800 total wireline access lines in Florida for 2025, which is over 24 percent fewer than the previous year. Residential and business wirelines both experienced significant drops in 2025.

Total residential access lines declined 23.4 percent. The transition to VoIP and wireless-only services continues to be responsible for much of this decline. Frontier experienced the largest percent loss of residential lines with a 30.2 percent decline during 2025, while CenturyLink declined 24 percent and AT&T declined 21 percent.

For the 15th year in a row, total business access lines exceeded total residential access lines; however, total business access lines declined 24.4 percent in 2025. More than half of AT&T, CenturyLink, and Frontier's wireline subscribers were business lines. While over 99 percent of CLEC access lines were business lines, total CLEC business market share declined to 19.6 percent in 2025.

As reported for the past several years, intermodal competition from wireless and VoIP services continued to drive the telecommunications markets in 2025. According to the most recent data from the Federal Communications Commission (FCC), there are nearly 26.6 million wireless subscriptions and nearly 4.1 million VoIP connections in Florida, far eclipsing the 445,800 remaining wireline access lines.

Analysis of the telecommunications data obtained by the Commission produced the following conclusions:

- Many CLECs reported offering a variety of services and packages comparable to those offered by ILECs. Subscribers to wireless and business VoIP services continued to increase while residential VoIP and switched access lines decreased. These factors contribute to the conclusion that competitive providers are able to offer functionally equivalent services to both business and residential customers.
- The traditional wireline market continues to decrease; however, the population of Florida and the need for telecommunications services continues to expand. Wireless subscription

growth and VoIP are meeting the increased demand for service. Consumers are choosing to obtain a majority of wireless and VoIP subscriptions from competitors. Given the decline in the traditional wireline market and competitors' substantial wireless and VoIP market shares, consumers are able to obtain functionally equivalent services at comparable rates, terms, and conditions.

- A competitive market requires comparable affordability and reliability of service. The vast majority of Florida households subscribe to telephone service. Consumers are willing and able to choose telecommunications service from competitors using a variety of technologies, and competitors have been maintaining significant market share over an extended period. Based on competitors' substantial market share and market pressures requiring comparable affordability and reliability, competition is having a positive effect on the maintenance of reasonably affordable, reliable telecommunications services.

Chapter I. Introduction and Background

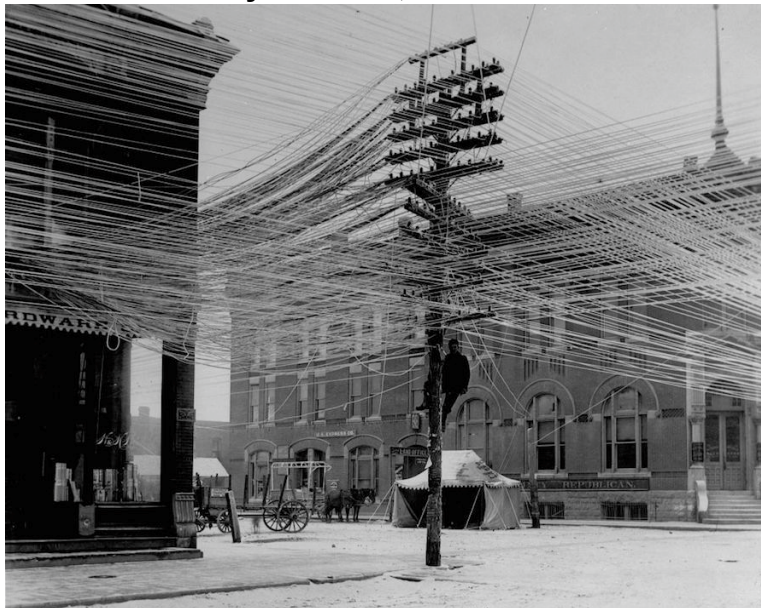
Telephone service has been regulated to some degree since nearly the moment the technology was patented by Alexander Graham Bell (Bell) in 1876.¹ This section summarizes the major historical regulatory events both at the federal and state levels. For the purposes of this report, the history of federal telecommunications regulation is useful because state regulation of these markets has always been intertwined with, and largely a derivative of, federal laws and rules.

A. Federal Regulation

When Bell's patents expired in 1894, competitors were allowed to build their own facilities. This accelerated the development of a nationwide telephone network. In the 18 years Bell held the patents, the average daily calls per 1,000 population peaked at 37. In the first 15 years of competition it increased tenfold.² Competitors gained over 50 percent market share by 1907.³

Early competition also had its drawbacks. Populated areas saw many lines crisscrossing the streets as competitors raced to build their independent networks. Figure 1-1 shows the lines in Pratt, Kansas circa 1900.

Figure 1-1
Early Network, Circa 1900



Source: America calling: a social history of the telephone to 1940

¹Diane Katz and Theodore Bolema, "Crossed Lines: Regulatory Missteps in Telecom Policy," Mackinac Center, December 3, 2003, <https://www.mackinac.org/6033>, accessed June 19, 2026.

²Adam D. Thierer, "Unnatural Monopoly: Critical Moments in the Development of the Bell System Monopoly," Washington, D.C.; *The Cato Journal*, Vol. 14, No. 2, (Fall 1994), p. 270, <https://www.cato.org/sites/cato.org/files/serials/files/cato-journal/1994/11/cj14n2-6.pdf>, accessed June 19, 2026.

³*Ibid.*

Bell's American Telephone and Telegraph Company (AT&T) responded to competition by acquiring its competitors' networks. Once it had acquired enough rivals to control a market, it would refuse to interconnect with any independent providers.⁴ AT&T even acquired a controlling interest in its chief rival, The Western Union Telegraph Company (Western Union). These actions eventually got the attention of federal antitrust lawyers and the Interstate Commerce Commission (ICC), which received authority to regulate telephone service in 1910.⁵

In 1913, AT&T reached an antitrust settlement with the Department of Justice. AT&T agreed to divest its Western Union stock, interconnect with other companies, and not acquire any more independent companies without approval from the ICC.⁶ This began a decades-long practice by AT&T where, after pressure from potential competitors, courts, or regulators, AT&T would enter into agreements with state and/or federal authorities in order to maintain its control of the national telephone market.⁷

By the 1920s, AT&T had sold the idea of telecommunications as a necessary "universal service" and a "natural monopoly" to state and federal regulators, who in turn discouraged or outright banned competitive telephone services.⁸ During this period, AT&T repeatedly agreed to be subject to heavy, rate-restricted regulation in exchange for a guaranteed monopoly in a particular area.⁹ AT&T's market share rebounded during this period until it controlled nearly 80 percent of the national market.¹⁰

Telephone regulation at that time looked a lot like today's electric regulation. The local telephone markets were considered monopolies and were rate-of-return regulated. Companies submitted cost information, regulators established their rate base and a revenue requirement, and the companies' rates were set to recover that amount. This became the de facto regulatory regime at both the federal and state levels.

By enacting the Communications Act of 1934 (1934 Act) as part of President Roosevelt's New Deal, Congress created a new agency, the FCC, and transferred to it the ICC's telecommunications jurisdiction.¹¹ The new law enabled the FCC to codify its rate-of-return regulation of AT&T while also protecting AT&T's monopoly market position.¹² This regulatory regime continued for several decades, allowing AT&T to grow into the largest corporation in the

⁴Richard Gabel, "The Early Competitive Era in Telephone Communication, 1893-1920," 34 *Law and Contemporary Problems*, Vol. 34, No. 2, (Spring 1969), p. 350, <https://scholarship.law.duke.edu/lcp/vol34/iss2/8>, accessed June 19, 2026.

⁵Frank Dixon, "The Mann-Elkins Act, Amending the Act to Regulate Commerce," *The Quarterly Journal of Economics*, Oxford University Press, vol. 24, no. 4, (August 1910), p. 596, <https://www.jstor.org/stable/pdf/1883490.pdf>, accessed June 19, 2026.

⁶Milton Mueller, "Universal Service: Competition, Interconnection and Monopoly in the Making of the American Telephone System," Syracuse University, 2013, pp. 127-128, <https://surface.syr.edu/books/18>, accessed June 19, 2026.

⁷Matthew Lasar, "How AT&T Conquered the 20th Century," *Wired*, September 3, 2011, <https://www.wired.com/2011/09/att-conquered-20th-century/>, accessed June 19, 2026.

⁸*Ibid.*

⁹*Ibid.*

¹⁰*Ibid.*

¹¹Communications Act of 1934, Pub. L. No. 73-416, 48 Stat. 1064.

¹²*Ibid.*

world. At its peak, AT&T became larger than most countries' economies, and larger than the top five U.S. oil companies combined.¹³

Starting in the 1950s, cracks in the monopoly regime began to develop, and AT&T's ability to negotiate its way out of competition began to erode, first with the courts, and eventually with the FCC itself. Federal proceedings and lawsuits with nicknames such as "Hush-A-Phone," "Carterfone," and "Above 890" forced AT&T to interconnect with competitors' telephone equipment, wireless radio phones, and microwave networks.

Still, AT&T remained the largest corporation in the world when the federal government filed another antitrust suit in 1974. This action led AT&T to enter into one final agreement, this time to break itself up into smaller companies. The long distance and equipment markets had slowly become competitive and would soon be federally deregulated. AT&T offered to divest itself into eight major companies: seven regional Bell Operating Companies were established to continue the local monopolies, and AT&T, while barred from providing local service, remained as a competitor in the long distance and equipment markets.¹⁴ This action, known simply as Divestiture, became final in 1984, and as a result AT&T's size dropped 70 percent.

Between 1984 and the 1990s, technology continued to put pressure on the local and long distance telephone markets. Cable, cellular, and broadband services all showed promise as substitutes for traditional phone service. Divestiture had created the opportunity for Congress to rewrite the 1934 Act to accommodate these technologies and open the local markets to competition.

Congress passed the Telecommunications Act of 1996 (1996 Act), rewriting the majority of the 1934 Act and setting up the ground rules for local competition.¹⁵ The new law encouraged local competition nationwide, and required massive rulemakings from both the FCC and state regulators to ensure wholesale prices, consumer protections, and universal service principles were fair and reasonable.¹⁶ This effectively ended rate-of-return regulation for the vast majority of local telephone services nationwide.

Congress delegated to the FCC and the States the ability to write rules implementing the 1996 Act. Carriers were required to interconnect with one another, and the existing companies, called ILECs, were required to lease elements of their networks to the new competitors, called CLECs. Wholesale rates for these Unbundled Network Elements (UNEs) had to be established at the state level using a specific and complicated cost methodology. Small, rural, independent ILECs could escape the voluminous interconnection rules if they could demonstrate to the state utility commission that they could not implement the rules or if there was no demand by competitors in their area.¹⁷

Companies were encouraged to negotiate interconnection agreements, adopt another company's agreement, or resell a complete service. A process was also established for the regulator to step

¹³Ray Horak, *Webster's New World Telecom Dictionary*, Wiley Publishing, Indianapolis, Indiana, 2008, p. 42.

¹⁴*United States v. American Tel. and Tel. Co.*, 552 F. Supp. 131 (D.D.C. 1982).

¹⁵"Telecommunications Act of 1996, Pub. L. No. 104-104, 110 Stat. 56.

¹⁶*Ibid.*

¹⁷47 U.S.C. § 251(f).

in should disagreements between companies require arbitration. While the FCC was responsible for establishing the national framework for executing the 1996 Act, it took several years for the States and the FCC to complete the initial implementation of the 1996 Act.

While Congress hoped that the 1996 Act would settle the endless litigation in the telecommunications market, the opposite proved true. The FCC's attempts to implement the interconnection and UNE access provisions were struck down, at least in part, no fewer than three times by federal courts. Finally, after four tries and over eight years after the 1996 Act was passed, the FCC's "Triennial Review Remand Order" was issued.¹⁸ The Triennial Review Remand Order, following directives from the courts, limited CLEC access to several UNEs where competitive alternatives existed, as well as local loops combined with local switching, known as the UNE Platform. The UNE Platform was the primary method non-cable CLECs used to provide residential service. Once the courts struck down UNE Platform access, CLECs essentially abandoned the residential market to cable and wireless companies.

B. Florida Regulation

While all this activity was occurring at the federal level, state actions were just as busy. The Florida Legislature added telephone and telegraph regulation to the Florida Railroad Commission's responsibilities in 1911.¹⁹ The agency's name was changed to the Florida Public Service Commission (FPSC or Commission) in 1965.

As previously described, rate-of-return regulation was the norm up through the 1980s in Florida. In 1990, the Florida Legislature recognized the emerging competitive markets for some telecommunications services provided by local carriers and delegated to the FPSC the authority to, in some circumstances, allow price cap regulation for those services.²⁰ If the FPSC decided that effective competition existed for a particular service or market, it could allow market conditions to control prices and eliminate rate-of-return regulation for that service or market.²¹

Competition for more services developed and, by 1995, the emergence of cable companies made it obvious that competition for all local services was inevitable. In anticipation of a federal law becoming imminent, the Florida Legislature passed a sweeping revision to Chapter 364, F.S., finding that "the competitive provision of telecommunications services, including local exchange service, is in the public interest."²² Competitive entry into the local market was allowed, and CLECs were able to enter subject to a lesser degree of regulatory oversight than ILECs. Also, ILECs were allowed to elect price caps for all their services, eliminating them from rate-of-

¹⁸FCC 04-290, WC Docket No. 04-313, CC Docket No. 01-338, Unbundled Access to Network Elements, Review of Section 251 Unbundling Obligations of Incumbent Local Exchange Carriers, Order on Remand, released February 4, 2005.

¹⁹See 1911 Fla. Laws 6186.

²⁰Price caps are a regulatory scheme where, instead of regulators limiting a company's percent return on investment, a company could elect to have its prices capped at a regulator-approved level, allowing the company to keep any profits generated by selling its services at or below the price caps.

²¹See 1990 Fla. Laws 244.

²²See 1995 Fla. Laws 403.

return regulation altogether.²³ The Legislature also required the FPSC to start publishing this report on the status of competition in Florida.

The Legislature followed up in 1998 by requiring the FPSC to issue a series of five reports on competition, including forward-looking cost estimates of local service, impacts to low-income assistance programs such as Lifeline, the relationships between costs and existing prices, what are fair and reasonable local rates, and impacts on multi-tenant environments.²⁴

To further accommodate the growing competitive landscape, in 2003 the Legislature passed another major amendment to Chapter 364, F.S. The changes included less FPSC oversight of long distance companies, and ILECs were allowed to petition the FPSC for lesser regulatory oversight similar to the regulation of their local competitors. It also expanded Lifeline eligibility for low-income Florida consumers, and exempted from FPSC jurisdiction VoIP services, which at that time were largely utilized by cable companies to provide telephone service.²⁵

In 2005, the Legislature again amended Chapter 364, F.S., addressing local governments and broadband deployment, FPSC jurisdiction regarding advanced services, Lifeline awareness and participation, and storm damage recovery. The Amendment established rules that governmental entities, such as municipalities, must follow in order to provide communications services (cable, broadband, etc.) in competition with private providers. The 2005 revisions also exempted advanced services from the FPSC's jurisdiction, which included wireless, broadband, and VoIP. The new law also further clarified and expanded Lifeline eligibility and procedures. Finally, as a result of the storm season in 2004, it permitted the recovery of costs and expenses related to damage caused by named tropical storms.²⁶

In 2006, carrier of last resort obligations in multitenant environments were amended, and some previously enacted rate requirements were repealed.²⁷ In 2007, changes included further rate reductions, rebalancing, and repeals. Also, an automated enrollment process for Lifeline was created, and the ILECs' overall carrier of last resort obligations were allowed to sunset.²⁸

In 2009, the definition of basic service was narrowed and regulation for non-basic services was decreased. Service quality oversight for non-basic services was eliminated and company tariffs were no longer required to be filed with the Commission. Lifeline eligibility was again expanded. The Florida Department of Management Services was designated as the agency to oversee broadband deployment in Florida. In 2010, the rate-of-return sections in Chapter 364, F.S., were repealed.²⁹

In 2011 the deregulation of all retail services by ILECs was finalized. This included the elimination of rate caps, the consumer protection and assistance duties of the FPSC, and all

²³Ibid.

²⁴See 1998 Fla. Laws 277.

²⁵See 2003 Fla. Laws 32.

²⁶See 2005 Fla. Laws 107 and 132.

²⁷See 2006 Fla. Laws 080.

²⁸See 2007 Fla. Laws 029.

²⁹See 2009 Fla. Laws 226.

service quality oversight. It also repealed the previously-enacted storm damage recovery provisions.³⁰

The most recent revision to Chapter 364, F.S. came in 2024, when the FPSC's authority to designate eligible telecommunications carriers (ETCs) was expanded. Wireless carriers may now be designated as ETCs by the FPSC for the purpose of providing Lifeline service.³¹

Although telecommunications is largely deregulated in Florida at this time, the FPSC still retains authority to monitor intercarrier relations and resolve wholesale disputes, oversee the Lifeline and Florida relay programs, and issue certificates of authority to provide telecommunications service. The FPSC has continuing authority over numbering issues, including area code relief, number conservation, and local number portability. The FPSC also resolves complaints relating to Lifeline, relay service, and payphones.

C. Status of Competition Report

Chapter 364, F.S., requires the Commission to prepare and deliver a report on the status of competition in the telecommunications industry to the President of the Senate, the Speaker of the House of Representatives, and the majority and minority leaders of the Senate and the House of Representatives on August 1 of each year. Section 364.386, F.S., requires that the report address the following four elements:

1. The ability of competitive providers to make functionally equivalent local exchange services available to both residential and business customers at competitive rates, terms, and conditions.
2. The ability of customers to obtain functionally equivalent services at comparable rates, terms, and conditions.
3. The overall impact of competition on the maintenance of reasonably affordable and reliable high-quality telecommunications services.
4. A list and short description of any carrier disputes filed under Section 364.16, F.S.

The Commission is required to make requests to local exchange telecommunications providers each year for the data required to complete the report. The data request was mailed on February 25, 2026, to 10 ILECs and 237 CLECs. Responses were due April 15, 2026. The data and analyses that follow accurately reflect the information provided by the ILECs and the reporting CLECs.

This report is divided into chapters that summarize key events and data that may have a short-term or long-term effect on the Florida telecommunications market. Chapter II presents data regarding wireline access line competition in Florida, including access line trends, residential/business access line mix, and market share. Chapter III discusses the continued

³⁰Regulatory Reform Act, ch. 36, 2011 Fla. Laws 1231.

³¹See 2024 Fla. Laws 88.

development of the wireline market's principle forms of intermodal competition: broadband, wireless, and VoIP. Chapter IV primarily uses data outlined in the other chapters to address the four statutory issues delineated above. Chapter V provides a summary of state activities affecting local telecommunications competition in 2025, including intercarrier matters, Lifeline, and the Telecommunications Relay Service. Chapter VI details some of the major federal activities that may affect the Florida market.

Chapter II. Wireline Competition Overview

For the past decade, the technologies used to deliver voice telephony have continued to evolve. Analog circuits using copper wires and Time Division Multiplexing (TDM) are traditionally referred to as switched access lines, or more commonly known by consumers today as landlines. This legacy wireline technology is being replaced by wireless cell-based transmission and VoIP, which is provided via a digital broadband connection, either wireless or wired. Wireless, VoIP, and broadband are all exempt from FPSC jurisdiction. The FPSC is therefore limited in what data it can collect regarding these technologies. Trends in these technologies are summarized in Chapter III.

TDM-based wireline service, which is the primary subject of this report, is still used throughout the country and Florida. In fact, the wireless and broadband networks utilize many of the traditional wireline facilities for interoffice and long distance transport.

This chapter discusses the incumbent carriers' corporate trends as disclosed in their federal financial reports. It then discusses the number, market mix, and market share of residential and business wirelines. Knowledge of the number of wirelines and the trends for market participants is essential to understanding the state of the market.

A. Incumbent Carriers

Florida's ILECs have been experiencing switched access line losses for well over a decade. These losses appear consistent with the companies' national trends reflected in their respective annual reports filed with the Securities and Exchange Commission. There are 10 ILECs providing wireline services in Florida, the largest of which are AT&T, CenturyLink, and Frontier.³² These companies' annual reports showed that, like in Florida, they continue to face access line losses nationally as customers disconnect traditional landline services and migrate to alternative services.

In Florida, AT&T's total switched access lines declined by over 49,900 (26.1 percent) in 2025, with residential access lines decreasing by over 13,200 (21 percent) and business lines decreasing nearly 36,700 (28.5 percent).³³ Nationwide, AT&T reported losses of approximately 600,000 switched access lines (22.2 percent). AT&T is the only major ILEC in Florida that reports access line numbers at the national level in its annual reports. Despite these line losses, AT&T reported a nearly 2.8 percent increase in national operating revenues to over \$125 billion.³⁴

CenturyLink's Florida switched access lines declined nearly 35,700 (22.9 percent), with residential access lines decreasing nearly 18,400 (24 percent) and business access lines

³²Responses to local competition data request 2026.

³³AT&T's response to the local competition data request 2026.

³⁴AT&T Inc., "Form 10-K," December 31, 2025, <https://investors.att.com/~media/Files/A/ATT-IR-V2/financialreports/annual-reports/2025/2025-annual-report-complete.pdf>, p. 12 of 117, accessed June 19, 2026.

decreasing nearly 17,300 (21.9 percent).³⁵ Nationwide, CenturyLink reported operating revenues of approximately \$12.3 billion in 2025, reflecting a decline of nearly 6.1 percent from 2024.³⁶

Frontier's switched access lines in Florida decreased by nearly 19,600 (20.3 percent), with residential access lines decreasing over 4,300 (30.2 percent) while business lines decreased by over 15,200 (18.5 percent).³⁷ Nationwide, Frontier reported 2025 revenue of \$6.1 billion, reflecting an increase of 3.4 percent.³⁸

The seven rural Florida ILECs experienced a contraction in the number of switched access lines. In 2025, rural carriers in Florida saw their total access lines decline by approximately 10,900 (18.1 percent). Residential lines decreased nearly 8,600 (20.2 percent) and business lines decreased by nearly 2,300 (12.9 percent).³⁹

B. Wireline Trends in Florida

Figure 2-1 illustrates the overall trend in Florida for both residential and business switched access lines. Beginning in 2011, business lines have exceeded residential lines. Based on current data, the rate of decline in residential lines moderated somewhat, while the rate of decline in business lines accelerated in 2025. Residential access lines totaled over 152,000 as of December 2025, representing a decline of 23.4 percent from 2024. Business access lines totaled nearly 294,000, representing a decline of 24.4 percent from the previous year. Total combined access lines for ILECs and CLECs declined 24.1 percent, from approximately 587,000 in December 2024 to nearly 446,000 as of December 2025. Since 2021, the total number of switched access lines decreased by nearly 707,000, or 61.3 percent. Figure 2-1 captures trends over the last five years, but it should be noted that Florida access lines have decreased by over 96 percent since its peak of 12 million access lines in 2001.

³⁵CenturyLink/Lumen's response to local competition data request 2026.

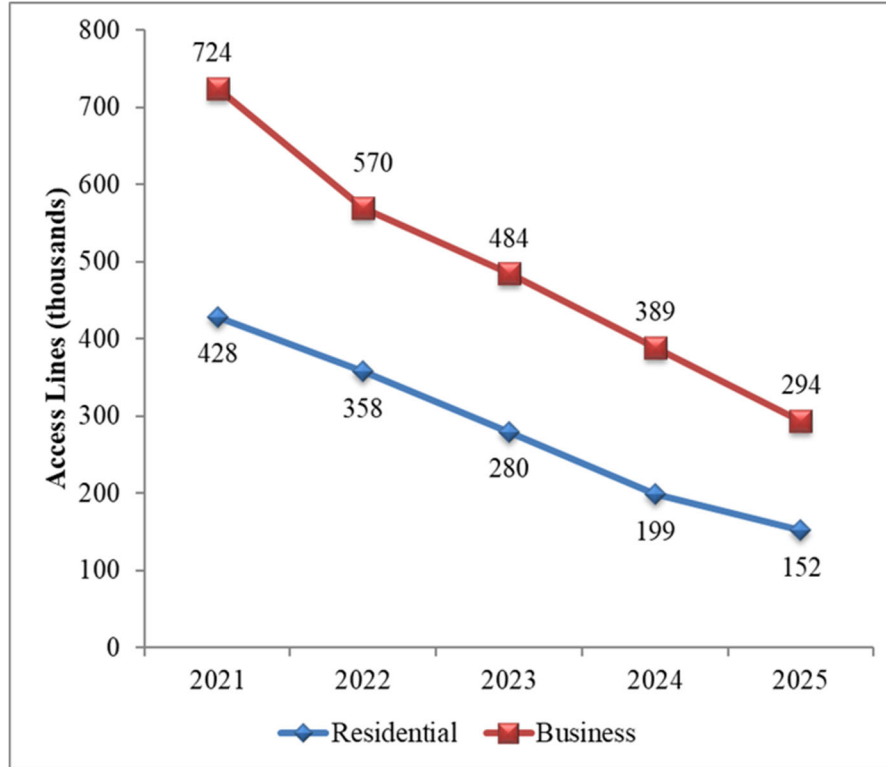
³⁶Lumen Technologies, Inc., "Form 10-K," December 31, 2025, https://s21.q4cdn.com/756714007/files/doc_earnings/2026/q1/generic/LUMN-Annual-Report-and-Proxy-Statement.pdf, accessed June 19, 2026.

³⁷Frontier's response to local competition data request 2026.

³⁸Frontier Communications Corporation, "Form 10-K," December 31, 2025, <https://d18rn0p25nwr6d.cloudfront.net/CIK-0001670076/31e07f31-862b-430d-8c4a-5ae8d91e6685.pdf>, accessed June 19, 2026.

³⁹Responses to local competition data request 2025.

Figure 2-1
Florida Wireline Access Line Trends



Source: Responses to local competition data request (2022-2026)

C. Wireline Market Mix, Market Share, and Market Composition

1. Market Mix

The business-to-residential ratio of customers served by ILECs and CLECs has shifted over time. In general, both ILECs and CLECs have seen an increased concentration of traditional wireline business customers as residential customers migrate to other options. The business-to-residential customer mix for ILECs was about 30 percent business and 70 percent residential in 2004. By 2017, the mix for ILECs had shifted so much that the percentage of business lines exceeded the percentage of residential lines. In 2025, the ILECs' ratio was 61 percent business lines to 39 percent residential lines.

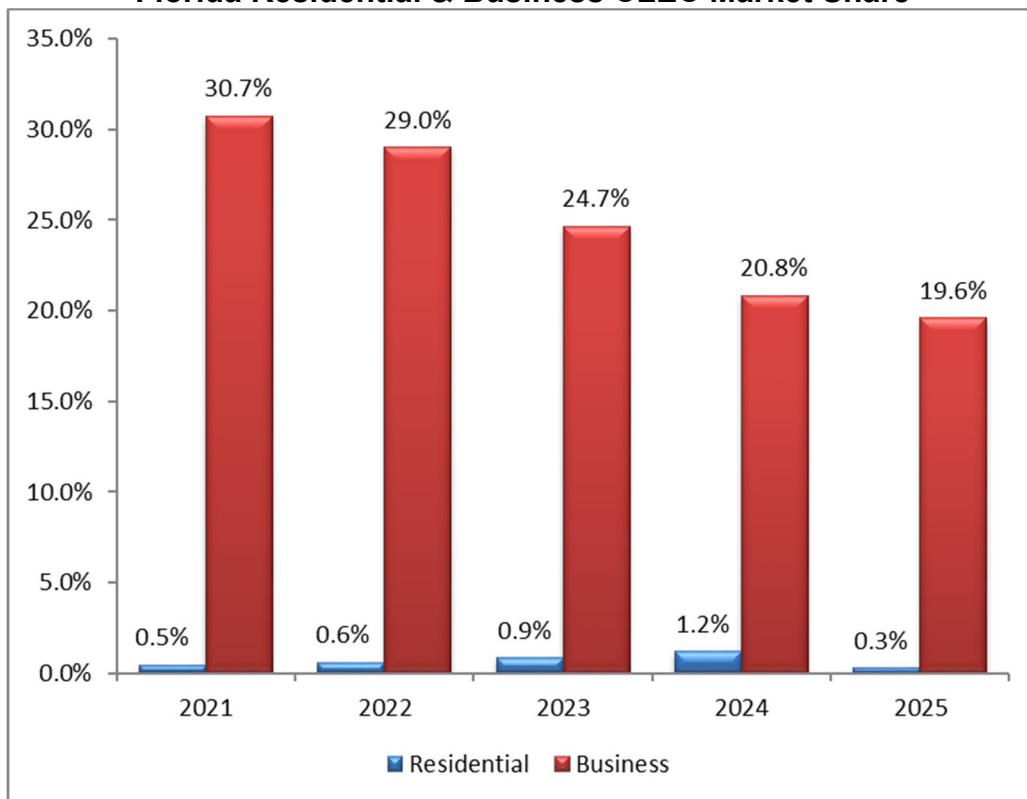
The shift in market mix has been even more pronounced for CLECs. In 2004, the business-to-residential customer mix for CLECs was about 63 percent business to 37 percent residential. In 2025, the CLEC customer mix was over 99 percent business lines.

2. Market Share

CLECs have traditionally focused more on business customers. Figure 2-2 illustrates FPSC data on CLEC market share by business and residential customer classes. The inverse of this percentage would be market share for the ILECs in Florida. According to FPSC data, the CLEC

residential market share decreased from 1.2 percent in 2024 to 0.3 percent in 2025, while the CLEC business market share decreased from 20.8 percent in 2024 to 19.6 percent in 2025.

Figure 2-2
Florida Residential & Business CLEC Market Share



Source: Responses to local competition data request (2022-2026)

3. Market Composition

The market composition of access lines served by local exchange companies is illustrated in Table 2-1. In 2025, ILEC residential access lines decreased by 22.7 percent, while ILEC business lines decreased by 23.2 percent. Given CLECs' diminutive residential segment size, a relatively small change in the number of lines results in a large percentage change. A decrease of fewer than 2000 lines resulted in an 81.1 percent decline in CLEC residential lines, while CLEC business access lines decreased by 28.9 percent.

**Table 2-1
Florida Wireline Access Line Comparison**

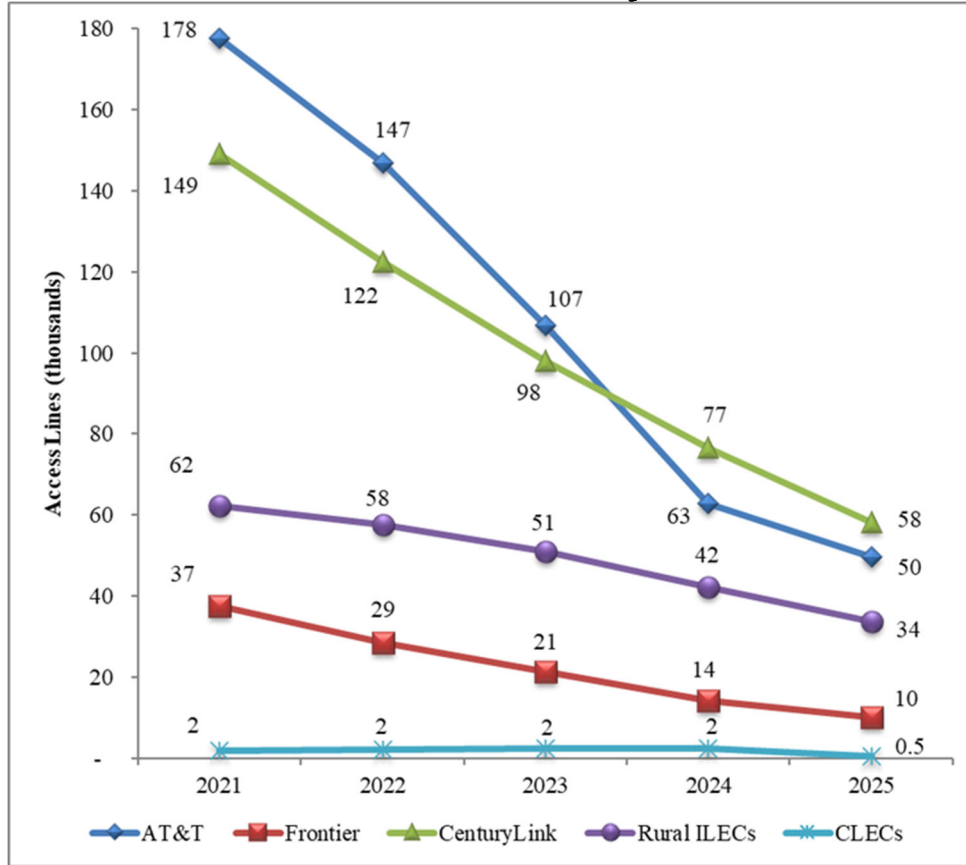
		ILECs	CLECs	Total
2022	Residential	355,425	2,153	357,578
	Business	404,564	165,519	570,083
	Total	759,989	167,672	927,661
2023	Residential	277,115	2,406	279,521
	Business	364,881	119,464	484,345
	Total	641,996	121,870	763,866
2024	Residential	196,197	2,429	198,626
	Business	307,571	80,960	388,531
	Total	503,768	83,389	587,157
2025	Residential	151,662	459	152,121
	Business	236,104	57,591	293,695
	Total	387,766	58,050	445,816
Change 2024- 2025	Residential	-22.7%	-81.1%	-23.4%
	Business	-23.2%	-28.9%	-24.4%
	Total	-23.0%	-30.4%	-24.1%

Source: Responses to local competition data request (2023-2026)

4. Residential Wireline Access Line Trends

Figure 2-3 displays the wireline residential access line trends separately for AT&T, Frontier, CenturyLink, aggregate rural ILECs, and aggregate CLECs. Over the past five years, Frontier has averaged losses of 27 percent per year, AT&T over 25 percent per year, and CenturyLink nearly 21 percent per year. During that period, rural ILEC access lines declined by an average of nearly 15 percent, while CLEC residential lines decreased by an annual average of nearly one percent.

Figure 2-3
Florida Residential Wireline Trends by ILECs and CLECs



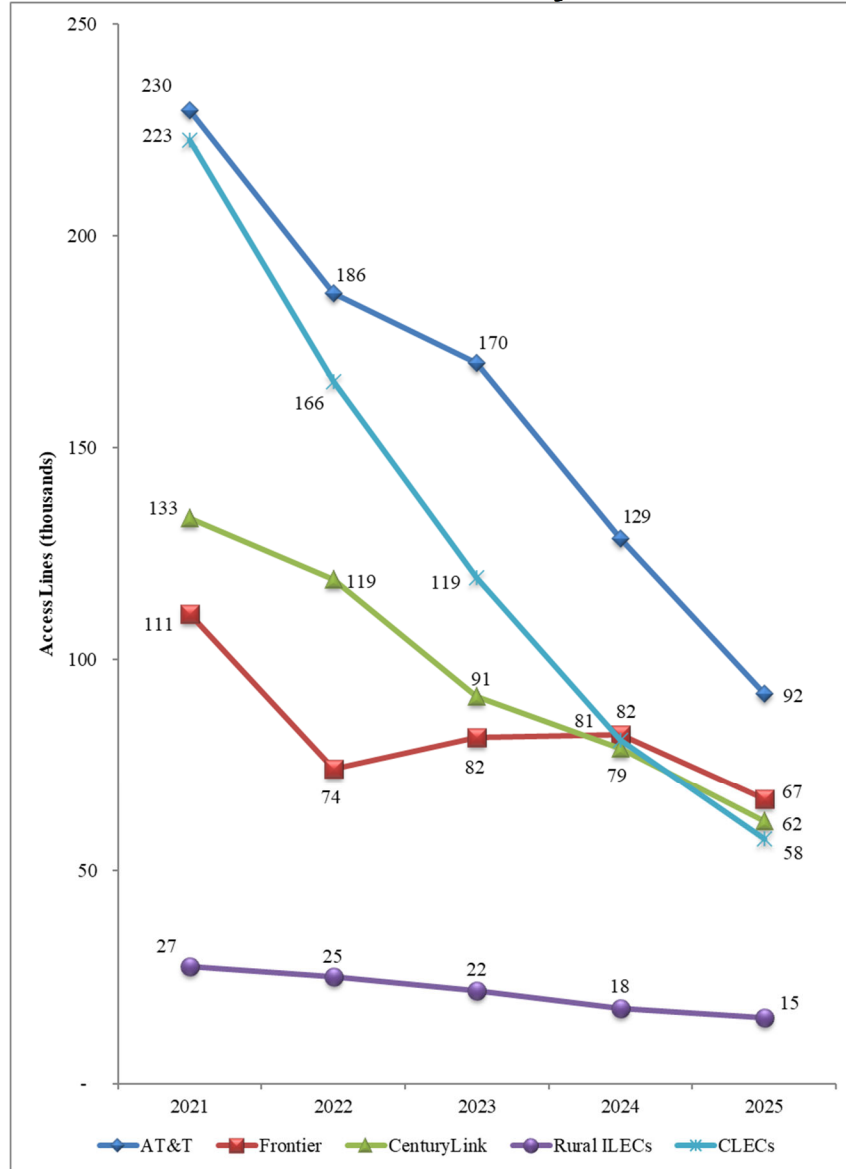
Source: Responses to local competition data request (2022-2026)

More recently, AT&T experienced residential wireline losses of 41.1 percent in 2024 and 21.0 percent in 2025. Frontier lost 32.5 percent of its residential lines in 2024 and 30.2 percent in 2025, while CenturyLink lost 21.9 percent of its residential lines in 2024 and 24.0 percent in 2025. The rural ILECs reported line losses of 17.0 percent in 2024 and 20.2 percent in 2025, and the CLECs reported residential line gains of 1.0 percent in 2024 followed by losses of 81.1 percent in 2025. The rate of line loss moderated in 2025 for AT&T and Frontier, while accelerating in all other categories.

5. Business Wireline Access Line Trends

Figure 2-4 displays the wireline business access line levels separately for AT&T, Frontier, CenturyLink, aggregate rural ILECs, and aggregate CLECs. Over the past five years, the CLECs have experienced average annual declines of 27 percent, while AT&T has seen average annual declines of over 19 percent. CenturyLink has seen average annual declines of over 16 percent, while the average annual decline in rural ILEC business access lines over the past five years exceeds 12 percent. Frontier has experienced some years of growth along with years of decline, leading to a more modest average annual reduction of nearly 10 percent.

Figure 2-4
Florida Business Wireline Trends by ILECs and CLECs



Source: Responses to local competition data request (2022-2026)

AT&T experienced business wireline losses of 24.3 percent in 2024 and 28.5 percent in 2025. Frontier gained 0.6 percent in business lines in 2024 and lost 18.5 percent in 2025. CenturyLink lost 13.5 percent of its business lines in 2024 and 21.9 percent in 2025. The rural ILECs reported line losses of 18.6 percent in 2024 and 12.9 percent in 2025, while the CLECs reported business line declines of 32.2 percent in 2024 and 28.9 percent in 2025. The rate of line loss accelerated for AT&T, Frontier, and CenturyLink, while the rural ILECs and the CLECs experienced a moderation in losses.

Chapter III. Intermodal Competition Overview

Total switched access lines in Florida peaked over 20 years ago at approximately 12 million.⁴⁰ Florida's population has increased significantly since that time and communications services have continued to expand, yet as previously shown in Table 2-1, access lines decreased to around 446,000 by the end of 2025. So where did over 96 percent of the access lines go?

Wireless companies began attracting customers in the 1980s, and by 1995 there were over 24 million cellular subscribers in the U.S.⁴¹ Cable companies discovered that they could provide telephone service using VoIP and sought authorization from Congress to do so. These pressures resulted in the 1996 Act, which set up rules for these technologies to directly compete with ILECs, as well as companies that wished to compete using the ILECs' own technology and networks. While the ILECs have continued to dominate the traditional wireline markets, demand and competition has exploded for the wireless and VoIP services. These other modes are simply different technological evolutions of telephone service, much as connecting a call through an operator was replaced by direct dialing many decades ago. The additional capabilities available with these technologies have led the vast majority of residential consumers and businesses to make the transition to these modes.

A major development that has attracted many customers to these technologies is the speed and volume of information that can be transmitted. High-speed Internet and data services, generically known as broadband, allow customers to do much more than talk: they can send and receive audio, video, and other large streams of data to meet many of their business and entertainment needs. Broadband facilities not only serve retail customers, but they have also become the backbone of wired and wireless interoffice data transport.

The benefit of real-time broadband services became evident during the COVID-19 pandemic. Sportscasters and other announcers needed to be able to remotely broadcast events due to travel restrictions. Historically, long distance interviews have been done via satellite with a noticeable delay between transmission and reception. With broadband, however, sports events were broadcast live with announcers thousands of miles apart. John McEnroe announcing the 2020 French Open tennis tournament from his home office in Malibu, California, nine time zones away, could only be accomplished by using terrestrial broadband facilities that carried his voice across the globe nearly instantaneously.⁴²

⁴⁰Florida Public Service Commission, "Competition in Telecommunications Markets in Florida," Tallahassee, FL, December 2002, p. 21, <https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2002.pdf>, accessed June 19, 2026.

⁴¹Statement of Anne K. Bingaman Assistant Attorney General Antitrust Division United States Department of Justice, Submitted to the Subcommittee on Oversight and Investigations United States House of Representatives On Competition in the Cellular Telephone Service Industry, p. 3, October 12, 1995, <https://www.justice.gov/sites/default/files/atr/legacy/2015/05/06/0460.pdf>, accessed June 19, 2026.

⁴²Marc Berman, "Mary Carillo will call French Open remotely amid 'shabby' COVID-19 protocols" New York Post, September 23, 2020, <https://nypost.com/2020/09/23/mary-carillo-will-call-french-open-remotely-amid-covid-19-spike/>, accessed June 19, 2026.

A. Wireless

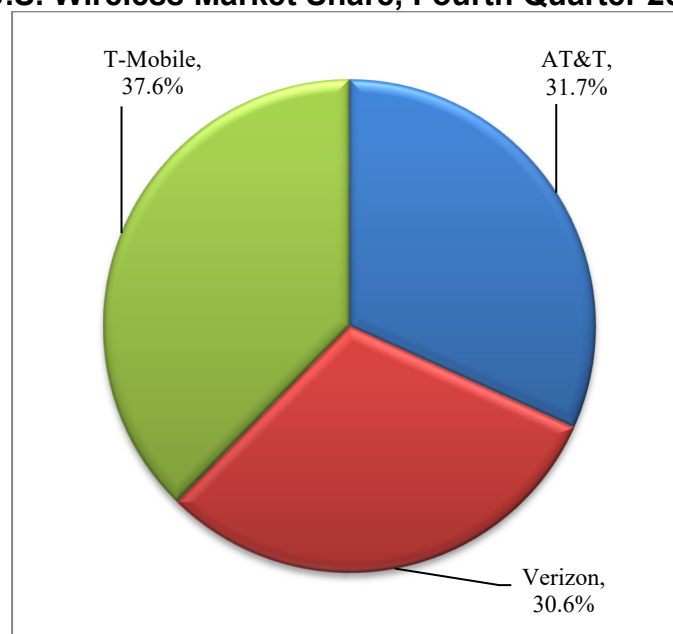
In the early 1990s, wireless service was still new, signal strength and network availability were limited, and the services were marketed primarily to enterprise and other business users. The general population of consumers could not afford the cost of the cellular phone, and the limited availability of network access meant that mass adoption of the platform would take time.

However, as technology became more affordable and easier to upgrade, consumers started to enter the wireless market en masse. Eventually this led to the integration of wireless technology and broadband internet connections. Past reports have consistently shown that adoption of wireless services in the United States, and Florida specifically, far surpasses the adoption of other modes of communications.

1. Market Share

As shown in Figure 3-1, U.S. market share among the top three wireless companies was split with T-Mobile leading at 37.6 percent (approximately 142.4 million subscribers), AT&T at 31.7 percent (approximately 120.1 million subscribers), followed by Verizon at 30.6 percent (approximately 115.9 million subscribers).^{43,44,45}

Figure 3-1
U.S. Wireless Market Share, Fourth Quarter 2025



Source: Companies' 2026 10K Earnings Reports

⁴³T-Mobile U.S. Inc., "Form 10-K," February 11, 2026, <https://d18m0p25nwr6d.cloudfront.net/CIK-0001283699/fa9762ed-34b1-4599-85cf-0b6e0d80cf17.html>, accessed June 19, 2026.

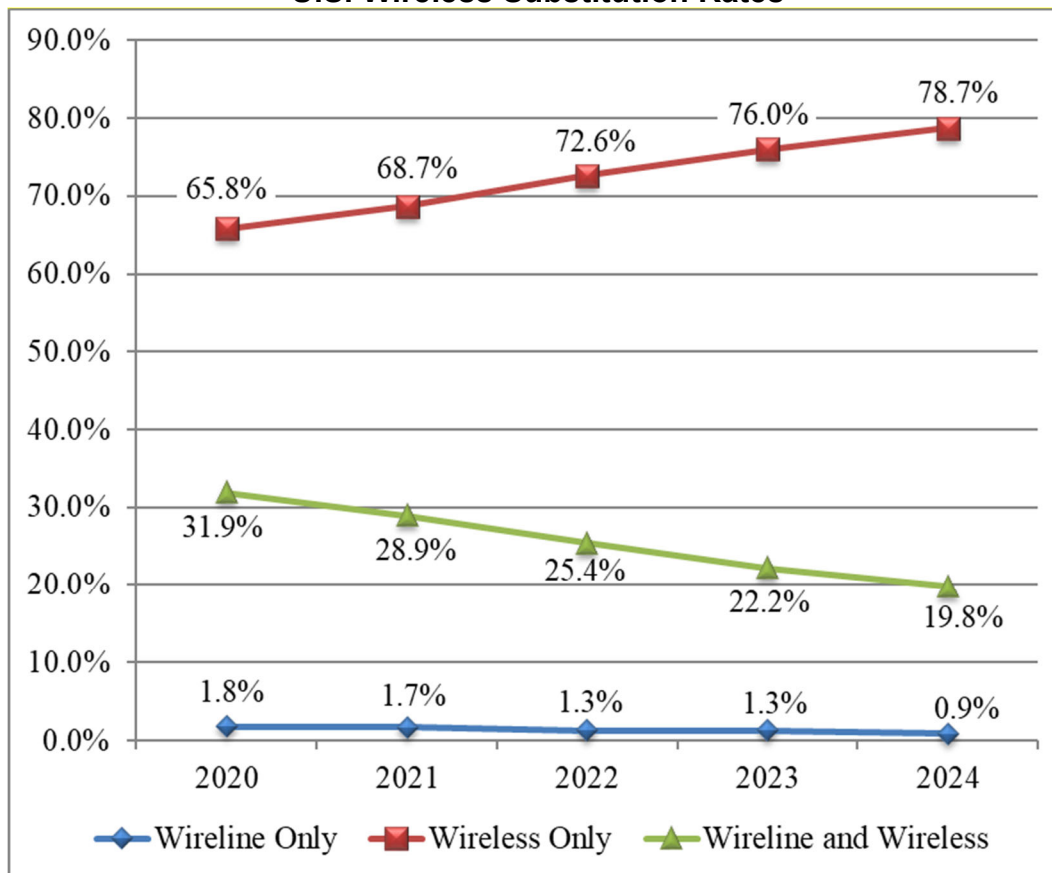
⁴⁴AT&T Inc. "Form 10-K," February 9, 2026, <https://otp.tools.investis.com/clients/us/atnt2/sec/sec-show.aspx?FilingId=19129640&Cik=0000732717&Type=PDF&hasPdf=1>, accessed June 19, 2026.

⁴⁵Verizon Communications, Inc., "Form 10-K," February 17, 2026, <https://quotes.quotemedia.com/data/downloadFiling?webmasterId=104600&ref=319784780&type=PDF&formType=10-K&formDescription=Annual+report+pursuant+to+Section+13+or+15%28d%29&dateFiled=2026-02-17&cik=0000732712>, accessed June 19, 2026.

2. Wireless Substitution

According to the most recent data from carriers' financial reports, the three largest wireless service providers in the United States accounted for nearly 379 million subscribers by year-end 2025.⁴⁶ Less than 20 percent of U.S. households subscribe to both wireline and wireless service, and as shown in Figure 3-2, wireless-only households rose from 76.0 percent in December 2023 to 78.7 percent in 2024.⁴⁷

Figure 3-2
U.S. Wireless Substitution Rates



Source: CDC/NCHS, National Health Interview Survey

3. Florida Trends

Updated information for Florida's wireless trends is not regularly available, but in the past Florida's wireless subscription distribution has tracked closely with national trends. The most recent data available from the FCC, released May 2026, estimated Florida's wireless subscriptions to be 26,575,000 as of June 30, 2025. This was an increase of approximately three

⁴⁶Companies' 2025 Annual filings with the SEC.

⁴⁷National Center for Health Statistics, "Wireless substitution: Early Release of Estimates from the National Health Interview Survey, July-December 2024," released June 2024., <https://www.cdc.gov/nchs/nhis/early-release/wireless-substitution.html>, accessed June 19, 2026.

percent from June 2024 (25,796,000).⁴⁸ In the same report, the FCC estimated Florida's population at 22,416,000, and with over 26 million wireless subscriptions in 2025, Florida continues to have more connected wireless devices than people.

4. New Technology

The emergence of new technologies may mean that there are fewer areas with limited coverage and that 4G and 5G services may become more accessible. A combined network of cellular, fiber and satellite can fill the gaps in coverage. In areas lacking cellular towers and related infrastructure, direct-to-device (D2D) services bridge the gaps.

D2D technology enables unmodified mobile devices to transmit data over Low-Earth Orbit (LEO) satellite constellations when cellular service is not available. These services will be especially useful in areas where mobile coverage is not present and will initially be used for text messaging. Services using D2D technology can also include calling, basic data, and Internet of Things (IoT) services.

All major wireless carriers are pursuing D2D services. Charter and Comcast currently offer emergency satellite-to-cellular service for certain cellphones and each expects to offer text messaging to their subscribers.

The FCC approved AST SpaceMobile's application to launch and operate its non-geostationary orbit satellite constellation. According to AST SpaceMobile, integrating directly with mobile network operator infrastructure will improve network resiliency and supports critical communications for first responders, government agencies, enterprises and customers, and enables users to access space-based cellular broadband using standard, unmodified smartphones. AST SpaceMobile will be allowed up to 248 satellites to deliver supplemental coverage from space (SCS) to mobile devices across the U.S.⁴⁹

The FCC also authorized SpaceX to expand its fleet of LEO satellites with an additional 7,500 Gen2 Starlink satellites, bringing its total to 15,000 worldwide. This expansion will enable SpaceX to deliver service globally, including SCS and enhanced mobile services.⁵⁰ Motorola Solutions and T-Mobile announced their collaboration to bring T-Satellite D2D service, using Starlink. Their goal is to make sure the services they provide will have resiliency across the board, over time.⁵¹

Between July 2025 and March 2026, the number of D2D connections rose nearly 25 percent, with United States marketplace subscriptions and Starlink Mobile's services showing the greatest

⁴⁸FCC, "Voice Telephone Services: Status as of June 30, 2025," released May 8, 2026, <https://www.fcc.gov/voice-telephone-services-report>, accessed June 19, 2026.

⁴⁹Phil Britt, "FCC approves AST SpaceMobile for supplemental coverage from space", Telecompetitor.com, <https://www.telecompetitor.com/fcc-approves-ast-spacemobile-for-supplemental-coverage-from-space/>, accessed June 19, 2026.

⁵⁰FCC, "FCC Approves Next-Gen Satellite Constellation", January 9, 2026, <https://www.fcc.gov/document/fcc-approves-next-gen-satellite-constellation>, accessed June 19, 2026.

⁵¹Donny Jackson, "Motorola Solutions, T-Mobile bring satellite D2D to devices", Urgent Communications, <https://urgentcomm.com/satellite-direct-to-device/msi-t-mobile-bring-satellite-direct-to-device-service-to-devices>, accessed June 19, 2026.

gains. Currently, the U.S. leads the world in D2D connections and accounts for 45.9 percent of all global activity in March 2026.⁵²

B. Voice over Internet Protocol (VoIP)

VoIP technology utilizes digital computer protocols in order to complete telephony voice calls over the Internet. Interconnected VoIP allows users to make and receive calls between their VoIP networks and the public switched telephone network (PSTN).⁵³ These calls can be provided via separate interconnected digital channels or “over-the-top” of existing Internet traffic. Interconnected VoIP is a substitute for traditional TDM-based service, and so is included in this report to the extent information is available. Non-interconnected VoIP services lack the capability of interconnecting with the PSTN and are not considered a substitute for TDM.⁵⁴

VoIP providers include cable companies, ILECs, CLECs, and Over-the-Top (OTT) providers. Customers usually subscribe to a broadband service and lease/purchase telephone equipment from the VoIP provider. Calls are sent through the broadband connection. OTT companies include Magic Jack, Vonage, and Skype. OTT calls can be viewed as interconnected VoIP services because of their ability to connect to internet infrastructure and route calls through the PSTN. These companies require the customer to have a broadband internet connection. Some use plugin converters between the consumer’s existing phone and their standard phone jack.

Because VoIP is not regulated in Florida, the FPSC has no direct way to access VoIP access line data. The FPSC therefore estimates residential VoIP from responses to data requests. Florida Internet and Television (FiTV) is able to provide some information on residential VoIP subscriptions, but the FPSC staff relies on FCC data for Florida business VoIP subscriptions.⁵⁵ However, the FCC’s currently published data only includes information through June 2025. FPSC estimates show nearly 775 thousand residential VoIP subscribers in Florida as of December 2025, while FCC data shows over 2.8 million business VoIP subscribers as of June 2025.

U.S. VoIP data from the FCC showed an average annual decline of 1.2 percent from June 2020 to June 2025.⁵⁶ The FCC also reported nearly 63.4 million U.S. Interconnected VoIP subscribers.⁵⁷ Table 3-1 shows U.S. VoIP subscribership by customer type as of June 30, 2025.

⁵²Dan Robinson, “Phone-to-satellite services jump 25% in 8 months”, The Register, <https://www.theregister.com/on-prem/2026/04/21/phone-to-satellite-services-jump-25-in-8-months/5229568>, accessed June 19, 2026.

⁵³47 C.F.R. § 9.3.

⁵⁴47 U.S.C. § 153(36). An example of a non-interconnected VoIP network is a video game console service such as Xbox Live.

⁵⁵FiTV represents several of Florida’s largest cable-based communications providers.

⁵⁶FCC, “Voice Telephone Services: Status as of June 30, 2025,” released May 8, 2026, <https://www.fcc.gov/voice-telephone-services-report>, accessed June 19, 2026.

⁵⁷Ibid, Figure 3.

Table 3-1
U.S. Interconnected VoIP Subscribership by Customer Type
(In Thousands)

Total	Over-the-Top	All Other VoIP	Total
ILEC	19	5,449	5,468
Non-ILEC	27,723	30,187	57,910
Total	27,742	35,636	63,378
Residential			
ILEC	5	4,323	4,328
Non-ILEC	1,334	13,744	15,078
Total	1,339	18,066	19,405
Business			
ILEC	14	1,126	1,140
Non-ILEC	26,389	16,443	42,832
Total	26,403	17,569	43,972

Source: FCC Voice Telephone Services Report, June 30, 2025

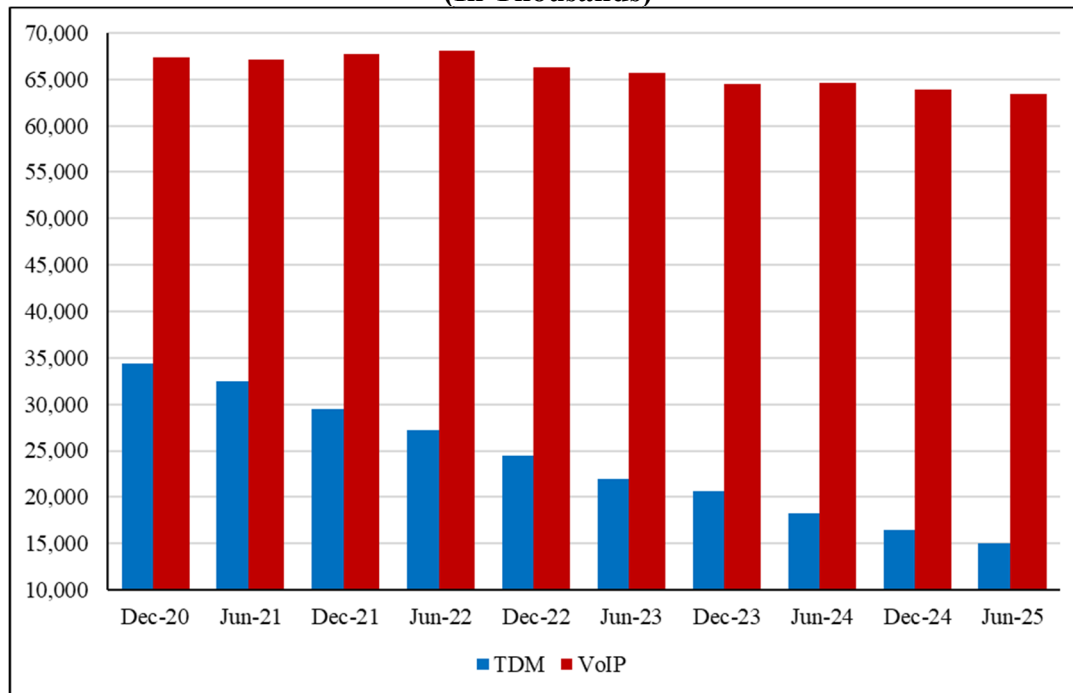
1. National Market

VoIP subscriptions have remained steady while traditional switched access lines have decreased. As shown in Figure 3-3, the FCC reported approximately 63.4 million VoIP subscriptions and over 15 million TDM switched access lines as of June 2025, resulting in approximately 78.4 million total voice telephone subscriptions.⁵⁸ Of those connections, 33 percent (25.8 million) were residential and 67 percent (52.6 million) were business.⁵⁹

⁵⁸FCC, “Voice Telephone Services: Status as of June 30, 2025,” released May 8, 2026, <https://www.fcc.gov/voice-telephone-services-report>, accessed June 19, 2026.

⁵⁹Ibid.

Figure 3-3
U.S. Retail Voice Telephone Subscriptions
(In Thousands)



Source: FCC Voice Telephone Services Report, Dec 20-June 25

a. Facilities-Based VoIP Providers

According to the FCC, non-ILEC companies accounted for nearly 15 million residential VoIP subscribers as of June 2025, compared to approximately 4.3 million residential ILEC VoIP subscribers. This represents a market share of nearly 78 percent for the non-ILECs in this market.⁶⁰ As of 2025, the three largest cable providers are no longer publicly reporting consumer VoIP numbers.

Each of these major facilities-based providers reported that improvements in wireless carriers' broadband infrastructure is a factor in consumer decisions to leave wireline broadband and VoIP services. These providers have developed wireless and video service bundles in an attempt to retain customers.

b. Over the Top VoIP Providers

Routing voice calls over a customer's existing internet connection allows OTT providers to provide lower cost of service than wireline and wireless competition. According to the FCC, there were over 27.7 million OTT VoIP subscribers in the U.S. as of June 30, 2025. This total included over 1.3 million residential subscribers and over 26.4 million business subscribers nationwide. The FCC's figures showed a decrease of approximately 3.5 percent in residential

⁶⁰Ibid.

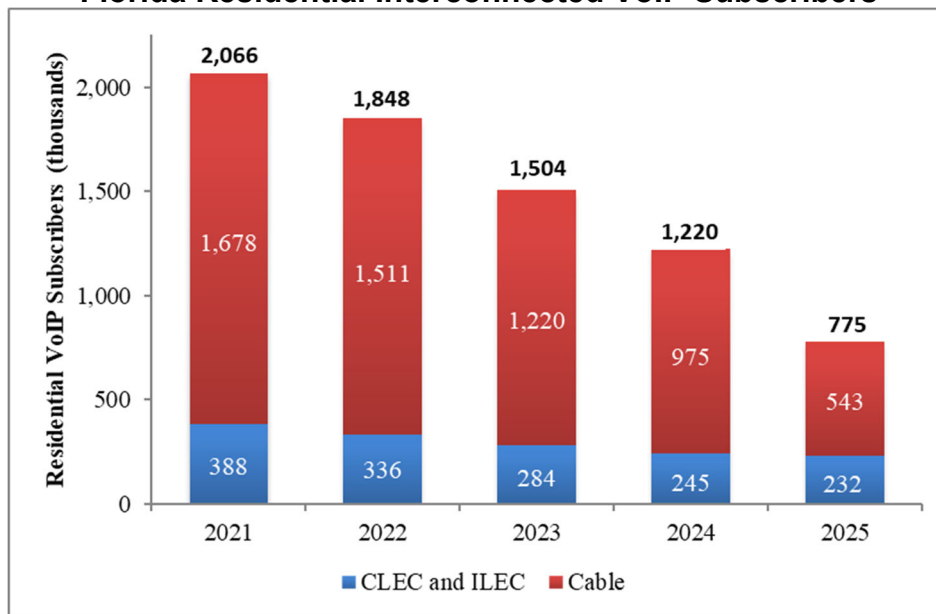
subscribers, and an increase of roughly 10 percent in business subscribers from June 2024 to June 2025.⁶¹

2. Florida Market

As previously stated, the FPSC does not have jurisdiction over VoIP services, which limits the agency's ability to obtain information in order to estimate the total number of VoIP subscribers in Florida. For the Florida VoIP residential market, several ILECs and CLECs voluntarily responded to the Commission's data request and provided information on the number of residential VoIP subscribers. FiTV reported roughly 357,000 residential VoIP subscribers for the four member providers in 2025.⁶² For the Florida VoIP business market, the FCC reported non-ILECs in Florida served approximately 2.8 million business interconnected VoIP subscribers in June 2025, an increase of over 2.7 percent from June 2024.⁶³ In total, the FCC reported that Florida had nearly 4.1 million interconnected VoIP subscriptions in June 2025.⁶⁴

Figure 3-4 shows an estimated 775,000 residential VoIP subscribers in Florida as of December 2025. This data indicates a decrease of roughly 445,000 residential VoIP subscriptions from December 2024. Over a four-year time frame, the Florida residential VoIP market has declined an average of over 21 percent per year. As previously stated, the major VoIP carriers have expressed that increased competition from wireless companies has affected VoIP subscriptions.

Figure 3-4
Florida Residential Interconnected VoIP Subscribers



Source: Responses to local competition data request (2022-2026)

⁶¹FCC, "Voice Telephone Services: Status as of June 30, 2025," Table 1, released May 8, 2026, <https://www.fcc.gov/voice-telephone-services-report>, accessed June 19, 2026.

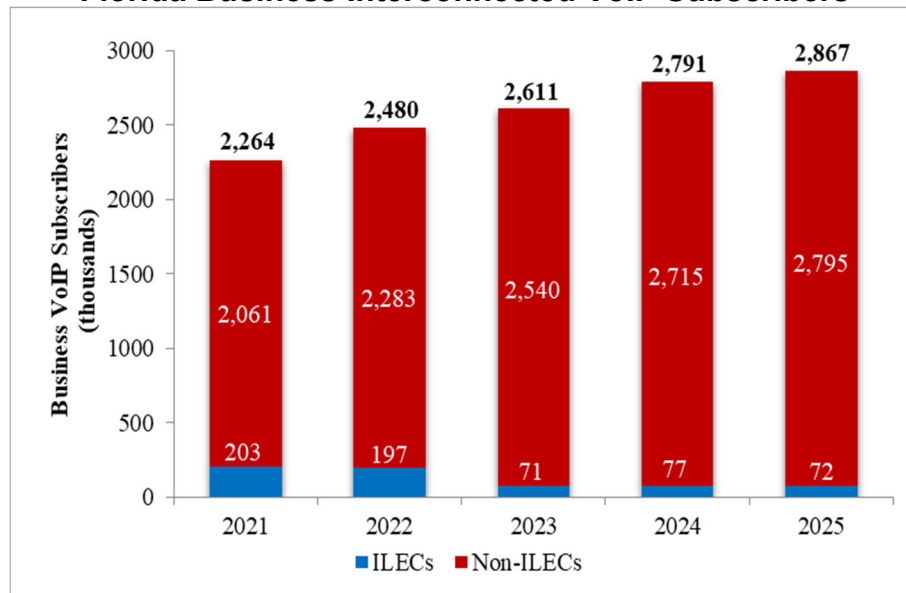
⁶²Charter Communications is no longer a member of FiTV.

⁶³FCC, "Voice Telephone Services Report, State-Level Subscriptions," Supplemental Table 1, Florida, released May 8, 2026, <https://www.fcc.gov/voice-telephone-services-report>, accessed June 19, 2026.

⁶⁴Ibid.

While Florida's residential VoIP market contracted over the past five years, its business VoIP market continued to expand. Figure 3-5 displays VoIP business subscribers by ILEC and non-ILEC carriers as reported by the FCC. Over a four-year time frame, the Florida business VoIP market has grown an average of over six percent per year. As the residential VoIP market declines, the business VoIP market continues moderate growth.

Figure 3-5
Florida Business Interconnected VoIP Subscribers



Source: FCC Voice Telephone Services Report, June 2025, State Level Subscriptions

Chapter IV. Competitive Market Analysis & Statutory Issues

A. Statutory Issue – Competitive Providers

The ability of competitive providers to make functionally equivalent local exchange services available to both residential and business customers at competitive rates, terms, and conditions.

The data discussed in previous chapters suggests that competitive carriers are able to provide functionally equivalent services to residential and business customers at acceptable rates, terms, and conditions. As of June 12, 2026, 231 CLECs responded to the Local Competition Report data request. Several CLECs reported providing a number of services including: local phone service (38), VoIP (110), broadband Internet access (74), video services (15), and bundled services (76).⁶⁵

The vast majority of CLECs reported no barriers to competition or elected not to respond. However, the Commission received six comments reporting a variety of competitive concerns, including complicated and inconsistent permitting requirements, access to infrastructure, restrictive interconnection policies, increasing costs due to pricing deregulation, monopolistic control over transport services, and lack of access to dark fiber.⁶⁶ Interconnection agreements specify equipment access, pricing, and other details. CLECs may request that the Commission adjudicate any interconnection agreement disputes. We note that no CLECs have filed petitions with the Commission to address these issues. Some of these issues may be addressed by the FCC.

Conclusion: Dozens of competitors offered multiple combinations of services to attract customers. Also, subscriptions to wireline telephony decreased again in 2025, indicating consumer choice continues to be primarily wireless and VoIP services. Based on the multiple services offered by alternative providers and their significant market share, competitive providers are offering functionally equivalent services to both business and residential customers.

B. Statutory Issue – Consumers

The ability of consumers to obtain functionally equivalent services at comparable rates, terms, and conditions.

If companies are making functionally equivalent services available at comparable rates, terms, and conditions, as concluded in the previous issue, this issue determines whether there are significant impediments to consumers obtaining those services. One of the best determinants of whether consumers can obtain alternative services is the degree to which they are actually subscribing to them in large numbers.

Since reaching a peak in the year 2001, total traditional access lines have declined by over 96 percent in Florida, even as the population has grown significantly. Given the importance of telecommunications service and the large decline in traditional access lines, consumers must be

⁶⁵Responses to local competition data request 2026 as of June 5, 2026.

⁶⁶Responses to local competition data request 2026.

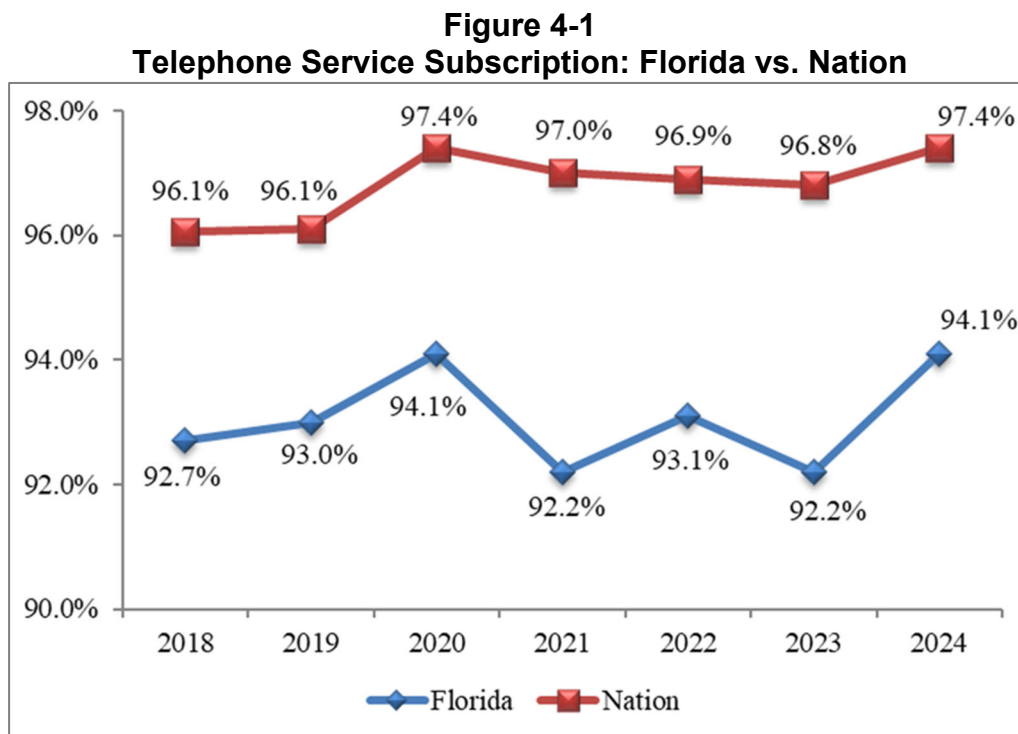
finding service elsewhere. Competitors have been successfully maintaining substantial shares in traditional access lines as well as other technologies, such as wireless and VoIP.

Conclusion: The traditional wireline market continues to decrease despite population growth. Increasing demand for service is being met by wireless and VoIP subscription growth, and the majority of consumers are choosing to obtain wireless and VoIP service from competitors. Given competitors' substantial wireless and VoIP market shares, consumers are able to obtain functionally equivalent services at comparable rates, terms, and conditions.

C. Statutory Issue – Affordability & Reliability

The overall impact of competition on the maintenance of reasonably affordable and reliable high-quality telecommunications services.

In order to compete successfully in a free market, a business needs to provide equivalent or better value to consumers. The value of telecommunications service is most broadly determined by affordability and reliability. Figure 4-1 shows that the Florida household telephone subscription rate has averaged 93.1 percent over the most recent seven years of data.⁶⁷ This reflects a 40 year trend of the average telephone subscription rate in Florida (93.2 percent) tracking closely with the national average (94.8 percent).⁶⁸



Source: FCC staff interviews

⁶⁷FCC staff, interview, February 21, 2025.

⁶⁸FCC staff, interviews (1986-2025).

Following the passage of the Florida Regulatory Reform Act in 2011, the FPSC no longer retains jurisdiction over telecommunications consumer complaints and holds no data on quality of service.⁶⁹ However, consumers freely choosing competitors for telecommunications service suggests that they view competitors' services as having reliability that is sufficiently comparable to ILEC service.

Conclusion: A competitive market requires comparable affordability and reliability of service. The vast majority of Florida households subscribe to telephone service. Consumers are willing and able to choose telecommunications service from competitors using a variety of technologies. Based on competitors' substantial market share and market pressures requiring comparable affordability and reliability, competition is having a positive effect on the maintenance of reasonably affordable, reliable telecommunications services.

D. Statutory Issue – Carrier Disputes

A listing and short description of any carrier disputes filed under Section 364.16, F.S.

Conclusion: There were no carrier disputes filed with the FPSC under Section 364.16, F.S., in 2025.

⁶⁹Regulatory Reform Act, Ch. 36, 2011 Fla. Laws 1231.

Chapter V. State Activities

This chapter provides a summary of state activities affecting local telecommunications competition in 2025. The state activities discussed in this chapter are important in helping to gauge how well the market is functioning for Florida businesses and consumers.

A. Intercarrier Matters

Wholesale performance measurement plans provide a standard against which the Commission can monitor performance over time to detect and correct any degradation in the quality of service ILECs provide to CLECs. The Commission adopted performance measurements for AT&T in August 2001 (revised in 2010), for CenturyLink in January 2003 (revised in 2013 and 2016), and for Verizon in June 2003 (revised in 2007 and later adopted by Frontier).⁷⁰ In 2023, the Commission granted forbearance to CenturyLink from continuing with its Performance Measurement Plan.⁷¹ Trending analysis is applied to monthly performance measurement data provided by each ILEC.

AT&T is required to make payments to CLECs when certain performance measures do not comply with established standards and benchmarks. AT&T's current Performance Assessment Plan consists of 47 measurements; financial remedies are applied to 24 of these measures. AT&T declared a force majeure event for Maintenance & Repair, Provisioning, and Trunk Group Performance measures in 20 of its wire centers on January 21, 2025, as a result of Winter Storm Enzo. The declaration was lifted on January 28, 2025.⁷² AT&T paid \$55,091 in remedies in 2025, representing an increase of 316 percent from 2024.⁷³

Frontier Communications completed its purchase of Verizon Florida's wireline operations in April 2016. In its role as a major ILEC, Frontier is responsible for a PMP that includes 29 measures. In 2025, Frontier maintained an average monthly compliance rate of 83.4 percent, yielding the same rate as the previous year.

The Commission processed a number of other telecommunications-related items in 2025. The items processed include 27 service schedule and tariff filings, 7 interconnection agreements and amendments, 12 carrier certifications, 8 certificate cancellations, 13 general inquiries/informal complaints, and 6 name changes.

⁷⁰FPSC Dockets: Nos. 20000121A-TP (AT&T), 20000121B-TP (CenturyLink), and 20000121C-TP (Frontier FL).

⁷¹FPSC Order No. PSC-2016-0072-PAA-TP, Docket No. 20000121B-TP, Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies (CenturyLink Florida Track), issued February 15, 2016, <http://www.psc.state.fl.us/library/filings/2016/00858-2016/00858-2016.pdf>, accessed June 19, 2026.

⁷²FPSC Docket No. 20000121A-TP, Investigation into the establishment of operations support systems permanent performance measures for incumbent local exchange telecommunications companies (AT&T FLORIDA TRACK), Document Numbers 08233-2024 and 08441-2024, issued February 13, 2023, <https://www.psc.state.fl.us/clerks-office-dockets-level2?DocketNo=20000121a>, accessed June 19, 2026.

⁷³Remedies are paid two months in arrears; amounts shown are for amounts incurred in 2024 and 2025.

B. Lifeline

Lifeline is a federal Universal Service Fund (USF) program designed to enable low-income households to obtain and maintain basic telephone and broadband services by offering qualifying households a discount on their monthly bills. The rules affecting the Lifeline program are established by the FCC, which has designated the Universal Service Administrative Company (USAC), an independent not-for-profit corporation, as the program's administrator. USAC is responsible for data collection and maintenance, support calculation, and disbursement for the Lifeline program along with other federal USF programs. The FPSC has oversight over the Lifeline program in Florida pursuant to Section 364.10, F.S.

Customers apply for Lifeline through the National Verifier, which is an electronic system established by the FCC to determine customer eligibility. Customers can complete their application online through the National Verifier portal, and ETCs can assist customers applying by utilizing an interconnected provider portal.⁷⁴ Upon completion of an application, and subsequent approval for the Lifeline program, customers are able to find a Lifeline service provider through USAC's "Companies Near Me" tool.⁷⁵

The FPSC has a Lifeline promotion process to encourage participation in the Lifeline program. This process involves a computer interface between the FPSC and the Florida Department of Children and Families identifying clients who are eligible for Lifeline due to their approval for Medicaid and the Supplemental Nutrition Assistance Program. ETCs access this system and contact their customers to determine if they have already been approved for the Lifeline program through the National Verifier. For those customers who have not yet applied for the program, ETCs will either instruct customers on how to apply or assist these customers with their applications in person. If a customer mistakenly identifies an ETC that does not serve the area in which they live, the FPSC sends the customer instructions on how to apply with the National Verifier, along with a list of each ETC's contact information.

As of June 30, 2025, there were 332,887 subscribers enrolled in the Lifeline program in Florida, which was a 57 percent increase from the previous year. This significant increase in subscribership is largely attributed to legislative changes enacted in 2024 that expanded the FPSC's authority to designate wireless carriers as ETCs.

As noted in Chapter I, following the expansion of the FPSC's ETC designation authority, the Commission approved 16 new wireless ETCs in 2024 and 2025. The entry of these additional providers increased the availability of Lifeline service offerings and expanded consumer choice throughout the state. As a result, participation in the Lifeline program increased significantly. Overall, the Lifeline participation rate was 19.90 percent in 2025. Table 5-1 shows the Lifeline eligibility and participation rates in Florida for the last five years.⁷⁶

⁷⁴USAC, "National Verifier Application Portal," https://getinternet.gov/apply?id=nv_home&ln=RW5nbGlzaA%3D%3D, accessed June 19, 2026.

⁷⁵USAC, "Companies Near Me Tool," <https://data.usac.org/publicreports/CompaniesNearMe/Download/Report>, accessed June 19, 2026.

⁷⁶Ibid.

Table 5-1
Florida Lifeline Eligibility and Participation Rate

Year	Lifeline Enrollment	Eligible Households	Participation Rate
Jun-21	273,641	1,882,842	14.53%
Jun-22	300,285	1,590,216	18.88%
Jun-23	300,229	1,658,694	18.10%
Jun-24	212,243	1,661,381	12.78%
Jun-25	332,887	1,672,792	19.90%

Source: Florida DCF, ACCESS Florida: Standard Data Reports

C. Telecommunications Relay Service

Chapter 427, F.S., established the Telecommunications Access System Act of 1991 (TASA). Section 427.702, F.S., requires the Florida telecommunications access system to be compliant with regulations adopted by the FCC to implement Title IV of the Americans with Disabilities Act. Section 427.704, F.S., charges the Commission with overseeing the administration of a statewide telecommunications access system that provides Telecommunications Relay Service (TRS). TRS facilitates telephone calls between people with hearing loss or speech disabilities and other individuals by using special equipment and a communications assistance operator to relay information. Funding for TRS in Florida is through a surcharge on telephone landlines. The assessment rate is currently \$0.08 per line.⁷⁷

Relay services are provisioned under contract by T-Mobile USA, Inc. (T-Mobile). On March 5, 2024, Commission staff opened a docket to initiate a new Request for Proposals to provide relay service in Florida beginning March 1, 2025.⁷⁸ The Commission voted to accept staff's recommendation to select T-Mobile as the new provider at the Commission's November 5, 2024 Agenda Conference. The current contract will expire on February 28, 2028.

On November 21, 2025, the FCC released a Notice of Proposed Rulemaking (NPRM) to initiate a comprehensive proceeding to modernize TRS.⁷⁹ In the NPRM, the FCC sought comment on various aspects of the relay services, including terminating the mandatory status of analog Teletypewriter (TTY) relay. The FCC also sought comment on ending the requirement that analog TTY relay services must be offered by state programs. The FCC asserts that this would afford states the flexibility to adapt their programs to local needs and technological realities.

⁷⁷The rate may not exceed \$.25 per landline.

⁷⁸Docket No. 20240043-TP, Request for submission of proposals for relay service, beginning in March 2025, for the deaf, hard of hearing, deaf/blind, or speech impaired, and other implementation matters in compliance with the Florida Telecommunications Access System Act of 1991, <https://www.floridapsc.com/pscfiles/library/filings/2024/01047-2024/01047-2024.pdf>, accessed June 19, 2026.

⁷⁹FCC, Notice of Proposed Rulemaking, FCC 25-79, CG Docket Nos. 08-15 and 03-123, released November 21, 2025, <https://docs.fcc.gov/public/attachments/FCC-25-79A1.pdf>, accessed June 19, 2026.

On March 24, 2026, the Commission submitted reply comments urging the FCC to adopt a phased, flexible transition framework that will ensure relay users retain access to critical services during the transition. The Commission commented that functionally equivalent solutions should be available before eliminating mandatory analog TTY relay. The Commission also noted that broadband availability and affordability are central issues to consider in determining when to end the analog TTY relay mandate.⁸⁰

⁸⁰FPSC Reply Comments in response to FCC Notice of Proposed Rulemaking, FCC 25-79, CG Docket Nos. 08-15 and 03-123, submitted March 24, 2026, <https://www.fcc.gov/ecfs/document/1032496551436/1>, accessed June 19, 2026.

Chapter VI. Federal Activities

A. Mergers and Acquisitions

Telecommunications carriers seeking to transfer assets or corporate control in mergers and acquisitions must first receive approval from the FCC, which examines the public interest impact of proposed mergers or acquisitions. Recent transactions of interest to Florida are described below.

1. Verizon & Frontier

On September 5, 2024, Verizon announced its plans to acquire Frontier Communications in a cash transaction valued at \$20 billion. Verizon has roughly 7.4 million fiber connections and will acquire the fiber footprint of about 7.2 million fiber locations from Frontier Communications. On May 16, 2025, the FCC approved the acquisition.⁸¹

2. Cox Communications & Charter Communications

On May 15, 2025, Charter Communications and Cox Communications announced a merger of the two companies. The deal is valued at \$34.5 billion. Charter will acquire Cox's commercial fiber and residential cable services, among other business units. The customer facing business unit will bear the Charter brand.⁸² On February 27, 2026, the FCC approved the merger.⁸³

3. AT&T & Lumen Technologies

On May 21, 2025, AT&T announced an acquisition of Lumen Technologies' consumer fiber operations for \$5.75 billion. Lumen's fiber offerings currently serve approximately 1 million customers.⁸⁴ On February 2, 2026, the acquisition was completed.⁸⁵

4. T-Mobile & Metronet

On July 24, 2024, T-Mobile announced plans to acquire Metronet's residential fiber operations. Metronet currently services fiber to customers in 17 states, including Florida, with approximately

⁸¹Telecompetitor, "FCC Approved Verizon Acquisition of Frontier," published May 16, 2025, <https://www.telecompetitor.com/verizon-to-acquire-frontier-for-20-billion/>, accessed June 19, 2026.

⁸²PR Newswire, "Charter Communications and Cox Communications Announce Definitive Agreement to Combine Companies," published May 16, 2025, <https://www.prnewswire.com/news-releases/charter-communications-and-cox-communications-announce-definitive-agreement-to-combine-companies-302457690.html>, accessed June 19, 2026.

⁸³CableFax, "FCC Give Charter-Cox Merger Green Light," published February 27, 2026, <https://www.cablefax.com/regulation/fcc-gives-charter-cox-merger-green-light>, accessed June 19, 2026.

⁸⁴Reuters, "AT&T agrees to buy Lumen's consumer fiber business for \$5.75 billion," published May 21, 2025, <https://www.reuters.com/business/media-telecom/att-agrees-buy-lumens-consumer-fiber-business-575-billion-cash-2025-05-21/>, accessed June 19, 2026.

⁸⁵PR Newswire, "America's Best and Largest Network Just Got Larger: AT&T Completes Acquisition of Lumen's Mass Markets Fiber Business," published February 2, 2026, <https://www.prnewswire.com/news-releases/americas-best-and-largest-network-just-got-larger-att-completes-acquisition-of-lumens-mass-markets-fiber-business-302676205.html>, accessed June 19, 2026.

2 million customers.⁸⁶ On July 11, 2025, the FCC approved the transaction with T-Mobile investing \$4.9 billion for a 50% stake in Metronet with the other 50% going to investment firm KRR.⁸⁷

B. Broadband Deployment

The federal government has recognized there is no one-size-fits-all solution to delivering broadband service to rural areas. The 2021 Infrastructure Investment and Jobs Act (IIJA) allocates \$65 billion in broadband infrastructure investment, creating multiple programs that envision using many technologies, including fiber, fixed wireless, and satellites.⁸⁸

Multiple federal agencies are responsible for broadband deployment and affordability programs through existing mechanisms as well as the IIJA. The FCC is in charge of several of these programs, such as the Rural Digital Opportunity Fund and the Enhanced Alternative Connect America Cost Model, discussed in previous reports.^{89,90,91}

The National Telecommunications and Information Administration (NTIA) has been charged by the IIJA with administering nearly a dozen different broadband deployment programs. These programs will invest over \$47 billion in broadband infrastructure.^{92,93,94}

⁸⁶T-Mobile, “T-Mobile and KKR Announce Joint Venture to Acquire Metronet and Offer Leading Fiber Solution to More U.S. Customers, published July 24, 2025, <https://www.t-mobile.com/news/network/t-mobile-kkr-joint-venture-to-acquire-metronet>, accessed June 19, 2026.

⁸⁷Broadband Breakfast, “FCC Approves T-Mobile-Metronet Deal,” published July 11, 2025, <https://broadbandbreakfast.com/fcc-approves-t-mobile-metronet-deal/>, accessed June 19, 2026.

⁸⁸117th Congress (2021-2022), “H.R.3684 - Infrastructure Investment and Jobs Act,” November 15, 2021, <https://www.congress.gov/bill/117th-congress/house-bill/3684>, accessed June 19, 2026.

⁸⁹FCC, Auction 904: Rural Digital Opportunity Fund, January 13, 2023, <https://www.fcc.gov/auction/904>, accessed June 19, 2026.

⁹⁰USAC, “Enhanced ACAM,” <https://www.usac.org/high-cost/funds/enhanced-acam/>, accessed June 3, 2026.

⁹¹Florida Public Service Commission Reports/Telecommunication Reports/Competition in Telecommunications Markets in Florida, <https://www.psc.state.fl.us/reports>, accessed June 19, 2026.

⁹²NTIA, “Commerce Department’s NTIA Announces \$288 Million in Funding Available to States to Build Broadband Infrastructure,” May 19, 2021, <https://www.ntia.doc.gov/press-release/2021/commerce-department-s-ntia-announces-288-million-funding-available-states-build>, accessed June 19, 2026.

⁹³NTIA, Connecting Minority Communities Pilot Program, December 2, 2021, <https://broadbandusa.ntia.doc.gov/funding-programs/connecting-minority-communities-program>, accessed June 19, 2026.

⁹⁴NTIA, “NTIA’s Role in Implementing the Broadband Provisions of the 2021 Infrastructure Investment and Jobs Act,” November 16, 2021, <https://broadbandusa.ntia.doc.gov/news/latest-news/ntias-role-implementing-broadband-provisions-2021-infrastructure-investment-and>, accessed June 19, 2026.

On June 6, 2025, the NTIA announced changes in requirements for BEAD funding that included the removal of the fiber requirement. The announcement rescinded all previous approvals of BEAD funding and required states to submit their proposals that were “technology-neutral.” BEAD funds awarded to Florida are managed by the FloridaCommerce Office of Broadband. As of December 15, 2025, the FloridaCommerce Office of Broadband has provided \$229.7 million of BEAD funding to 20 service providers to buildout services to 73,943 locations in Florida.^{95,96}

The Rural Utilities Service of the United States Department of Agriculture (USDA) maintains several programs for broadband deployment. The USDA’s budget summary of 2025 shows \$112.4 million available for loans and grants for broadband improvement projects. This includes \$35 million to be used for improving broadband in communities with populations of 20,000 or less and \$60 million for Distance Learning and Telemedicine.⁹⁷

The United States Department of the Treasury awards support from its State and Local Fiscal Recovery Funds program and its Capital Projects Fund to support states’ response to and recovery from the COVID-19 public health emergency through various projects, including broadband infrastructure.^{98,99} In Florida, funds from these programs are administered by the Florida Department of Commerce. In 2024, the state of Florida was awarded \$363.9 million from the U.S. Department of Treasury’s Broadband Opportunity Program (BOP). BOP funding is to be awarded to projects that will provide broadband service to unserved and underserved residents. BOP has distributed \$82 million of its \$363.9 million as of the end of 2025. BOP projects are expected to be completed by end of 2026 and will have culminated in the deployment of 18,227 miles of fiber and service provided to 66,804 locations.¹⁰⁰

C. Universal Service

Universal service is the policy that seeks to ensure all Americans have access to communications services through a series of financial support programs. The Universal Service Fund (USF) supports the budgets of universal service programs. The USF is funded by telecommunications providers based on an assessment of interstate and international revenues. Carriers are allowed by federal rules to pass these costs on to their customers through their bills.

⁹⁵NTIA, “Trump Administration Announces the Benefit of the Bargain BEAD Program that Removes Regulatory Burdens, Lowers Costs and Expands Use of All Technologies,” April 20, 2026, <https://broadbandusa.ntia.gov/news/latest-news/trump-administration-announces-benefit-bargain-bead-program-removes-regulatory>, accessed June 19, 2026.

⁹⁶FloridaCommerce, “ConnectFlorida BEAD Program,” <https://broadband.commerce.fl.gov/pages/bead-program/#Breakdown>, accessed June 19, 2026.

⁹⁷USDA, “United States Department of Agriculture FY 2025 Budget Summary,” published March 11, 2024, <https://www.usda.gov/sites/default/files/documents/2025-usda-budget-summary.pdf>, accessed June 19, 2026.

⁹⁸U.S. Department of the Treasury, “State and Local Fiscal Recovery Funds,” <https://home.treasury.gov/policy-issues/coronavirus/assistance-for-state-local-and-tribal-governments/state-and-local-fiscal-recovery-funds>, accessed June 19, 2026.

⁹⁹U.S. Department of the Treasury, “Capital Projects Fund,” <https://home.treasury.gov/policy-issues/coronavirus/assistance-for-state-local-and-tribal-governments/capital-projects-fund>, accessed June 19, 2026.

¹⁰⁰FloridaCommerce “Broadband Opportunity Program Annual Report,” published December 30, 2025, https://floridajobs.org/docs/default-source/community-planning-development-and-services/broadband/broadband-documents/final-broadband-annual-report-2025.pdf?sfvrsn=654402b0_1, accessed June 19, 2026.

In general, Florida consumers pay more into the USF than what is returned to eligible service providers in Florida.¹⁰¹ For 2024, only consumers in California and New York were larger net contributors than consumers in Florida. The FCC annually publishes contributions to and disbursements from the fund. The most current data for this report is through December 2024. Table 6-1 shows Florida's estimated contribution and receipts for 2024 and provides a comparison of net contributions for 2022 and 2023. The total estimated consumer contribution for 2023 includes approximately \$19 million related to USAC's administrative expense.

Table 6-1
Federal Universal Service Payments and Contributions in Florida
(Thousands of Dollars)

	2022	2023	2024		
	Estimated Net	Estimated Net	Service Providers Payments	Estimated Contributions	Estimated Net
High-Cost	(215,836)	(224,384)	27,196	263,509	(236,313)
Low Income	(11,123)	(10,926)	33,884	54,895	(21,011)
Schools & Libraries	(36,769)	(1,828)	144,685	151,501	(6,816)
Rural Health Care	(23,725)	(28,435)	4,181	30,470	(26,289)
Admin. Expense	(19,127)	(21,227)		18,866	(18,866)
Total	(306,580)	(286,800)	209,946	519,242	(309,296)

Source: FCC Universal Service Monitoring Report, various years, Table 1.9

1. High Cost

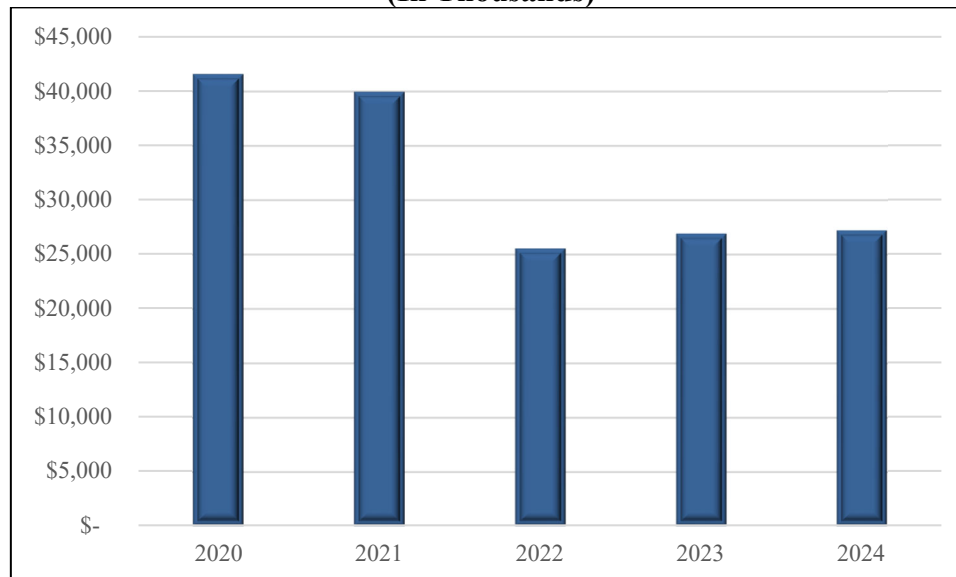
High Cost support allows eligible carriers who serve rural and high-cost areas to recover some of their costs from the USF. Since 2011, the FCC has been modernizing the federal high-cost programs to maintain voice services and extend broadband capable infrastructure.¹⁰² Figure 6-1 identifies the amount of high cost support eligible carriers have claimed in Florida. In 2024, the FCC has also moved to expand support to promote 5G wireless deployment in rural areas.¹⁰³ The first phase targets rural homes and businesses that lack mobile coverage with a budget of \$8 billion. The second phase focuses on initiatives specifically tailored to facilitate advanced precision agriculture with a budget of \$1 billion.

¹⁰¹FCC, Universal Service Monitoring Report-2024, released January 15, 2025, <https://docs.fcc.gov/public/attachments/DOC-408848A1.pdf>, accessed June 19, 2026.

¹⁰²FCC, FCC 11-161, WC Docket No. 10-90, Report and Order and Further Notice of Proposed Rulemaking, released November 18, 2011, <https://docs.fcc.gov/public/attachments/FCC-11-161A1.pdf>, accessed June 19, 2026.

¹⁰³FCC, FCC 24-89, GN Docket No. 20-32, Second Report and Order, Order on Reconsideration, and Second Further Notice of Proposed Rulemaking, released August 29, 2024, <https://docs.fcc.gov/public/attachments/FCC-24-89A1.pdf>, accessed June 19, 2026.

Figure 6-1
High Cost Support Claims in Florida
(In Thousands)



Source: FCC Universal Service Monitoring Report, various years, Table 1.9

2. Schools and Libraries

The schools and libraries support program, commonly known as the E-Rate Program, provides financial support to eligible schools and libraries for connectivity. The discounts range from 20 percent to 90 percent of the costs of eligible services, depending on the level of poverty and whether the school or library is located in an urban or rural area. The E-Rate program has two funding categories that support schools and libraries. Category One provides connectivity to schools and libraries (e.g. access lines, broadband connections, etc.) and Category Two provides connectivity for services within schools and libraries (e.g. routers, servers, etc.).

The FCC rescinded the eligibility of school bus Wi-Fi, or other similar access point technologies, including the equipment needed to provide such service on school buses in a Declaratory Ruling adopted September 20, 2025.¹⁰⁴ The FCC also made off-premises use of Wi-Fi hotspots and internet services for those hotspots ineligible for E-Rate support in an Order on Reconsideration issued September 30, 2025.¹⁰⁵ All pending requests for funding will be denied and no funds will be paid for the services beginning Fiscal Year 2025. Due to the two FCC decisions, the WCB also released an amended Fiscal Year 2025 Eligible Services List on September 30, 2025, removing the eligibility of services related to school bus Wi-Fi and Wi-Fi hotspots.¹⁰⁶ The E-

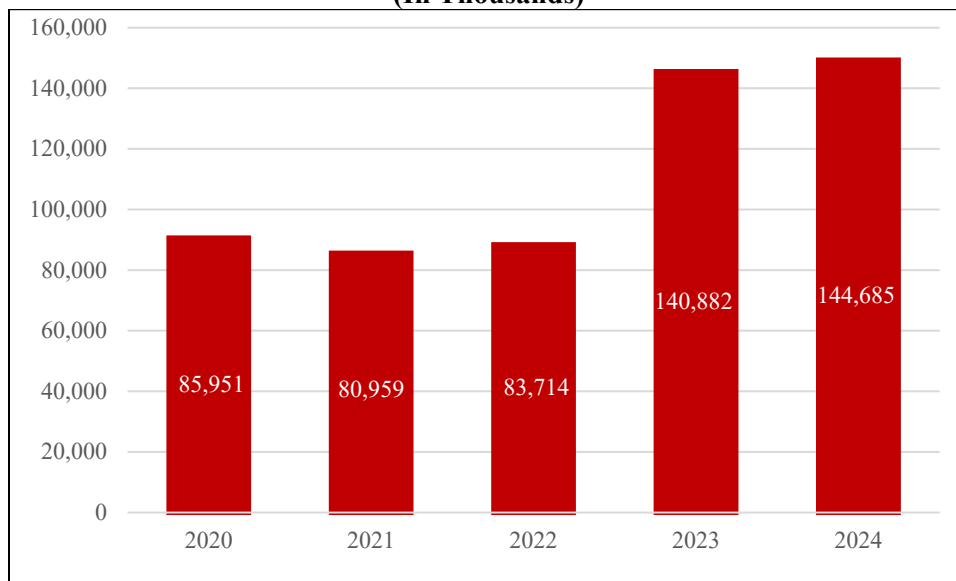
¹⁰⁴FCC, FCC 25-63, WC Docket No. 13-184, Modernizing the E-Rate Program for Schools and Libraries, Declaratory Ruling, adopted and released September 30, 2025, <https://docs.fcc.gov/public/attachments/FCC-25-63A1.pdf>, accessed June 19, 2026.

¹⁰⁵FCC, FCC 25-62, WC Docket No. 21-31, Addressing the Homework Gap through the E-Rate Program, Order on Reconsideration, adopted and released September 30, 2025, <https://docs.fcc.gov/public/attachments/FCC-25-62A1.pdf>, accessed June 19, 2026.

¹⁰⁶FCC, DA 25-920, WC Docket No. 13-184, Wireline Competition Bureau Releases Amended Funding Year 2025 Eligible Services List for the E-Rate Program, <https://docs.fcc.gov/public/attachments/DA-25-920A1.pdf>, accessed June 19, 2026.

Rate program has a funding cap that is annually adjusted for inflation. For 2026, the adjustment is a 2.8 percent increase, establishing a new cap of \$5.2 billion.¹⁰⁷ Figure 6-2 illustrates a comparison of the amounts disbursed in Florida for funding years 2020-2024.

Figure 6-2
Schools and Libraries Funding Disbursements in Florida
(In Thousands)



Source: FCC, Universal Service Monitoring Report, various years, Table 1.9

3. Low Income

The Lifeline program provides a monthly discount on phone or broadband service for qualifying low-income consumers. In 2016, the FCC reformed the Lifeline program to transition to a more broadband-focused program, which included a phase-down of federal support for voice-only services.¹⁰⁸ The FCC has delayed the complete phase out of voice-only Lifeline support several times. In its most recent Order, the FCC stated that support for voice-only Lifeline services will continue to be available through December 1, 2026. The FCC noted that this extension is partly due to the ongoing reliance of Lifeline subscribers on voice services.

4. Rural Health Care

The goal of the Rural Health Care (RHC) Program is to ensure the affordability of telehealth services in rural communities to promote healthcare in underserved and hard to reach geographic areas. To achieve these goals, the RHC Program provides funding to eligible rural healthcare providers for broadband and telecommunications services. The new RHC funding cap for 2026

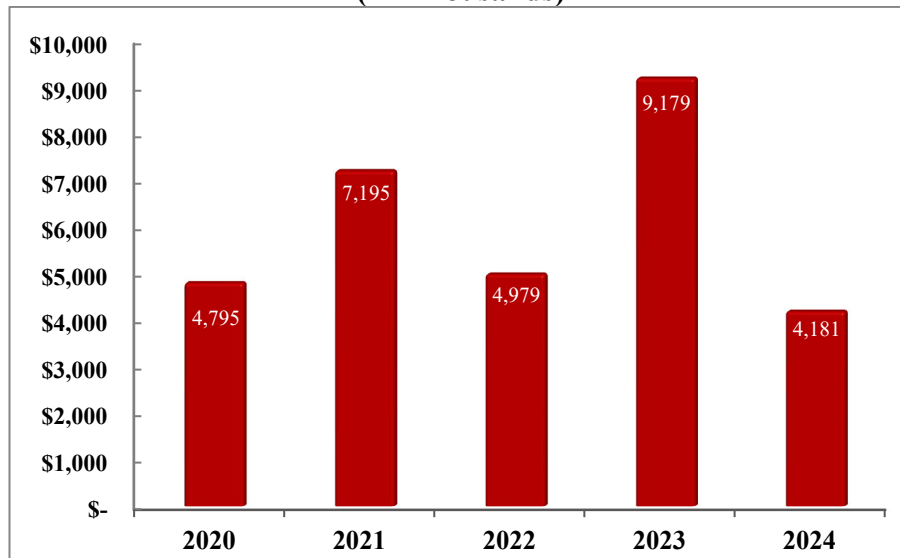
¹⁰⁷FCC, DA 25-199, Public Notice, released March 7, 2025, <https://docs.fcc.gov/public/attachments/DA-25-199A1.pdf>, accessed June 19, 2026.

¹⁰⁸FCC, FCC 16-38, WC Docket No. 11-42, Third Report and Order, Further Report and Order, and Order on Reconsideration, released April 27, 2016, <https://docs.fcc.gov/public/attachments/FCC-16-38A1.pdf>, accessed June 19, 2026.

was established by the FCC at \$744.16 million.¹⁰⁹ This represents a 2.8 percent increase from the prior year’s cap to adjust for inflation. Funding is distributed through two programs: the Telecommunications Program and the Healthcare Connect Fund Program.

The Telecommunications Program subsidizes the difference between urban and rural rates for telecommunications services, and the Healthcare Connect Fund Program promotes the use of broadband services by providing a flat 65 percent discount on an array of communications services to both individual rural healthcare providers and any related healthcare consortia.¹¹⁰ A pilot program that covered 85 percent for selected projects of the broadband connectivity, equipment, and information services to provide connected care services to patient populations ended in December 2025. Figure 6-3 illustrates a comparison of the amounts disbursed in Florida for funding years 2020-2024.

Figure 6-3
Rural Health Care Funding Disbursements in Florida
(In Thousands)



Source: FCC, Universal Service Monitoring Report, various years, Table 1.9

D. Public Safety

Florida faces numerous public safety challenges in the use of its telecommunications networks. Federal agencies endeavor to assist states by maintaining programs to prepare and respond to these challenges.

The FCC worked to help the transition from legacy 911 systems to Next Generation 911 (NG911) by defining responsibilities and setting deadlines for the transition, and by proposing

¹⁰⁹FCC, DA 25-199, Public Notice, released March 7, 2025, <https://docs.fcc.gov/public/attachments/DA-25-199A1.pdf>, accessed June 19, 2026.

¹¹⁰FCC, “Universal Service Monitoring Report - 2024,” Issued on January 15, 2025, <https://docs.fcc.gov/public/attachments/DOC-408848A1.pdf>, p. 61, accessed June 19, 2026.

rules to help ensure that emerging NG911 networks are reliable and interoperable.^{111,112} The FCC also acted to improve wireless 911 location accuracy and required wireless providers to implement georouting solutions for suicide prevention Lifeline 988 calls to local crisis centers based on call origin area rather than by area code.^{113,114}

Other FCC actions include establishing a new television, radio, and wireless phone alert code for missing and endangered persons, created templates for the 18 most commonly issued and time-sensitive alerts in the 13 most commonly spoken languages in the U.S., and enabled alert originators to send silent Wireless Emergency Alerts (WEA).^{115, 116,117} The FCC also proposed to re-examine the national alert and warning systems, including the Emergency Alert System (EAS) and the WEA. This includes seeking comment on the objectives for effective alert and warning systems, exploring which entities need to be able to send alerts and how these needs should be addressed in the design of alerting systems. Other points of considerations include the alert transmission capabilities that a national public alert and warning system must have.¹¹⁸

Additionally, in order to maintain its preparedness and responsiveness to emergencies, the FCC proposed to review its Disaster Information Reporting System (DIRS): this includes simplifying reporting requirements, limiting DIRS reporting obligations to facilities-based providers, and promoting federal and state agencies' ability to obtain direct access to the Network Outage Reporting System and DIRS filings by eliminating unnecessary access requirements.¹¹⁹ The FCC also clarified the situations in which network outage reporting requirements are suspended during DIRS activations, while maintaining requirements to send outage notifications to 911 and 988 officials during DIRS activations.¹²⁰

The FCC continued development of the SCS framework by granting AT&T and AST SpaceMobile permission to test D2D connectivity with its LEO satellites on the First Responder Network Authority (FirstNet), the interoperable public safety broadband network, using

¹¹¹FCC, "FCC Takes Action to Expedite the Transition to Next Generation 911", July 19, 2024, <https://www.fcc.gov/document/fcc-takes-action-expedite-transition-next-generation-911-0>, accessed June 19, 2026.

¹¹²FCC, "FCC Proposes Action to Improve Next Generation 911", March 27, 2025, <https://www.fcc.gov/document/fcc-proposes-action-improve-next-generation-911>, accessed June 19, 2026.

¹¹³FCC, "FCC Aims to Help First Responders Better Locate Wireless 911 Callers", March 27, 2025, <https://www.fcc.gov/document/fcc-aims-help-first-responders-better-locate-wireless-911-callers>, accessed June 19, 2026.

¹¹⁴FCC, "FCC Adopts Rules Requiring Georouting for All Wireless Calls to 988", October 18, 2024, <https://www.fcc.gov/document/fcc-adopts-rules-requiring-georouting-all-wireless-calls-988-0>, accessed June 19, 2026.

¹¹⁵FCC, "FCC Adopts New Alert Code for Missing & Endangered Persons", August 8, 2024, <https://www.fcc.gov/document/fcc-adopts-new-alert-code-missing-endangered-persons-0> accessed June 19, 2026.

¹¹⁶FCC, "FCC Paves Way for Multilingual Wireless Emergency Alerts", January 8, 2025, <https://www.fcc.gov/document/fcc-paves-way-multilingual-wireless-emergency-alerts>, accessed June 19, 2026.

¹¹⁷FCC, "FCC Improves Wireless Emergency Alerts by Enabling Silent Alerts", February 27, 2025, <https://www.fcc.gov/document/fcc-improves-wireless-emergency-alerts-enabling-silent-alerts>, accessed June 19, 2025.

¹¹⁸FCC, "FCC to Re-Examine Emergency Alert System", August 7, 2025, <https://www.fcc.gov/document/fcc-re-examine-emergency-alert-system>, accessed June 19, 2026.

¹¹⁹FCC, "FCC Looks to Modernize Disaster Information Reporting System", August 6, 2025, <https://www.fcc.gov/document/fcc-looks-modernize-disaster-information-reporting-system-0>, accessed June 19, 2026.

¹²⁰Ibid.

spectrum dedicated to public safety and first responders.¹²¹ FirstNet will also benefit from a deal reached by NTIA with AT&T to secure an additional \$2 billion in value to benefit public safety under FirstNet’s Nationwide Public Safety Broadband Network (NPSBN) contract. As part of the deal AT&T will reduce costs borne by FirstNet by roughly \$1 billion, allowing for further investments to the NPSBN. This framework will help promote the accelerated buildout of the Dedicated Public Safety 5G Core. AT&T will also invest approximately \$1 billion in new network and coverage enhancements.¹²²

¹²¹AT&T, “With FCC Authorization, FirstNet, Built with AT&T Envisions Satellite Connectivity Trials Later This Year”, April 16, 2025, <https://about.att.com/story/2025/firstnet-satellite-connectivity.html>, accessed June 19, 2026.

¹²²NTIA, “Secretary Lutnick and AT&T Agree to \$2 Billion Deal Benefitting First Responders, Public Safety under FirstNet Contract”, March 31, 2026, <https://www.ntia.gov/press-release/2026/secretary-lutnick-and-att-agree-2-billion-deal-benefitting-first-responders-public-safety-under>, accessed June 19, 2026.

Appendix - List of Certificated ILECs and CLECs as of 12/31/2025

** Indicates the company did not respond to the Commission's data request as of June 12, 2026.

Accelecom GA LLC
Access One, Inc.
ACN Communication Services, LLC
Airespring, Inc.
Airus, Inc.
altafiber connected services
Altaworx LLC **
Alternative Choice Wireless, LLC **
American Dark Fiber, LLC
American Telephone Company LLC
ANEW Broadband, Inc.
ANPI Business, LLC
AT&T Enterprises, LLC
AT&T Florida
AT&T Florida
ATC Outdoor DAS, LLC
Atlantis Communications LLC
ATN, Inc.
Bandwidth.com CLEC, LLC
Barr Tell USA, Inc.
BCM One, Inc.
BCN Telecom, Inc.
BeCru
BIF IV Intrepid OpCo LLC
Blue Stream Fiber
Blue Stream Fiber
Boldyn Networks US LLC
Bright House Networks Information Services (Florida), LLC
Broadband Dynamics, L.L.C.
Broadview Networks, Inc.
Broadvox-CLEC, LLC
Broadwing Communications, LLC
BT Communications Sales LLC
Business Telecom, LLC
C3
Cablevision Lightpath LLC
Campus Communications Group, Inc.
CBN-Volusia, Inc.
CBTS Technology Solutions LLC
CenturyLink of Florida, Inc.
Cirion Technologies Solutions, LLC

City of Bartow
City of Lakeland
City of Ocala d/b/a Ocala Fiber Network
Clear Rate Communications, LLC
CNS Networks LLC
Cogeco US Enterprise, LLC d/b/a Breezeline
Cogent Communications of Florida
Comcast Digital Phone
COMEXCEL TECHNOLOGIES CORPORATION **
Communications Authority, Inc
Conexon Connect LLC
Consolidated Communications of Florida Company, LLC
Conterra Ultra Broadband, LLC
Convergia, Inc.
Cox Florida Telcom, L.P. **
Crexendo Business Solutions, Inc.
Crosstown Fiber IL LLC
Crown Castle Fiber LLC
CSG-Cloud, LLC d/b/a Citrus Phones **
Custom Network Solutions, Inc.
Dais Communications, LLC
DeltaCom LLC
dishNET Wireline L.L.C.
DSCI, LLC
EarthGrid PBC
Easton Telecom Services, L.L.C.
Easy Telephone Services Company
Embarq Communications
ENA Services, LLC
eNetworks NC, LLC
ENGAGE COMMUNICATIONS
Enhanced Communications Network, Inc.
Entelegant Solutions, Inc.
ExteNet Asset Entity, LLC
ExteNet LVS, LLC
ExteNet Systems, LLC
ExteNet Telecom Solutions, Inc.
Ezee Fiber
Faster.IO, Inc.
Fiber AssetCo LLC

FiberLight, LLC
Fidium
First Choice Technology, Inc.
First Communications, LLC
FL Network Transport, LLC
Florida Phone Systems, Inc.
Forged Fiber 37, LLC
FPL Energy Services, Inc.
FPUAnet Communications
France Telecom Corporate Solutions L.L.C.
Frontier Communications of America, Inc.
Frontier Communications of the South, LLC
Frontier Florida LLC
Frontier Florida LLC
Frontier Tampa Bay FL Fiber 1 LLC
Fusion
Fusion Cloud Services, LLC
Gigapower, LLC (f/k/a Infrastructure Endeavors, LLC)
Global Capacity **
Global Crossing Local Services, Inc.
Granite Telecommunications, LLC
Great America Networks, Inc.
GRU Communication Services/GRUCom/GRU
GRUCom
Harbor Communications, LLC
Hargray of Florida, LLC
Hayes E-Government Resources, Inc.
HD Carrier, LLC
Home Town Telephone, LLC
Hypercube Networks, LLC
HyperFiber, LLC d/b/a HyperFiber of Florida LLC
inContact, Inc.
INdigital
INNOVATIVE TECH PROS **
Integrated Path Communications, LLC **
Intelletrace, Inc.
Intellifiber Networks, LLC
Interactive Services Network, Inc.
InterGlobe Communications, Inc.
InterMetro Fiber, LLC
Intrado Safety Communications, Inc.
IPC Network Services, Inc. **
IQ Fiber (FL), LLC
ITS Fiber, LLC d/b/a Blue Stream Fiber
JEA
Keys Energy Services

L&A Utility Solutions Inc.
Level 3 Communications, LLC
Level 3 Telecom of Florida, LP
Lightspeed CLEC, Inc.
Lingo Telecom, LLC
LIVEWIRE TELECOM LLC **
Lumos Fiber of Florida, LLC
Luxury Telecommunications LLC d/b/a Luxury Telecommunications
Maryland TeleCommunication Systems, Inc.
MCC Telephony of Florida, LLC
McLeodUSA Telecommunications Services, L.L.C.
MetroNet
MetTel
Micro-Comm, Inc.
MIX Networks, Inc.
Motorola Solutions Connectivity, Inc.
Myakka Communications, Inc.
Nebula Telecommunications of Florida LLC
NEFCOM
Neo Network Development, Inc.
Network Innovations, Inc.
Network Telephone, LLC
Neutral Tandem-Florida, LLC
New Horizons Communications Corp.
NextCity Networks, LLC
NGA 911, L.L.C.
NOS Communications, Inc.
Office Management Systems, Inc.
One Voice Communications, Inc.
Onvoy, LLC
Open Infra East Inc. **
PaeTec Communications, LLC
PB Florida Asset Entity, LLC
PBX-Change
PeakNet, LLC
Peering Hub Inc.
Peerless Network of Florida, LLC
Phone Club Corporation
Point Broadband Fiber Holding, LLC
PowerNet Global Communications
Preferred Long Distance, Inc.
Prime Fiber, LLC
QuantumShift Communications, Inc.
Rapid Fiber Internet, LLC
Reddot Networks Inc.
RingSquared Telecom LLC

SanTel Communications
SBA DAS & Small Cells, LLC
SH Services LLC
Simwood Inc.
SKYNET360, LLC
Smart Building US LLC d/b/a Smart Building
Smart City Metro
Smart City Networks, Limited Partnership
Smart City Solutions, LLC
Smart City Telecom
Southeastern Services, Inc.
Southern Light, LLC
Southern Light, LLC
Southern Telecom **
Spectrotel of Florida LLC d/b/a Touch Base Communications
Spectrum Fiberlink Florida, LLC
SQF, LLC
Stanley Utility Contractor, Inc.
Stratus Networks, Inc.
Summit Broadband
Synergem Technologies, Inc.
Talkie Communications, Inc.
TDS Telecom
Telco Experts, LLC
TelCove Operations, LLC
Telepak Networks, Inc.
Teleport Communications America, LLC
TELETECH COMMUNICATIONS INC
Teliix, Inc.
Telrite Corporation
Tel-Star Communications of Florida Inc. **
Terra Nova Telecom, Inc.
TerraNovaNet, Inc.
Tillman FiberCo Florida, LLC
TIME CLOCK SOLUTIONS, LLC **
Time Warner Cable Business LLC
Touchtone Communications Inc. of Delaware
Tristar Communications Corp. **
Triton Networks LLC
Ubiquity Florida, LLC
United Commercial Telecom, LLC
United Data Technologies, Inc. d/b/a UDT
Uniti Fiber GulfCo LLC
Uniti Fiber LLC
Uniti National LLC
US LEC of Florida, LLC
US Signal Company, L.L.C.

USA FIBER
Vanco US, LLC
Velocity, A Managed Services Company, Inc.
Verizon Access Transmission Services
Verizon Select Services Inc.
Vero Networks
VoDa Networks, Inc.
Vodafone US Inc.
Voxbeam Telecommunications Inc.
WANRack, LLC
Wholesale Carrier Services, Inc.
Wide Voice, LLC
WiMacTel, Inc.
Windstream Florida, LLC
Windstream KDL, LLC
Windstream New Edge, LLC
Windstream Norlight, LLC
Windstream NuVox, LLC
Windstream Talk America, LLC
Wire 3 LLC
WonderLink Communications, LLC
WOW! Internet, Cable and Phone
XO Communications
YMax Communications Corp.
Zayo Group, LLC
Zayo Network Services, LLC

Glossary

5G	5G is the short name for fifth-generation wireless broadband technology. 5G provides higher bandwidth, faster speeds and coverage than the current 4G. 5G offers speeds of up to 1 Gb/s for tens of connections or tens of Mb/s for tens of thousands of connections.
Access Line	The circuit or channel between the demarcation point at the customer's premises and the serving end or class 5 central office.
Broadband	A term describing evolving digital technologies offering consumers integrated access to voice, high-speed data, video on demand, and interactive information delivery services.
Circuit	A fully operational two-way communications path.
CLEC	<i>Competitive Local Exchange Company</i> . Any company certificated by the Florida Public Service Commission to provide local exchange telecommunications service in Florida on or after July 1, 1995.
Communications Act, 1996 Act or The Act	The federal Communications Act of 1934, as amended by the Telecommunications Act of 1996, established a national framework to enable CLECs to enter the local telecommunications marketplace.
Facilities-based VoIP service	VoIP service provided by the same company that provides the customer's broadband connection. Facilities-based VoIP services are generally provided over private managed networks and are capable of being provided according to most telephone standards. While this service uses Internet Protocol for its transmission, it is not generally provided over the public Internet.
Fixed Wireless Access (FWA)	Wireless broadband Internet service provided through stationary customer premise equipment that connects to a cellular network.
ILEC	<i>Incumbent Local Exchange Company</i> . Any company certificated by the FPSC to provide local exchange telecommunications service in Florida on or before June 30, 1995.
Interconnected VoIP service	According to the FCC, it is a VoIP service that (1) enables real-time, two-way voice communications; (2) requires a broadband connection from the user's location; (3) requires Internet protocol-compatible customer premises equipment; and (4) permits users generally to receive calls that originate and terminate on the public switched telephone network.
Intermodal	The use of more than one type of technology or carrier to transport telecommunications services from origination to termination. When referring to local competition, intermodal refers to non-wireline voice communications such as wireless or VoIP.
Internet Protocol (IP)	The standards that keep the Internet functioning. It describes software that tracks the Internet address of nodes, routes outgoing messages, and recognizes incoming messages.

Over-the-Top VoIP service	VoIP service that is provided independently from a particular broadband connection and is transmitted via the public Internet.
Switched Access	Local exchange telecommunications company-provided exchange access services that offer switched interconnections between local telephone subscribers and long distance or other companies.
Time Division Multiplexing (TDM)	A method of transmitting and receiving independent signals over a common signal path. TDM circuit switched lines represent the traditional wireline access line data within this report and do not include VoIP connections.
Universal Service Fund	Provides compensation to communications entities for providing access to telecommunications services at reasonable and affordable rates throughout the country, including rural, insular, high-cost areas, and public institutions.
Universal Service Administrative Company (USAC)	An independent American nonprofit corporation designated as the administrator of the federal Universal Service Fund by the Federal Communications Commission. USAC is a subsidiary of the National Exchange Carrier Association.
Voice over Internet Protocol (VoIP)	The technology used to transmit voice conversations over a data network using Internet Protocol.
Wireline	Synonymous with “landline” or land-based technology for providing telephone service.

II. Outside Persons Who Wish to Address the Commission at Internal Affairs

Note: The records reflect that no outside persons addressed the Commission at this Internal Affairs meeting.

III. Supplemental Materials for Internal Affairs

Note: The records reflect that there were no supplemental materials provided to the Commission during this Internal Affairs meeting.

IV. Transcript

1 BEFORE THE
2 FLORIDA PUBLIC SERVICE COMMISSION

3
4
5
6 PROCEEDINGS: INTERNAL AFFAIRS

7 COMMISSIONERS
8 PARTICIPATING: CHAIRMAN GABRIELLA PASSIDOMO SMITH
9 COMMISSIONER GARY F. CLARK
10 COMMISSIONER MIKE LA ROSA
11 COMMISSIONER BOBBY PAYNE
12 COMMISSIONER ANA ORTEGA

13
14 DATE: Tuesday, July 28, 2026

15 TIME: Commenced: 9:30 a.m.
16 Concluded: 10:05 a.m.

17 PLACE: Betty Easley Conference Center
18 Room 148
19 4075 Esplanade Way
20 Tallahassee, Florida

21 REPORTED BY: DEBRA R. KRICK
22 Court Reporter and
23 Notary Public in and for
24 the State of Florida at Large

25
26 PREMIER REPORTING
27 TALLAHASSEE, FLORIDA
28 (850) 894-0828

1 P R O C E E D I N G S

2 CHAIRMAN SMITH: Okay. Good morning,
3 everyone. You notice we are in the hearing room.
4 I am glad. Hopefully nobody is in the IA room.
5 They will figure it out soon. It's a test -- it's
6 9:30 -- yeah, exactly. We just had some technical
7 did difficulties in there so we are in here for
8 today.

9 First thing, Song of the Month, we are
10 changing it up a little bit. The twist here, as
11 you can see -- or as you could hear, we are doing
12 kind of an instrumental thing. So you will hear
13 the song, and hopefully this encourages more staff
14 members to come and join us in Internal Affairs.
15 And then we will -- please submit your guess of
16 what that song is. Email Angelina the guesses by
17 the end of the day, and you win just bragging
18 rights for that, so -- what's that? Oh, sure.
19 Sure. Any time, you are welcome to come up and
20 have lunch with me, and my baby is probably going
21 to be in the office with me at now point. So, yes,
22 so that's -- we will change it up a little bit so
23 you guys get to guess what the song is.

24 And more importantly, Employee of the Month
25 Bershawn Davis. Bershawn, are you here? She's not

1 here. But she was Dixon, now -- her last name was
2 Dixon, now it's Davis. She got married this year.
3 I hope she's okay with me calling her out on that.

4 But more importantly also she came to work
5 that day that she got married, so there is a
6 dedication. Yeah, I was pretty amazed -- yeah,
7 exactly, so, yeah, extra kudos to her.

8 She's been an invaluable member of the
9 Commission since joining in June of 2022 as the
10 Administrative Assistant for the Clerk's Office.
11 In her role she performs a broad range of critical
12 administrative and operational functions that
13 contribute significantly to the efficiency and
14 effectiveness of both the Clerk and the agency as a
15 whole.

16 As the Clerk Office Manager, Bershawn oversees
17 daily time keeping reporting requirements,
18 maintains the official calendar, coordinates
19 personnel actions related to recruitment and
20 onboarding, manages office supply orders and
21 processes office payments. She also plays a key
22 role in supporting Commissioner operations by
23 scheduling court reporters for meetings, hearings
24 and depositions, coordinating transcript requests,
25 assisting with the preparation and publication of

1 Commission agendas, and ensuring staff receives
2 timely distribution of Agenda materials.

3 She is obviously an incredibly organized
4 person, and we are so grateful for her outstanding
5 contributions, consistently demonstrating the
6 professionalism and dependability that make her
7 exceptionally deserving of recognition of Employee
8 of the Month.

9 So please join me in congratulating Bershawn.
10 (Applause.)

11 CHAIRMAN SMITH: Okay. Our first item here,
12 we are reviewing the Draft Report on the Status of
13 Competition in the Telecom Industry. Mr. Wooten.

14 MR. WOOTON: Good morning, Commissioners.
15 Eric Wooten and Shelby Nave with IDM.

16 Item No. 1 is the draft of the 2026 Report on
17 the Status of Competition in the Telecommunications
18 Industry. The report shows that consistent with
19 previous years, the wireline market continues to
20 decline, and consumers continue to transition to
21 wireless and business VOIP services.

22 The report must be submitted to the
23 Legislature by August 1st, and staff is seeking
24 your approval to do so, as well as administrative
25 authority to make minor edits.

1 Staff is available for questions.

2 CHAIRMAN SMITH: Okay. Commissioners, do we
3 have questions on the telecom report?

4 Yeah, Commissioner La Rosa.

5 COMMISSIONER LA ROSA: Thank you, Madam Chair.

6 Mr. Wooten, so just to kind of understand kind
7 of the high level kind of statistics, residential
8 access lines declined 23.4 percent. Is that 23.4
9 percent from previous year?

10 MR. WOOTON: Yeah.

11 COMMISSIONER LA ROSA: So that's 23.4 percent
12 less active lines in the ground that are being
13 utilized?

14 MR. WOOTON: Yeah. And that's every year,
15 it's been consistently a similar amount.

16 COMMISSIONER LA ROSA: Okay. Excellent.
17 Great. Thank you.

18 CHAIRMAN SMITH: Thanks for asking that.
19 That's a significant decline, but I think we have
20 been talking about that, that it's consistent
21 year-over-year, and that's going to keep happening.

22 Any other questions on the report? Then I
23 would take, yeah, a motion.

24 COMMISSIONER LA ROSA: You have got a
25 question?

1 CHAIRMAN SMITH: Oh, sorry. Question, okay,
2 so Commissioner Ortega.

3 COMMISSIONER ORTEGA: Thank you. Sorry. I
4 was a little slow on my button, so sorry about that
5 this morning. Thank you, Chair. And just a
6 comment or two.

7 I really appreciate the substance of this
8 report. It's super comprehensive, and I know that
9 we utilize it as a communications avenue for our
10 legislators to see what's happening, and for them
11 to use as a resource. I really just wanted to
12 thank staff for all the details.

13 Also, earlier this month, we approved
14 additional reporting in our FTRI budget, which,
15 again, is not up before us today, but some of the
16 reporting requirements, I think the idea was to
17 ensure the program was running in a smooth manner,
18 is that correct? I am sorry, Mr. Hinton. You
19 know, I told him, no, I probably won't ask any
20 questions so don't worry about it.

21 MR. HINTON: Yes, Commissioner, that is
22 related to the relay program, and FTRI is required
23 to report for this next year quarterly on this new
24 program for advanced communication technologies.
25 It's kind of treating it like a pilot program so we

1 can -- certain assumptions were made about how many
2 devices to buy, what inventory to keep, that type
3 of thing. So we are going to track it over the
4 next year, and just make sure that those
5 assumptions, presumptions were valid and that the
6 inventory is where it should be.

7 COMMISSIONER ORTEGA: Great. And just a quick
8 follow-up, if I may.

9 Going forward, is this the report in which we
10 would identify maybe how the program is working, or
11 is there a different telecom report that we would
12 report on our findings and operations of that
13 report?

14 MR. HINTON: Yeah, we do our separate relay
15 report a little later in the year. That's where
16 all of that information will take place.

17 COMMISSIONER ORTEGA: Wonderful. Well, later
18 in the year, I will look forward to talking to you
19 about this again. Thank you.

20 With that, I move approval and give staff
21 authority to make any changes.

22 CHAIRMAN SMITH: Thank you.

23 COMMISSIONER CLARK: Second.

24 CHAIRMAN SMITH: All right. A motion and a
25 second.

1 All those in favor of approving the report say
2 aye.

3 (Chorus of ayes.)

4 CHAIRMAN SMITH: All right. Thank you very
5 much. The report is approved.

6 Moving to our Legislative Update. Mr. Frank.

7 MR. FRANK: Thank you, Chairman. Good
8 morning, Commissioners.

9 Very brief update. Governor DeSantis signed
10 the Fiscal Year 2026-2027 Budget on June 29th. The
11 final statewide spending plan totals 117.6 billion,
12 after nearly 810 million in vetoes.

13 Looking ahead, Florida's general election will
14 be held on November 3rd. Two weeks later, on
15 November 17th, the Legislature will convene for its
16 organization session. The Florida Constitution
17 requires the Legislature to meet on the 14th day
18 following the general election for the purpose of
19 organizing the chambers and selecting their
20 officers.

21 Incoming leaders are House Speaker-Designate
22 Sam Garrison and Senate-Destinate Jim Boyd. The
23 2027 regular session begins Tuesday, March 2nd, and
24 will adjourn Friday, April 30th. The committee
25 week schedule has not been released yet, but I

1 would anticipate that coming out and starting
2 sometime in January, but I will keep you posted of
3 those dates. And then once organization session
4 begins, committee assignments and structure will be
5 released, and I will also update you of those
6 changes.

7 That concludes my update. I am happy to
8 answer any questions. Thank you.

9 CHAIRMAN SMITH: Thanks.

10 Questions for David?

11 Just continue the good work. Hopefully this
12 is your time to get a little reprieve before
13 committees start back up again, so appreciate
14 everything.

15 MR. FRANK: Thank you, Chairman.

16 CHAIRMAN SMITH: Ms. Harper, the General
17 Counsel's report.

18 MS. HARPER: Thank you, Chair and
19 Commissioners.

20 Brief report this morning. I just wanted to
21 report we had a very successful public records
22 training this month. We had a lot of
23 participation. It was really fun. We played a
24 game. There was a competition. There were prizes
25 and candy. That helps make public records

1 interesting. And I just want to give a shout-out
2 to Jennifer Crawford and Susie Sapoznikoff for
3 putting that on and doing such a great job.

4 And we are looking forward to doing our --
5 another fun training next year. We are trying to
6 make sure that we mix up the format and make them a
7 little bit more interactive. So more to come next
8 summer. Probably going to be looking at another
9 gifts training, but in a whole other fashion than
10 we have done before.

11 So we are really enjoying the opportunity to
12 put those on, and so thank you very much. That's
13 all I have to report, but I am available for any
14 questions.

15 CHAIRMAN SMITH: Thank you.

16 Questions?

17 Well, I am glad. Thanks for just spicing it
18 up a little bit. I heard it was a good turnout, so
19 it helps to at least keep people engaged when you
20 do it that way.

21 Yeah, Mr. Baez, Executive Director's report.

22 MR. BAEZ: Good morning, Madam Chairman and
23 Commissioners. I am looking forward to the gift
24 training. I am told there will be gifts.

25 CHAIRMAN SMITH: That's not the point.

1 MR. BAEZ: Merely as exhibits. Merely as
2 exhibits.

3 CHAIRMAN SMITH: That's counterproductive.

4 MR. BAEZ: Is it? Well, you know, examples.

5 I will just walk you through a pretty busy
6 next few weeks. Tomorrow, to close out the month,
7 the Commissioners, a panel, will hold an in-person
8 service hearing as part of the Florida City Gas
9 case. It will be held in Brevard County at the
10 Government Center's Space Coast Room. How
11 appropriately named. Virtual service hearings are
12 going to be held Monday, August 17th, at 10:00 and
13 2:00 p.m.

14 Information on those service hearings and
15 customer participation is available on the
16 Commission's home page, including a sign-up portal
17 for those who wish to address the Commissioners,
18 and information on the utility's request to adjust
19 rates.

20 And if I can take a moment to give a shout-out
21 to External Affairs, David's folks, and AIT, our IT
22 folks for some real great work on that sign-up
23 portal. This is the first time we are rolling it
24 out, with the FCG case, and they really went above
25 and beyond our expectations. I know we have all

1 been, at some point, discussed it along the way as
2 a nice to have or a need to have. Well, these --
3 you know our folks went above and beyond even our
4 expectations going in to the discussion. So I am
5 looking forward to the rollout as well. And it
6 will look -- the process will look easy for you all
7 on the panel, but it's going to -- you know, you
8 are going to notice the difference. Hopefully, it
9 will move way smoother in terms of having
10 information at the ready.

11 Moving into August, it gets pretty busy. Our
12 -- the Commission's first hearing under the new FMV
13 statute for water cases, it's a petition for rate
14 base value by Sunshine Water Services, and that
15 begins August 10th. And then we have a petition on
16 JEA's need for determination for a new power plant,
17 and that begins on the 18th. And finally, on the
18 25th of August, is the beginning of the -- of Duke
19 Energy's large load tariff filing. And that will
20 be the start date, August 25th. So you can see a
21 pretty busy few weeks to come.

22 That ends my update, and if you have any
23 questions on anything, I would be happy to answer.

24 CHAIRMAN SMITH: Thank you.

25 I will just say ditto to thanking, yeah,

1 David's shop and IT for what they did as far as for
2 the customer sign-up process. I have been really
3 looking to kind of update and modernize it to
4 really help customers be able to, you know --

5 MR. BAEZ: Sign up.

6 CHAIRMAN SMITH: -- sign up in that way in
7 real -- where they can continue to do it up until
8 the moment that they are ready to speak, and that
9 all the Commissioners are able to see what -- who's
10 down the pike as far as the customers. I like the
11 -- IT was able to do something where customers can
12 kind of know where their place is in line
13 virtually, which is great. Say they need to go
14 step out to use the restroom or take a call, or
15 something, they can know that, you know, there is
16 four people ahead of them, so they got time to do
17 that. They don't know a lot before that, they had
18 no idea and they had to sit there, especially for
19 our, you know, when we have these big hearings that
20 will come up in the next couple of years, you know,
21 they could be anywhere from next up or they could
22 be, you know, hours down the line. So that way
23 they kind of have an idea.

24 We have run it by the Office of Public
25 Counsel, and they seem to be really thinking really

1 positively about it. It's going to help their
2 clients a lot, just more participation. That's
3 both our goal and their goal. So thank you guys
4 for really outstanding job and, like, taking this
5 -- all of our wish, wants and ideas and crazy, I
6 was like, you know, when you go to Quest and you
7 sign up on line, and like, I was like can we do
8 something, and they figured it out, so they put it
9 into actual action, so thank you again for all
10 that.

11 Do you guys have any questions for Mr. Baez?
12 Great.

13 And next, the only thing, moving other
14 matters, I kind of wanted to use this little bit to
15 think about with Commissioners, are -- all of us
16 are part of different advisory boards and
17 committees on NARUC and things like that. Last
18 week was the Summer Annual Policy Summit for NARUC,
19 and several of our Commissioners were able to
20 attend who are on various committees and serve as
21 chair of committees and the board of directors, and
22 things like that. And there is just a lot of
23 information when we are traveling that we are
24 doing, and so I do want -- at these Internal
25 Affairs, I am always curious to know what were

1 Commissioners doing throughout the month that, you
2 know, might not be on our calendars but,
3 nonetheless, continuing our education and
4 continuing Florida's outreach on a national level.

5 So with that, I would love to hear -- I know
6 Commissioner Ortega and Commissioner La Rosa were
7 there. Commissioner Ortega serves on the Committee
8 on Water, so updates that you might have, I would
9 love to hear.

10 COMMISSIONER ORTEGA: Thank you, and I love
11 this idea. Thank you first assigning me to Water.
12 It's where I started the Commission, in the water
13 area. So I am really glad that we could have
14 representation on that committee, so I really
15 appreciate the assignment.

16 It was a jam-packed couple of days. The Water
17 Committee talked a variety of issues with companies
18 and commissions and advocates around water scarcity
19 and resources around the challenging investments
20 that are needed for keeping the quality of water
21 for our customers, and making sure that they are
22 doing it in ways that make sense.

23 We also talked a lot about GIS mapping, and
24 what the water companies are doing in getting their
25 assets underground known in some places, and the

1 software tools that they are using to look at
2 predictive maintenance to try to figure out where
3 parts of their systems may fail before they fail,
4 and use that to inform their capital investment
5 plans, which is super interesting.

6 And then finally, we also talked about the EPA
7 rules on PFAS, and some of the other contaminants
8 for forever chemicals. And as our staff updated us
9 before we left, the EPA has an open rule on how
10 it's looking at the PFAS, and there may be some
11 opportunities for smaller companies to extend their
12 compliance timeline, which, as we know, tight
13 compliance timelines increases costs. So that
14 would be really helpful for our small companies.

15 And honestly, I really appreciated the Chair's
16 allowing me to moderate one of the panels. I had a
17 really good time. I don't know if the substantive
18 was like, you know, that smart, but we had a great
19 time, and I appreciate Commissioner La Rosa
20 attending it, even though he is not on that
21 committee.

22 So that's my report on the Water Committee,
23 and thank you, again, for the opportunity just to
24 share what we have been doing.

25 CHAIRMAN SMITH: I appreciate it. And I am so

1 glad -- I mean, I am so glad you just narrowed down
2 the water so much, because it is obviously super
3 important for our state, and so I am glad that we
4 have you in our corner and learning what other
5 states are doing.

6 Commissioner La Rosa, Chair as the Natural
7 Resources Committee, what did you take away from
8 the conference?

9 COMMISSIONER LA ROSA: Well, quite a bit, and
10 I appreciate you giving us the opportunity to
11 highlight this. And as Commissioner Ortega says,
12 is that we don't necessarily talk about this a
13 whole lot, but it is very important as part of the
14 job we do, and what we go to bring home.

15 But to Commissioner Ortega's defense,
16 sometimes you don't get to pick your topic. You
17 get asked to moderate, and then you got --

18 CHAIRMAN SMITH: A lot of times, yeah.

19 COMMISSIONER LA ROSA: -- to kind of work,
20 yeah, right, within the context of what you have,
21 but she did a phenomenal job. Very entertaining.
22 Very intellectual flowed conversation where
23 sometimes you feel like you got to pull things out
24 of the speakers, you had good speakers, but
25 sometimes it's certainly difficult, but you did a

1 great job. Awesome. Awesome opportunity, and was
2 nice to sit in in something different from what I
3 typically do there.

4 And as you mentioned, Chair, I am the Chairman
5 of the ERE, Environmental Resources and
6 Environment -- I'm sorry Energy Resources and
7 Environment Committee. Honored to do so. You also
8 sit on the Board of Directors at NARUC, so Florida
9 is very well represented, which is very important.

10 And, you know, NARUC is really, you know, the
11 gold standard for utility regulators across the
12 nation. And in every good industry, there is a
13 trade organization that gives you an opportunity to
14 share ideas, to share concepts, to learn, to
15 really, you know, bounce ideas off of each other
16 and really just grow, right, and move whatever it
17 is your commission mission and your objective
18 forward.

19 And that's what NARUC has been for me. I try
20 to really take full utilization talking to other
21 Commissioners that, frankly, face the same
22 challenges that we do, and being able to have an
23 opportunity to chair a committee is even, you know,
24 a greater responsibility. I super welcome that.

25 So this past meeting, our ERE committee looked

1 at a few different things. And many times, you
2 think that we are always focusing on resources
3 within the environment, but I do spend a lot of
4 time talking about technology. Distributed energy
5 and resources is something that's been -- changed,
6 right, over the last five to 10 years. There has
7 been so much technology that has integrated on what
8 consumers use, what happens behind the meter, so we
9 spent a lot of time talking about that, moderator
10 panel on that, at least my committee members did.

11 We also had an all-of-the-above discussion,
12 which is very unique. And as one could imagine,
13 that could get a little controversial, maybe a
14 little bit political at times, when we are talking
15 about all different types of energy resources and,
16 you know, what the right mix is. And, of course,
17 every state is vastly different, so it was very
18 interesting to hear the discussion of who was
19 pulling for what. But I think, at the end of the
20 day, there was a lot of emphasis and probably
21 agreement on nuclear, right. Is that being kind of
22 what carries us into the future? But, of course,
23 how are we going to get there? How are we going to
24 kind of bridge that gap? Obviously, gas is part of
25 that equation.

1 I had an opportunity to actually chair -- or
2 excuse me, moderate one of the general session
3 panels. It was unique because it was on extreme
4 weather, which may -- you probably think that's
5 perfect for a Florida Commissioner, but it was
6 specifically on winter extreme weathers. So I had
7 a little bit of fun with that. But my focus was on
8 the commonality of what happens in those
9 situations, right. Of course, compared lots to
10 hurricanes. Although, the winter the last couple
11 of years here has been different and unique for us.

12 But just being able to coordinate, being able
13 to ask questions. We heard from MISO, which is one
14 of the RTOs, biggest FTO in our nation. Also from
15 NIPSCO, which is a gas and electric company in
16 Northern Illinois. Also had the chair of the
17 Michigan commission on the panel and the consumer
18 affairs -- the consumer representative for
19 Connecticut. And just a great overall discussion
20 of what happens when, really, you planned for
21 something, and then does it actually show up?

22 And in winter events, it's very different
23 maybe than hurricane events, where we have mass
24 power outages. But at the end of the day, it was
25 coordination. Coordination amongst each other,

1 coordination amongst our federal partners at the
2 federal level.

3 We also host business meetings for our
4 different committees. And in ERE, we talked a lot
5 about what's happening with FERC and the 206 orders
6 that they have, you know, moved forward with. A
7 little bit unique, because in Florida, we are not
8 necessarily affected by it being a vertically
9 integrated state. That's something that we are
10 just unique in, right. A few other states are also
11 vertically integrated, but many states are not.
12 They are in an RTO, so they have to, you know, work
13 with other states and other stakeholder, and
14 generation is just very different from the way we
15 do things here.

16 So that's -- those are opportunities that I --
17 we wouldn't see, right, unless we are a part of
18 organizations like NARUC. And it really give me a
19 little bit different perspectives and challenged on
20 things that we wouldn't necessarily see here.

21 Of course, the NARUC board is always looking
22 to improve the organization. I think that, again,
23 unique perspectives. We try to put all politics
24 aside and really focus on what's good for our
25 country, become the standard. And, again, continue

1 to build that relationship with our federal policy
2 -- the federal agencies regardless of who is in
3 office.

4 So very, very intrigued by every time we have
5 a meeting, what we pull out of it. I always look
6 back and it's, like, three or four weeks later
7 where I am still digesting some of the things we
8 did, some of the things that we talked about. But
9 we had a great opportunity to be able to talk about
10 it today, and I think it's an extremely important
11 part of the job we do here as regulators in the
12 state.

13 And at the end of the day, Florida is the gold
14 standard in a lot of different things. And when we
15 go to these national organizations, I know I make
16 it a point, and I know that all of us make it a
17 point that we highlight the great things we do,
18 and, you know, whether it's just -- it's not just
19 hurricane recovery, but it's how we handle our
20 business. And I think others really look to us for
21 that, so again, thank you for the opportunity to
22 share about what we do at NARUC.

23 CHAIRMAN SMITH: Yeah. Yeah. No, I
24 appreciate hearing all of your updates. And,
25 really, it's like it's a testament to having you

1 moderate a panel question that, yes, it's on, you
2 know, winter extreme weather, but, you know, taking
3 away those lessons learned that really can be
4 applied to anything as far as, like, communication
5 and having, you know, actual directives out and all
6 of that is really important no matter what the type
7 of extreme weather is. And then it also shows
8 having Florida represented on so many different
9 levels, we are all part of committees at NARUC, and
10 so having our voices be a part of that
11 conversation.

12 This will be also my plug. This year -- well,
13 2027 will be Florida hosting the southeastern
14 region, and we will want to start -- you know, we
15 are going -- we are already starting to think about
16 what topics and things that are important for the
17 southeast particularly, but, you know, Florida,
18 Florida specifically as well, because we are such a
19 major player in the southeast.

20 So for staff members, if there are things that
21 you think that we really, that would be important
22 for us to talk about, I want it to be -- I am
23 serving as President for this -- for the
24 southeastern region right now, and what we can --
25 you know, that might be a little bit different.

1 Obviously, we are going to have to talk -- there is
2 going to be big major items that will be, you know,
3 we all want to know what other states are doing as
4 far as artificial intelligence, and data centers,
5 and things like that. And think Florida has a very
6 unique perspective of that now too. But also what
7 are other things that are specific to the
8 southeast.

9 As Commissioner La Rosa mentioned, we are not
10 part of an RTO, so the show cause order that FERC
11 has issued really doesn't -- it's important for us
12 to holistically as a, you know, as a state, part of
13 this union, but we really are not part of an RTO,
14 and so what are things that we have learned as far
15 as it's a large load show cause order. Well, how
16 can -- what is our voice in that?

17 So that's just me just kind of, you know, we
18 got plenty of time to think about it. This is not
19 until next May, but it comes fast, and so if you
20 got ideas, you have, you know, you are interested
21 in being a speaker on a panel, talk to my office
22 and we can try to make that work, because it would
23 be really interesting to hear. You guys are the
24 experts. Our staff is some of the best staff in
25 the country on a lot of these things, so people

1 want to hear your perspectives.

2 COMMISSIONER LA ROSA: I'm sorry, do you mind
3 if I have a quick comment on that?

4 CHAIRMAN SMITH: Yeah.

5 COMMISSIONER LA ROSA: I mean, one of the
6 things that we should probably certainly highlight
7 is hurricanes, right, and how we respond, but more
8 than anything is that I think a lot of states look
9 at, all right, what do you do after the fact,
10 right? Which we do really well. But really what
11 we do better than that is that we prepared to be
12 prepared, right. In the sense that we are
13 mobilized and we are looking, we have learned from
14 every single storm that has hit us, which is why
15 the bar keeps on raising.

16 So I think, certainly, having a panel maybe
17 bringing in emergency management and the folks that
18 are not just in the energy world, but have to
19 coordinate with us and how we do it. I think many
20 states, especially the southeastern states that are
21 also affected by hurricanes would learn from it,
22 because you would think some of our neighboring
23 friend would do things similar to us, and they
24 really, they honestly don't.

25 CHAIRMAN SMITH: Yeah.

1 COMMISSIONER LA ROSA: And that's probably one
2 of the top questions I get asked is, okay, what do
3 you guys do? And then what happens? And I heard
4 this is, you know, the case, and your outage times
5 are starting to reduce, you know, what is the
6 golden formula? And the truth of the matter is
7 there is not just one thing. It's so many other
8 things -- so many things --

9 CHAIRMAN SMITH: Right. Yeah.

10 COMMISSIONER LA ROSA: -- so certainly a
11 suggestion to talk about that.

12 CHAIRMAN SMITH: And I think it can be applied
13 for, like, you know, all types of extreme weather,
14 but, you know, how we -- how our mutual aid
15 agreements work, and so having different players in
16 that regard, because when you see it, it really is
17 almost like a military operation in a way that this
18 is just, you know, that's how it's executed ahead
19 of time, it's truly amazing how utilities,
20 emergency management, like, Commission staff, from
21 all different levels, not just investor-owned
22 utilities, but also the cooperatives, and how they
23 all work together is really incredible just knowing
24 where, you know, where that storm is going to hit.
25 So definitely be a topic, you know, how we can

1 kind of go out from that, and so any -- yeah, we
2 are taking suggestions. So please, yeah, let's
3 just keep that conversation going, because I want
4 it to be, as the Commissioners have said, you know,
5 this is both at the NARUC and the SEARUC level,
6 like, having this dialogue is really important for
7 a lot of other states. We get a lot out of it, so
8 we so if we can make it a good conference and have
9 the topics where people are really engaged and
10 learn something new, that's the whole point, is
11 every time you leave one of these, you are -- weeks
12 later you are still ruminating on it and thinking
13 about it.

14 Well, with that, do we have anything else?
15 Yes, Commissioner Payne.

16 COMMISSIONER PAYNE: Thank you. I just -- I
17 wanted to ask a couple of questions, if I can, from
18 each of you. And I am sorry I didn't make it, I
19 had to pull the plug on the attendance
20 unfortunately. But based on your difficult travel,
21 Commissioner La Rosa, maybe I am glad I did.

22 I want to ask Commissioner Ortega if a
23 discussion came up -- and I will preface that by
24 saying the Legislature, for several years, we have
25 talked about reuse of water. And if there was any

1 discussion, it's very germane to Florida, because
2 especially potable water reuse, if that was a topic
3 of discussion in any other states?

4 COMMISSIONER ORTEGA: Yeah, and thank you.
5 This is such a great idea, because this allows us
6 to talk in this avenue, so I am glad that we are
7 doing that.

8 We did talk about -- we had San Jose Water and
9 some other areas around the Colorado River Valley
10 talk about their water resource scarcity issue, and
11 a little bit about potable water and reuse, but I
12 would say that's also a great topic that maybe we
13 could discuss at the SEARUC, but not enough --
14 not --

15 I know the work that you have done in the
16 Legislature around this issue, and so I think that
17 they can learn a lot more from what we have done
18 here in those states where they are struggling with
19 some of those questions today.

20 COMMISSIONER PAYNE: Yeah, thank you for that.
21 And the reason I asked the question is people visit
22 Florida and look around and see water everywhere,
23 and you are saying that's saltwater, you need
24 reverse osmosis to make potable water out of it,
25 but reinjecting instead of gray water and purple

1 water that you use on integration, whatever, is a
2 different situation than providing clean drinking
3 water for folks.

4 And for Commissioner La Rosa, we have recently
5 heard kind of a timeline, I think you and I at an
6 event we attended, on small modular reactors and
7 advanced nuclear. Did you hear anything discussed
8 as far as pilot projects or opportunities for SMRs
9 in the near future?

10 COMMISSIONER LA ROSA: Yeah. It's a great
11 question. It's a question I ask, and I know you
12 are also interested, is that date kind of keeps
13 getting bounced around, but it's really kind of
14 everyone is looking at TVA, right, to see is when
15 they are going to deploy theirs, but I kind of hear
16 that '28, '29, '30, '31 timeline. But as we get
17 closer, what is it? It's almost August of '26,
18 right, 2028 seems like it's right around the
19 corner, so I feel that just that date just
20 continuously gets bumped around, but hopefully
21 soon.

22 Hopefully we can see something, but I am more
23 curious to see how many others, you know, get
24 deployed. I think Idaho Labs are also talking
25 about deployment I think in '29 or '30, right. So

1 that's another kind of secondary that you also hear
2 being discussed.

3 COMMISSIONER PAYNE: Thank you. We have a
4 former Commissioner that might be able to give us
5 some insight with TVA.

6 COMMISSIONER LA ROSA: I think we all have his
7 number. We can always call him, yes.

8 COMMISSIONER PAYNE: I appreciate it.

9 CHAIRMAN SMITH: Anything else?

10 All right. Well, thanks. This is a really
11 good discussion, so I am glad that -- I am glad to
12 hear all the updates.

13 And with that, Internal Affairs is adjourned.
14 Thanks.

15 (Proceedings concluded.)

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CERTIFICATE OF REPORTER

STATE OF FLORIDA)
COUNTY OF LEON)

I, DEBRA KRICK, Court Reporter, do hereby
certify that the foregoing proceeding was heard at the
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IT IS FURTHER CERTIFIED that I
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I FURTHER CERTIFY that I am not a relative,
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DATED this 10th day of August, 2026.


DEBRA R. KRICK
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