



A report to the
Governor
President of the Senate
Speaker of the House of Representatives



December 2025

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List of Acronyms

C.F.R.	Code of Federal Regulations
DCF	Department of Children and Families
ETC	Eligible Telecommunications Carrier
FCC	Federal Communications Commission
FPSC	Florida Public Service Commission
F.S.	Florida Statutes
GB	Gigabytes
Mbps	Megabits per second
MHz	Megahertz
NARUC	National Association of Regulatory Utility Commissioners
NCPW	National Consumer Protection Week
SAC	Study Area Code
SNAP	Supplemental Nutrition Assistance Program (formerly Food Stamps)
USAC	Universal Service Administrative Company
U.S.C.	United States Code
USF	Universal Service Fund
WAC	The Special Supplemental Nutrition Program for Women, Infants, and Children

Executive Summary

The Florida Lifeline Assistance report is prepared pursuant to the requirements in Section 364.10(2)(g), Florida Statutes (F.S.). The Florida Public Service Commission (FPSC or Commission) is required to report to the Governor, the President of the Senate, and the Speaker of the House of Representatives each year on the number of customers subscribing to Lifeline service and the effectiveness of procedures to promote participation in the program.

The Lifeline program is designed to enable low-income households to obtain and maintain telephone and broadband services by offering qualifying households a discount on their monthly bills. Alternatively, consumers can choose to receive monthly wireless minutes and/or measured data service from certain wireless providers. This report presents Lifeline participation data from July 2024 through June 2025, and evaluates procedures put in place to strengthen the Lifeline program.

As of June 30, 2025, there were a total of 332,887 Florida households participating in the Lifeline program, an increase of 120,644 households from last year. This represents that approximately 1 of every 28 Florida households are participating in the Lifeline program.¹ The Supplemental Nutrition Assistance Program (SNAP) continues to be the largest qualifying program for Lifeline assistance in Florida. However, only 19.9 percent of SNAP participants subscribe to Lifeline as of June 2025.² Using SNAP participation as a proxy for the number of Lifeline eligible households suggests that there continues to be significant growth opportunities for Lifeline enrollment. It should be noted that only carriers that have been designated as an eligible telecommunications carrier (ETC) are permitted to provide the Lifeline discount. If a customer's preferred carrier is not an ETC, they may be less likely to participate in the program if it requires switching providers.

"Stay Connected, Florida!" was the slogan for Florida's 2025 Lifeline Awareness Week, held on September 8–14. This year's Lifeline Awareness Week continued efforts to increase awareness and enrollment in the Lifeline program.

¹ Florida Legislature Office of Economic and Demographic Research, Demographic Estimating Conference, Florida Households, released July 30, 2025, <http://edr.state.fl.us/Content/conferences/population/ConferenceResultsTables.pdf>, accessed on October 10, 2025, p. 2, Households 9,282,611.

² Florida DCF, Access Florida: Standard Data Reports by Caseload, <https://www.myflfamilies.com/services/public-assistance/additional-resources-and-services/ess-standard>, accessed on October 10, 2025.

I. Lifeline Program

The Lifeline program has provided phone service discounts for qualifying low-income consumers since 1985.³ The Lifeline program would later be codified with the passage of the Telecommunications Act of 1996. Initially, the program goal was to ensure that all Americans had the opportunity and security that phone service provides. In 2016, that goal was expanded by the Federal Communications Commission (FCC) to include broadband service.

One of the principles of the universal service program in the Telecommunications Act of 1996 is fairness in access to service. Consumers in all regions of the Nation should have reasonably comparable access to telecommunications and information services at rates that are reasonably comparable to those charged in urban areas. This includes low-income consumers and those in rural or high cost areas.⁴ The federal Lifeline program supports the goal of universal service by providing a monthly discount for services to qualifying households, thereby ensuring that low-income households have access to modern communications networks capable of providing voice and broadband service.⁵

Qualifying households can receive up to a \$9.25 discount on their monthly phone or broadband bills from wireline service providers that have been designated as ETCs. Alternatively, consumers can choose to receive monthly wireless minutes and measured data service from designated wireless ETCs. Although some of Florida's wireless ETCs offer a free cell phone along with Lifeline service, the distribution of wireless devices is not funded by the Lifeline program.

Support for the Lifeline program comes from the federal Universal Service Fund (USF), which also provides funding for the high-cost, rural healthcare, and schools and libraries programs. Lifeline is available to eligible low-income households in every state and territory, as well as federally recognized Tribal lands.

The rules governing the Lifeline program are established by the FCC; however, the FCC 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, maintenance, support calculation, and disbursement of support for the Lifeline program along with other federal USF programs. USAC also administers the National Verifier, which determines customer eligibility for the Lifeline discount. The FPSC has oversight over the Lifeline program in Florida pursuant to Section 364.10, F.S.

³ The Lifeline program was originally established by the Federal Communications Commission by order in 1985 to ensure that low-income consumers had access to affordable, landline telephone service in the wake of the divestiture of AT&T. See MTS and WATS Market Structure, and Amendment of Parts 67 & 69 of the Commission's Rules and Establishment of a Joint Board, Report and Order, 50 Fed. Reg. 939, released January 8, 1985.

⁴ 47 U.S.C. § 254(b)(3).

⁵ FCC, Third Report and Order, WC Docket No. 11-42, FCC 11-42, released April 27, 2016, <https://docs.fcc.gov/public/attachments/FCC-16-38A1.pdf>, accessed on October 15, 2025.

A. Eligibility

Consumers can qualify to participate in the Lifeline program either through program-based or income-based eligibility standards. Program-based eligibility is determined by a customer's enrollment in specific qualifying programs that were selected by the FCC. Customers can qualify for the Lifeline program by being enrolled in any one of the following programs:

- SNAP
- Medicaid
- Federal Public Housing Assistance
- Supplemental Security Income
- Veterans or Survivors Pension Program
- Bureau of Indian Affairs Programs: Tribal Temporary Assistance to Needy Families, Head Start Subsidy, and National School Lunch Program

Consumers whose total household income is less than 135 percent of the Federal Poverty Guidelines can participate in the Lifeline program under the income-based standard. The Federal Poverty Guidelines are updated annually and can be found in Appendix A.

In addition to these eligibility criteria established by the FCC, Congress, through the Safe Connections Act of 2022, provided for Lifeline benefits for survivors of domestic violence. Under this Act, survivors may receive emergency Lifeline support for up to six months. To qualify, applicants must first request that their phone company separate their line from the abuser's account. The company will then provide documentation that the lines have split into separate accounts. Survivors must also participate in one of the Safe Connections Act specific programs, which include:

- The Special Supplemental Nutrition Program for Women, Infants, and Children;
- The Free and Reduced-Price School Lunch or Breakfast program; or
- Receipt of a Federal Pell Grant in the current award year.

Income-based eligibility for domestic violence survivors is also expanded to include incomes at or below 200 percent of the Federal Poverty Guidelines.⁶

B. Application Process

Consumers have several methods by which they can apply to receive Lifeline benefits:

- Through USAC's website using the National Verifier consumer portal
- In person with certain ETCs using the National Verifier service provider portal
- By mailing their application to USAC's Lifeline Support Center
- Through ETC websites that have access to the National Verifier

⁶ USAC, Survivor Benefits, <https://www.lifelinesupport.org/survivor-benefit/>, accessed on October 15, 2025.

Eligibility is validated by the National Verifier through available automated eligibility data sources. Applications are checked to confirm identity, verify that the consumer is not already a Lifeline participant, and ensure compliance with all program rules. If eligibility cannot be validated through automated sources, customers can upload supporting documentation to the National Verifier portal or mail it to the Lifeline Support Center. Those that qualify must then contact a participating provider in their area to enroll in the Lifeline program.

In Florida, USAC's National Verifier connects to the Florida Department of Children and Families (DCF) database to confirm customer eligibility through SNAP or Medicaid. At the national level, it also interfaces with the U.S. Department of Housing and Urban Development and the U.S. Department of Veterans Affairs.⁷ In 2024, these automated connections allowed the National Verifier to confirm eligibility for nearly 94 percent of all applicants who qualified for Lifeline.⁸

C. Minimum Service Standards

ETC's are required to provide broadband access that meets minimum service standards established by the FCC to be eligible for USF support, unless they are granted forbearance from this obligation. These standards are reviewed annually through an FCC update mechanism to ensure that Lifeline customers continue to receive viable service options as technology improves.⁹ However, there has not been an increase in minimum service standards in the past several years, in part because the FCC determined that raising the standards would likely impose costs that would ultimately be imposed on Lifeline customers.¹⁰ The current minimum service standards include:

- 1,000 minutes per month of mobile voice
- 4.5 gigabytes per month of mobile broadband
- Fixed broadband speed of 25 megabits per second (Mbps) downstream and 3 Mbps upstream, with 1.23 terabytes per month of data usage

D. Duplicate Lifeline Support

Eligible consumers can only receive one Lifeline-supported service per household.¹¹ If there are two households residing at one address and each desire to participate in the Lifeline program, each applicant must complete USAC's Household Worksheet form. This form is used to

⁷ USAC, Eligibility Verification, <https://www.usac.org/lifeline/national-verifier/eligibility-verification/>, accessed on October 15, 2025.

⁸ USAC, National Verifier Annual Report and Data, released January 31, 2025, <https://www.usac.org/wp-content/uploads/lifeline/documents/nv/reports/2025-National-Verifier-Annual-Report-and-Data.pdf>, accessed on October 15, 2025, p. 5.

⁹ FCC, Public Notice, WC Docket No. 11-42, DA 23-621, released July 30, 2024, <https://docs.fcc.gov/public/attachments/DA-24-740A1.pdf>, accessed on October 15, 2025.

¹⁰ FCC, Order, WC Docket No. 11-42, DA 25-567, released July 1, 2025, <https://docs.fcc.gov/public/attachments/DA-25-567A1.pdf>, accessed on October 13, 2025.

¹¹ 47 C.F.R. § 54.409(c).

demonstrate that each applicant is living in a separate economic unit and not sharing income or living expenses (bills, food, etc.) with another resident.¹²

To prevent waste in the program, the FCC created a National Lifeline Accountability Database and mandated its use to ensure that multiple ETCs do not seek and receive reimbursement for the same Lifeline subscriber.¹³ This database conducts a nationwide real-time check to determine if the consumer or another person at the address of the consumer is already receiving Lifeline service. States have read-only access to this database to help prevent waste, fraud, and abuse of the Lifeline program.

E. Non-Usage Rule

In general, wireless ETCs offer Lifeline service for no additional cost beyond the support provided by the universal service program. While customers can elect to purchase additional minutes or data usage at their discretion, the program pays ETCs to provide a basic level of service.

To address potential waste that could occur if support is received for cell phones that are no longer functional or that may have been owned by a customer who is now deceased, the FCC has established rules regarding support for Lifeline connections with no usage. Specifically, if an ETC does not assess or collect a monthly fee from the customer over and above the support received from USF, the Lifeline customer must use the Lifeline-supported service at least once every 30 days. Usage is defined by the FCC as the customer completing one of the following:

- Completing an outgoing call or using data
- Sending a text message
- Buying minutes or data to add to the subscriber's service plan
- Answering an incoming call (calls from the customer's Lifeline service provider, Lifeline service customer's agent, or representative do not apply)
- Responding to direct contact from the customer's Lifeline service provider to confirm the subscriber wants to continue receiving Lifeline service

If the Lifeline customer does not use their service for 30 consecutive days (non-usage), the ETC must give the customer a 15-day notice that if they do not use the service it will be terminated. ETCs must de-enroll those Lifeline customers who do not meet the usage requirement within the final 15-day grace period. Consumers de-enrolled from the Lifeline program for non-usage may reapply at any time by submitting an application to USAC.

¹² USAC, Household Eligibility Pre-Screening Tool, www.lifelinesupport.org, accessed on October 15, 2025.

¹³ FCC, Report and Order, WC Docket No. 11-42, FCC 12-11, released February 6, 2012, <https://docs.fcc.gov/public/attachments/FCC-12-11A1.pdf>, accessed on October 15, 2025.

II. Regulatory Activities and Updates

A. Federal Communications Commission Activities

1. Phase Out of Voice-Only Support

On April 27, 2016, the FCC released its Lifeline Modernization Order.¹⁴ This Order was primarily established to modernize the Lifeline program by including broadband as a supported service and establishing the National Verifier. In the Order, the FCC also established a timeline to gradually phase out support for voice-only services to make the program broadband-focused. Support for voice-only Lifeline service was scheduled to be completely phased out on December 1, 2021. However, 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, 2026.¹⁵ The FCC noted that this extension is partly due to the ongoing reliance of Lifeline subscribers on voice services. In Florida, as of June 2025, there were 923 Lifeline households that continue to subscribe to a voice-only service. In comparison, USAC reported a national total of 114,838 voice-only Lifeline customers for the same month.¹⁶ Standalone broadband plans or bundled broadband and voice plans will continue to be eligible for Lifeline support after the new phase-out date. Table 1 outlines the FCC's revised phase down schedule.

Table 1
Lifeline Support Transition Schedule

Effective Dates	Voice	Broadband & Broadband / Voice
From 12/1/19 to 11/30/20	\$7.25	\$9.25
From 12/1/20 to 12/1/26	\$5.25	\$9.25
After 12/1/26	\$0	\$9.25

Source: FCC, Order (DA 25-567)

The 2016 Lifeline Modernization Order included an exception to the complete phase-down of voice-only support in census blocks where there is only one Lifeline provider. On June 1, 2021, the FCC released a public notice identifying the census blocks eligible to continue receiving the \$5.25 support amount for voice-only Lifeline service.¹⁷ The list of eligible census blocks will be evaluated annually by the FCC, and if a census block is determined to be served by more than one Lifeline provider, the discount will be discontinued on December 1st of that year. In the most recent data published by USAC, only 11 census blocks qualify for the continued voice-only

¹⁴ FCC, Third Report and Order, WC Docket No. 11-42, FCC 16-38, released April 27, 2016, <https://docs.fcc.gov/public/attachments/FCC-16-38A1.pdf>, accessed on October 15, 2025.

¹⁵ FCC, Order, WC Docket No. 11-42, DA 24-642, released July 3, 2024, <https://docs.fcc.gov/public/attachments/da-24-642A1.pdf>, accessed on October 15, 2025.

¹⁶ USAC, Lifeline Disbursement Tool, <https://opendata.usac.org/Lifeline/Lifeline-Disbursements-Tool/rink-mije>, accessed on October 10, 2025.

¹⁷ FCC, Public Notice, DA 21-640, released June 1, 2021, <https://docs.fcc.gov/public/attachments/DA-21-640A1.pdf>, accessed on October 15, 2025.

support in Florida. This applies to areas within four ZIP codes in Citrus, Hillsborough, Jefferson, and Lafayette counties.¹⁸

B. Florida Public Service Commission Activities

1. Prevention of Waste, Fraud, & Abuse of the Universal Service Fund

The FPSC remains committed to enforcing safeguards to prevent waste, fraud, and abuse of the USF. Protecting the integrity of the Lifeline program in Florida is a priority, and the FPSC takes appropriate enforcement action when necessary. With statutory authority to grant and revoke wireline and wireless ETC designations, the FPSC actively monitors federal USF disbursements to Florida's ETC's, ensuring funds are used in compliance with state and federal regulations.

On January 12, 2025, Q LINK Wireless's ETC designation was revoked by the Florida Public Service Commission for committing fraud within the Lifeline program.¹⁹ Q LINK had 15,429 Lifeline customers when its ETC designation was revoked. After Q Link Wireless lost its ETC designation, Lifeline customers were serviced by either Global Connection of America (d/b/a StandUp Wireless) or Assurance Wireless. Customers were not bound to either of these Lifeline companies, and were able to select another provider.

2. Recent ETC Designations

During this reporting period, the FPSC approved a number of ETC petitions from wireline and wireless carriers. Since Legislative changes in 2011, the Commission has only had authority to address ETC petitions from wireline carriers. However, in 2024 the Legislature amended Section 364.10, F.S., to once again expand the FPSC's jurisdiction to grant ETC designation to wireless carriers for Lifeline purposes only. These recent ETC designations are listed below.

Wireless

- Air Voice Wireless, LLC
- American Broadband and Telecommunications Company LLC
- Amerimex Communications Corp.
- Boomerang Wireless, LLC
- DISH Wireless L.L.C.
- Florida Terracom Inc.
- Global Connection Inc. of America
- IM Telecom, LLC
- TAG Mobility, LLC
- Telrite Corporation
- Tempo Telecom, LLC
- TruConnect Communications, Inc.

¹⁸ USAC, Program Data, <https://www.usac.org/lifeline/resources/program-data/>, accessed on October 15, 2025.

¹⁹ FPSC, Docket No. 20240146-TP, Document No. 09700-2024, issued October 28, 2024, and Document No 00097-2025, Final Order, PSC-2024-0479-PAA-TP, issued January 7, 2025.

Wireline

- Integrated Path Communications, LLC

3. Assurance Wireless Amended ETC Petition

On April 15, 2025, the FPSC approved an amended ETC petition from Assurance Wireless, granting the company a Lifeline-only statewide ETC designation. This amendment specifically added three new wire center areas where Assurance Wireless previously did not hold ETC designation. Assurance Wireless was initially granted a Lifeline-only ETC designation on July 12, 2010.²⁰ That designation covered specific Florida wire centers served by AT&T, Frontier Florida (formerly Verizon), and CenturyLink.²¹

4. Lifeline Promotion Process

The Lifeline Promotion Process is a computer interface connecting the FPSC, DCF and Florida ETC's to provide information to Medicaid and SNAP participants interested in the Lifeline discount. This process requires the DCF applicant to first express an interest in receiving the Lifeline discount and select an ETC. The selected ETC then contacts the customer to determine if they have already been approved for the Lifeline program through the National Verifier. If the customer has been approved, the ETC provides the Lifeline discount.

For customers who have not yet applied for Lifeline, the ETC or the FPSC sends instructions on how to apply using the National Verifier. Between January and November 2025, the FPSC sent 15,421 such letters to eligible households. In comparison, during the same period in 2024, the FPSC mailed 54,992 letters, with a total of 59,353 sent throughout last year. This significant decrease is attributed to ETCs assuming more responsibility for sending letters to prospective customers and DCF updating its list of companies offering Lifeline for applicants to select. These changes are estimated to have saved the agency approximately \$27 thousand so far for 2025.²²

5. Lifeline Promotion Activities

Promotional activities in 2025 featured National Lifeline Awareness Week, National Consumer Protection Week, and ongoing grassroots efforts to increase awareness and enrollment in the Lifeline program.

The FPSC works with other state commissions, the National Association of Regulatory Utility Commissioners (NARUC), and the FCC to promote National Lifeline Awareness Week and to educate consumers on the nationwide implementation of USAC's National Eligibility Verifier. These coordinated efforts help ensure that low-income households are aware of the Lifeline program, understand eligibility and annual recertification requirements, and recognize that only

²⁰ Prior to the Sprint/T-Mobile merger, Assurance Wireless was "Virgin Mobile USA, L.P." For more information on the initial petition, see Docket No. 20090245-TP.

²¹ FPSC, Docket No. 20240147-TP.

²² Estimated savings are calculated by comparing the full 2024 Lifeline mailing costs against the costs incurred from January to November 2025.

one discount is available per household. The shared goal is for every eligible household to enroll and receive the benefits of the Lifeline program.

The FPSC takes part in community events and continually seeks new opportunities to share Lifeline educational materials and engage with consumers. To maximize outreach and accessibility, the FPSC conducts events both in person and virtually.

a. National Lifeline Awareness Week

NARUC and the FCC designate the week following Labor Day each year as National Lifeline Awareness Week. For Florida’s 2025 observance, held September 8–14, the theme was “*Stay Connected, Florida!*” The initiative aimed to raise awareness among eligible residents while continuing to educate consumers about available discounts on voice and broadband services, as well as household eligibility and recertification requirements. Florida’s 2025 outreach efforts focused on senior and community centers in Jefferson, Broward, and Nassau Counties. Additionally, Lifeline program information remains available year-round on the FPSC’s website.²³

b. National Consumer Protection Week

National Consumer Protection Week (NCPW), observed March 2–8, 2025, served as a valuable platform for Lifeline outreach initiatives. NCPW is an annual consumer education campaign led by the FCC that encourages individuals to understand and safeguard their consumer rights. For more than a decade, the FPSC has partnered with government agencies, advocacy groups, and private-sector organizations nationwide to promote this event.

In recognition of the 27th Annual NCPW, the FPSC highlighted its free energy efficiency and water conservation resources to help consumers make informed financial decisions. During NCPW 2025, the FPSC engaged directly with consumers in Hillsborough, Pinellas, and Leon Counties providing information on Lifeline and other Commission resources. A virtual outreach session was also held with a senior organization in Broward County to expand accessibility and reach.

c. Older Americans Month

Each May, the Commission takes part in Older Americans Month, a nationwide initiative that honors and recognizes the contributions of older adults to their families, communities, and society. The 2025 theme, “*Flip the Script on Aging*,” guided this year’s observance.

The FPSC partnered with community centers in Holmes, Washington, Madison, Volusia, and Duval Counties to engage directly with seniors and distribute information on the Lifeline program and strategies for reducing utility bills. To broaden its reach, the FPSC also hosted a virtual outreach event with a senior organization in Monroe County.

²³FPSC, Lifeline Assistance, <https://www.psc.state.fl.us/lifeline-assistance-program>, accessed on October 9, 2025.

d. Library Outreach Campaign

As part of its ongoing consumer education initiatives, each May the FPSC provides public libraries across Florida with educational packets containing Commission publications, along with Lifeline brochures and applications in both English and Spanish. In 2025, the Library Outreach Campaign reached 570 libraries and branches statewide via email. Following the campaign, many libraries requested additional printed materials from the FPSC to continue distributing consumer resources throughout the year.

e. Ongoing Lifeline Outreach

Facilitating access to Lifeline information through agencies and organizations that regularly serve eligible consumers remains a key component of the FPSC's Lifeline awareness efforts. The FPSC collaborates year-round with numerous partners to ensure consumers are informed about the program and understand the application process. Each month, the FPSC sends a cover letter and Lifeline informational packet to two organizations encouraging continued outreach to their eligible clients. In addition, the Commission hosts monthly in-person and virtual events, including train-the-trainer sessions, to further promote Lifeline.

To recognize exceptional collaboration, the FPSC designates select partner agencies and organizations as "Helping Hands" for their contributions to public awareness of the Lifeline program, energy and water conservation, and the prevention of utility impersonation scams. In 2025, the Neighborly Senior Care Network was honored as a Helping Hand partner.

f. Lifeline Partners

The local, state, and federal agencies, organizations, businesses, and telecommunications companies listed in Appendix B play an essential role in the collaborative effort to expand awareness and participation in the Lifeline program. These Lifeline Partners actively support outreach by fostering new partnerships, participating in community events, offering training sessions, sharing updates on program changes, and distributing brochures and applications to consumers.

III. Lifeline Providers

Congress has granted state commissions the authority to designate carriers as ETCs if they meet certain requirements.²⁴ Conversely, state commissions may rescind ETC designation should a company fail to follow the Lifeline program requirements. In instances where a state commission lacks jurisdiction to grant ETC status, the FCC may make the designation.²⁵

To qualify as an ETC, a telecommunications carrier must offer services supported by federal USF program.²⁶ A company applying for designation as an ETC must demonstrate that it is financially and technically capable of providing Lifeline service.²⁷ The services can be provided either using its own facilities or a combination of its own facilities and another carrier's resold service, and they must advertise the availability of such services and charges. Companies that exclusively resell services may seek forbearance for the facilities requirement from the FCC. The majority of ETCs that utilize the facilities and services of other carriers are wireless providers. A list of wireless ETCs and the underlying wireless network they use can be found in Appendix C.

When the Telecommunications Act of 1996 was initially implemented, all ETCs were eligible to participate in the high-cost program and were required to offer Lifeline services. Since then, the FCC has revised its rules to allow companies to request ETC designation to participate in the Lifeline program only and forgo participation in the high-cost programs. Appendix D identifies the 31 ETCs in Florida as of June 30, 2025, by technology. Appendix D also includes enrollment data between 2023 and 2025.

As previously noted in Chapter II, thirteen companies were granted ETC designation this reporting period. Three of these newly designated ETCs, IM Telecom, Tempo Telecom, and Florida Terracom, were not providing Lifeline service in Florida as of June 2025. These companies have reported that they had not yet received a Study Area Code (SAC) number from USAC, which is required in order to provide Lifeline service. Additionally, two of the three companies have pending changes to their ownership or corporate structures that, if executed, will require them to resubmit their ETC petitions to the FPSC to maintain ETC status.

A. Funding Distributions

Only carriers that have been designated as an ETC can be reimbursed for the Lifeline discount from the USF. Figure 1 reflects the monthly USAC Lifeline disbursements to ETCs in Florida during the past two reporting periods. The total amount disbursed between July 2024 and June 2025 was \$36.02 million, representing an increase of \$8.4 million from the last reporting period. These amounts include prior period support corrections.

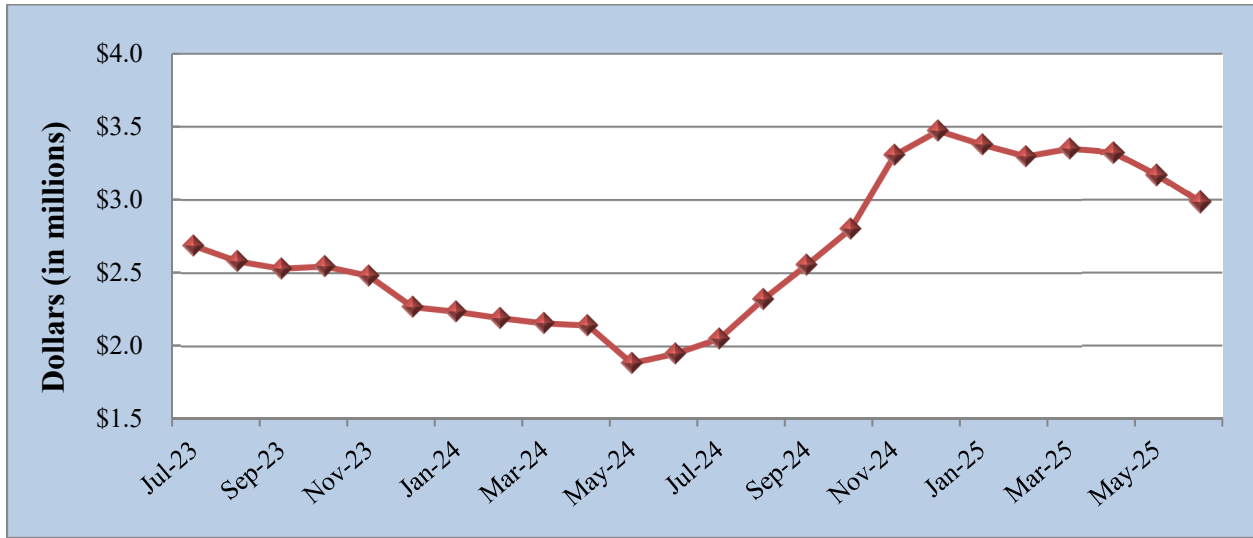
²⁴ 47 U.S.C. § 214(e)(2).

²⁵ 47 U.S.C. § 214(e)(6).

²⁶ 47 C.F.R. § 54.101.

²⁷ 47 C.F.R. § 54.201(h).

Figure 1
Lifeline Disbursements to Florida ETCs



Source: USAC disbursements for Florida: July 2023 - June 2025.

Between July 2024 and June 2025, thirteen wireless companies seeking ETC status in Florida were granted designations. These new designations, which expanded Lifeline subscribership, contributed to a disbursement peak of \$3.47 million in December 2024. As of June 2025, wireless ETCs received approximately 99.4 percent of all Lifeline disbursements from USAC in Florida.

B. Lifeline Service Obligations by Technology

ETCs can meet their Lifeline service obligations either through offering voice, broadband, or a combination of both services. Table 2 shows the percent of Lifeline subscription by service type and the underlying technology used by the ETC. Currently, wireless ETCs primarily offer bundled services that meet the federal standards for both voice and broadband. In contrast, many wireline ETCs, which have historically reported primarily voice-only customers, have rebranded as high-speed internet providers, resulting in a noticeable increase in broadband-only subscribership for this carrier type. Florida's single satellite ETC has just one Lifeline customer that receives a broadband-only service.

Table 2
Lifeline Subscription by Service Type
(As of June 2025)

Technology	Voice	Broadband	Bundled
Wireless	0%	0%	100%
Wireline	37.29%	37.25%	25.46%
Satellite	0%	100%	0%

Source: Industry Responses to 2025 FPSC Data Requests

As noted in Table 2, all wireless customers were on bundled plans as of June 2025. This trend is driven by the fact that only two wireless carriers, Mediacom Wireless and enTouch Wireless, still offer voice-only and broadband-only services. Appendix E provides the percentage of Lifeline subscriptions by service type for each carrier.

C. Wireless Service Standards

All wireless ETCs that are currently offering Lifeline services in Florida meet the minimum FCC standards by offering either a minimum of 1,000 voice minutes or 4.5 gigabytes (GB) of data to Lifeline subscribers. These providers offer plans at no cost to the Lifeline consumer; however, customers can elect to purchase additional voice minutes, data, or upgrade their services by selecting alternate plans. Table 3 outlines the different Lifeline services that are offered by Wireless ETCs at no cost to the Lifeline subscriber and their compliance with federal standards.

Table 3
Minimum Service Standards by Wireless ETC
(As of June 2025)

Brand (ETC)	Minimum Standards Met	Voice (Minutes)	Data (GB)
Access Wireless (i-Wireless)	Voice/Data	1,000	4.5
AirTalk Wireless (Air Voice)	Voice/Data	Unlimited	5
American Assistance (American Broadband)	Voice/Data	Unlimited	4.5
USA Phone (American Broadband)	Voice/Data	Unlimited	5
Assurance Wireless	Voice/Data	1,000	4.5
enTouch (Boomerang Wireless)	Plan 1: Voice Plan 2: Data	Plan 1: 1,000 Plan 2: 300	Plan 1: 0.1 Plan 2: 4.5
Gen Mobile (DISH Wireless)	Voice/Data	1,000	4.5
Life Wireless (Telrite Corp.)	Voice/Data	Unlimited	4.5
SafeLink (Verizon Value)	Voice/Data	Unlimited	10
StandUp (Global Connection)	Voice/Data	1,000	4.5
TAG Mobile (Tag Mobility)	Voice/Data	Unlimited	5
TruConnect	Voice/Data	Unlimited	4.5

Source: Industry Responses to 2025 FPSC Data Requests / Websites

Not all wireless ETCs offer plans at no cost to the customer. Mediacom Wireless offers Lifeline customers a discounted rate rather than a free plan, with a standalone voice-only plan starting at \$29.99. Meanwhile, Verizon Value brands (TracFone, Total Wireless, Straight Talk, Simple Mobile, and Walmart Family Mobile) offer Lifeline customers a monthly \$10.00 discount on any of its plans that offer more than 6 GB of data.²⁸

D. Carrier-Supplied Cell Phone

Some wireless ETCs offer cell phones at no cost to new Lifeline customers as part of their standard offerings. In these cases, the devices must also be accessible to customers with disabilities at no additional charge.²⁹ ETCs are not reimbursed for providing these phones and may choose to lock the devices, limiting their usability should the Lifeline subscriber choose to switch providers.³⁰ As shown in Table 4, five ETCs have reported offering Lifeline customers a cell phone. Two additional carriers indicated that cell phones may be offered during promotional periods.

Table 4
ETCs Offering Free Cell Phones
(As of June 2025)

Brand (ETC)	Provided
AirTalk Wireless (Air Voice)	Year-Round
StandUp (Global Connection)	Year-Round
TAG Mobile (Tag Mobile)	Year-Round
Life Wireless (Telrite Corp.)	Year-Round
TruConnect	Year-Round
enTouch (Boomerang Wireless)	Promotional Periods Only
Gen Mobile (DISH Wireless)	Promotional Periods Only

Source: Industry Responses to 2025 FPSC Data Requests

²⁸ As opposed to Verizon Value's SafeLink brand shown in Table 4.

²⁹ FCC, Order, DA-24-633, released July 8, 2024, <https://docs.fcc.gov/public/attachments/DA-24-633A1.pdf>, accessed on October 15, 2025.

³⁰ FCC, Cell Phone Unlocking, last updated/reviewed January 14, 2025, <https://www.fcc.gov/consumers/guides/cell-phone-unlocking>, accessed on October 15, 2025.

E. ETC Updates

1. Tempo Telecom, LLC's Proposed Acquisition by Insight Mobile, Inc.

In April 2024, Tempo Telecom notified the FPSC of a pending update to its FCC compliance plan in connection to a proposed transaction with Insight Mobile. The proposed transaction would result in Insight Mobile owning 100 percent of Tempo Telecom.³¹ However, on September 12, 2025, the FCC denied the updated compliance plan, citing concerns that Insight Mobile lacks the financial and technical capabilities required to participate in the Lifeline program. As a result, the FCC ruled that Tempo Telecom may continue to offer Lifeline services nationwide on the condition that the company is not acquired by Insight Mobile.³²

2. TracFone, Inc.'s Name Change to Verizon Value, Inc.

On April 7, 2025, TracFone submitted a name change application to the Florida Department of State to change its name to Verizon Value, Inc.³³ The company has held an ETC designation since 2008, initially offering Lifeline solely under the SafeLink Wireless brand. In 2024, the company informed the FPSC that it now provides Lifeline service under a total of six brand names: SafeLink Wireless, TracFone, Total Wireless, Straight Talk, Simple Mobile, and Walmart Family Mobile. The company's recent name change to Verizon Value, Inc. will distinguish the corporate entity responsible for providing the services from its individual brand names.

3. Verizon to Acquire Frontier

On September 5, 2024, Verizon announced its intent to acquire the parent company of two wireline ETCs in Florida, Frontier Florida and Frontier Communications of the South.³⁴ These companies offer Lifeline services through their wireline network throughout their respective service territories. On May 16, 2025, the FCC approved the transaction, stating that it does not find any material transaction-related public interest harms arising from acquisition.³⁵ Once completed, Verizon will be the only parent company with subsidiaries that are both wireline and wireless ETCs in Florida.³⁶

³¹ FPSC, Tempo's ETC petition, Docket No. 20240069, Document No. 02128-2024, filed April 19, 2024.

³² FCC, Order, DA 25-850, released September 12, 2025, <https://docs.fcc.gov/public/attachments/DA-25-850A1.pdf>, accessed on October 15, 2025.

³³ Florida Department of State, TracFone Name Change Application, filed April 7, 2025. <https://search.sunbiz.org/Inquiry/CorporationSearch/ConvertTiffToPDF?storagePath=COR%5C2025%5C0409%5C47436515.Tif&documentNumber=F07000005034>, accessed on October 6, 2025.

³⁴ Verizon, "Verizon to acquire Frontier," released September 5, 2024, <https://www.verizon.com/about/sites/default/files/Frontier-Press-Release.pdf>, accessed on October 13, 2025.

³⁵ FCC, DA 25-421, released May 16, 2025, <https://docs.fcc.gov/public/attachments/DA-25-421A1.pdf>, accessed on October 13, 2025.

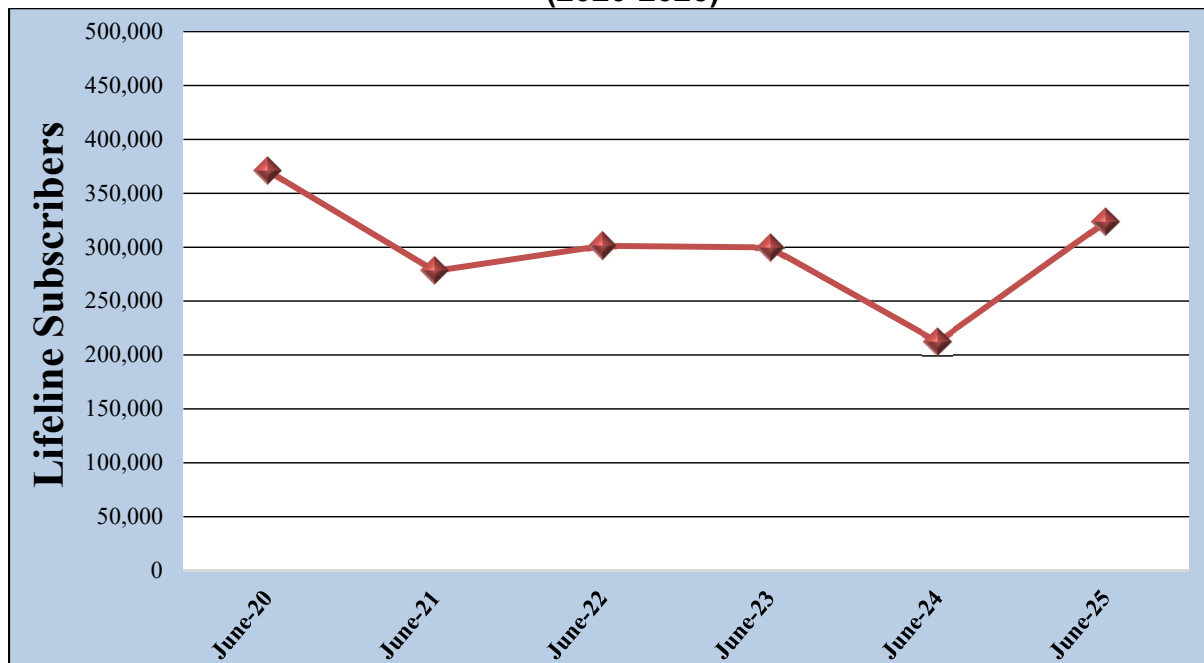
³⁶ 2025 Lifeline Data Request.

IV. Lifeline Participation

A. Participation

As of June 30, 2025, there were 332,887 subscribers enrolled in Lifeline in Florida. During the 2024-2025 reporting period, Lifeline subscribership increased by 120,644, which represents a 57 percent increase from the previous year. Florida had experienced declines in Lifeline participation in 2021 and 2024, while there was minimal changes in 2022 and 2023. The recent increase in subscribership is likely attributed to the number of wireless companies granted ETC designation in Florida in 2024 and 2025. Figure 2 shows annual Lifeline subscribership for the last six years.

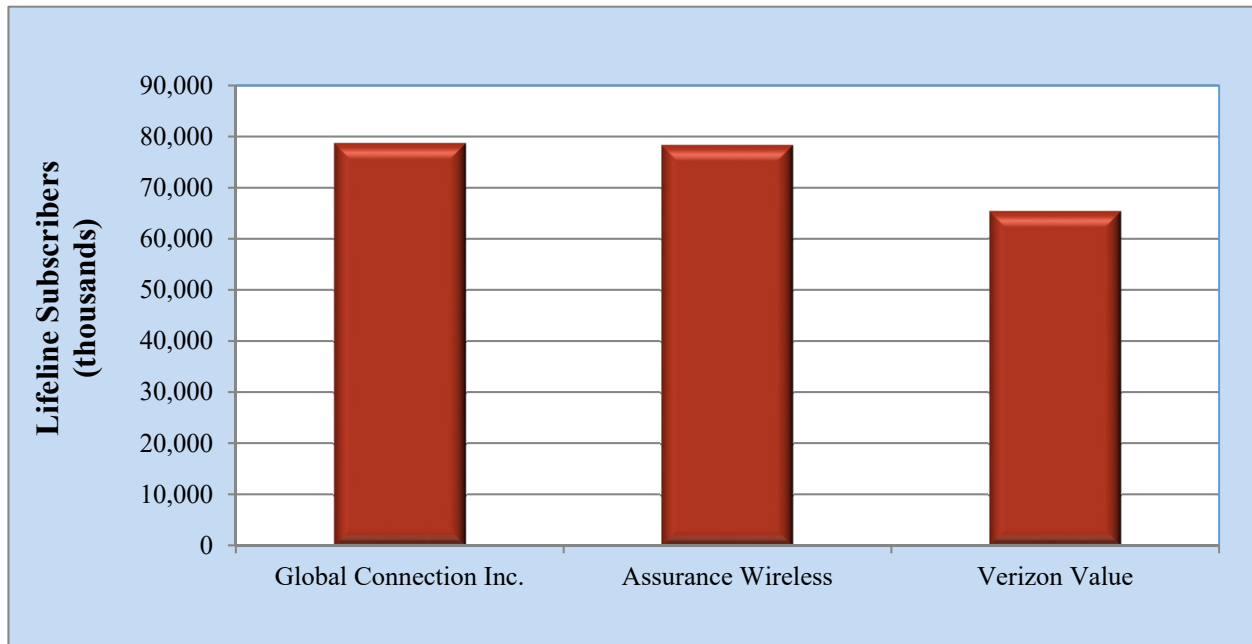
Figure 2
Florida Lifeline Subscribership
(2020-2025)



Source: USAC (Lifeline subscribers adjusted for carrier true-ups)

The three ETCs with the most Lifeline subscribers in Florida for 2025 are identified in Figure 3. For the last twenty years, Assurance Wireless and Verizon Value have been the dominant providers of Lifeline service in Florida. In the 2023-2024 reporting period, they represented more than 97 percent of the Florida Lifeline market. However, in this reporting period their market share went down to 44 percent. Both carriers have experienced significant declines in subscribership since last year. Assurance Wireless lost 33 percent of its Lifeline customers, leaving it with 78,389 customers in Florida. By comparison, Verizon Value lost 27 percent of its Lifeline customers, leaving it with 65,266 customers in Florida. Global Connection Inc. of America, a new wireless ETC, entered the Florida market with the most Lifeline subscribers.

Figure 3
Top Three Florida Lifeline ETCs



Source: Industry Responses to 2025 FPSC Data Requests

Table 5 compares the number of households enrolled in Lifeline with the estimated number of Lifeline eligible households based upon SNAP participation. Using SNAP participation as a proxy for the number of Lifeline eligible households suggests there are significant growth opportunities for Lifeline enrollment. However, it should be noted if a customer's preferred carrier is not an ETC, they may be less likely to participate in the program if it requires switching providers. This is especially true when a customer is required to pay an early contract termination fee to make such a switch.

Table 5
Lifeline Participation Rate in Eligible Florida Households

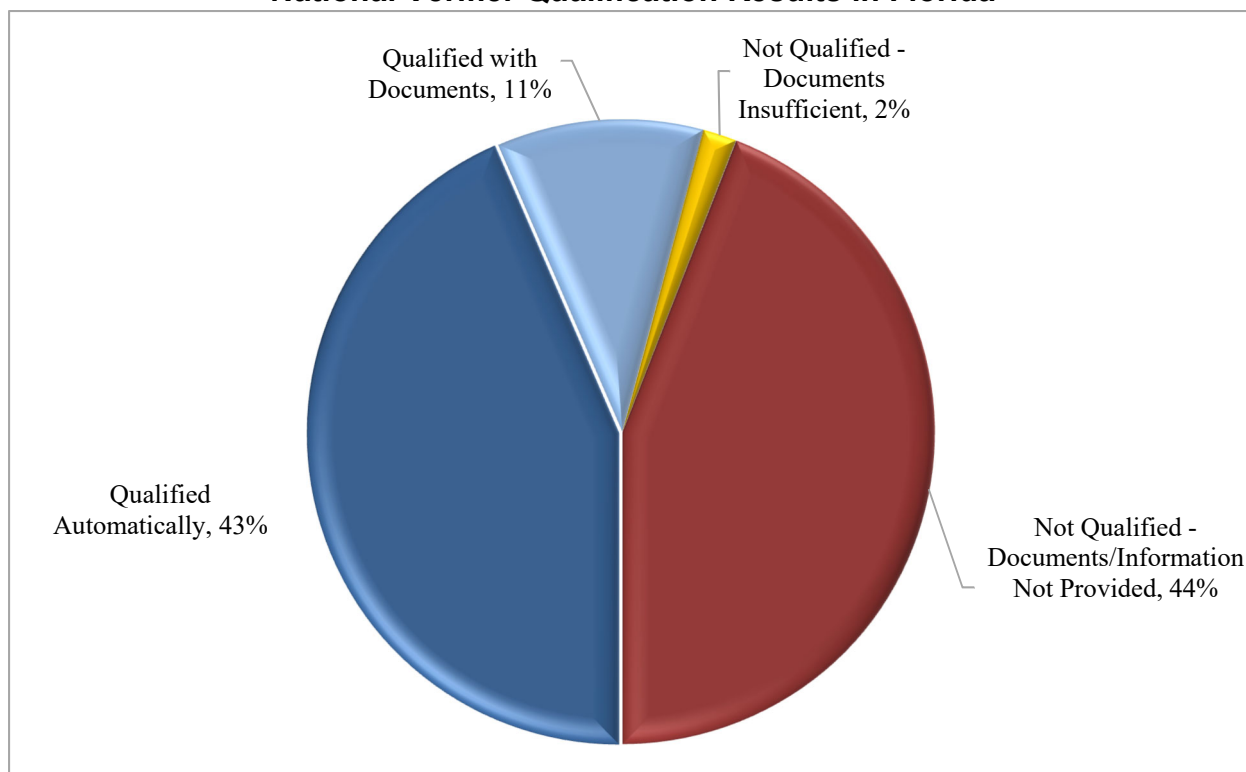
Year	Lifeline Enrollment	Eligible Households	Percent Participation
June 2021	273,641	1,882,842	14.53%
June 2022	300,285	1,590,216	18.88%
June 2023	300,229	1,658,694	18.10%
June 2024	212,244	1,661,381	12.78%
June 2025	332,887	1,672,792	19.90%

Source: Florida DCF, Access Florida: Standard Data Tables

During the 2024–2025 reporting period, the number of Lifeline eligible households increased by 11,411.³⁷ While the number of eligible households increased by 0.7 percent, the participation rate increased by a little more than 7 percent over the last reporting period.

During the 2024–2025 reporting period, the National Verifier received 1,666,180 applications from Florida.³⁸ Figure 4 illustrates that 54 percent of all applications qualified for Lifeline. Most of these applications, 43 percent, were approved by USAC automatically by verifying consumers eligibility through databases of qualifying programs. In Florida, these databases include those managed by DCF and other federal agencies. Among the 46 percent of applications that were not approved, 44 percent did not provide needed documents or information to support their applications within 45 days.

Figure 4
National Verifier Qualification Results in Florida



Source: USAC Lifeline Program Data (2024-2025 reporting period)

³⁷ Florida DCF, Access Florida: Standard Data Reports by Caseload, <https://www.myflfamilies.com/services/public-assistance/additional-resources-and-services/ess-standard>, accessed on October 10, 2025.

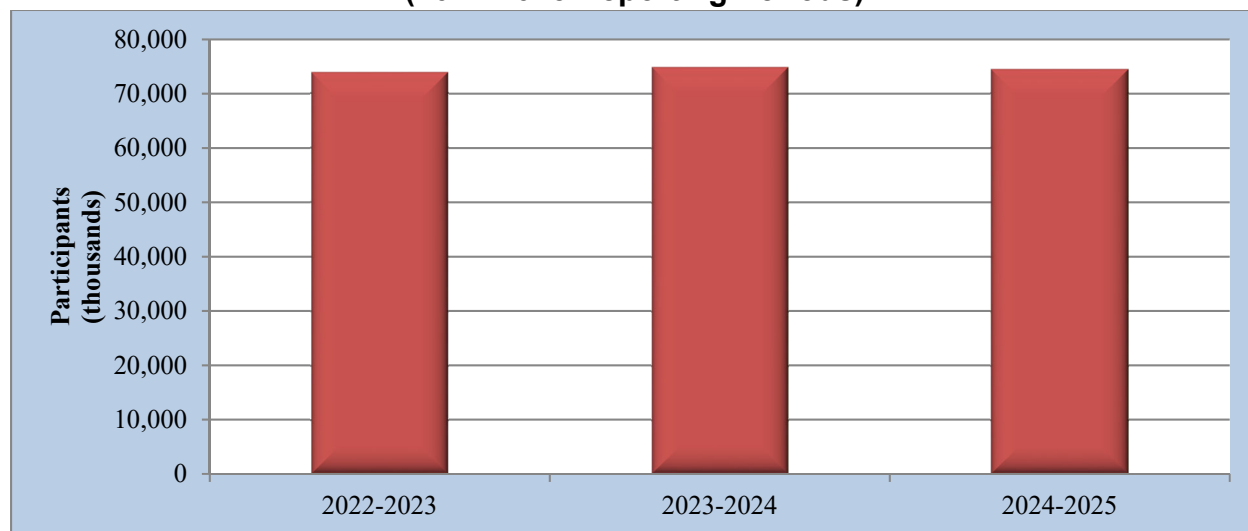
³⁸ USAC, Program Data, <https://www.usac.org/lifeline/resources/program-data/>, accessed on October 15, 2025.

B. Transitional Lifeline

Transitioning from the Lifeline program usually occurs when a customer's socio-economic status has improved, thus advancing them beyond the qualifying eligibility criteria. As required by Section 364.105, F.S., customers who no longer qualify for Lifeline are eligible to receive a 30 percent discount on the residential basic local service rate for one year. For example, a former Lifeline customer with a \$25 phone bill would receive a \$7.50 monthly discount for one year.

Figure 5 represents the average monthly number of Transitional Lifeline customers of Florida ETCs. During the reporting period, the average number of monthly customers receiving the Transitional Lifeline benefit was 74,385, which represents a slight decrease over the previous period.

Figure 5
Average Monthly Transitional Lifeline Participants
(2022-2025 Reporting Periods)



Source: Industry Responses to FPSC Data Requests (2022-2025)

Rather than offer a transitional discount, to comply with Section 364.105, F.S., Verizon Value offers its former Lifeline customers a 30 percent discount on the customer's chosen prepaid wireless service rates for at least one-year after termination of their Lifeline benefits. Verizon Value does not track Transitional Lifeline customers participating in this manner and, therefore, is not included in Figure 5.

Appendix A

2025 U.S. Poverty Guidelines

Persons in Family/Household	2025 U.S. Federal Poverty Guidelines	135% of Federal Poverty Guidelines	Monthly Income at 135% of Federal
1	\$15,650.00	\$21,127.50	\$1,760.63
2	\$21,150.00	\$28,552.50	\$2,379.38
3	\$26,650.00	\$35,977.50	\$2,998.13
4	\$32,150.00	\$43,402.50	\$3,616.88
5	\$37,650.00	\$50,827.50	\$4,235.63
6	\$43,150.00	\$58,252.50	\$4,854.38
7	\$48,650.00	\$65,677.50	\$5,473.13
8	\$54,150.00	\$73,102.50	\$6,091.88

Source: Department of Health and Human Services, Annual Update of the Department of Health and Human Service Poverty Guidelines. Federal Register Notice, released January 17, 2025, <https://www.federalregister.gov/documents/2025/01/17/2025-01377/annual-update-of-the-hhs-poverty-guidelines>, accessed on October 15, 2025.

Appendix B

Agency, Organization, and Business Lifeline Partners

FLORIDA LIFELINE PARTNERS	
1000 Friends of Florida, Inc.	Center for Hearing and Communication
A Caring Hand Home Care	Centers for Drug Free Living
AARP–Florida Chapter	Centers for Independent Living
Ability Housing of Northeast Florida	Central Florida Community Action Agency
ACCESS Florida Community Network Partners	City and County Consumer Assistance Departments
Advance Senior Solutions, Inc.	City and County Consumer Assistance Departments
Agency for Health Care Administration	City and County Housing Authorities
Agency for Persons with Disabilities	City and County Social Programs
Aging and Disability Resource Center of Broward County	Coalition of Florida Farmworker Organizations, Inc.
Aging Matters in Brevard County	Communities In Schools Foster Grandparent Program
Aging True Community Senior Services	Florida Lifeline Partners
Aging With Dignity	Community Action Program Committee, Inc.
Aging Solutions, Inc.	Community Legal Services
Alliance for Aging, Inc.	Communities In Schools Foster Grandparent Program
America's Second Harvest of the Big Bend, Inc.	Community Legal Services
Area Agencies on Aging	Community Partnership Group
ASPIRE Health Partners	Corporation to Develop Communities of Tampa, Inc.
Big Bend 2-1-1 and other 2-1-1 Agencies	Deaf and Hard of Hearing Services of Florida, Inc.
Boley Centers, Inc.	Deaf & Hard of Hearing Services of NW Florida, Inc.
Braille and Talking Book Library	Disability Rights Florida
Brain Injury Association of Florida, Inc.	Elder Options
Bridges at Riviera Beach	Elder Source
Bridgeway Center, Inc.	Faith Radio Station and other Florida radio stations
Broward County Elderly & Veterans Services Division	Federal Social Security Admin - Tallahassee District
Bureau of Indian Affairs Programs	Feeding South Florida
Capital Area Community Action Agency, Inc.	First Quality Home Care
CARES of Florida	Florida Alliance for Information and Referral Services
Carrfour Supportive Housing	Florida Assisted Living Association
Catholic Charities of Central Florida	Florida Association for Community Action

FLORIDA LIFELINE PARTNERS (continued)	
Florida Association of Community Health Centers	Gateway Community Outreach
Florida Association of Counties	Good News Outreach
Florida Association of County Human Service Admin	Goodwill Industries of Central Florida
Florida Association of the Deaf, Inc.	Habitat for Humanity – Florida
Florida Association of Food Banks	HANDS of Central Florida
Florida Association of Housing and Redevelopment Officials	Harry Chapin Food Bank of Southwest Florida
Florida Coalition for Children	Hemophilia Foundation of Greater Florida
Florida Coalition for the Homeless	Hillsborough County Community Action Program
Florida Council on Aging	Hispanic Office for Local Assistance
Florida Deaf Services Centers Association	HOPE Community Center
Florida Department of Business and Professional Regulation	HOPE Connection
Florida Department of Children and Families	HOPE Partnership
Florida Department of Economic Opportunity	League for the Hard of Hearing
Florida Department of Education	Leon County School Board
Florida Department of Elder Affairs	Little Havana Activities and Nutrition Centers
Florida Department of Revenue	Living Stones Native Circle
Florida Department of Veterans' Affairs	Marion Senior Services
Florida Elder Care Services	Miccosukee Tribe of Indians of Florida
Florida Highway Safety and Motor Vehicles	Mid-Florida Housing Partnership, Inc.
Florida Hospital Association	Monroe County Community Support Services
Florida Housing Authorities	National Church Residences
Florida Housing Coalition	Monroe County Social Services
Florida Housing Finance Corporation	NAACP (Florida Associations)
Florida League of Cities, Inc.	North Miami Foundation for Senior Citizens' Services, Inc.
Florida Low Income Housing Associates	Nursing Homes Administrators
Florida Nurses Association	Nu-Hope of Highlands County
Florida Office of Public Counsel	One-Stop Career Centers
Florida Ombudsman Program	Osceola County Corrections Department
Florida Public Libraries	Palm Beach Community Action Agency
Florida Public School Districts	Refuge House of the Big Bend
Florida Rural Legal Services, Inc.	Second Harvest Food Bank of Central Florida
Florida Schools for the Deaf and Blind	Second Harvest of the Big Bend
Florida Senior Medicare Patrol	Seminole County Community Development
Florida Senior Program	Senior Connection Center, Inc.
Florida Telecommunications Relay, Inc.	Senior Friendship Centers
Florida Voters League	Senior Medicare Patrol

FLORIDA LIFELINE PARTNERS (continued)	
Senior Resource Alliance	U.S. Department of Housing and Urban Development
Senior Solutions	United Home Care Services
Seniors First	United Way of Florida
SHINE Program	United Against Poverty
South East American Council, Inc.	Urban Jacksonville
Suwannee River Economic Council	Urban Leagues of Florida
Tallahassee Memorial Hospital	Volusia County Community Services
Tallahassee Urban League	Wakulla County Senior Citizens Council
Tampa Vet Center	Walton County Council on Aging
The Shepherd's Center of Orange Park	Washington County Council on Aging
Three Rivers Legal Services, Inc.	We Care-Jacksonville
Treasure Coast Food Bank	

Appendix C

Wireless ETCs and Networks Used

ETC	Network(s) Used
Air Voice Wireless	AT&T
American Broadband and Telecom.	T-Mobile
Amerimex Comm.	AT&T and T-Mobile
Assurance Wireless*	T-Mobile
Boomerang Wireless	T-Mobile
DISH Wireless*	DISH/EchoStar, AT&T, and T-Mobile
Florida Terracom	T-Mobile and AT&T
Global Connection	T-Mobile
IM Telecom	AT&T, Verizon, and T-Mobile
i-Wireless	T-Mobile
Mediacom Wireless	Verizon
TAG Mobility	AT&T
Telrite Corp.	AT&T
Tempo Telecom	T-Mobile
TruConnect Comm.	T-Mobile and Verizon
Verizon Value f/k/a TracFone	Verizon

*Assurance Wireless, Verizon Value, and DISH Wireless each use their own network.

Appendix D

Lifeline Enrollment and Year-to-Year Net Growth Rate

	ETC (Parent)	June 2023	June 2024	Net Growth Rate 2024	June 2025	Net Growth Rate 2025
Wireless	Air Voice Wireless	N/A	N/A	N/A	53,699	100%
	American Broadband & Telecom.	N/A	N/A	N/A	3,746	100%
	Amerimex Comm.	N/A	N/A	N/A	733	100%
	Assurance Wireless (T Mobile)	169,309	116,807	-31%	78,349	-33%
	Boomerang Wireless	N/A	N/A	N/A	0	0%
	DISH Wireless	N/A	N/A	N/A	25,140	100%
	Florida Terracom	N/A	N/A	N/A	0*	0%
	Global Connection (Odin Mobile)	N/A	N/A	N/A	78,682	100%
	IM Telecom	N/A	N/A	N/A	0*	100%
	i-Wireless	2,271	2,705	19%	2,232	-17%
	Mediacom Wireless	0*	0*	0%	0	0%
	TAG Mobility	N/A	N/A	N/A	9,158	100%
	Telrite Corp.	N/A	N/A	N/A	5,393	100%
	Tempo Telecom	N/A	N/A	N/A	0*	0%
	TruConnect Comm.	N/A	N/A	N/A	8,013	100%
	Verizon Value f/k/a TracFone	123,926	89,548	-28%	65,266	-27%

Source: FPSC Data Requests

*Did not offer Lifeline

N/A (Not Applicable) used if the company was not an ETC during the reporting period.

Brand names used by wireless ETCs can be located in Chapter III.

Lifeline Enrollment and Year-to-Year Net Growth Rate (continued)

	ETC (Parent)	June 2023	June 2024	Net Growth Rate 2024	June 2025	Net Growth Rate 2025
Wireline	Bright House Networks Information Services / Spectrum (Charter)	0	0	0%	1	100%
	CenturyLink / Quantum Fiber (Lumen)	1,844	1,259	-32%	822	-35%
	Conexon Connect	0*	18	100%	65	261%
	Consolidated Comm.	163	121	-26%	69	-43%
	Frontier Florida	1,102	592	-46%	751	27%
	Frontier of the South	32	18	-44%	9	-50%
	Integrated Path Comm.	N/A	N/A	N/A	0	0%
	ITS Fiber / Blue Stream Fiber	54	37	-31%	17	-54%
	Knology / WOW!	43	71	65%	79	11%
	NEFCOM	131	109	-17%	85	-22%
	Phone Club	138	95	-31%	48	-49%
	Quincy Telephone / TDS Telecom	68	51	-25%	33	-35%
	Smart City	6	2	-67%	2	0%
	Windstream / Kenetic	1,142	810	-29%	494	-39%
Satellite	Viasat	0	0	0%	1	100%
	Total	300,299	212,243	-29%	332,887	57%

Source: FPSC Lifeline Data Request

*Did not offer Lifeline

N/A (Not Applicable) used if the company was not an ETC during the reporting period.

Appendix E

Lifeline Subscription by Service Type (June 2025)

	ETC (Parent)	Voice	Broadband	Bundled
Wireless	Air Voice Wireless	0%	0%	100%
	American Broadband & Telecom.	0%	0%	100%
	Amerimex Comm.	0%	0%	100%
	Assurance Wireless (T-Mobile)	0%	0%	100%
	Boomerang Wireless	0%	0%	0%
	DISH Wireless	0%	0%	100%
	Florida Terracom*	0%	0%	0%
	Global Connection (Odin Mobile)	0%	0%	100%
	IM Telecom*	0%	0%	0%
	i-Wireless	0%	0%	100%
	Mediacom Wireless	0%	0%	0%
	TAG Mobility	0%	0%	100%
	Telrite Corp.	0%	0%	100%
	Tempo Telecom*	0%	0%	0%
	TruConnect	0%	0%	100%
	Verizon Value f.k/a TracFone	0%	0%	100%

Source: FPSC Lifeline Data Request

*Not currently offering Lifeline

Brand names used by wireless ETCs can be located in Chapter III.

Lifeline Subscription by Service Type (continued)

	ETC (Parent)	Voice	Broadband	Bundled
Wireline	Bright House Networks Information Services / Spectrum (Charter)	0%	100%	0%
	CenturyLink / Quantum Fiber (Lumen)	68.98%	23.60%	7.42%
	Conexon Connect	0%	87.69%	12.31%
	Consolidated Comm.	63.77%	10.14%	26.09%
	Frontier Florida	24.63%	62.32%	13.05%
	Frontier of the South	55.56%	33.33%	11.11%
	Integrated Path Comm.	0%	0%	0%
	ITS Fiber / Blue Stream Fiber	0%	82.35%	17.65%
	Knology / WOW!	0%	86.08%	13.92%
	NEFCOM	24.71%	4.71%	70.59%
	Phone Club	100%	0%	0%
	Quincy Telephone / TDS Telecom	18.18%	3.03%	78.79%
	Smart City	0%	100%	0%
	Windstream / Kenetic	9.51%	20.85%	69.64%
Satellite	Viasat	0%	100%	0%
	Total	0.27%	0.27%	99.46%

Source: FPSC Lifeline Data Request