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August 10, 2020

VIA OVERNIGHT MAIL

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

Re: 2020 Annual Lifeline Data Request

REDACTED

Dear Sir or Madam:

Windstream Florida, Inc. (“Windstream”) hereby provides its Annual 2020 Lifeline Data Request response.

Windstream asks that the information contained in the enclosed response be treated as confidential under Section 364.183, F.S. and Rule 25-22.006, Florida Administrative Code. Windstream deems this information to be confidential because it contains market-sensitive information that competitors could use to their economic advantage. Accordingly, Windstream treats this information as confidential and proprietary within the Company and does not share it in any public forum.

Should you have any questions or concerns, please do not hesitate to contact me at 501.748.7442.

Sincerely,

Tim Loken

Attachments
TL/sdm

COM _____
AFD _____
APA _____
ECO _____
ENG _____
GCL _____
IDM 1 Attachment #1
CLK _____

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Commission

ILEC LIFELINE DATA REQUEST 2020

To assist the Florida Public Service Commission in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Chapter 364.10, Florida Statutes, **please provide responses to the following questions by August 15, 2020. Your responses should include your company name, contact person, and email address.**

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for fiscal year July 1, 2019, through June 30, 2020.

For those items requesting the data be reported monthly, provide the appropriate number as of the last day of each month during the review period.

1. The number of residential access lines in service each month. (See Attachment 1)
2. The number of customers participating in Lifeline each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision. (See Attachment 1)
3. The number of Lifeline customers added each month. Note: Do not include customers receiving Lifeline through the Transitional Lifeline provision. (See Attachment 1)
4. The number of customers removed from Lifeline each month. Note: Do not include Lifeline customers moved to Transitional Lifeline. (See Attachment 1)
5. In accordance with Section 364.105, Florida Statutes, are you offering Transitional Lifeline service? If yes, what is the number of customers participating per month and what are your advertising efforts for Transitional Lifeline service? (See Attachment 1)
6. The number of customers participating in Lifeline under the Tribal Lands provision each month. (See Attachment 1)
7. Description of your company's procedures for Lifeline. Include the following in your response:

- a. Internal procedures for promoting Lifeline.

Weekly conference calls sponsored by Windstream's Channel Support team is the medium used to update the consumer channel on any Lifeline regulation changes or promotions, such as the COVID-19 support. These calls are attended by leadership and front-line supervisors and then the information is distributed to the front-line employees.

Windstream's Call Center Agents and Retail Store Employees promote Lifeline to customers who inform us that they receive a qualifying government program and educate them on the application process. Our employees also direct customers to review the details of the Lifeline program on windstream.com/Lifeline.

Updated Lifeline processes and procedures are posted on WINFO, Windstream's internal process site. Within WINFO is a Lifeline section, which houses the overview of the program, references to lifelinesupport.org, Windstream employee's roles/responsibilities, how to handle application requests, common terms and definitions, regulations and restrictions of the program, and order entry specifics.

- b. Outreach and educational efforts involving participation in community events.
Not Applicable

- c. Outreach and educational efforts involving mass media (newspaper, radio, television). (See Attachment 2-1)
 - d. Copies of Lifeline outreach materials of your company. (See Attachment 2-2)
 - e. Any links on your company Web site that provides Lifeline information.
<https://www.windstream.com/about/windstream-information/lifeline-assistance-program>
 - f. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline. Not Applicable
8. Did your company provide Lifeline services using resale Lifeline lines obtained from an underlying carrier? If yes, identify the underlying carrier and the number of resale Lifeline lines obtained each month. No
9. Please identify how your company is satisfying the FCC's minimum service standards requirement. Windstream is compliant with the minimum service standards as identified in Title 47 Part 54.408.
10. To the extent you have experienced a decline in Lifeline customers since last year, please list and describe any issues that may have contributed to the decline. Any additional general comments or information you believe will assist staff in evaluating and reporting Lifeline participation in Florida are welcome.

Windstream's Support Services continues to utilize stringent and efficient processes for the Lifeline program. Customers attempting to enroll in the Lifeline program that reside in a National Verifier state have experienced some difficulty with enrollment. Most customers do not understand that they must run their application through the National Verifier and if they pass, they must complete a Lifeline application and submit it to the carrier of choice. Windstream continues to follow the stringent guidelines so there is an increase in the number of customers that do not successfully enroll, which reduces our overall volume.

USAC applications are multi-page and can be intimidating and confusing to some Lifeline customers, which may have resulted in not returning it to Windstream for processing.

The primary cause of the reduction in Lifeline customers is the customer base moving to a wireless device rather than traditional POTS service. Customers can transfer their benefit to Wireless service.

11. Please identify any issues you have experienced utilizing the National Verifier.

Some customers have expressed issues with the National Verifier site (problems accessing, site going down, etc.). During this time, there may be a higher volume on this site that may be causing some issues.

Some customers do not realize or understand that applying through the National Verifier is only one step and they also need to apply with the provider to receive the Lifeline discounts. If the customer does not complete the application the same way the National Verifier application was completed, the submission fails. We have encouraged our customers to make a copy of their NV application to ensure they fill out their USAC application the same way.

12. Are you assisting customers with their Lifeline program applications through the National Verifier portal? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier.

Windstream's Lifeline team is not located in a customer-facing brick and mortar. We direct customers to the lifelinesupport.org website to enroll in Lifeline using the National Verifier.

Our customers are directed to the National Verifier by our online Customer Care and Sales agents, when discussing the Lifeline program with them.

13. Are the majority of your new Lifeline customers already enrolled in the National Verifier before requesting Lifeline service from your company?

No, most of our customers must be directed to the National Verifier to begin the process.

14. Since the hard launch of the National Verifier in Florida, how has your company used the customer information received from Florida's Coordinated Enrollment Process?

On March 24, 2020, Florida entered the hard launch status of the National Lifeline Verifier. To comply with Section 364.10(g), Florida Statutes, and 25-4.0665(6), Florida Administrative Code, the Florida Department of Children and Families will continue to upload coordinated enrollment customers indicating they wish to receive Lifeline service to the Florida Public Service Commission database.

As an Eligible Telecommunications Carrier (ETC), Windstream is expected to continue the current processes and download customer information from this database to comply with these rules. While this will no longer qualify as a Lifeline application pursuant to the waiver granted by the FCC, it provides Windstream notice that a customer or prospective customer is interested in receiving Lifeline service from Windstream. Because these customers are *only* coming from the Department of Children and Families, all of these customers will be enrolled in either Medicaid or SNAP. However, these customers will still have to complete USAC's Lifeline application. Similarly, the data of customers' who reside in an area outside of Windstream's ETC designation should be uploaded under Windstream's current process.

15. In the last year, has your company filed for any form of bankruptcy? If yes, please identify the chapter and the date filed. Yes, Windstream filed for Chapter 11 relief on February 25, 2019.

16. Within the last two years, has your company been involved in any FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number. No

17. Did you observe an increase in new Lifeline customers related to COVID-19 unemployment? Additionally, please provide or describe any form of promotion your company conducted to customers newly eligible for Lifeline due to COVID-19. Any additional general comments or information on how COVID-19 has affected your Lifeline customers in Florida are welcome.

Yes, we did observe more customers inquiring about special offers to assist them during COVID-19 unemployment. Windstream offered a \$14.99 plan to new Kinetic Internet customers that were Lifeline eligible. In addition, Lifeline that took new Kinetic Internet service qualified for 2 free months of Internet service and free activation. This offer was made available to assist LIFELINE customers that need fast, reliable Internet during this time when a home connection is necessary for work, school, and other online activities.

ATTACHMENT 2-1

With flour, water and lots of love, Anne Gowens of Gutes Brot has made a business of bread. She sold some of her popular loaves on Saturday with assistance from her daughter, Brooke.

to sell Christmas goodies and gift bags of styling products.

NEW SERVICE OFFERED!

Custom printed envelopes with your logo in color

for your
business, church, home,
office, community group!

- We can print many sizes including the common #9 & #10 sizes.
- We carry business envelopes with window and security tint.
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We also offer these everyday services

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- Inks and Toners
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Lydia Spratlin offered handmade goat milk soaps and lotions.



From crocheted scarves to Christmas ornaments, Amy Head of Angels and More had a variety of gift options.

High-speed Internet at an affordable price.

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Lifeline is a government assistance program that is limited to one benefit per household and the service is non-transferable. Other eligible customers may exist in the program. Consumers who qualify may have additional charges to receive the benefit. Low income individuals residing on tribal lands may be eligible for additional discounts on these charges and may receive service for as little as \$0.00 per month. Windstream and the Windstream logo are registered service marks of Windstream Services, LLC. © 2019 Windstream Services, LLC. Additional restrictions may apply.

of the store happened and your services are many stores in Clay County open for Black Friday.

To add numbers to the equation, Freshour said that Black Friday had about 57 calls in 2014, a number he said isn't out of the ordinary. There were the same number of calls in 2015, and that number increased by 10 in 2016, but dropped to 37 calls for service in 2017. There were 60 last year but another decline to 38 calls this year.

"These are the numbers for actual case numbers pulled," Freshour said. "If a case number got pulled, my understanding is that's what these numbers are for."

Pets

from page 10

even simpler idea would be to try "how-wow break-outs," offered at the Clay County Humane Society, where you can take a chosen dog for the afternoon, or overnight, and see how they relate to all family members.

"Adopt don't shop" is the mantra emphasized by all area humane societies, shelters and rescue groups. That's because it's a triple gift -- saving a shelter pet, delighting the new pet "parent" with a life-companion, and emptying a cage so that a new animal can be saved as well.

Giving the gift of a pet to the right-aged child gives them the opportunity to raise, take care of and have a relationship with the special friendship of a pet while learn-

ing about unconditional love, compassion and responsibility. And unlike some myths that more pets received during the holidays result in irresponsible returns to shelters, research by the ASPCA proves there are no more returns after the holidays than any other time during the year.

"Giving a pet from a shelter is saving a life while giving the gift of a special friendship," said Winter.

"We pretty much have the same squads working on that day as we would any other," Case said. "It's not a scheduled day where we deploy extra officers."

If numbers are any indication, Clay County is just as safe around this time of the year, which is simultaneously the best and most stressful time of the year for many, as it is on any given day. So next time you go Black Friday shopping or Christmas shopping at the mall, trust that the shoppers around you are just as unlikely to commit crime to get the perfect gift that you are.



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Wreaths

from page 10

dens for the formal ceremony.

At noon, a moment of silence will be observed for all Wreaths Across America ceremonies nation-wide to remember the fallen, the prisoners of war, missing in action and honor those who have served and are serving this great nation's armed services.

Each branch of the military will be represented at the ceremony, including Mrs. Joanne Speicher Harris, widow of U.S. Navy Captain Scott Speicher, who will lay

the remembrance wreath in honor of the 93,129 United States Servicemen from all branches of service who last known status was either a Prisoner of War or Missing in Action.

Volunteer groups for this ceremony include: American Heritage Girls, Annunciation Catholic School, Cub Scouts, Dreamland Squadron, First Coast Highlanders, Little Girls Doing Big Things, NAS JAX Honor Support Rifle Team, Orange Park Harley Owners Group, Sam's Club, Rotary Club of Fleming Island, Rotary Club of Orange Park, Rotary Club of Orange Park Sunrise, St. Johns Classical Academy and Trail Life USA.

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CLAY TODAY
12-12-2019

UF Health physicians work with Central Florida Health to provide comprehensive stroke care and telestroke consultations. The move also creates training opportunities.

With main campuses in Gainesville and Jacksonville, UF Health includes six health colleges, nine research institutes and centers, eight hospitals, including two teaching

According to analysts at Deloitte.com: "Hospital merger and acquisition activity has increased significantly in the past decade, with buyers and sellers looking to create operational, strategic, and financial value. A main driver is the pursuit of economies of scale, the ability to decrease unit costs, or to improve productivity and outcomes through increased

services already offered, and employees should not expect to see layoffs in the coming year. The Villages, with more than 125,000 residents, is one of the country's fastest growing areas.

There were 17 health care mergers and acquisitions in 2018, a record, according to Becker's Hospital Review. Several more took place in the first quarter of this year.

Martin Health, according to Health Care Finance News.

Tuesday's announcement coincided with rival Advent Health Waterman's grand opening of its new pediatric emergency room, celebrating the completion of the second phase of an 111,000-square-foot, \$85 million expansion. The Tavares hospital has 287 beds.

...about Berger's behavior in early April.

Two weeks later, another teacher told district officials that he had heard Berger say he would kill somebody and that he would "rip out" someone's eyes, according to a district summary of the case.

A district investigation found that Berger had

...Berger, who has been a district employee for 20 years, did not respond to a message seeking comment.

School Board members are scheduled to consider the recommendation today to fire Berger.

amarra@zpcpost.com
@AMarraJPost

CLIMATE

From Page B1

The Senate committee Monday also backed establishing a Sea Level Rise Task Force to make recommendations about Florida's 1,350 miles of coastline and the relatively low elevations of the state that are vulnerable to coastal flooding from sea-level rise, storm surge and heavy rainfall.

Committee member Janet Cruz, a Tampa Democrat who cautioned that climate change will impact the state's infrastructure and economy in "this generation," called the Senate approach to climate change a "step in the right direction."

"I think it's really important to note that we are behind the curve on this," Cruz said. "You see the king tides rushing in, and to put it in perspective, if you were a young couple that was taking out a 30-year mortgage in Tampa Bay, by the time you paid off that mortgage the sea level would have likely risen 1 to even 2 feet" according to one panel's estimate.

The Senate bills do not have matching proposals in the House.

But Incoming House Speaker Chris Sprowls, R-Palm Harbor, has challenged House members to stop "being afraid of words like 'climate change' and 'sea level rise.'"

And Rep. Blaise Ingoglia, R-Spring Hill, has filed a proposal (HB 499) seeking nearly \$6 million for a seven-year study by Florida International University to track sea levels across the state. The study would be modeled on a program funded in the current fiscal year for the Miami Beach area.

DeSantis, who in August named Julie Nestelwat as the state's first chief resilience officer, has sought the creation of the statewide resilience office.

A Senate staff analysis said the Southeast Florida Regional Climate Change Compact Sea Level Rise Work Group has projected Southeast Florida could see sea-level rise from 1 to nearly 3 feet over the next 40 years, while the Tampa Bay Climate Science Advisory Panel estimates waters in that region going up 1 to 2.5 feet to 30 years.

"In the U.S., sea level rise and flooding threaten an estimated \$1 trillion in coastal real estate value, and analyses estimate that there is a chance Florida could lose more than \$300 billion in property value by 2100," the staff analysis said.

The electronic charging station plans follow DeSantis' announcement in August that 15 percent, or \$24.9 million, of the state's share of a settlement in a Volkswagen emissions scandal would go toward placing charging stations for electric vehicles at all Florida

Turnpike service plazas.

A Senate staff analysis said increasing charging stations statewide would help in "facilitating mobility and commerce and reducing costs related to EV (electric vehicle) travel time."

"To the extent that increased EV use is encouraged, the state may realize reduced greenhouse gas emissions, thereby contributing to the overall

health of the state's residents and environmental resources," the staff analysis said.

Cruz said a lack of electronic stations along U.S. 19 from Tampa to Tallahassee kept her from leasing an electronic vehicle.

"I worry that I would find myself stranded somewhere if I'm over that 250-mile range in an electric car," Cruz said.

WE'RE HIRING!

Arby's is opening new stores in the Gainesville market!

All positions need to be filled.
Full Time - Part Time



APPLY IN PERSON at the Arby's on Newberry Road located at 6760 West Newberry Road, Gainesville, 32605. (Between N. FL RMC & I-75)

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gainesville.com

NOTICE OF PUBLIC HEARING

The Alachua County Development Review Committee will hold a public hearing Thursday, December 19, 2019 at 1:30 pm in the John R. "Jack" Durran Auditorium room 209, 12 S.E. 1st Street, Gainesville, Florida to consider the following item:

Project 2019093003 - Minor Development Plan Review - Phillips Homestead - (homestead in Cross Creek Special Study Area on approximately 24.29 acres) - Section 17-12-R22 - Located on Tax Parcel Number 20321-000-000 at 21612 S. County Road 325 - William J. and Tina M. Phillips - agents/owner. CCSAS Exceptional Upland Habitat, CCSAS Hammock and Cross Creek Special Area Study Future Land Use Designation, Agricultural (A) Zoning District

All interested persons are invited to attend and be heard. Written comments may be filed with the Office of Planning and Development for consideration. In addition to any other comments, interested persons are invited to submit comments on whether the proposal will have a significant impact on the cost of housing.

All persons are advised that, if they decide to appeal any decision made at this public hearing or meeting, they will need a record of the proceedings and, for such purpose, they may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based.

If you have a disability and need an accommodation in order to participate in a program or service of the Growth Management Department, please contact the Growth Management Department at 352-374-5249 at least 2 business days prior to the event. TDD users, please call 711 (Florida Relay Service). Printed materials are available in alternate format upon request.

General Information: Staff Reports on the above item will be available on Friday of the week preceding the meeting at the Office of Planning and Development, 10 S.W. 2nd Avenue, 3rd Floor, Gainesville, FL 32601. For further information call (352) 374-5249.

GAINESVILLE SUN
12-11-2019

to stay calm — pass the ball, score the ball and play defense,” Jefferson said. “That’s what we focused on, playing defense, and we got the ball in transition.”

Columbia never trailed, jumping out to a 9-0 lead. That advantage jumped to 25-12 at halftime thanks to 13 first half points from Ponds.

But Suwannee wouldn’t go away. The Bulldogs put together a 21-point third quarter, aided by eight points apiece from Tyrece Freeman and Tyrece Taylor, and pulled within three points on a 3-pointer from Taylor that cut Columbia’s lead to 33-30.

Freeman finished with eight points while Taylor scored a team high 14, which included four makes from beyond the arc. Jones and Owens had back-to-back buckets to put Columbia up 37-30 but Taylor hit a three right before the end of the quarter to pull Suwannee within four.

“I think we thought that they were just going to let us go by and we thought we were going to blow them out,” Jefferson said. “But they kind of punched us in the throat a little and we had to come back and fight.”

The Tigers did just that thanks to Jefferson, lead-

season-opening win over Eastside last Saturday.

“The team that I saw tonight was not the team I saw last week,” Faulkner said, “and I think part of it for my guys is they get caught up in all this rivalry stuff. I’m not from here so it doesn’t affect me, but I think they get caught up in it and it affects them on the court. That’s something that as you become mentally tough you should get past that. We haven’t gotten there. We have a chance to be really good but we weren’t very good at all tonight.”

INJURY REPORT

Columbia shooting guard Jordan Smith missed Saturday night’s game with a foot injury he suffered during football season. He was in a walking boot but the injury isn’t considered serious.

Madison County transfer Jeremiah Hodge also missed the game with a sprained thumb.

UP NEXT

The slate doesn’t get any easier for Columbia next week with a home contest against Santa Fe on Tuesday before road rivalry games at Fort White and Baker County on Friday and Saturday.

recent weeks that there’s growing belief Jacksonville will address the position again with one of its two first-round draft picks in 2020.

“The Jaguars (4-9) have numerous other needs, too. The list includes offensive line, receiver, tight end, defensive tackle, linebacker, cornerback and safety. Yes, pretty much the entire team.

The lack of talent is an indictment of 73-year-old personnel chief Tom Coughlin. The recent results are equally damning for coach Doug Marrone, whose team has dropped 19 of its last 25 games.

“We’re not playing with a lot of confidence,” Marrone said Monday, a day after getting drubbed 45-10 by the Los Angeles Chargers. “We’ve got to coach with better confidence and play with better confidence, and that’s my responsibility. It’s obviously disappointing. There’s a lot of words that can describe how we feel.”

Jacksonville has been outscored 174-57 during its current five-game skid, and the 117-point differential over that stretch is by far the worst in the league.

The Jaguars play at Oakland (6-7) on Sunday, the final football game in

The Chargers scored on seven of their first eight possessions and finished with a season-high 525 yards.

“You’ll never hear me say that talent is an issue for poor performance,” Marrone said. “If you sit around and you start saying, ‘Well, it’s a lack of this or injuries or talent,’ what it does is it doesn’t pull you in the proper direction for my position. My position has to be standing up, telling guys what’s going on, giving insight into things, pushing the coaches, pushing the players.”

WHAT’S WORKING

The Jaguars pulled off a fake punt while trailing 31-3 in the third quarter. Punter Logan Cooke connected with receiver Michael Walker for a 9-yard gain on a fourth-and-3 play from near midfield. Several Chargers players could be seen laughing on the sideline.

Jacksonville scored its lone touch down on that drive.

WHAT NEEDS HELP

The defense is a debacle. The Jaguars can’t stop the run and haven’t played with a second half lead since Week 8. Rookie linebacker Quincy Williams and rookie safe-

Jack Hain in the team’s first 11 games.

STOCK DOWN

Left tackle Cam Robinson, who played with back soreness, was called for two holding penalties. The first one wiped out a first-down run into Chargers territory late in the first half, with Jacksonville trailing 14-3. The Jags were forced to punt, and LA had enough time to score and extend its lead before the break.

INJURED

Chark sprained his left ankle Sunday and remains in a walking boot. Safety Ronnie Harrison cleared the league’s concussion protocol and is expected to play at Oakland. Tight end Seth DeValve (oblique) also is scheduled to return after missing four games. Linebacker Jake Ryan (hamstring) is out for the season.

KEY NUMBER

12 — The number of losses the Jaguars have in 14 games on the West Coast. Both victories came at Oakland, the last one in 2005.

NEXT STEPS

Find a way to avoid ending the year with an eight game losing streak.

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Breakfast with Santa

SATURDAY, DEC. 14TH
8-11 a.m.

Children 3-12: \$5⁹⁹
Adults: \$10⁷⁵

213 SW Commerce Drive
386-754-1411 x106

SPONSORED BY
Esha Patel & Ria Patel

ALL PROCEEDS BENEFIT:

United Way of Suwannee Valley

Brenda Kay Hoggs pleaded guilty to possession of cocaine and driving while her license was suspended or revoked. Adjudication was withheld on the drug charge. She was adjudicated guilty on the second charge. She was sentenced to time served in Nassau County Jail and 18 months of drug offender probation to include substance abuse evaluation and treatment and drug testing. She must pay \$518 in court costs, \$100 to the State Attorney's Office and \$150 to the Public Defender's Office.

Randall Wayne Butler pleaded guilty to possession of a controlled substance, possession of less than 20 grams of cannabis and the sale, manufacture or delivery of a controlled substance. He was adjudicated guilty and sentenced to 24 months in Florida State Prison with credit for time served. He owes \$1,036 in court costs, \$200 to the State Attorney's Office and \$300 to the Public Defender's Office.

Crystal Joe Campbell admitted violation of probation for possession of a controlled substance. Probation was revoked and terminated. The defendant was sentenced to 90 days in Nassau County Jail with credit for time served. Outstanding court costs of \$1,172.08 will be converted for civil judgment.

Dennis Eugene Champion was evaluated as competent to proceed on a charge of failure to register as a sex offender. Pretrial was scheduled for Dec. 12.

Thomas David Chapman pleaded guilty to grand theft of a motor vehicle and possession of cocaine. He was adjudicated guilty and sentenced to 30 days in Nassau County Jail with credit for time served and 18 months of drug offender probation. He must submit to substance abuse evaluation and treatment and drug testing. He must pay \$518 in court costs, \$100 to the State Attorney's Office and \$150 to the Public Defender's Office.

Michael Collins pleaded guilty to grand theft of

and attend a consequences-of-crime class. He must pay \$418 in court costs, \$100 to the State Attorney's Office and \$150 to the Public Defender's Office.

James Octavius Cooper pleaded not guilty to possession of cocaine and possession of drug paraphernalia.

Dominick Ray Couch pleaded guilty to aggravated fleeing and eluding of police, resisting arrest with violence, battery on a law enforcement officer, DUI with property damage or injury and refusal to sign a summons citation. He was adjudicated guilty and sentenced to 13 months in Florida State Prison with credit for time served. He owes \$418 in court costs, \$100 to the State Attorney's Office and \$150 to the Public Defender's Office.

John Paul Guillermo Davies pleaded guilty to aggravated fleeing and eluding police, possession of a controlled substance, obstruction or opposition to police without violence, possession of drug paraphernalia and domestic battery. Adjudication was withheld on all but the obstruction and drug paraphernalia charges. He was sentenced to 120 days in Nassau County Jail with credit for time served and 18 months of drug offender probation. He must complete mental health court and submit to random urinalysis. He is prohibited from ingesting alcohol and any medications without a prescription. He must pay \$518 in court costs, \$100 to the State Attorney's Office and \$150 to the Public Defender's Office.

James Carl Davis III admitted violation of probation for possession of cocaine, possession of a controlled substance and possession of drug paraphernalia. He was adjudicated guilty. Probation was revoked and terminated. He was sentenced to 90 days in Nassau County Jail with credit for time served. Outstanding court costs of \$1,346.80 will be converted for civil judgment.

Earl Eugene Easom pleaded guilty to felony

battery and possession of a concealed handcuff key. He was adjudicated guilty and sentenced to six months in Nassau County Jail with credit for time served and 18 months probation. He is to complete mental health court. He owes \$418 in court costs, \$100 to the State Attorney's Office, \$150 to the Public Defender's Office and surcharges of \$201 and \$151 related to the battery offense.

Sandra Goodwin denied violation of probation for possession of a controlled substance, DUI possession of less than 20 grams of cannabis and possession of drug paraphernalia. Probation was modified to home detention. She must report weekly to her probation office.

Thomas Robert Hamrick denied violation of probation for child neglect without great bodily harm.

Gerald Ray Head pleaded not guilty to dumping more than 500 pounds in violation of the Florida anti-litter dumping law.

Tiffany Leigh Jackson failed to appear on charges of possession of a controlled substance and possession of drug paraphernalia. A warrant was issued for her arrest without bond.

Jimmie Johnson failed to appear on charges of carrying a concealed firearm and possession of less than 20 grams of cannabis. He is in the Coffee County, Ga Jail. A warrant was issued for his arrest without bond.

Skylore Lillian King pleaded guilty to possession of heroin. She was adjudicated guilty and sentenced to six months in Nassau County Jail with credit for time served.

Derrick Troy Loftis pleaded not guilty to possession of cocaine and possession of drug paraphernalia.

Eric Lavan Lokey admitted violation of probation for four burglary convictions, fraudulent use of a credit card and grand theft. He was adjudicated guilty. Probation was revoked and terminated. He was sentenced to 15 months in

Florida State Prison with credit for time served in Nassau County Jail. All outstanding court costs will be converted for civil judgment.

John Matthew McBreaty pleaded no contest to three charges of possession of a controlled substance, possession of more than 20 grams of cannabis, possession of drug paraphernalia and disorderly intoxication. Adjudication was withheld on the drug possession charges. He was adjudicated guilty on the others. He was sentenced to time served in Nassau County Jail and 18 months of drug offender probation. He must submit to inpatient substance abuse evaluation and treatment within 30 days and to subsequent drug testing. He owes \$518 in court costs and \$100 to the State Attorney's Office.

Shelby Ann Mummery admitted violation of probation for obstruction or opposition of a police officer without violence. She was sentenced to four months in Nassau County Jail. Outstanding court costs will be converted for civil judgment.

Kenneth Perry Murray pleaded guilty to possession of a controlled substance. Adjudication was withheld. He was sentenced to time served in Nassau County Jail and 24 months of probation to include six months in the City Rescue Mission inpatient facility. He is to remain in jail until a bed is available. The court will allow concurrency with other sentencing by Clay County. He owes \$518 in court costs, \$100 to the State Attorney's Office and \$150

to the Public Defender's Office.

Eddie Heriberto Ortiz pleaded guilty to possession of a controlled substance and possession of less than 20 grams of cannabis. He was adjudicated guilty and sentenced to 90 days in Nassau County Jail with credit for time served. The court has no objection to transporting him to Volusia County, where charges are pending. He must pay \$518 in court costs, \$100 to the State Attorney's Office and \$150 to the Public Defender's Office.

Michael Hunter Potts waived his right to a speedy trial for charges of driving while his license was suspended or revoked, possession of a firearm by a convicted felon, possession of a controlled substance, possession of less than 20 grams of cannabis, obstruction or opposition of a police officer without violence, possession of drug paraphernalia and the sale,

manufacture or delivery of a controlled substance.

Robert Lee Shipes pleaded guilty to grand theft. He was adjudicated guilty and sentenced to time served and 18 months of probation. He is to report to Mental Health Court on Dec. 12 and to probation weekly until court begins. He owes \$418 in court costs, \$100 to the State Attorney's Office and \$150 to the Public Defender's Office.

Maynard Earl Sweeley was accepted into Mental Health Court on charges of possession of heroin, possession of cocaine, five counts of possession of a controlled substance and a charge of possession of less than 20 grams of cannabis.

Kristine Therese Van Dam pleaded not guilty to the sale, manufacture or delivery of a controlled substance.

Brian Alex Waters Jr. pleaded not guilty to aggravated battery with a deadly weapon.

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Business Digest

By Russ Sebrin

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I get a lot of requests for the name of a good reputable automotive repair center in the area that services and works on all makes of vehicles. In Marion County, one of the best places around is Fisher's Auto Care, located at 2021 SW 27th Ave. in Ocala, phone 352-854-1990.

The owners of Fisher's Auto Care run a marvelous operation and have some of the most experienced and best ASE certified auto technicians in the area. These pros always service your car in a prompt, first-class fashion, and charge sensible rates for quality work. Many long time Ocala residents use Fisher's Auto Care and most won't let anyone else touch their car or truck.

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Now celebrating their 34th year, Fisher's Auto Care does everything including computer engine analysis, tune-ups, engine overhauls, valve jobs, brakes, exhaust and all kinds of general auto repairs. They always do an outstanding job, and Fisher's Auto Care also has one of the area's top towing services. See fishersautocare.com for specials.

Now celebrating their 34th year, Fisher's Auto Care is one of the best automotive repair centers serving Marion County. They do an outstanding job and charge affordable rates.

Q - The kitchen cabinets in our home are outdated and old. We want to gut the kitchen and replace everything with new cabinets, countertops, everything. Do you know the name of a good cabinet company we can contact?

A - I urge you to contact a wonderful place called ABC Cabinet & Countertops at 1115 NW 4th Ave. in Ocala, phone 352-629-9227. Talk to owner Elayne Varney. ABC Cabinet & Countertops is the area's largest installer of new cabinets. They have an excellent reputation and specialize in doing kitchen makeovers, bathrooms, entertainment centers and more. ABC Cabinet will come out to your home and measure for free and they also have a showroom where you can see the newest cabinet styles and innovations. At ABC Cabinet & Countertop's full-service showroom, they display all styles, options and price ranges. No one has lower prices or a larger selection of brands and styles of new cabinets to choose from. Plus, they sell and install all popular styles of countertops from laminate to granite. ABC Cabinet & Countertops provides superb customer service and offers the best prices. ABC Cabinet is one of the very best in the business. See abcconstructionandremodeling.com



LEFT: Crowds listen to Salsa music Saturday during the second annual Palatka PorchFest Music Festival.
RIGHT: Sibling act Marcel and Mariana Pineda serenade the PorchFest crowd as they perform on the porch of 416 Kirby St.



Photos by
BRANDON D. OLIVER/
Palatka Daily News

Rubio seeks inquiry into prison abuse allegations

Associated Press

MIAMI — U.S. Senator Marco Rubio has asked the Bureau of Prisons to conduct a thorough review of Florida's Coleman Federal Correctional Complex following reports of sexual abuse of female inmates by male staff at the facility.

Rubio called the allegations "simply abhorrent" in a letter to U.S. Attorney General William Barr, the *Miami Herald* reported.

A lawsuit was filed last week on behalf of 14 women seeking compensation and prison improvements. The *Herald* reported that seven of the women are still incarcerated at the central Florida facility.

The complaint outlines the coercion, threats and sexual abuse the women suffered at the hands of correctional officers. One woman said she was taken to a remote trailer and assaulted by an officer who told her that he had been accused of rape before "but they're never going to believe you."

Former inmate Gina

Hernandez told the newspaper the layout of the complex makes abusing inmates easy. There are multiple buildings with plenty of wooded paths.

In his letter to Barr, Rubio urged the attorney general to "take immediate action to ensure such behavior is neither happening, nor tolerated," at Coleman or any other federal facility.

attending Saturday's Christmas Celebration in Interlachen.

BRANDON D. OLIVER/Palatka Daily News



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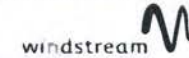
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99-year-old mother about her service as a World War II nurse and how worried she is about the United States today.

"You took care of 'em, Mom. ... Thank you, thank you, thank you," the former vice president, born during the war, said to Jo Strube as her daughter looked on, eyes welling.

Days later, near the end of his eight-day Iowa bus tour that concludes Saturday, the Democratic presidential contender stood alongside the man who, 15 years ago, won the nomination Biden now seeks. "Never has there been a moment more important for a person like Joe Biden to sit behind that desk in the Oval Office," John Kerry declared.

The breadth of Biden's most intense campaign blitz since he launched his campaign in April showcased the 77-year-old's potential reach across a disparate and diverse Democratic electorate. Yet it also highlighted the needle-threading and sometimes-contradictory effort that Biden is attempting as he grasps a third time for the presidency. Polls suggest he remains a national front-runner, but he is in a cluster with Mayor Pete Buttigieg and Sens. Elizabeth Warren and Bernie Sanders in Iowa and the first primary state of New Hampshire.

His advisers insist that he doesn't have to win Iowa to claim the Democratic nomination, with his support among minority voters giving him options in later states. But the emphasis on Iowa reflected a campaign that doesn't want to start the 2020 nominating calendar with a bad showing on Feb. 3. "It's getting cuttin' time here," Biden said Friday.

Biden focused the 18-county itinerary on Iowa's rural and small towns, places that he called "the forgotten soul of America" and that his

president traded his "No Malarkey"-emblazoned bus for a private jet to attend high-dollar campaign fundraisers in New York and Chicago.

In the first setting, Biden recounted his upbringing in Scranton, Pennsylvania, and Claymont, Delaware. "I was raised just like you were," he said in county after county, even if rural Iowans "think of Delaware as just an East Coast state." In those

Warren and Sanders in fundraising and needs the help of wealthy donors to get past them and face Trump.

Biden rarely mentioned his 14 opponents for the Democratic nomination other than as a good-natured laugh line -- "They're good people, all 900 of 'em." Showing surprise when an aide told him Kamala Harris had dropped out of the race, he praised the California



Democratic presidential candidate and former Vice President Joe Biden speaks with Marjorie Costigan, of Elkader, Iowa, during his "No Malarkey" bus tour Friday at Johnson's Reception Hall in Elkader, Iowa. (JESSICA REILLY/TELEGRAPH HERALD VIA THE ASSOCIATED PRESS)

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The St. Augustine Record, 12-09-2019

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Questions maybe sent to Louise Keen Swing, Scholarship Chairman, Edward Rutledge Chapter, DAR, at neptunen@yaho.com.

to visit with Santa and tell him their Christmas wish list while families have an opportunity to take photos.

The cost of the event is \$5.95 plus tax for children, ages 3 to 12, and \$10.95 plus tax for adults. To support local community agencies assisting Santa with making Christmas merry and bright for children in our community, a collection box will be

Sponsorships of promotional efforts are provided by the Lake City Reporter and Holiday Inn & Suites.

Sponsoring Breakfast with Santa is a big contribution for two young ladies.

"Every year I choose to support United Way, because I care about the children and families within our community," Esha said. "No child should ever go to bed hungry or without adequate shelter and care. It is my belief by making these contributions that my sister and I can have a positive impact."

Ria's sentiments paralleled those of her sister.

"I feel it is important to contribute back to the community in which I reside," she said. "I want to set an example of giving

has been developing a patent-pending Piezoelectric board (which should eventually create enough energy to power an electronic device or light in an area that lacks in adequate electricity) that she hopes to soon finish and donate to an NGO, a non-governmental organization.

Esha and Ria have assisted with the event since Holiday Inn & Suites' initiated the fundraising event. This year, they will again work at the event and get to know the community that contributes to the local United Way effort.

For more information contact Holiday Inn & Suites, 213 SW Commerce Drive, Lake City, by contacting Kathryn Porter at 386-754-1411, ext. 106.

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SUWANNEE DEMOCRAT
MAYO FREE PRESS
Dec 11 & 12 2019

ABOVE, Left to right are: Union County Fire Department Volunteer Firefighter Mickey Foster, Red Cross Disaster Program Manager Kim-Anne Lithicum, Union County Commissioner Channing Dobbs and Union County Volunteer Firefighter Jack Eck. All were part of the Red Cross event which organized and trained volunteers to install free fire alarms into Union County home through the Red Cross Jacksonville website.

Adelina Ramos, a volunteer with the American Red Cross, shows the trainees the fire alarms to be used and discusses their installation and operation.

VOLUNTEERS

Continued from 1A

is that it has helped save at least 642 lives across the country.

The program combines the installation of smoke alarms with assistance to families in developing escape plans to make getting out of a burning home easier and more quickly.

In a typical year, more people are killed in home fires in the U.S. than in all other types of natural disasters combined. It has been shown that people in a home fire may have as little as two minutes to escape a burning home before it becomes too late for them to exit.

A working smoke alarm can cut the danger of dying in a home fire by half. Coupled with a well thought out escape plan, the odds of surviving a home fire increase radically.

Volunteers at the Lake Butler event learned how to install the smoke alarms in homes and to replace old ones with new units.

Adelina Ramos, a volunteer with the Red Cross, demonstrated the features

of the smoke alarms to be distributed and gave instruction, along with Disaster Program Manager Kim-Anne Lithicum, on how they could be properly installed.

The fire alarm installation volunteers divided up into teams of three or four and outfitted with buckets containing drills, screws and the alarms themselves.

The fire alarms provided by the Red Cross have lithium batteries, which are rated to last 10 years. This is important, as many homes have smoke alarms that are inoperable because of weak

or dead batteries.

During the regular meeting of the Union County Board of County Commissioners, County Coordinator James Williams, who helped bring the program to Union County, told commissioners that the program had visited 68 homes in the county and installed 103 smoke alarms. He also noted that the program was still underway and the Red Cross was still accepting applications for the free alarms and planned to return to the county to do more installations.

Home fires are a serious

matter and the holiday season (Thanksgiving through New Year's) is statistically the time when the highest percentage of these fires occur.

Many fires occur in relation to unintended candles, faulty holiday lights, space heaters or exposed wiring on electronic devices.

This time of year, especially, it makes sense to be "fire-wise" and prepared to escape the danger of a fire, keeping friends and family safe.

Some home safety guidelines recommend testing fire alarms and updating the bat-

teries each year when the daylight savings time changes occur.

A fire alarm, a battery and even a home can be replaced,



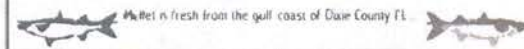
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| Account number | Telephone number | Invoice date |
|----------------|------------------|-----------------|
| 060359326 | 386-362-4351 | August 28, 2019 |

Please call Windstream Communications toll free or visit our website.
 For Sales/Billing/Account Changes: 1-800-347-1991
 For Repair/Technical Support: 1-800-347-1991
 Website: www.windstream.com



Service At-A-Glance

| | |
|---------------------------------|----------------|
| Previous Bill | \$88.81 |
| Payments/Adjustments thru 08/26 | \$88.81 CR |
| Amount Previously Due | \$.00 |
| Current Charges Due - 09/16/19 | \$76.98 |
| Total Amount Due | \$76.98 |

Use of the Services constitutes your agreement to Windstream's Terms and Conditions maintained at www.windstream.com/terms, or you may request a copy by calling the number at the top of the bill. See "Windstream Customer Message" section on this bill for any recent changes to Windstream's Terms and Conditions. If you are a business customer with an existing contract, those contract terms will control.

Pay My Bill

On-line: Make a one-time payment or set up Auto Pay at www.my.windstream.com.
In person: To find a retail store location near you, visit www.windstream.com/support.
By Mail: Send your check and payment slip to the address below.
By Phone: For automated payments or to speak to a representative, call the number above.

Detach and return this payment slip with your check payable to WINDSTREAM FLORIDA INC.



ATTN: SUPPORT SERVICES
1720 GALLERIA BLVD
CHARLOTTE, NC 28270

Address Service Requested

| Account number | Telephone number | Due date | | |
|------------------|--|--------------------|----|--|
| 060359326 | 386-362-4351 | September 16, 2019 | | |
| | Amount Due | \$76.98 | | |
| Payment enclosed | <table border="1"> <tr> <td>\$</td> <td></td> </tr> </table> | | \$ | |
| \$ | | | | |

777 060359326 6

WINDSTREAM
PO BOX 9001908
LOUISVILLE, KY 40290-1908



Check here for address changes noted on reverse side.

7000777000000006035932601908250000000769826

BRE

Go Paperless Today!

Why go Paperless?

1. Convenience - Windstream offers the convenience of online bill pay and auto draft through Windstream Online.
2. Accessibility - Receiving your bills via the Internet allows you to check your statements instantly from anywhere. So, no more worrying about the ability to make your payments on time if you are out of town!
3. Environment - Reduce your footprint by eliminating your paper bills. By signing up for paperless billing, you will be contributing to the reduction of paper usage, saving millions of trees, reduction of greenhouse gases, decrease in waste water production, and saving gasoline due to less delivery of paper bills.

Make your life easier while helping to save the Earth by signing up for paperless billing today!

Go to www.my.windstream.com to register today!

SPEND LESS TIME PAYING YOUR BILL!

Windstream offers automatic payment options to make paying your bill easier. Set up AUTO PAY using your bank account. This allows your Windstream payments to be drawn directly from your preferred bank account.

- No more stamps
- No more checks to write
- No more worrying about late payments

It's free and you can still receive your paper bill or go green with paperless billing. Register today at www.my.windstream.com or call Windstream Customer Service.

Important Information for Customers Paying by Check

Windstream may convert your payments by check to an electronic Automated Clearinghouse (ACH) debit transaction. The debit transaction will appear on your bank statement, although your check will not be presented to your financial institution or returned to you. This ACH debit transaction will not enroll you in any Windstream automatic debit process and will only occur each time a check is received. Any resubmissions due to insufficient funds may also occur electronically.

Please be aware that all checking transactions will remain secure, and payment by check constitutes acceptance of these terms.

We value your business and appreciate you selecting Windstream as your telecommunications provider.

Informacion importante para los clientes que pagan por cheque

Windstream puede convertir sus pagos por cheque a una transaccion electronica automatica de debito (ACH en ingles). La transaccion del debito aparecera en su estado de cuenta del banco, aunque no se presentara su cheque a su institucion financiera ni se le devolvera a usted. Esta transaccion electronica automatica de debito no le inscribira a usted en ningun proceso de debito automatico de Windstream y solamente ocurrira cada vez que se riciba un cheque. Cualquier reentrega debida a fondos insuficientes tambien podra ocurrir electronicamente.

Por favor tenga en cuenta que todas las transacciones de la cuenta corriente seran seguras y el pago por cheque constituye la aceptacion de estas condiciones.

Agradecemos que sea nuestro cliente y apreciamos que haya elegido a Windstream como su proveedor de telecomunicaciones.

eCheck authorization: By entering the 5-digit zip code from my bill when paying by phone, I hereby authorize Windstream and the financial institution designated by me to charge the account I have specified for payment of my Windstream services. I understand that a fee will be charged to my Windstream account for each request returned unpaid. If two requests are returned unpaid, I will be excluded from this option. In addition, I understand that Windstream and the financial institution reserve the right to terminate this payment option. This authorization can be revoked by notifying Windstream at the customer service number listed on my bill prior to 4:00 P.M. EST on my specified payment date.

For a complete description of fees and taxes included on your bill, please visit www.windstream.com/billinfo.
 Para obtener una descripción completa de las tarifas e impuestos incluidos en su factura, visite www.windstream.com/billinfo.

Return this portion with your payment.

Change of Address Effective Date ___ / ___ / ___

Name _____

Attention _____

New Address _____ Apt/Suite# _____

City _____ State _____ Zip _____

Business Phone _____ Home Phone _____

Windstream representatives are happy to answer your questions or concerns related to billing or service. To contact us, please call the number located at the top of page one. To view customer service hours by state and answers to FAQs, visit www.windstream.com/support.

| | | |
|------------------------------------|---|--|
| Account number 060359326 | Telephone number 386-362-4351 | Invoice date August 28, 2019 |
|------------------------------------|---|--|

SUMMARY OF PAYMENTS AND ADJUSTMENTS

| | | |
|---------------------------------------|----------|-----------------|
| PAYMENTS -08/07/19 | 88.81 CR | |
| TOTAL PAYMENTS AND ADJUSTMENTS | | 88.81 CR |

SUMMARY OF CURRENT CHARGES BY SERVICE PROVIDER

| | | |
|-------------------------------------|-------|--------------|
| WINDSTREAM | 29.71 | |
| DISH NETWORK SERVICES | 47.27 | |
| CURRENT CHARGES DUE 09/16/19 | | 76.98 |

WINDSTREAM DETAIL OF CURRENT CHARGES

Service from 08/25/19 to 09/24/19
Toll charge inquiries call 1-800-347-1991

SERVICES

| | | |
|--------------------------------|----------|--------------|
| 1 NO TELEMARKETING | .00 | |
| 1 RESIDENTIAL LINE | 12.68 | |
| 1 LIFELINE INTERNET | 5.00 | |
| 1 BLOCK 9XX CALLS | .00 | |
| 1 MODEM RENTAL & PROTECTION | 9.99 | |
| 1 UP TO 25MB (21MB - 33MB) | 10.00 | |
| 1 LIFELINE MODEM RENTAL CREDIT | 9.99 CR | |
| 3 LIFELINE CREDIT | 12.75 CR | |
| TOTAL SERVICES | | 14.93 |

SURCHARGES AND OTHER FEES

| | | |
|--|------|--------------|
| ACCESS CHARGE PER FCC ORDER | 6.47 | |
| 911 SERVICE | .40 | |
| FL HEARING IMPAIRED SURCHARGE | .10 | |
| PAPER BILL CHARGE | .50 | |
| DEREGULATED ADMINISTRATION FEE | 5.52 | |
| TOTAL SURCHARGES AND OTHER FEES | | 12.99 |

TAXES

| | | |
|------------------------------|-----|-------------|
| FEDERAL TAX | .57 | |
| STATE TAX | .03 | |
| STATE COMMUNICATIONS SVC TAX | .58 | |
| COUNTY TAX | .01 | |
| LOCAL COMMUNICATIONS SVC TAX | .60 | |
| TOTAL TAXES | | 1.79 |

TOTAL WINDSTREAM CHARGES 29.71

SUMMARY OF CALLING PLAN(S)

| | |
|----------------------------------|-----|
| LMS Usage - 0 @ .250 per message | .00 |
| LMS Usage - 0 @ .250 per message | .00 |

dish®
DISH NETWORK SERVICES SUMMARY OF CURRENT CHARGES

DISH NETWORK Repair or Technical Assistance call 1-800-333-3474

SERVICES

| | | |
|------------------------------|---------|--------------|
| CURRENT DISH NETWORK CHARGES | 47.99 | |
| PREPAYMENTS AND ADJUSTMENTS | 5.47 CR | |
| TOTAL SERVICES | | 42.52 |

TAXES

| | | |
|----------------------|------|-------------|
| TAXES AND SURCHARGES | 4.75 | |
| TOTAL TAXES | | 4.75 |

TOTAL DISH NETWORK SERVICES CHARGES 47.27

DISH NETWORK SERVICES SUMMARY OF CURRENT CHARGES (cont'd)

Detail of DISH NETWORK SERVICES

| | | |
|------------------------------------|--|--------------|
| Current Charges for (386) 362-4351 | | |
| Description | | Amount |
| FROM 08/25/2019 TO 09/24/2019 | | 12.00 |
| LOCAL CHANNELS | | |
| FROM 08/25/2019 TO 09/24/2019 | | 35.99 |
| SMART PACK | | |
| Current Charges | | 47.99 |

Prepayments/Adjustments for (386) 362-4351

| | | |
|--------------------------------|--|----------------|
| Description | | Amount |
| FROM 08/08/2019 TO 08/24/2019 | | 5.47 CR |
| DISH PROTECT SILVER | | |
| Prepayments/Adjustments | | 5.47 CR |

DISH NETWORK SERVICES Taxes & Surcharges

| | | |
|-------------------------------|--------|-------------|
| STATE/LOCAL TAXES | .34 CR | |
| STATE/LOCAL TAXES | .63 | |
| VIDEO GROSS RECEIPTS TAX | .92 | |
| COMMUNICATIONS SVCS TAX | 3.54 | |
| Taxes & Surcharges | | 4.75 |

DISH NETWORK SERVICES CUSTOMER MESSAGE

Non-payment of DISH Network Services may result in the disconnection of DISH Network Services.

SERVICE PROVIDER(S)

Your InterLATA long distance carrier(s) are*:

QWEST COMMUNICATIONS

Your IntraLATA long distance carrier(s) are*:

QWEST COMMUNICATIONS

Your Local carrier is*:

WINDSTREAM FLORIDA INC 1-800-347-1991

* If you have multiple telephone numbers, further information concerning long distance carrier assignments for those additional lines are on record with your local business office.

REGULATORY INFORMATION

Failure to pay the total amount due for basic local service could result in suspension of those services and may be subject to collection actions. To avoid suspension of your basic local service, you must pay \$ 9.09

Non-payment of all other non-basic services may result in the suspension of those services and may be subject to collection actions, but will not result in the suspension of your basic local service.

IMPORTANT INFORMATION

This bill includes charges for:
386-362-4351

| | | |
|------------------------------------|---|--|
| Account number 060359326 | Telephone number 386-362-4351 | Invoice date August 28, 2019 |
|------------------------------------|---|--|

WINDSTREAM CUSTOMER MESSAGE

windstream continues to work to provide the highest level of service and support to our Customers. Part of this service commitment includes providing Customers with the opportunity to have third party services charged to their windstream telephone bill as a convenience. While many Customers appreciate this convenience, we understand that it's not for everyone. Windstream always encourages customers to review their windstream bill each month and contact the company if they are unsure about a charge on their windstream bill. And, in order to provide our Customers with a greater level of control and an additional layer of account protection, windstream now offers the ability to block third party charges from your monthly telephone statement. This block will not apply to third party charges for windstream-related services to which you subscribe (i.e. Dish, TechHelp, etc.), but will prevent unrelated services from appearing on your windstream statement. This service is completely optional and free of charge. If you're interested in adding a third party block to your account, please call a windstream representative at the phone number found at the top right hand corner of your statement.

If not paid on time, a late payment collection fee of \$6.50 will apply to any past due Internet balance.

Online payments must be made by 4:00 pm eastern time in order to post for the current day.

Pay-Per-Call Information Services

Phone numbers that use a 900 area-code also known as pay-per-call numbers, provide customers with information, entertainment or some other service for a flat fee and/or per-minute rate. All fees and rates must be disclosed at the beginning of the call before any charges can be billed, and must be provided in all advertising.

If you have a complaint regarding pay-per-call fees or toll-free service, you should first try to resolve it with the billing company. If you can't resolve it directly, file a complaint with the FCC using this link: <https://consumercomplaints.fcc.gov/hc/en-us>

<https://www.fcc.gov/consumers/guides/faqs-900-number-pay-call-services-and-fees>

You have subscribed to windstream's dynamic High-Speed Internet plan. The Internet plan you have subscribed to is provisioned as a range, with a minimum and maximum speed. The specific range was provided to you at the time of sale, you can also find it in the service description portion of this invoice. Windstream has provisioned your location for the fastest speed available within your speed range but cannot guarantee the speed. See www.windstream.com for complete Terms and Conditions.

Service may be disconnected for non-payment of regulated charges. Call the office number shown above for details on these charges.

Further written itemization of local billing available upon request.

windstream is proud to offer a financial assistance program: Lifeline Florida.

windstream offers a federal telephone assistance program developed in response to concerns about the affordability of telephone service for limited or fixed income citizens. If you currently participate in a public assistance program, you might qualify for Lifeline services.

Only one non-transferable benefit per household, consisting of either wireline or wireless service is available to qualifying customers for a discount of up to \$9.25 off the monthly local telephone bill.

To qualify for this plan, customers must receive benefits from at least one of the following programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly

WINDSTREAM CUSTOMER MESSAGE (cont'd)

- known as Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit
- If you reside on Tribal lands (any federally recognized Indian tribe's reservation, Pueblo, or colony, including former reservations in Oklahoma, Alaska Native regions, Hawaiian Home Lands, or Indian Allotments) and participate in any of the federal or state assistance programs below:
 - Bureau of Indian Affairs General Assistance;
 - Head Start (only households meeting the income qualifying standard);
 - Tribal Temporary Assistance for Needy Families (Tribal TANF); or
 - Food Distribution Program on Indian Reservations.

If your annual household income is at or below 135 percent of the federal poverty guidelines you may also qualify.

In addition, if you live on a federally recognized tribal land and are eligible for benefits through the Bureau of Indian Affairs for Tribal Temporary Assistance for Needy Families, Head Start Subsidy or the NSL, you qualify for expanded Lifeline assistance.

Consumers who willfully make false statements in order to obtain the benefit can be punished by fine or imprisonment or can be barred from the program.

If you have questions, you may call the Florida Public Service Commission's Office of Consumer Assistance & Outreach at 1-800-342-3552, fax your questions to 1-800-511-0809, or contact the FPSC via the following e-mail address: contact@psc.state.fl.us. Or write to the Florida Public Service Commission Office of Consumer Assistance & Outreach 2540 Shumard Oak Boulevard Tallahassee, Florida 32399-0850