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Maitland, FL 32751
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REDACTED

August 6, 2025
Via Overnight Delivery

CONFIDENTIAL TREATMENT REQUESTED

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

RE: i-wireless, LLC
2025 Annual Lifeline Data Request
Docket Number 2025-0000

RECEIVED-FPSC
2025 AUG 14 PM 1:40
COMMISSION
CLERK

Dear Commission Clerk:

Enclosed for filing please find the original and two (2) copies of the redacted version of the 2025 Annual Lifeline Data Request submitted on behalf of i-wireless, LLC (the "Company").

Pursuant to Section 364.183, Florida Statutes, and Rule 25-22.006, Florida Administrative code, the Company hereby requests confidential treatment of certain information identified in Exhibits A and C. A confidential copy is attached hereto under seal.

Please acknowledge receipt of this filing by date-stamping the extra copy of this cover letter and returning it to me in the self-addressed, stamped envelope provided for that purpose.

Any questions you may have regarding this filing should be directed to my attention at 405-470-4649 or via email to Matt.Dean@jsitel.com. Thank you for your assistance in this matter.

Sincerely,

Matt Dean
Consultant

Enclosures
MD/mp

COM ____
AFD ____
APA ____
ECO ____
ENG ____
GCL ____
IDM 2 redacted
CLK ____

2025 LIFELINE DATA REQUEST

To assist the Florida Public Service Commission in the development of our Annual Report to the Governor, President of the Senate, and Speaker of the House of Representatives on the Lifeline program as required by Section 364.10, Florida Statutes, **please provide responses to the following questions by August 15, 2025. Your responses should include your company name, contact person, and email address.**

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for the reporting period of July 1, 2024, through June 30, 2025. For questions requesting the data be reported monthly, provide the appropriate number as of the last day of each month during the review period.

1. Provide the number of customers participating in Lifeline each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.

Response: See Confidential Exhibit A.

2. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month?

Response: i-wireless offers Transitional Lifeline service to former Lifeline customers upon request, with 0 customers participating.

3. How is the Transitional Lifeline discount offered and applied to eligible customers?

Response: i-wireless does not have advertising efforts specific to Transitional Lifeline service. The customer may contact customer care to assist with setting up the transitional discounted plan.

4. What Lifeline plans are available to customers for voice, broadband, and/or bundled services? Please include any legacy plans (i.e., those still used by existing customers but no longer offered to new ones). For each plan, please indicate whether it meets the FCC's minimum service standards for voice, broadband, or both.

Response: See Exhibit B

5. Provide information on the following, if applicable:

- a. Internal procedures for promoting Lifeline.
- b. Outreach and educational efforts involving participation in community events.
- c. Outreach and educational efforts involving mass media (newspaper, radio, television).
- d. Copies of Lifeline outreach materials used by your company.
- e. Links to any Lifeline information available on your company's website.
- f. Organizations your company currently partners with, previously partnered with, and plans to partner with to educate and inform customers about Lifeline.
- g. If the company offers Lifeline under multiple brands, provide a comprehensive list.
- h. If the company is a wireless or satellite provider, indicate if it offers free or discounted equipment to Lifeline customers.
- i. If you have seen a significant change in the number of Lifeline customers you service since the last reporting period, please identify what factors you believe contributed.

Response: See Confidential Exhibit C.

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

Response: No, i-wireless is not currently assisting customers with their Lifeline program applications through the National Verifier. If a customer contacts our customer care department or visits our website, they are advised and routed to the National Verifier website to complete their qualification prior to enrolling with Access Wireless.

7. In accordance with Florida Administrative Code 25-4.0665(3), are you participating in the Lifeline Promotion Process (i.e., downloading qualified customer contact information from the FPSC)? If not, please explain why.

Response: Yes

8. Within the last year, has any of the following events affecting the company occurred:

- a. Filed for bankruptcy? If yes, please identify the chapter and the date filed.

Response: No

- b. FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number.

Response: No

- c. Changes to the ownership or corporate structure? If yes, please elaborate or explain.

Response: No

9. For matters related to consumer complaints, who is the company's designated contact person? Please provide their name, title, telephone number, and email address.

Response: Gay Johns, Customer Service Manager, gjohns@iwirelesshome.com

i-wireless, LLC

2025 Lifeline Data Request

EXHIBIT A

PUBLIC VERSION

		Total residential access lines in service	Total End of Period Lifeline customers	Voice Lifeline Customers	Broadband Lifeline Customers	Bundled Lifeline Customers
7	2024					
8	2024					
9	2024					
10	2024					
11	2024					
12	2024					
1	2025					
2	2025					
3	2025					
4	2025					
5	2025					
6	2025					

i-wireless, LLC

2025 Lifeline Data Request

EXHIBIT B

	Lifeline Only
National Plan Voice Minutes (non-rollover)	1,000
Text	Unlimited
Data	4.5GB
Additional Airtime	Available with purchase of Top Up
Free SIM or Data-Capable Device	X
Local Calls	X
Nationwide Long Distance	X
Voicemail, Caller ID, Call Waiting	X
Free 911	X
Free 611	X
Balance Inquiries	X
Text Included	X
Data Allowance	X
Participation in Kroger Wireless	X
Retail Price	n/a
Federal Lifeline Subsidy	\$9.25
Federal ACP Subsidy	n/a
Lifeline Consumer Price	\$0

ACCESS WIRELESS TOP UP*

	Purchased Minutes	Text (SMS/MMS)	Data
\$5	250	Unlimited	500 MB
\$10	500	Unlimited	1 GB
\$15	1000	Unlimited	3 GB
\$25	Unlimited	Unlimited	5 GB
\$35	Unlimited	Unlimited	7 GB
\$50	Unlimited	Unlimited	10 GB
\$70	Unlimited	Unlimited	20 GB
\$110	Unlimited	Unlimited	50 GB

* Valid for 30 days from date applied to account

For full Terms and Conditions, please see

<https://www.accesswireless.com/support/terms-and-conditions>

i-wireless, LLC

2025 Lifeline Data Request

EXHIBIT C

PUBLIC VERSION



e. www.accesswireless.com/lifeline

