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August 15, 2025

Via Hand DeliveryAdam Teitzman, Commission Clerk
Room 152, Gunter Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850RECEIVED-FILED
2025 AUG 15 PM 3:16
COMMISSION
CLERK

Re: Assurance Wireless USA L.P., 2025 Lifeline Data Request Responses

Dear Mr. Teitzman:

Assurance Wireless USA L.P. ("Assurance"), a subsidiary of T-Mobile, pursuant to Section 364.183(1), Florida Statutes, hereby claims that the information provided in response to Question 2 of the Commission Staff's 2025 Annual Lifeline Data Requests contains confidential customer information that should be held exempt from public disclosure. Pursuant to Rule 25-22.006(5), Florida Administrative Code, the attached sealed envelope contains the document with the confidential information highlighted.

Please acknowledge receipt of this letter by stamping the extra copy of this letter and returning the same to me.

Thank you for your assistance with this filing.

Sincerely,

BERGER SINGERMAN LLP

Floyd R. Self
Counsel for T-MobileFRS/ah
Enclosurecc: Gregory Fogleman
Ms. Michele Painter Lama, Esq., T-Mobile

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 Chapter 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 those 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, bundled). Do not include customers receiving the Transitional Lifeline discount.

Response: Please see Attachment 1 for the Lifeline Claims Worksheets from July 2024 through April 2025, which provide the total number of Lifeline subscribers each month. Data for May 2025 and June 2025 will be provided as it becomes available.

2. In accordance with Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month?

Response: The number of customers participating in Transitional Lifeline per month is shown in the table below.

BEGIN CONFIDENTIAL

Month/Year	# of customers participating in the transition service	
Jul-24		
Aug-24		
Sep-24		
Oct-24		
Nov-24		
Dec-24		
Jan-25		
Feb-25		
Mar-25		
Apr-25		
May-25		
Jun-25		

END CONFIDENTIAL

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

Response: The Transitional Lifeline service is disclosed on the Assurance Wireless website under the terms of service section: <https://www.assurancewireless.com/legal/terms-and-conditions>

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: All Assurance Wireless plans meet the FCC's minimum service standards. Please see plan details below.

Plans that are currently appearing and available on subscriber accounts:

Service Type	Plan Name	Plan Description	Minutes	Text	Data	Hotspot
BundledVoiceBroadband	FREE Talk, Text & Data	State Plan w/3000 mins and 4.5GB	3000	Unlimited	4.5GB	Plan Data
BundledVoiceBroadband	Lifeline with Hotspot (Grandfathered Plan – migrating subscribers to enhanced plan by end of October 2025)	\$0.83/Mo = \$10/Year 1000 Minutes, Unlimited Text, 4.5GB data	1000	Unlimited	4.5GB	2GB
BundledVoiceBroadband	Data Peace of Mind	\$0.83/Mo = \$10/Year 3000 Minutes, Unlimited Text, 7GB data, Hotspot Available	3000	Unlimited	7GB	Plan Data

5. Provide information on the following, if applicable:

a. Internal procedures for promoting Lifeline.

Response: Assurance Wireless has multiple toll-free numbers as contact points for Lifeline inquiries with the ability to be transferred for Spanish language information. Specialized call center advisors have information regarding service.

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

Response: Assurance Wireless promotes its Assurance Wireless-branded Lifeline service at community events that are targeted to potential Lifeline eligible customers.

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

Response: In addition to the Assurance Wireless website, Assurance Wireless engages in digital advertising through tactics like paid search engine marketing, paid social media, and partnerships.

d. Copies of Lifeline outreach materials used by your company.

Response: Please see Attachment 2 for examples of outreach materials.

e. Links to any Lifeline information available on your company's website:

Response: Please refer to our website at www.assurancewireless.com

f. Organizations your company currently partners with, previously partnered with, and plans to partner with to educate and inform customers about Lifeline.

Response: Currently, Assurance Wireless is partnering with Medicaid providers in select states. We also have partnerships with other companies that service the low-income population, such as Propel, which targets customers who use the Supplemental Nutrition Assistance Program (SNAP).

g. If the company offers Lifeline under multiple brands, provide a comprehensive list.

Response: Assurance Wireless does not offer Lifeline under multiple brands.

h. If the company is a wireless or satellite provider, indicate if it offers free or discounted equipment to Lifeline customers.

Response: Assurance Wireless offers 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: Assurance Wireless offered the ACP benefit through August 2024. As the ACP benefit was ending, Assurance Wireless subscribers had the option to transition to a Lifeline-only plan. Prior to the ACP benefit ending, Assurance Wireless ran SMS campaigns that contained a URL that allowed the subscriber to enroll in the Lifeline-only offering. Assurance Wireless experienced an increase in Lifeline-only subscribers when the ACP benefit ended.

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: Assurance Wireless continues to use field agents to assist with the Lifeline application process. The implementation of the National Verifier API has allowed us to streamline the application process, which makes for a better overall customer experience.

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.

Response: Yes.

8. In the last year, has your company filed for any form of bankruptcy? If yes, please identify the chapter and the date filed.

Response: No.

9. In the last year, has your company been involved in any FCC enforcement actions relating to Florida Lifeline customers? If yes, please provide the date and FCC docket number.

Response: No.

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