



FILED 8/18/2025
DOCUMENT NO. 07998-2025
FPSC - COMMISSION CLERK

August 11, 2025

Via E-mail

Mr. Adam Teitzman, Director
Office of the Commission Clerk
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850

2025 AUG 18 AM 9:10
COMMISSION
CLERK

Re: TDS TELECOM/Quincy Telephone Company Response to 2025 Lifeline Report Data Request - Undocketed

Dear Mr. Teitzman,

Enclosed for filing in the undocketed file is TDS TELECOM/Quincy Telephone Company's response to the Year 2025 Lifeline Report Data Request.

Thank you for your assistance in this matter. Please do not hesitate to contact me at (608) 664-4138 if you have any questions or need additional information regarding this filing.

Sincerely,

/s/ Austin Krueger

Austin Krueger
Manager – Public Policy, Broadband Funding and Cost Analysis
TDS TELECOM

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.

Month	Number of Lifeline Customers	Voice Customer	Bundled Customers	Broadband Customers
July 2024	49	12	36	1
August 2024	37	6	30	1
September 2024	37	6	30	1
October 2024	38	6	31	1
November 2024	37	6	30	1
December 2024	36	6	29	1
January 2025	37	6	30	1
February 2025	36	6	29	1
March 2025	36	6	29	1
April 2025	35	6	28	1
May 2025	35	6	28	1
June 2025	33	6	26	1

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

Response: See below.

Month	Number Of Customers
July	10
August	10
September	10
October	9
November	9
December	8
January	8
February	8
March	8
April	7
May	7
June	7

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

Response: TDS provides this discount on a monthly basis for 12 months from Transitional Lifeline discount eligibility date if customer fails recertification, indicates they are no longer eligible, and have either a Voice only, Bundled-Voice, or Bundled-Voice Broadband service. This discount is not applied if the customer transfers their Lifeline benefit to another provider.

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 of TDS' voice, broadband, and/or bundled services may be eligible for the Lifeline benefit. If the broadband service meets the minimum service requirements, a \$9.25 monthly Lifeline discount is applied to the account. If it is a voice only service or broadband does not meet the minimum service requirements, a \$5.25 Lifeline discount is applied to the account.

5. Provide information on the following, if applicable:

- a. Internal procedures for promoting Lifeline.

Response: TDS Telecom uses an internal intranet to educate associates on Lifeline. Additionally, internal communications are published if there are program changes, in addition to updating the internal intranet resources.

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

Response: Not applicable

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

Response: TDS Telecom uses several types of communications to advertise the availability of the Lifeline program.

Sep 2025 Bill Insert

Dec 2024 Newspaper Ad

On-going Information on TDS Telecom website

On-going Information on USAC website

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

Response: Included with this response is the bill insert language, and newspaper ad.

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

Response: TDS Telecom's internet site contains Lifeline information (<https://tdstelecom.com/lifeline.html>). Additionally, the website also contains URL's to USAC's Lifeline information page (www.lifelinesupport.org), the Safe Connections Act (<https://www.usac.org/lifeline/safe-connections-act/>) and the National Verifier's application site (www.lifelinesupport.org/get-started/). Within the TDS Telecom Lifeline information page, there is a page specific to Florida. We also include the USAC qualification link (www.lifelinesupport.org/do-i-qualify/).

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

Response: None

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

Response: Not Applicable

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

Response: TDS does not offer Lifeline to wireless or cable 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: TDS does not track this type of Lifeline customer information.

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: TDS does not have a location where a consumer can be in-person with a TDS Telecom associate. If a consumer contacts TDS seeking assistance with the National Verifier portal, TDS will assist as best as possible or connect the customer with USAC's Lifeline Support Center. If a consumer would like a paper application, TDS will mail the consumer an application. If a consumer contacts TDS with questions about an application or the process, TDS responds appropriately to assist the consumer.

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: TDS receives notice via the FL PSC when a customer who resides in our serving territory qualifies for the Lifeline program. If applicable, we send the customer a letter, along with a USAC Lifeline application. The letter explains the FL PSC no longer is allowed to review or approve any state of FL Lifeline applications and all FL Lifeline applications are now processed through the National Verifier. If the customer does not reside in TDS' serving territory, the request is noted as such and returned to the FL PSC.

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: None

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

Response: None

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

Response: None

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:

Contact: Pam Trickel

Title: Associate Manager-Regulatory Compliance, Programs & Processes

Telephone Number: 877-200-4962

Email Address: tdstelecomcomplaints@tdstelecom.com