



August 4, 2025

Florida Public Service Commission
Office of Commission Clerk
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399

REDACTED

Re: 2024-25 Lifeline Report Data Request.

To Whom It May Concern:

On behalf of Knology of Florida, Inc. dba WOW! Internet, Cable & Phone ("WOW!"), I have enclosed its response to the Commission's Lifeline/Link up data request. Due to the proprietary nature of some of the data, WOW! is requesting confidentiality. To that end, I have enclosed an original plus a redacted version of this response. We have left the June 2025 information available on Attachment 1 on the redacted version per your request.

As always, thank you in advance for your courtesies in this matter. Should you have any questions about the enclosed material, please do not hesitate to call me.

Sincerely,

A handwritten signature in black ink that reads "Bobby Ann McCollough".

Bobby Ann McCollough
Regulatory Compliance Administrator
bobbyann.mccollough@wowinc.com
706-645-9771

Enclosures

RECEIVED-FPSC
2025 AUG -6 PM 3:46
COMMISSION
CLERK

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.

[REDACTED]

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

[REDACTED]

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

[REDACTED]

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.

[REDACTED]

5. Provide information on the following, if applicable:

- a. Internal procedures for promoting Lifeline.

[REDACTED]

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

[REDACTED]

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

[REDACTED]

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

[REDACTED]

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

[REDACTED]

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

[REDACTED]

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.

■

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.

■

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.

■

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.

■

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

■

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

■

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.

■

Lifeline Florida

ATTACHMENT 1

2024-2025

LIFELINE DETAIL INFO

**Knology of Florida, Inc. DBA WOW! Internet, Cable & Phone
2024-2025 Lifeline Data Request - Attachment 1
Redacted Filing**

[illegible]

Lifeline Florida

ATTACHMENT 2

2024-2025

OUTREACH AND EDUCATIONAL NEWSPAPER EFFORTS

PUBLIC AWARENESS NOTIFICATION TO PATRONS RESIDING WITHIN THE SERVICE TERRITORIES OF

KNOLOGY OF CENTRAL FLORIDA, INC. d/b/a WOW!

Knology of Central Florida, Inc. is a quality telecommunications provider who provides basic and enhanced telephone services and broadband services at reasonable rates within its service territories under the business name "WOW!."

Knology of Central Florida, Inc. is designated as "Eligible Telecommunications Carrier" for its service areas for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

Knology of Central Florida, Inc. provides the supported service —voice telephony service and broadband Internet access service —throughout its designated service area. Single party residence service and single line business service at rates of \$19.99 per month for residential service and \$28.75 per month for business service. Broadband Internet access service is provided at rates which start at \$40.00 per month for residential customers and \$64.99 per month for business customers. These supported services include:

- Voice grade access to the public switched network.
- Minutes of use for local service provided at no additional charge.
- Access to emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in Knology of Central Florida, Inc.'s service area has implemented 911 or enhanced 911 systems.
- Broadband Internet access service which includes the capability to send data to and receive data from the Internet, but excludes dial-up service.

Basic voice service and other telecommunication amenities are provided to all consumers in the service areas of Knology of Central Florida, Inc. at the rates, terms and conditions specified in the company's tariffs and or price lists. Tariffs are on file with the Florida Public Service Commission and the Federal Communications Commission. Price lists are located on our website at www.wowway.com. Rates, terms and conditions for broadband services are also provided on our website. If you have questions regarding these services, contact our office at 727-239-1000.

Lifeline Service Offerings

As part of our service offerings, **KNOLOGY OF CENTRAL FLORIDA, INC. d/b/a WOW!** offers a program to assist qualifying low income individuals with the charges for their voice telephony service or broadband services called Lifeline. This program is part of the Federal Universal Service Fund program instituted by the Federal Communications Commission and overseen by the Universal Service Administrative Company.

The Lifeline program is limited to one discount per household. Eligible households may apply the monthly Lifeline discount to either voice service (home or wireless) or broadband service (home or wireless) but not both. Lifeline customers also have the option to apply the discount to a service bundle, such as home phone and home internet. The Lifeline voice service also includes toll blocking to qualifying customers without charge.

KNOLOGY OF CENTRAL FLORIDA, INC d/b/a WOW!'s current discount provided under the Company's Lifeline service offering is \$5.25 for home phone or \$9.25 for qualifying broadband per month for each month that the customer qualifies. To receive the discount, an individual, a dependent, or someone in the household must participate in one of the following federal assistance programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps; Supplemental Security Income; Federal Public Housing Assistance (Section 8); or Veterans and Survivors Pension Benefit. Or, the total household income must be at or below 135% of the federal poverty guidelines.

The Safe Connections Act (SCA) helps survivors of domestic violence, human trafficking, and related crimes get discounted phone, internet, or bundled services. If you are a survivor, you can participate in the Lifeline program if you provide proof of a line separation request and if you are experiencing financial hardship.

Other terms and conditions apply to the Lifeline offering. To apply for Lifeline you will need to visit (<https://www.lifelinesupport.org>) to check your eligibility for this federal program. If you need help, call the Lifeline Support Center at 1-800-234-9473. You may also go to www.wowway.com under Phone or Internet where it references Lifeline Assistance program to download, print, and complete the application and mail it with your proof of eligibility document to USAC, Lifeline Support Center, PO Box 1000, Horseheads, NY 14845. If you do not have access to the on-line application, please contact WOW! at 1-877-871-3411 for more information and to get an application form mailed to you to complete and send to USAC with your proof of eligibility document (s). Once you receive your one-page proof of eligibility document either on-line or through the mail you will need to email it to WOW! at lifeline@wowinc.com to be enrolled in the program. After enrollment if you become ineligible for the Federal Lifeline discount in Florida because you no longer qualify for Medicaid, SSI, SNAP, Federal Public Housing Assistance, Veterans and Survivors benefit or your income is no longer at or below 135% of the Federal Poverty Guideline, please call 1-877-871-3411. You may qualify for a transitional Lifeline benefit for up to a year. Lifeline is a government benefit program and 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. Also, as long as a qualified individual agrees to toll blocking, that individual is not required to pay a deposit prior to our voice service being offered. Toll blocking is offered to qualifying individuals without charge.

PUBLIC AWARENESS NOTIFICATION TO PATRONS RESIDING WITHIN THE SERVICE TERRITORIES OF

KNOLOGY OF FLORIDA, LLC d/b/a WOW!

Knology of Florida, LLC is a quality telecommunications provider who provides basic and enhanced telephone services and broadband services at reasonable rates within its service territories under the business name "WOW!."

Knology of Florida, LLC is designated as "Eligible Telecommunications Carrier" for its service areas for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

Knology of Florida, LLC provides the supported service –voice telephony service and broadband Internet access service –throughout its designated service area. Single party residence service and single line business service at rates of \$19.99 per month for residential service and \$24.50 per month for business service. Broadband Internet access service is provided at rates which start at \$40.00 per month for residential customers and \$64.99 per month for business customers. These supported services include:

- Voice grade access to the public switched network.
- Minutes of use for local service provided at no additional charge.
- Access to emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in Knology of Florida, LLC's service area has implemented 911 or enhanced 911 systems.
- Broadband Internet access service which includes the capability to send data to and receive data from the Internet but excludes dial-up service.

Basic voice service and other telecommunication amenities are provided to all consumers in the service areas of Knology of Florida, LLC at the rates, terms and conditions specified in the company's tariffs and or price lists. Tariffs are on file with the Florida Public Service Commission and the Federal Communications Commission. Price lists are located on our website at www.wowway.com. Rates, terms and conditions for broadband services are also provided on our website. If you have questions regarding these services, contact our office at 850-215-1000.

Lifeline Service Offerings

As part of our service offerings, **KNOLOGY OF FLORIDA, LLC d/b/a WOW!** offers a program to assist qualifying low income individuals with the charges for their voice telephony service or broadband services called Lifeline. This program is part of the Federal Universal Service Fund program instituted by the Federal Communications Commission and overseen by the Universal Service Administrative Company.

The Lifeline program is limited to one discount per household. Eligible households may apply the monthly Lifeline discount to either voice service (home or wireless) or broadband service (home or wireless) but not both. Lifeline customers also have the option to apply the discount to a service bundle, such as home phone and home internet. The Lifeline voice service also includes toll blocking to qualifying customers without charge.

KNOLOGY OF FLORIDA, LLC d/b/a WOW!'s current discount provided under the Company's Lifeline service offering is \$5.25 for home phone or \$9.25 for qualifying broadband per month for each month that the customer qualifies. To receive the discount, an individual, a dependent, or someone in the household must participate in one of the following federal assistance programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps; Supplemental Security Income; Federal Public Housing Assistance (Section 8); or Veterans and Survivors Pension Benefit. Or, the total household income must be at or below 135% of the federal poverty guidelines.

The Safe Connections Act (SCA) helps survivors of domestic violence, human trafficking, and related crimes get

discounted phone, internet, or bundled services. If you are a survivor, you can participate in the Lifeline program if you provide proof of a line separation request and if you are experiencing financial hardship.

Other terms and conditions apply to the Lifeline offering. To apply for Lifeline you will need to visit (<https://www.lifelinesupport.org>) to check your eligibility for this federal program. If you need help, call the Lifeline Support Center at 1-800-234-9473. You may also go to www.wowway.com under Phone or Internet where it references Lifeline Assistance program to download, print, and complete the application and mail it with your proof of eligibility document to USAC, Lifeline Support Center, PO Box 1000, Horseheads, NY 14845. If you do not have access to the on-line application, please contact WOW! at 1-877-871-3411 for more information and to get an application form mailed to you to complete and send to USAC with your proof of eligibility document (s). Once you receive your one-page proof of eligibility document either on-line or through the mail you will need to email it to WOW! at lifeline@wowinc.com to be enrolled in the program. After enrollment if you become ineligible for the Federal Lifeline discount in Florida because you no longer qualify for Medicaid, SSI, SNAP, Federal Public Housing Assistance, Veterans and Survivors benefit or your income is no longer at or below 135% of the Federal Poverty Guideline, please call 1-877-871-3411. You may qualify for a transitional Lifeline benefit for up to a year. Lifeline is a government benefit program and 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. Also, as long as a qualified individual agrees to toll blocking, that individual is not required to pay a deposit prior to our voice service being offered. Toll blocking is offered to qualifying individuals without charge.

PUBLIC AWARENESS NOTIFICATION TO PATRONS RESIDING WITHIN THE SERVICE TERRITORIES OF

KNOLOGY TOTAL COMMUNICATIONS, INC. d/b/a KNOLOGY or WOW!

Knology Total Communications, Inc., is a quality telecommunications provider who provides basic and enhanced telephone services and broadband services at reasonable rates within their service territories under the business name "Knology or WOW!".

Knology Total Communications, Inc., is designated as an "Eligible Telecommunications Carrier" for their service areas for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

Knology Total Communications, Inc., provides the supported service –voice telephony service and broadband Internet access service –throughout their designated service areas. Exceptions do apply in limited circumstances. Please contact the company for details. Single party residence service and single line business service at rates of \$16.30 per month for residential service and \$32.60 per month for business service. Broadband Internet access service is provided at rates which start at \$40.00 per month for residential customers and \$64.99 per month for business customers. These supported services include:

- Voice grade access to the public switched network.
- Minutes of use for local service provided at no additional charge.
- Access to emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in Knology Total Communications, Inc.'s service area has implemented 911 or enhanced 911 systems.
- Broadband Internet access service which includes the capability to send data to and receive data from the Internet but excludes dial-up service.

Basic voice services and other telecommunication amenities are provided to all consumers in the service areas of Knology Total Communications, Inc., at the rates, terms and conditions specified in the company's tariffs and/or price lists. Tariffs are on file with the Alabama Public Service Commission and the Federal Communications Commission. Price lists are located on our website at www.wowway.com. Rates, terms and conditions for broadband services are also provided on our website. If you have questions regarding these services, contact our office at 334-699-3333.

Lifeline Service Offerings

As part of our service offerings, **KNOLOGY TOTAL COMMUNICATIONS, INC. d/b/a Knology or WOW!**, offers a program to assist qualifying low income individuals with the charges for their voice telephony service or broadband services called Lifeline. This program is part of the Federal Universal Service Fund program instituted by the Federal Communications Commission and overseen by the Universal Service Administrative Company. **This program is only available to phone customers of Knology Total Communications, Inc., located in the Ashford, Cottonwood, and Gordon exchange areas who qualify for the program.**

The Lifeline program is limited to one discount per household. Eligible households may apply the monthly Lifeline discount to either voice service (home or wireless) or broadband service (home or wireless) but not both. Lifeline customers also have the option to apply the discount to a service bundle, such as home phone and home internet. The Lifeline voice service also includes toll blocking to qualifying customers without charge.

KNOLOGY TOTAL COMMUNICATIONS, INC., d/b/a Knology or WOW!'s current discount provided under the Company's Lifeline service offering is \$5.25 for home phone or \$9.25 for qualifying broadband per month for each month that the customer qualifies. To receive the discount, an individual, a dependent, or someone in the household must participate in one of the following federal assistance programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps; Supplemental Security Income; Federal Public Housing Assistance (Section 8); or Veterans and Survivors Pension Benefit. Or, the total household income must be at or below 135% of the federal poverty guidelines.

The Safe Connections Act (SCA) helps survivors of domestic violence, human trafficking, and related crimes get discounted phone, internet, or bundled services. If you are a survivor, you can participate in the Lifeline program if you provide proof of a line separation request and if you are experiencing financial hardship.

Other terms and conditions apply to the Lifeline offering. To apply for Lifeline you will need to visit (<https://www.lifelinesupport.org>) to check your eligibility for this federal program. If you need help, call the Lifeline Support Center at 1-800-234-9473. You may also go to www.wowway.com under Phone or Internet where it references Lifeline Assistance program to download, print, and complete the application and mail it with your proof of eligibility document to USAC, Lifeline Support Center, PO Box 1000, Horseheads, NY 14845. If you do not have access to the on-line application, please contact WOW! at 1-877-871-3411 for more information and to get an application form mailed to you to complete and send to USAC with your proof of eligibility document (s). Once you receive your one-page proof of eligibility document either on-line or through the mail you will need to email it to WOW! at lifeline@wowinc.com to be enrolled in the program. Lifeline is a government benefit program and 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. Also, as long as a qualified individual agrees to toll blocking, that individual is not required to pay a deposit prior to our voice service being offered. Toll blocking is offered to qualifying individuals without charge.

PUBLIC AWARENESS NOTIFICATION TO PATRONS RESIDING WITHIN THE SERVICE TERRITORIES OF

**KNOLOGY OF THE VALLEY, INC. d/b/a KNOLOGY or WOW! and
VALLEY TELEPHONE CO., LLC d/b/a KNOLOGY or WOW!**

Knology of the Valley, Inc., and Valley Telephone Co., LLC are quality telecommunications providers who provide basic and enhanced telephone services and broadband services at reasonable rates within their service territories under the business name "Knology or WOW!."

Knology of the Valley, Inc. and Valley Telephone Co., LLC are designated as "Eligible Telecommunications Carriers" for their service areas for universal service purposes. The goal of universal service is to provide all citizens access to essential telecommunications services.

Knology of the Valley, Inc., and Valley Telephone Co., LLC provide the supported service –voice telephony service and broadband Internet access service –throughout their designated service areas. Exceptions do apply in limited circumstances. Please contact the company for details. Single party residence service and single line business service at rates that range from \$16.26 to \$17.48 for residence service and from \$27.00 to \$35.62 for business service. Broadband Internet access service is provided at rates which start at \$40.00 per month for residential customers and \$64.99 per month for business customers. These supported services include:

- Voice grade access to the public switched network.
- Minutes of use for local service provided at no additional charge.
- Access to emergency services provided by local government or other public safety organizations, such as 911 and enhanced 911, to the extent the local government in Knology of the Valley, Inc. and/or Valley Telephone Co., LLC's service area has implemented 911 or enhanced 911 systems.
- Broadband Internet access service which includes the capability to send data to and receive data from the Internet, but excludes dial-up service.

Basic voice services and other telecommunication amenities are provided to all consumers in the service areas of Knology of the Valley, Inc., and Valley Telephone Co., LLC at the rates, terms and conditions specified in the companies tariffs and/or price lists. Tariffs are on file with the Alabama Public Service Commission, Georgia Public Service Commission and the Federal Communications Commission. Price lists are located on our website at www.wowway.com. Rates, terms and conditions for broadband services are also provided on our website. If you have questions regarding these services, contact our office at 706-645-8630.

Lifeline Service Offerings

As part of our service offerings, **KNOLOGY OF THE VALLEY, INC. d/b/a Knology or WOW!**, and **VALLEY TELEPHONE CO., LLC d/b/a Knology or WOW!** offer a program to assist qualifying low income individuals with the charges for their voice telephony service or broadband service called Lifeline. This program is part of the Federal Universal Service Fund program instituted by the Federal Communications Commission and overseen by the Universal Service Administrative Company.

The Lifeline program is limited to one discount per household. Eligible households may apply the monthly Lifeline discount to either voice service (home or wireless) or broadband service (home or wireless) but not both. Lifeline customers also have the option to apply the discount to a service bundle, such as home phone and home internet. The Lifeline voice service also includes toll blocking to qualifying customers without charge.

KNOLOGY OF THE VALLEY, INC. d/b/a Knology or WOW!'s current discount provided under the Company's Lifeline service offering is \$5.25 for home phone or \$9.25 for qualifying broadband per month for each month that the customer qualifies. To receive the discount, an individual, a dependent, or someone in the household must participate in one of the following federal assistance programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps; Supplemental Security Income; Federal Public Housing Assistance (Section 8); or Veterans and Survivors Pension Benefit. Or, the total household income must be at or below 135% of the federal poverty guidelines.

VALLEY TELEPHONE CO., LLC d/b/a Knology or WOW!'s current discount provided under the Company's Lifeline service offering is \$5.25 for home phone or \$9.25 for qualifying broadband per month for each month that the customer qualifies. To receive the discount, an individual, a dependent, or someone in the household must participate in one of the following federal assistance programs: Medicaid; Supplemental Nutrition Assistance Program (SNAP) formerly known as Food Stamps; Supplemental Security Income; Federal Public Housing Assistance (Section 8); or Veterans and Survivors Pension Benefit. Or, the total household income must be at or below 135% of the federal poverty guidelines.

The Safe Connections Act (SCA) helps survivors of domestic violence, human trafficking, and related crimes get discounted phone, internet, or bundled services. If you are a survivor, you can participate in the Lifeline program if you provide proof of a line separation request and if you are experiencing financial hardship.

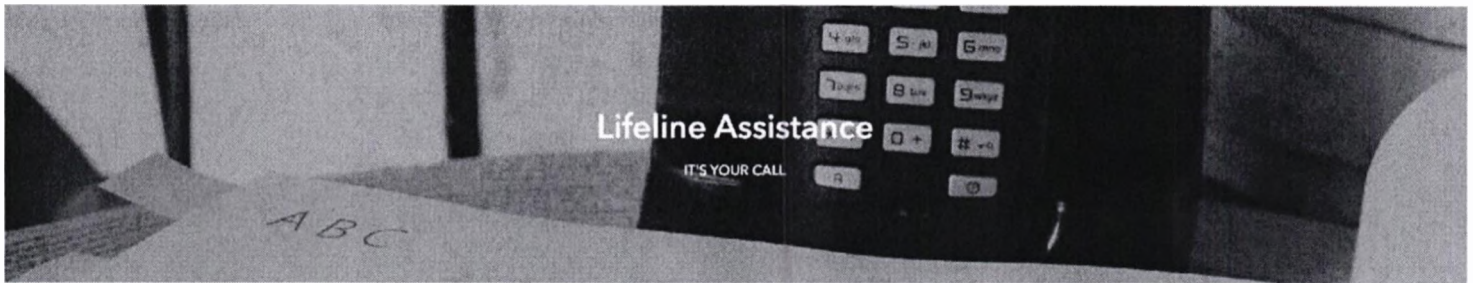
Other terms and conditions apply to the Lifeline offering. To apply for Lifeline you will need to visit (<https://www.lifelinesupport.org>) to check your eligibility for this federal program. If you need help, call the Lifeline Support Center at 1-800-234-9473. You may also go to www.wowway.com under Phone or Internet where it references Lifeline program to download, print, and complete the application and mail it with your proof of eligibility document to USAC, Lifeline Support Center, PO Box 1000, Horseheads, NY 14845. If you do not have access to the on-line application, please contact WOW! at 1-877-871-3411 for more information and to get an application form mailed to you to complete and send to USAC with your proof of eligibility document (s). Once you receive your one-page proof of eligibility document either on-line or through the mail you will need to email it to WOW! at lifeline@wowinc.com to be enrolled in the program. Lifeline is a government benefit program and 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. Also, as long as a qualified individual agrees to toll blocking, that individual is not required to pay a deposit prior to our voice service being offered. Toll blocking is offered to qualifying individuals without charge.

Lifeline Florida

ATTACHMENT 3

2024-2025

INTERNAL PROCEDURES



Lifeline Assistance

How to Qualify for Lifeline with WOW!



We're committed to helping our customers stay connected. That's why WOW! participates in government assistance programs like Lifeline.

Lifeline Assistance provides affordable phone and/or internet service based on income or other federal and state assistance programs and is subject to availability in your area.

[Get Started](#)

Qualifying for Lifeline

You may be eligible for this program if you or a member of your household is:

- A new or current WOW! customer.
- Located in a participating area.
- Currently enrolled in a qualifying government program or meets income eligibility requirements. Visit [Lifeline Support](#) to see if you qualify.

Note: If you've been approved for Lifeline in a participating area, you must email your approval information to lifeline@wowinc.com to activate your service credit. You will need to include the last 4 of your social security # and birth date. If qualification is through a dependent you will need to also send the last 4 of their social security # and birth date. Your WOW! service account name must match the name of the qualified Lifeline applicant unless the approval is for a dependent in your household.

Lifeline service with WOW! may be available in the following areas:

Alabama - Ashford, Cottonwood, Gordon, Lanett, and Valley
 Florida - Panama City and Pinellas
 Georgia - West Point

Lifeline Assistance FAQs

How do I sign up for Lifeline?

Go to: www.lifelinesupport.org

Are there any restrictions?

Lifeline is available for one qualifying residential internet or home phone service per household. Your WOW! service account name must match the name of the qualified Lifeline applicant unless the approval is for a dependent in your household. You can only receive Lifeline benefits from one provider at a time. Only eligible customers may enroll in the program.

How long are the benefits valid?

Lifeline benefits are valid for one year. To continue to receive Lifeline benefits after one year, you'll need to reconfirm your eligibility.



Contact Us

Sales

1-866-376-7003

Support

1-866-496-9669

Products

Internet

Fiber Internet

YouTube TV

Whole-Home WiFi

Service Protection Plan

Home Phone

Mobile Phone

Support

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Help Center

Channel Lineups

Account & Billing

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Payment Locations

Moving?

WOW! Speed Test

WOW!

About WOW!

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Management Team

News

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WOW! Business

Advertise on WOW!

Investor Relations

FCC

Broadband Labels (machine-readable)

Online Public Inspection Files

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