



August 13, 2025

Florida Public Service Commission
Office of Industry Development and Market Analysis
2540 Shumard Oak Blvd
Tallahassee, FL 32399-0850

RE: 2025 LIFELINE REPORT DATA REQUEST

Docket Number: 20250000

2025 AUG 18 PM 2:25
COMMISSION
CLERK

Office of Commission Clerk,

Please find enclosed, the completed data request document and all attachments requested.

Please place responses in the undocketed file, per instructions given.

If you have any questions, please contact me at TSOUZA@TOWNES.NET or 904-259-0036.

Thank you,

Tammy Souza

Vice President of Finance & Services

130 North Fourth Street
P.O. Box 485
Macclenny, Florida 32063
(904) 259-2261
FAX (904) 259-1200

COMMISSIONERS:
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STATE OF FLORIDA



OFFICE OF
INDUSTRY DEVELOPMENT &
MARKET ANALYSIS
CAYCE HINTON
DIRECTOR
(850) 413-7160

Public Service Commission

July 16, 2025

TL715
NEFCOM
Ms. Tammy Souza, Vice President of Finance & Services
120 East 1st St
Lewisville, AR 71845

Via Certified Mail
No.70201290000072789392

Re: 2025 Lifeline Report Data Request

Dear Ms. Souza:

Section 364.10, Florida Statutes, requires the Florida Public Service Commission to publish an annual report on the number of customers subscribing to Lifeline service and the effectiveness of procedures to promote participation. The Commission is required to submit this report to the Governor, President of the Senate, and Speaker of the House of Representatives by December 31 each year. To assist the Commission in the development of the 2025 Report, **we request that you provide responses to the attached data request by August 15, 2025.**

Your company may avail itself of the confidentiality provisions set forth in Section 364.183, Florida Statutes, and Rule 25-22.006, Florida Administrative Code, if it believes it is necessary to comply with this data request. We ask that you refrain from requesting confidential treatment of your June 2025 Lifeline and Transitional Lifeline participants in Florida, as this data has been traditionally included in this report. Your comprehensive and timely response is vital to the Commission's effort to fulfill this statutory requirement. Please send your responses to the Office of Commission Clerk at the address shown below, and request your responses be placed in the docket number 20250000. If you have any questions, you may contact Sam Day at SDay@psc.state.fl.us or (850) 413-6734, or Greg Fogleman at (850) 413-6574.

Sincerely,

A handwritten signature in blue ink that reads "Gregory Fogleman".

Gregory Fogleman
Public Utilities Supervisor

GF:sd

Attachment

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.
2. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month?
3. How is the Transitional Lifeline discount offered and applied to eligible customers?
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.
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.
- ~~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.

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.

Company Name: Northeast Florida Telephone Company D/B/A
NEFCOM Contact Person: Tammy Souza and/or Teresa Terry
Contact E-Mail: tsouza@townes.net

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

Response:

	07-2024	08-2024	09-2024	10-2024	11-2024	12-2024	01-2025	02-2025	03-2025	04-2025	05-2025	06-2025
TOTAL	108	81	86	89	88	123	92	91	91	89	84	85
VOICE	26	22	23	24	24	28	24	24	24	22	20	21
BROADBAND	3	2	3	3	3	2	4	4	4	5	5	4
BUNDLED	79	57	60	62	61	93	64	63	63	62	59	60

2. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline Discount per Month?

Number of Subscribers participating per month:

[illegible]

Lifeline Data Request
August 12, 2025

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

Response: Advertising of Transitional Lifeline includes verbal promotion by the Sales Associates in the course of working the Lifeline disconnect order and via office signage.

4. What Lifeline plans are available to customers for voice, broadband and/ 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:

Current Plans Offered to Voice – Broadband – Bundled Services

Up to 25Mbps Down
Up to 40Mbps Down
Up to 50 Mbps Down
Up to 75 Mbps Down
Up to 100 Mbps Down

Legacy Plans – No Longer offered to new customers but have customers subscribed to

USOC	Description
INT15/10	Internet 15M
INT6/1	Internet 6M/1M Spec Circum

5. Provide information on the following, if applicable:

- Internal procedures for promoting Lifeline.
- Outreach and educational efforts involving participation in community events.
- Outreach and educational efforts involving mass media (newspaper, radio, television).

Response: a., b., & c.: NEFCOM promotes Lifeline participation verbally via the Sales Associates in the course of processing an application for new service, during inquiries received from existing customers, annual mail outs, annual newspaper ads, and through information placed on the webpage, and in the information section of NEFCOM's telephone directory.

- Copies of Lifeline outreach materials of your company.

Response: Copies of bill message, newspaper advertisement, phone book, and website are attached.

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

Response: NEFCOM has a Lifeline FAQ webpage located at [LIFELINE FAQ's NEFCOM Revised 02 2022](#), a Lifeline application webpage located at [Home - Universal Service Administrative Company](#), and Lifeline qualification information located at [Do I Qualify? - Universal Service Administrative Company](#)

- 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: None

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

Response: None

- 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: Any significant changes where a result of failed recertifications.

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 National Verifier.

Response: No, our customers want to fill out the paper applications and mail in as most are elderly and have a very hard time using the online portal.

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: When customers are applying for government assistance, we get an email from the FPSC and log in to retrieve a report on customer applying for Lifeline.

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 FL Lifeline customers? If yes, please provide the date the FCC docket number.

Response: No

Lifeline Data Request
August 12, 2025

- 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: Teresa Terry
Billing Specialist
ttery@townes.net
870-921-4224

Lifeline Telephone Bill Message



2025 LL Copy of
Customer Bill_09 2025

Lifeline Newspaper Advertisement



2025 LL Copy
Newspaper Ad_09 2025

Lifeline Directory Advertisement



2025 LL Copy
Telephone Directory

https://nefcom.net/resources/Life-Line/LIFELINE-FAQ's-NEFCOM_Revised-02-2022.pdf



LIFELINE FAQ's
NEFCOM_09 2024.docx

NEFCOM's Statement of Rates for Basic Telephone Service

NEFCOM is a quality telecommunications company that provides Basic and Enhanced services at reasonable rates within its service territory. Pursuant to regulatory requirements NEFCOM offers its customers the following supported services:

Voice grade access to the public switched network or its functional equivalent; Local usage; Access to emergency services such as 911; Toll limitation for qualifying low-income customers.

	<u>Residential</u>	<u>Business</u>	
Individual Touch-Calling Access Line			
Base Rate Area	\$14.00	1-Party	\$24.40
		Trunk	\$36.00
FCC Subscriber Line Charge	\$6.50	Single Line	\$6.50
		Multi-Line	\$9.20
Access Recovery Charge (ARC)	\$3.00	Single Line	\$3.00
		Multi-Line	\$3.00

Lifeline Service

NEFCOM Telephone Company offers a program to help our low-income residential customers keep their telephone service. This program is called Lifeline Service and is a government assistance program. If you are a low-income residential customer you may qualify.

Lifeline gives a monthly credit off your service. Customers have the following choices:

1) Voice or Bundled Voice Service: Customer will receive a discount of \$5.25 off their monthly rate.

OR

2) Internet Service: A customer may choose to apply the credit on a qualifying Internet service, which may be part of a bundle. The customer will receive a discount of \$9.25 off their monthly rate.

Here's How to Qualify for Lifeline Service:

You can get Lifeline if you are in one of these programs:

- * Medicaid
 - * Supplemental Nutrition Assistance Program (SNAP) (aka Food Stamps)
 - * Supplemental Security Income (SSI).
 - * Federal Public Housing Assistance.
 - * Veterans Pension and Survivor's Benefit
- OR
- * Your yearly household income is at or below 135% of the Federal Poverty Guidelines.

Here's how to apply for this program:

You have 3 ways to apply for Lifeline:

- * Apply online at getinternet.gov.
- * Apply through the mail by filling out the Lifeline Application found at getinternet.gov.
- * Visit NEFCOM Business Office Monday through Friday, from 8 to 5, for assistance in applying.

Lifeline service is non-transferrable to another person or household and only eligible consumers may enroll in the program. Lifeline is limited to one discount per household.

For more information on this federal program, please visit the Universal Service Administrative Company (USAC) at <https://www.lifelinesupport.org> or contact NEFCOM at (904) 259-2261 or 877-838-5695.



130 North 4th Street
Macclenny, FL 32063-2112
(877) 838-5695
www.nefcom.net

Message Center

****ALL RECONNECT PAYMENTS MADE AFTER 4PM - YOUR SERVICE WILL BE RECONNECTED THE NEXT BUSINESS DAY.**

BILL STATEMENT FEE

Please be aware that you will see a monthly fee for processing paper statements. Please go online to opt in for paperless to avoid this fee or contact your business office.

****LIFELINE CREDIT FOR ELIGIBLE CUSTOMERS - SEE LAST PAGE OF BILL****

Page 1 of 3
Billing Inquiries: 904-259-2261 (Res)
904-259-2300 (Bus)

Account Summary

Account Number	
Invoice Number	
Bill Date	Sep 01, 2024
Due Date	Sep 20, 2024
Previous Balance	\$ 4.33
Adjustments	\$ 0.00
Previous Payments	\$ 40.00
Current Charges	\$ 18.79
Amount Due	\$ 14.46

Balance Forward

Previous Bill		\$ 35.67
Payment made on Jul 25	\$ 20.00cr	
Payment made on Aug 1	20.00cr	
Total payments through Aug 22		\$ 40.00cr

Balance Before Current Charges \$ 4.33cr

Service Summary

	Adj	Charges	Taxes Surcharges Fees	Subtotal
Residential Internet				
jstalnaker				0.00
Residential Phone				
904-259-9715		18.45	0.34	18.79
		18.45	0.34	18.79

Subtotal Current Charges \$ 18.79

Past due balances must be paid IMMEDIATELY to avoid being disconnected. Current charges are due by Sep 20, 2024. If service is disconnected, reconnection fees will apply.

Thank you for your business!

Simplify this year with eBill. View and pay your bill in one easy session. Learn more at www.nefcom.net

NEFCOM • 130 North 4th Street • PO Box 485 • Macclenny, FL 32063-2112
For questions on your bill or changes to your account, please call 904-259-2261 or 877-838-5695
Visit our website at www.nefcom.net

KEEP THIS PORTION FOR YOUR RECORDS. To ensure proper credit, please return the bottom portion of this page with your payment.



NORTHEAST FLORIDA TELEPHONE CO
130 North 4th Street
Macclenny, FL 32063

ADDRESS SERVICE REQUESTED

- ☐ Check here for change of address (See reverse for details)
- ☐ Check here to enroll in automatic payments (See reverse for details)
- ☐ Check here to make a credit card payment (See reverse for details)

Remittance Information

Account Number	
Invoice Number	
Bill Date	Sep 01, 2024
Due Date	Sep 20, 2024
Amount Due	\$ 14.46

Amount Enclosed:

\$

Please include account number on your check and make payable to Northeast Florida Telephone Company. Payments received after Aug 22, 2024 are not included.



NORTHEAST FLORIDA TELEPHONE CO
PO BOX 485
MACCLENLY, FL 32063-0485

GLEN SAINT MARY, FL 32040-2707



Total Amount Due
\$ 14.46

Primary Inter-Exchange Carriers (PIC)
 Intralata Carrier Northeast Florida Long Distance
 Interlata Carrier Northeast Florida Long Distance
 904-259-9715

Charge Detail
Residential Internet (jstalnaker)
Recurring Charges (Sep 01 - Sep 30)

Modem Lease - Wireless 0.00
 Int 100M down/Up to 10M up 109.95

Discounts

Employee Internet Discount 100% 109.95cr
Total for jstalnaker \$ 0.00

Residential Phone (904-259-9715)
Recurring Charges (Sep 01 - Sep 30)

Residential Access Line 14.00
 FCC Subscriber Line Charge - Res 6.50
 Access Recovery Charge Residence 3.00
 Non-Published Number 1.95
 Unlimited LD & Unlimited ELC 0.00
 Caller ID-Call Waiting 10.95

Discounts

NEFCOM Employee Features 100% 10.95cr
 NEFCOM Employee Phone 50% 7.00cr

Taxes, Fees & Surcharges

Baker County Emergency 911 Surcharge 0.40
 Federal Excise Tax 0.50
 Federal Universal Service Charge 3.27
 Florida CST Gross Receipts Tax 0.44
 Local Tax Outside City 0.39
 NEFCOM Employee ARC/SLC 50% 4.75cr
 Telecommunications Access Surcharge 0.09

Total for 904-259-9715 \$ 18.79

LIFELINE SERVICE

NEFCOM Telephone Company offers a program to help our low-income residential customers keep their telephone service. This program is called Lifeline Service and is a government assistance program. If you are a low-income residential customer you may qualify.

Lifeline gives a monthly credit off your service. Customers have the following choices:

1) Voice or Bundled Voice Service: Customer will receive a discount of \$5.25 off their monthly rate.

OR

2) Internet Service: A customer may choose to apply the credit on a qualifying Internet service, which may be part of a bundle. The customer will receive a discount of \$9.25 off their monthly rate.

Here's How to Qualify for Lifeline Service:

You can get Lifeline if you are in one of these programs:

- * Medicaid
 - * Supplemental Nutrition Assistance Program (SNAP) (aka Food Stamps)
 - * Supplemental Security Income (SSI)
 - * Federal Public Housing Assistance
 - * Veterans Pension and Survivor's Benefit
- OR
- * Your yearly household income is at or below 135% of the Federal Poverty Guidelines.

Here's how to apply for this program:

You have 3 ways to apply for Lifeline:

- * Apply online at getinternet.gov.
- * Apply through the mail by filling out the Lifeline Application found at getinternet.gov.
- * Visit NEFCOM Business Office Monday through Friday, from 8 to 5, for assistance in applying.

Lifeline service is non-transferrable to another person or household and only eligible consumers may enroll in the program. Lifeline is limited to one discount per household.

Have you moved or changed your phone number?

Please provide your new address or telephone number and return this portion with your payment. Your records will be updated on request. Requests received after the 25th of the month will not appear until the following billing cycle.

New Address: _____ City: _____ State: _____ Zip: _____

Contact Name: _____ Phone Number: _____

Printed Name: _____ Signature: _____

Want to set up or update an Automatic Withdrawal from your bank account?

☐ Please use automatic withdrawal from checking for all future charges.

(IMPORTANT - Please enclose a copy of a voided check, along with this month's payment.)

Printed Name: _____

Signature: _____ Date: _____

Want to set up or update an Automatic Withdrawal from your credit card?

Contact a customer service representative by calling (877) 838-5695

Or

Visit our website at www.nefcom.net and sign into your eBill account to set up your recurring credit card payments.

For more information on this federal program, please visit the Universal Service Administrative Company (USAC) at <https://www.lifelinesupport.org> or contact NEFCOM at (904) 259-2261 or 877-838-5695.

NEFCOM's STATEMENT OF RATES FOR BASIC TELEPHONE SERVICE

NEFCOM is a quality telecommunications company that provides Basic and Enhanced services at reasonable rates within its service territory. Pursuant to regulatory requirements NEFCOM offers its customers the following supported services:

Voice grade access to the public switched network or its functional equivalent; Local usage; Access to emergency services such as 911; Toll limitation for qualifying low-income customers.

Individual Touch-Calling Access Line

Base Rate Area

Residential \$14.00 Business 1-Party \$24.40 Trunk \$36.00

FCC Subscriber Line Charge

Residential \$6.50 Business Single Line \$6.50 Multi-Line \$9.00

Access Recovery Charge (ARC)

Residential \$3.00 Business Single Line \$3.00 Multi-Line \$3.00

Application For Telephone Services

APPLICATION FOR TELEPHONE SERVICE

A new customer of NEFCOM is requested to complete an application for telephone service. To apply online, or to download an application form, log onto www.nefcom.net and click on Telephone Service within the Main Menu. One of our Service Representatives will also be glad to process an application by telephone. You may reach a Service Representative as follows: Residence 904-259-2261, Business 904-259-2300. If you prefer, you may also apply at our Business Office any workday, Monday through Friday, from 8 A.M. to 5 P.M.

A service connection charge is due and payable at the time of application for service. Residential customers are permitted to pay this charge in equal monthly installments over a period of up to three billing months. A minimal monthly service fee will be charged for each month the service connection charge is billed.

If service is subsequently removed for nonpayment, the application for telephone service (contract) will be considered to have been terminated. Reinstallation of service may be made only upon application for new telephone service and payment of outstanding indebtedness.

Note: A Lifeline customer's request for reconnection of basic local service will not be denied for outstanding charges related to toll or ancillary services.

LIFELINE INFORMATION - NORTHEAST FLORIDA TELEPHONE COMPANY

Lifeline service

The Lifeline Program is a federal program that provides a credit of \$9.25 monthly on your communications services bill to eligible low-income households. The Federal Lifeline Credit can be applied to either wireless or landline telephone, home internet or a cell phone data plan. In areas where Broadband speeds are not at or above 10/1 download/upload speeds, you must be offered at least 4/1 download/upload.

Lifeline customers are required to remain with their service provider for a minimum of 60 days for voice service and 12 months for broadband services. Bundled service offerings where both voice and broadband meet the minimum service standards will be subject to the default 12-month port freeze. At the end of a subscriber's port freeze, the subscriber may continue receiving the Lifeline benefit on a month-to-month basis or transfer to another provider. If you chose to switch carriers, a new benefit port freeze period will begin with the new carrier.

FREQUENTLY ASKED QUESTIONS

Am I Eligible?

There are two ways to qualify for the Lifeline Program.

One: Income-Based Eligibility

If your household's income is at or below 135 percent of the federal poverty guidelines, you may be eligible for a Lifeline Program discount. To determine if your household meets the criteria, use our federal poverty guidelines eligibility chart. This chart is updated each year. Find the total number of members of your household in the left column and your household location and if your household is at or below the listed household income, your household may be eligible for a Lifeline Program discount.

Two: Program-Based Eligibility

If you, or someone in your household, participate in one of the following federal or state assistance programs, you may be eligible for a Lifeline Program discount.

- Federal Public Housing Assistance (FPHA) or Section 8;
- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps;
- Medicaid;
- Supplemental Security Income (SSI);
- Veterans and Survivors Pension Benefit; and
- Income Poverty Level – at or below 135%

Are there any Restrictions?

Only one Lifeline Program discount (either wireless or landline telephone, home internet or a cell phone data plan) is allowed per household. The definition of a "household" is anyone living at an address (including children, relatives, people not related to you, etc.) who share income(s) and household expenses.

We will use a Household Worksheet to determine if more than one household resides at your address. The worksheet must be completed when any new applicant applies for a Lifeline Program discount at an address where a discount is already being received.

How do I apply for Lifeline?

If you are eligible for a Lifeline Program discount, you must complete a Lifeline Program application and provide proof of your eligibility. You may stop by our office or apply online at www.nefcom.net.

What proof of eligibility do I need to provide?

Program-Based Eligibility Documentation

If you are applying based on federal program-based eligibility, you will be required to provide a copy of a document showing proof of your participation in the qualifying program. For example, if you are eligible for the Lifeline Program because you participate in the Medicaid program, you will need to submit a copy of your Medicaid benefit card with your application.

Income-Based Eligibility Documentation

If you are applying based on your household's income being at or below 135 percent of the federal poverty guidelines, you must provide your service provider with income documentation. Acceptable documentation includes:

- Current income statement from an employer
- Prior year's state, federal or Tribal tax return
- A Social Security statement of benefits
- A Veterans Administration statement of benefits
- A retirement or pension statement of benefits
- An Unemployment or Workers' Compensation statement of benefits
- A federal or Tribal notice letter of participation in General Assistance
- A divorce decree
- A child support award
- Other official document containing income information

Is my information verified?

Once you submit your completed application and proof of eligibility we will enter your application information into USAC's database that will verify your identity and check to make sure your household is not already receiving a Lifeline Program discount. To check your identity, USAC will work with your service provider to complete a Third Party Identity Verification (TPIV). In most cases, the information provided will be verified and you will be enrolled in the Lifeline Program and eligible to receive your discount soon thereafter.

There are some instances where an identity is unable to be verified. In these cases, we will contact you to let you know of the issue, called a TPIV failure, and may ask for further documentation verifying your identity. You will be required to submit copies of the required documentation as soon as possible.

NefCom Business Numbers

BUSINESS OFFICE

Residence..... 904-259-2261
Business..... 904-259-2300

130 North Fourth Street, P.O. Box 485
Macclenny, Florida 32063-0485

TO PLACE AN ORDER OR INQUIRE ABOUT YOUR BILL

Call Monday through Friday – 8 A.M. to 5 P.M.

BURIED CABLE LOCATION SERVICE FOR FLORIDA..... 611

Call 48 hours before you dig – it's the right thing to do!

REPAIR SERVICE

Telephone..... 611'
Or 904-259-5099
(see testing procedures on page 12.)

Monday through Friday 8 A.M. to 5 P.M.

Evenings, Weekends and Holidays –

Call 611, or 904-259-5099, and leave your name, telephone number, location address, and a brief trouble description. (A service technician will retrieve your message between 8 A.M. and 5 P.M. on Saturdays. Other messages will be retrieved on the next working day.)

For Emergencies Only, After Office Hours –

Call 611, or 904-259-5099, and leave your name, telephone number, a brief trouble description, and a description of the emergency. A Manager will retrieve your message and return a call to you.

Note 1: If your local telephone service is provided by an Alternative Local Service Provider, see page 9.

Internet

24-Hour Technical Support

Toll Free (Res & Bus):

Dial "1" & Then 866-272-4943

(See troubleshooting guide on page 13)



BUSINESS OFFICE AND REPAIR SERVICE FOR TTY USERS

Persons with hearing or speech impairments who use Text Telephones

(TTYs)..... 904-259-4999



10-DIGIT DIALING

With the Implementation of the additional area code (324),
10-digit dialing is mandatory for the (324/904) overlay area

For more information, please contact your local telephone service provider

Print • Mobile • Online



NEFCOM

COMMUNICATIONS

UPGRADE TODAY!



Higher Internet Speeds Now Available Up To **100Mbps**

*restrictions may apply-check for availability, call **904-259-2261**

Application... / Your Bill

Following are some examples of documents that we may ask for to help prove your identity:

- Driver's license (unexpired)
- Birth certificate
- W-2
- Prior year's state, federal, or Tribal tax return
- Social Security card
- Certificate of Naturalization
- Certificate of U. S. Citizenship
- Permanent resident card (unexpired)
- Permanent resident alien card (unexpired)
- U.S. government, military, state, or Tribal issued ID (unexpired)
- Passport (unexpired)
- Military discharge documentation
- Weapons permit (unexpired)
- Government assistance program document (that includes proof of identity)
- Statement of benefits from a qualifying program (that includes proof of identity)
- Unemployment or Worker's compensation statement of benefits

If your identity is able to be verified using this additional documentation, you will be enrolled to receive a Lifeline Program discount. If USAC is unable to verify your identity, you will be denied a Lifeline Program discount.

How do I continue to receive Lifeline benefits?

If you receive a Lifeline Program discount, you must certify each year that 1) you are still eligible to receive the Lifeline Program discount and that 2) no one else in your household is receiving a Lifeline Program discount.

Each year, you will receive a notice that reminds you to recertify your eligibility for the Lifeline Program and gives you instructions on how to do it. You must complete this recertification process by the deadline given to you or you will lose your Lifeline Program discount. If you fail to complete your recertification by the deadline, you will no longer receive a Lifeline Program discount.

A Transitional Lifeline Assistance Program is provided to continue the availability of telecommunications services to customers who cease to be qualified for the Lifeline Program. The Transitional Lifeline Assistance Program provides for a 30% reduction of the individual access line for a period of one year after the date that the customer ceases to be qualified for the Lifeline Program.

BILLING OF SERVICES

Access line charges and other miscellaneous charges are billed one month in advance. Charges for long distance and service changes are billed following completion of the service. We suggest that you keep a log of all long distance calls placed by you and members of your household. Please check with all family members or frequent visitors before asking that we check listings or before denying calls. It is very costly and time-consuming for us to check calls, and many calls are determined to be valid calls when checked by us.

It is very important for you to realize that you are responsible for payment of all long distance calls placed within your residence or place of business. If someone is allowed to use your service – a family member, friend, visitor, or casual acquaintance – you are the responsible party, and we will look to you for payment of the bill.

In addition to detailed billing information, NEFCOM may include helpful information about your service on your statement. This information will help to keep you up to date on your telephone service.

CUSTOMER PROPRIETARY NETWORK INFORMATION (CPNI)

Pursuant to, and to ensure compliance with, Federal Communications Commission (FCC) C.F.R. Title 47, Chapter I, Part 64, and the U.S.C. Communications Act Title 47, Section 222, NEFCOM will not release call detail information – nor will it answer questions or provide other account information – without execution of security measures.

If the customer, or a person claiming to be the customer, requests call detail or other account information in person at the business office, that individual must produce a driver's license, passport or other government-issued identification verifying his or her identity, and must correctly answer questions regarding his or her service and address prior to the release of any CPNI data.

If the customer, or a person claiming to be the customer, calls NEFCOM to request call detail or other account information over the telephone, NEFCOM will only provide the requested call detail or other account information under one of the following three circumstances:

1. Customer requesting the data provides a preestablished password to release the proprietary information. A customer who has lost or forgotten the password may correctly answer one of the preestablished "shared secret" questions comprising NEFCOM's back-up customer authentication method.
2. NEFCOM may, at the customer's request, send the requested call detail or other account information to the customer's postal "address of record" (as defined in Section 64.2003[b] of the FCC CPNI Rules).
3. NEFCOM may terminate the customer-initiated call, initiate a call to the customer's "telephone number of record" (as defined in Section 64.2003[q] of the FCC CPNI rules), and disclose the requested call detail or other account information to the customer during the Company-initiated call.

To avoid potential delays when requesting data, call one of our Service Representatives to set up your password and provide answers to the "shared secret" questions that will be utilized as a back-up authentication method for the release of CPNI data. You may reach a Service Representative as follows: Residence 904-259-2261, Business 904-259-2300.

BILLING ADJUSTMENTS

No billing adjustments will be made after 30 days from the date of the bill. Arrangements should be made for any necessary adjustments prior to payment of your bill. You may reach a Service Representative as follows: Residence 904-259-2261, Business 904-259-2300. In this way, any questions can be answered beforehand, and then you can make the appropriate payment.

BILL DUE DATE

Your bill is due and payable by the due date shown on your bill. To ensure that your payment is credited in time to avoid a late notice, **please mail your payment in time for it to be processed before the PAYMENT DUE DATE on your bill.**

We suggest you allow at least four to five days before the "DUE DATE" for your payment to reach our office. Payments are keyed into the computer on the date received, **not** by the postmark date. You will wish to pay your telephone bill promptly in order to ensure a good credit rating.

Your Bill

HOW TO PAY YOUR BILL

In a continuing effort to assist our customers in paying their monthly telephone bills quickly and conveniently, we suggest the following methods of payment:

1. Pay with our Direct Debit Service, and your monthly bill will be paid automatically by a draft from your checking or savings account. For additional information, call one of our Service Representatives as follows: Residence 904-259-2261, Business 904-259-2300.
2. Pay by logging onto www.nefcom.net and clicking on the Pay Your Bill Online link. Registration is free, secure and easy. For security purposes, the registration process requires detailed information that can be found on the front page of your telephone bill.
3. Pay by VISA or MasterCard by calling one of our Service Representatives as follows: Residence 904-259-2261, Business 904-259-2300.
4. Send your check by mail. A return envelope, addressed to Post Office Box 485, Macclenny, Florida 32063-0485, is included with each monthly bill, making it easy to pay by mail.
5. Pay on-premise by check, using the convenient depository box located to the left of the front door of the Business Office, 130 North Fourth Street, Macclenny, Florida.
6. Pay by cash in person at the Business Office, 130 North Fourth Street, Macclenny, Florida.

If you pay by mail or by using the depository box, be sure to enclose the designated portion of your bill, and make sure your current telephone number appears on your check. Your canceled check will serve as your receipt. These suggestions are offered to save time and prevent inconvenience to you, our valued customer.

DISCONTINUANCE OF SERVICE FOR NONPAYMENT

If the charges billed on your monthly statement are not paid by the due date, a delinquent notice will be sent to you. Your service may be disconnected if payment for your regulated charges is not received by the date specified on the delinquent notice.

No further notice will be sent to you after your service is disconnected. If payment of all past-due charges is not received or payment arrangements made within the time frame specified on your delinquent notice, your service will be terminated. Reinstallation of service may be made only upon application for new telephone service and payment of outstanding indebtedness.

Note: A Lifeline customer's basic local service will not be disconnected for nonpayment of regulated toll charges, nor will a customer's request for reconnection of basic local service be denied for outstanding charges related to toll or ancillary services. However, toll service and ancillary services may be disconnected or denied for nonpayment.

STATEMENT OF BILLING ERROR RIGHTS FOR INTERSTATE 900 PAY-PER-CALL CUSTOMERS

This statement sets out your billing error rights with respect to telephone-billed purchases made using interstate 900 pay-per-call services that are billed to you through your Local Service Provider or Long Distance Company.

The following rights and obligations of you, the customer, and of Local Service Providers and various Long Distance Companies who are billing entities, are provided under the federal Telephone Disclosure and Dispute Resolution Act.

This is the procedure that you must follow to notify your Local Service Provider or Long Distance Company of a billing error, and the steps that your Local Service Provider or the

appropriate Long Distance Company must take in response to your notice:

You may provide notice of a billing error to your Local Service Provider or Long Distance Company by telephone or in writing. If you write, you should:

- (1) give your name – or the customer's name – and the telephone number to which the charge was billed;
- (2) provide the date and amount of the error, and the type of error you believe occurred; and
- (3) state why you believe it was an error.

A customer who orally communicates an allegation of a billing error is presumed to have provided sufficient notice to initiate a billing review.

You have the right to withhold payment of any disputed amount pending completion of the billing review, and any action to collect any disputed amount will be suspended pending completion of the billing review.

If it is determined that no billing error occurred, your rights and obligations are as follows:

Your Local Service Provider or Long Distance Company will transmit to you an explanation setting forth the reasons why it has been determined that there was no error. If there was an error – even a partial error or an error different than what you asserted – your account will be adjusted appropriately. If you request, your Local Service Provider or Long Distance Company will provide a written explanation and copies of any documentary evidence of the customer indebtedness.

This action will be taken within two billing cycles (two months) after your notice is received. If you send your notice to the Long Distance Company, instead of your Local Service Provider, there may be an additional time of up to fifteen days to complete the necessary responsive action.

The Long Distance Company will notify the Local Service Provider, if necessary, of the disposition of the billing error investigation and the reasons for that disposition.

Your billing entity will notify you in writing of the time when payment is due of that portion of the disputed amount that is determined not to be in error. Payment must be made in the normal course of billing or as otherwise provided, but not less than ten days after the request for payment is made.

Once your Local Service Provider and the appropriate Long Distance Company have complied with FTC Rule § 308.7(d) regarding a claim you make of a billing error, there is no further responsibility under that section if you continue to make substantially the same allegation.

You cannot be charged for a billing review.

The provider of the 900 service, the Long Distance Company, or your Local Service Provider may take action to collect the sum outstanding that is determined not to be the result of a billing error, if you continue to withhold payment of the disputed amount once the billing review is completed.

Failure to pay the amount determined not to have been the result of a billing error may be reported to a credit reporting agency or subject you to a collection action. If you continue to dispute any portion of your billing error claim, the fact that your account is delinquent will be reported only if the reporting entity also reports that the amount that remains is in dispute, states the amount, and tells you to whom it has made such a report. If the dispute is subsequently resolved, that fact will be reported to all who receive the initial report that the account was delinquent.