

July 21, 2026

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

RE: 2026 Florida Lifeline Data Request

Dear Office of Commission Clerk,

Per your email dated July 1, 2026, enclosed are the responses to the 2026 Annual Lifeline Report Data Requests for **Frontier Communications of the South, LLC** and **Frontier Florida, LLC**. We request these responses be placed in the undocketed file.

If you have any questions about the data, please contact me at: 585-323-1003.

Sincerely,



Tom Mousso
Regulatory Reporting Specialist, Frontier – Legal and Regulatory
thomas.mousso@verizon.com | 585-323-1003 | Rochester, NY

FRONTIER 
A Verizon Company

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2026 LIFELINE DATA REQUEST

July 1, 2025, through June 30, 2026

Frontier Florida, LLC

Tom Mousso

Thomas.mousso@verizon.com

Section 364.10 of the Florida Statutes requires the Florida Public Service Commission to submit an Annual Report on the Lifeline program. This report is delivered to the Governor, President of the Senate, and Speaker of the House of Representatives. To assist us in this development, please submit your responses to the following questions by **August 3, 2026**. Your responses should include your company name, your name and title, and your contact information, including your email address, mailing address, and phone number.

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for the reporting period of July 1, 2025, through June 30, 2026. 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.

<u>MONTH/YEAR</u>	<u>VOICE</u>	<u>BROADBAND</u>	<u>BUNDLED</u>
<u>July 2025</u>	<u>164</u>	<u>503</u>	<u>98</u>
<u>August 2025</u>	<u>160</u>	<u>526</u>	<u>98</u>
<u>September 2025</u>	<u>156</u>	<u>560</u>	<u>103</u>
<u>October 2025</u>	<u>148</u>	<u>556</u>	<u>94</u>
<u>November 2025</u>	<u>148</u>	<u>578</u>	<u>94</u>
<u>December 2025</u>	<u>146</u>	<u>599</u>	<u>96</u>
<u>January 2026</u>	<u>146</u>	<u>630</u>	<u>103</u>
<u>February 2026</u>	<u>146</u>	<u>618</u>	<u>101</u>
<u>March 2026</u>	<u>141</u>	<u>639</u>	<u>98</u>
<u>April 2026</u>	<u>138</u>	<u>635</u>	<u>102</u>
<u>May 2026</u>	<u>129</u>	<u>613</u>	<u>101</u>
<u>June 2026</u>	<u>127</u>	<u>604</u>	<u>100</u>

2. Provide the number of lifeline customers that qualify for Tribal support each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.

2. There were no were no tribal customers during the request period.

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

There were no customers on Transitional Lifeline during the period. Most de-enrollments from Lifeline are complete disconnects

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

Transitional Lifeline Assistance provides a 30% reduction on the applicable monthly exchange flat rate for residential basic local service for subscribers who no longer qualify for the Lifeline Assistance Program. A Lifeline Assistance subscriber who requests this service will receive the discounted rate for a period of one (1) year from the date the subscriber ceases to be qualified for the Lifeline Assistance Program.

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5. 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.

LL customers can apply their LL discount to any service whether bundled or not that meets the federal minimum standards for eligibility. All our voice products meet the standard and broadband products that meet or exceed the speed of 25M/3M meet the standard.

6. Provide information on the following, if applicable:

- a. Internal procedures for promoting Lifeline.

On-Line Reference manuals have information on Lifeline qualifications and procedures for applying. Call Center Representatives inform customers of the availability of Lifeline to qualifying individuals.

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

No outreach involving community events took place during the request period.

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

Frontier publishes an annual newspaper notice.

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

See attached separate sheet for newspaper ad and bill messages.

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

e. <https://frontier.com/discountprograms/lifelineprogram/florida>

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

Frontier has partnered with The Florida Department of Human Resources and the OPC.

- g. List all brands the company offers Lifeline under.

Not applicable.

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

Not applicable.

- 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.

Frontier has seen a decline in Lifeline customers due to a decrease in residential access lines.

7. Are you assisting customers with their Lifeline applications through the National Verifier portal (e.g., through a company interface or sales representative)? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier.

Frontier does not sign customers up in person so therefore is not allowed to use the service provider portal. Our customers must use the consumer portal or mail an application to USAC. They then call us to add the Lifeline discounts.

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

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

No.

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

No.

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

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On January 20, 2026, Verizon Communications Inc. completed an acquisition of Frontier Communications Parent, Inc. (the parent company of the Frontier ILECs) pursuant to the Agreement and Plan of Merger dated as of September 4, 2024.

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.

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Office of the President – Executive Support Team

Consumer.affairs@ftr.com

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2026 LIFELINE DATA REQUEST
July 1, 2025, through June 30, 2026
Frontier Communications of the South, LLC
Tom Mousso
Thomas.mousso@verizon.com

Section 364.10 of the Florida Statutes requires the Florida Public Service Commission to submit an Annual Report on the Lifeline program. This report is delivered to the Governor, President of the Senate, and Speaker of the House of Representatives. To assist us in this development, please submit your responses to the following questions by August 3, 2026. Your responses should include your company name, your name and title, and your contact information, including your email address, mailing address, and phone number.

Please answer the following questions as they relate to your company's Florida Lifeline customers, providing data for the reporting period of July 1, 2025, through June 30, 2026. 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.

<u>MONTH/YEAR</u>	<u>VOICE</u>	<u>BROADBAND</u>	<u>BUNDLED</u>
<u>July 2025</u>	<u>5</u>	<u>3</u>	<u>1</u>
<u>August 2025</u>	<u>5</u>	<u>3</u>	<u>1</u>
<u>September 2025</u>	<u>5</u>	<u>3</u>	<u>1</u>
<u>October 2025</u>	<u>5</u>	<u>3</u>	<u>1</u>
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<u>April 2026</u>	<u>5</u>	<u>5</u>	<u>1</u>
<u>May 2026</u>	<u>5</u>	<u>5</u>	<u>1</u>
<u>June 2026</u>	<u>4</u>	<u>5</u>	<u>1</u>

2. Provide the number of lifeline customers that qualify for Tribal support each month by service type (voice, broadband, or bundled). Do not include customers receiving the Transitional Lifeline discount.
There were no tribal customers during the request period.
3. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month?
There were no customers on Transitional Lifeline during the period. Most de-enrollments from Lifeline are complete disconnects
4. How is the Transitional Lifeline discount offered and applied to eligible customers?
Transitional Lifeline Assistance provides a 30% reduction on the applicable monthly exchange flat rate for residential basic local service for subscribers who no longer qualify for the Lifeline

Assistance Program. A Lifeline Assistance subscriber who requests this service will receive the discounted rate for a period of one (1) year from the date the subscriber ceases to be qualified for the Lifeline Assistance Program.

5. 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.

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- g. List all brands the company offers Lifeline under.

Not applicable.

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

Not applicable.

- 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.

Frontier has seen a decline in Lifeline customers due to a decrease in residential access lines.

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Frontier does not sign customers up in person so therefore is not allowed to use the service provider portal. Our customers must use the consumer portal or mail an application to USAC. They then call us to add the Lifeline discounts.

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

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

No.

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

No.

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

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Office of the President – Executive Support Team

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844-320-4445

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Florida Bill Message – Lifeline

Low-income customers may be eligible for discounted telephone or internet service under a government assistance program called Lifeline, which provides a non-transferable \$9.25 monthly discount on eligible internet service or voice with an eligible internet service. The discount for phone service alone or with a non-qualified internet service is \$5.25. Lifeline is limited to one discount per household. You can get a Lifeline discount if you or a dependent in your household receives benefits from one of these programs: Medicaid; Supplemental Security Income (SSI); Supplemental Nutrition Assistance Program (SNAP) formerly Food Stamps; Federal Public Housing Assistance (Section 8); VA Veterans Pension (Supplemental Income for Wartime Veterans); or VA Survivors Pension or Your yearly household income is at or below 135% of the Federal Poverty Guidelines. Some states also provide additional discounts. Not all internet products are eligible for discount. Other restrictions may apply. An eligible resident living on federally recognized Tribal Lands who participates in one of the above programs eligible for federal Lifeline, the income level noted above or one of the following federal assistance programs shall also qualify for an additional monthly credit up to \$25.00 with Enhanced Tribal Lifeline and up to \$100.00 toward installation fees with Tribal Link-Up Assistance: Bureau of Indian Affairs General Assistance; Tribally Administered Temporary Assistance for Needy Families (Tribal TANF); Head Start (Income Based); or Food Distribution Program on Indian Reservations (FDPIR).

You can apply for Lifeline by applying online at nv.fcc.gov/lifeline or by downloading an application at <https://frontier.com/discount-programs/lifeline-program> and sending the application to USAC at the address on the form.

For more information on this federal program, please visit the Universal Service Administrative Company (USAC) at usac.org/lifeline/

Florida Newspaper Adds

Frontier provides basic residential services for rates in Florida for \$20.00 - \$30.00 for flat rate service. Frontier also provides basic business services in Florida for \$31.00 - \$71.00. Other taxes, fees, and surcharges may apply. Frontier offers single party service, touch tone, toll blocking, access to long distance, emergency services, operator assistance, and directory assistance. Use of these services may result in additional charges. Budget or economy services may also be available.

Frontier offers Lifeline service which is a nontransferable government assistance program that provides a \$5.25 discount on the cost of monthly telephone service or \$9.25 on eligible broadband or bundled voice and broadband products (where available) and is limited to one discount per household. In addition to Basic Lifeline, individuals living on federally recognized Tribal Lands who meet the eligibility criteria may also qualify for additional monthly discounts through Enhanced Lifeline and up to \$100.00 toward installation fees through the Tribal Link-Up program. You may also qualify for an additional state discount where available.

If you have any questions regarding Frontier's rates or services, please call us at 1-800-FRONTIER for further information or visit us at www.Frontier.com.

Frontier brinda servicios residenciales básicos en Florida por tarifa fija que va desde \$20.00 hasta \$30.00. Además, las tarifas de Frontier por los servicios comerciales básicos oscilan entre \$31.00-\$61.00. Pueden aplicar otros impuestos, cargos y recargos. Frontier ofrece servicio para usuario único, servicio de marcación por tono, bloqueo de llamadas, acceso a llamadas de larga distancia, servicios de emergencia, asistencia de operador y asistencia de guía telefónica. El uso de estos servicios puede generar cargos adicionales. Frontier también pone a tu disposición servicios económicos y servicios acordes a tu presupuesto. Frontier ofrece el servicio Lifeline, que es programa gubernamental de asistencia no transferible que concede un descuento de \$5.25 en el costo del servicio telefónico mensual o de \$9.25 en productos elegibles de banda ancha o en paquetes de voz y productos de banda ancha (cuando estén disponible) y que están limitados a un descuento por hogar. Además de Lifeline Básico, los individuos que residen en tierras tribales reconocidas por el gobierno federal y reúnan las condiciones de elegibilidad exigidas también podrán acceder a otros descuentos mensuales a través de Enhanced Lifeline de hasta \$100.00 en los costos de instalación mediante el programa Tribal Link-Up. En ciertos estados, también podrías cualificar para otros descuentos estatales cuando estén disponibles.

Si tienes preguntas sobre los servicios o las tarifas de Frontier o quieres obtener más información, llámanos al 1-800-FRONTIER o visítanos en www.Frontier.com.

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