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August 7, 2026

VIA PSC E-FILE SYSTEM

Adam Teitzman, Director
Clerk@psc.state.fl.us
Office of the Commission Clerk
Gerald L. Gunter Building, Suite 152
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, FL 32399-0850

In Re: T-Mobile South, LLC, 2026 Lifeline Data Request

Dear Mr. Teitzman:

Enclosed for filing is the redacted version of T-Mobile South, LLC's 2026 Lifeline Data Request Response. The numbers for May and June 2026 are incomplete at this time and will be provided on a confidential basis as soon as those numbers are finalized. The confidential information for this 2026 Lifeline Data Request Response will be separately hand delivered to the Clerk for filing.

Thank you for your assistance.

Best regards,

BERGER SINGERMAN LLP



Floyd R. Self

FRS/kb

2026 LIFELINE DATA REQUEST

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.
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.
3. Pursuant to Section 364.105, Florida Statutes, how many customers receive the Transitional Lifeline discount each month?
4. How is the Transitional Lifeline discount offered and applied to eligible customers?
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.
6. 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. List all brands the company offers Lifeline under.
 - 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.
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.
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.
 - 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.

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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.

Response: The number of customers participating in Lifeline each month by service type is shown on the table below. Data for May 2026 and June 2026 will be provided as it becomes available.

BEGIN CONFIDENTIAL

Month/Year	# of customers participating in Lifeline each month	Service Type
Jul-25		
Aug-25		
Sep-25		
Oct-25		
Nov-25		
Dec-25		
Jan-26		
Feb-26		
Mar-26		
Apr-26		
May-26		
Jun-26		

END CONFIDENTIAL

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.

Response: Not applicable. As of August 2026, Assurance Wireless does not receive Tribal support for any Lifeline customers in Florida.

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

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

BEGIN CONFIDENTIAL

Month/Year	# of customers participating in the transition service
Jul-25	
Aug-25	
Sep-25	
Oct-25	
Nov-25	
Dec-25	
Jan-26	
Feb-26	
Mar-26	
Apr-26	
May-26	
Jun-26	

END CONFIDENTIAL

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

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

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.

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

Plans that are currently appearing and available on subscriber accounts:

Service Type	Plan Name	Plan Description	Minutes	Text	Data	Hotspot
BundledVoiceBroadband	FREE Talk, Text & Data	State Plan w/ Unlimited Text, Unlimited Talk, 10GB High-Speed Data	Unlimited	Unlimited	10GB	Plan Data
BundledVoiceBroadband	Data Peace of Mind	\$10/Year or \$1/month Unlimited Text, Unlimited Talk, 15GB High-Speed Data	Unlimited	Unlimited	15GB	Plan Data

6. Provide information on the following, if applicable:
- a. Internal procedures for promoting Lifeline.

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

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

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

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

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

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

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

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

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

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

Response: Assurance Wireless currently partners with Medicaid providers in select states to educate and inform eligible consumers about the Lifeline program. Assurance Wireless also collaborates with several marketing and outreach partners that help us reach low-income populations, including:

- Media.Monks – Paid search and social media advertising.
- MoreAble – Paid social media advertising.
- Zeta – Customer acquisition email campaigns.
- Propel – Outreach to individuals who use the Supplemental Nutrition Assistance Program (SNAP).

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

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

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

Response: Assurance Wireless offers discounted equipment to Lifeline customers.

- i. If you have seen a significant change in the number of Lifeline customers you service since the last reporting period, please identify what factors you believe contributed.

Response: Assurance Wireless subscriber enrollment has not experienced a substantial increase or decrease in comparison to the prior reporting period.

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.

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

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.

Response: No.

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

Response: No.

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

Response: No.

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: Assurance Wireless does not designate a single individual as the contact person for consumer complaints. Consumer complaints are initially handled by Assurance Wireless Customer Care, which serves as the primary point of contact for customers. Customer Care representatives are available by telephone at 1-888-321-5880, 7:00 a.m. to 7:00 p.m. Central Time, seven days a week.

If a complaint cannot be resolved during the initial customer contact, it is escalated through the Company's established internal complaint resolution process and routed to the appropriate operational team for investigation and resolution.