

Floyd R. Self
850.521.6727
fself@bergersingerman.com

August 16, 2023

VIA HAND DELIVERED

Adam Teitzman, Commission Clerk
Room 152, Gunter Building
Florida Public Service Commission
2540 Shumard Oak Blvd.
Tallahassee, Florida 32399-0850

REDACTED

RECEIVED-FPSC
2023 AUG 16 PM 4:20
COMMISSION
CLERK

Re: Bright House Networks Information Services (Florida), LLC, 2023 Lifeline Data Request Response

Dear Mr. Teitzman:

Bright House Networks Information Services (Florida), LLC (“Bright House”), a subsidiary of Charter Communications, Inc., pursuant to Section 364.183(1), Florida Statutes, hereby claims that certain of the information provided in the attached 2023 Lifeline Data Request Response contains confidential customer information that should be held exempt from public disclosure. Pursuant to Rule 25-22.006(5), Florida Administrative Code, the attached sealed envelope contains the document with the confidential information highlighted, along with two redacted copies of the response.

Please acknowledge receipt of this letter by stamping the extra copy of this letter and returning the same to me.

- COM _____
- AFD _____
- APA _____
- ECO _____
- ENG _____
- GCL _____
- IDM** _____
- CLK _____

Thank you for your assistance with this filing.

Sincerely,

BERGER SINGERMAN LLP



Floyd R. Self
Counsel for Assurance Wireless USA, L.P.

FRS/ah
Enclosure

cc: Michael Chowaniec, Vice President, State Government Affairs

2023 LIFELINE DATA REQUEST **FOR NEWLY DESIGNATED ETCS**

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 16, 2023. 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 fiscal year July 1, 2022, through June 30, 2023.

For those items requesting the data be reported monthly, provide the appropriate number as of the last day of each month during the review period.

***Response:** Bright House Networks Information Services (Florida), LLC (Bright House), a subsidiary of Charter Communications, Inc. (Charter), is providing the responses to this data request in its capacity as a designated Eligible Telecommunications Carrier (ETC) in certain areas within Florida. Specifically, Bright House is responsible for offering Lifeline service to customers in the areas where it is receiving Rural Digital Opportunity Fund (RDOF) support to aid deployment of broadband-capable networks. The Federal Communications Commission (FCC) authorized RDOF support for Bright House in March 2022. Bright House and its affiliates have commenced offering broadband, voice and Lifeline services under the "Spectrum" brand name where Charter's network has been deployed in its RDOF areas in Florida.*

*Contact: Michael Chowaniec, Vice President, State Government Affairs
E-mail: Michael.Chowaniec@charter.com*

1. Is your company currently providing Lifeline service in Florida? If no, when will you begin providing Lifeline service in Florida. If yes, please answer questions 2-8.

***Response:** Bright House is currently offering Lifeline service in Florida to deployed locations in its RDOF areas.*

2. When did you start providing Lifeline service in Florida?

***Response:** Bright House began offering Lifeline service in late January 2022.*

3. Provide the number of residential access lines in service each month.

Response: [REDACTED]

[REDACTED]

- [REDACTED]
4. In accordance with Section 364.105, Florida Statutes, are you offering Transitional Lifeline service? If yes, what is the number of customers participating per month and what are your advertising efforts for Transitional Lifeline service?

Response: Yes, Bright House is offering Transitional Lifeline service. [REDACTED]

Information regarding Transitional Lifeline service available from Bright House is contained in Section 4.1.4 of the company's Local and Intrastate Interexchange Services Price Guide available here: <https://www.spectrum.com/policies/telephone-tariff>.

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

Response: [REDACTED]

6. Are you meeting the FCC's minimum service standards for both voice and broadband? If no, which service type meets the requirement?

Response: Yes.

7. Description of your company's procedures for Lifeline. Include the following in your response:

- 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 of your company.
- e. Any links on your company Web site that provides Lifeline information.
- f. Organizations you are currently partnering with, have partnered with, and organizations you plan to partner with to educate and inform customers about Lifeline.

Response: As Charter's network is deployed and locations in RDOF areas in Florida become serviceable, Charter sends to potential customers at those locations direct mail advertisements informing them of the availability of Spectrum services, including Lifeline services. An example of such a direct mail advertisement is attached to this response as Attachment 1. Charter is also planning to provide similar direct mail advertisements twice a year to all then-serviceable RDOF locations.

Charter also provides information on its website informing consumers about the FCC's Lifeline

program and Charter's own Spectrum Lifeline service at:

<https://www.spectrum.net/support/account-and-billing/lifeline-phone-credit-landing> ("How to Qualify for Lifeline with Spectrum").

Charter also uses an Interactive Voice Response system to inform customers of the availability of Spectrum Lifeline service when they contact the company with service questions and/or when they seek to make modifications to their service.

8. Are you assisting customers with their Lifeline program applications through the National Verifier portal? If yes, please describe any issues you have experienced. If no, please describe your process for directing customers to apply with the National Verifier.

Response: No. Bright House does not perform eligibility verifications or assist customers with their Lifeline program applications. Instead, customers are directed, as required, to the USAC National Verifier website to apply.