

WOW!

REDACTED

July 15, 2026

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

RECEIVED-FPSC  
2026 JUL 16 PM 2:51  
COMMISSION  
CLERK

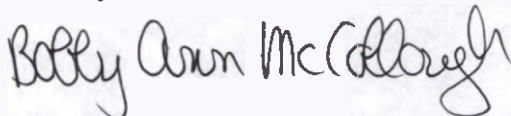
Re: 2025-26 Lifeline Report Data Request

To Whom It May Concern:

On behalf of Knology of Florida, LLC. 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 2026 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,



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

Enclosures

COM \_\_\_\_  
AFD \_\_\_\_  
APA \_\_\_\_  
ECO \_\_\_\_  
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## 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.  
[REDACTED]

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.  
[REDACTED]

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

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

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.  
[REDACTED]

6. 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. List all brands the company offers Lifeline under.

[REDACTED]

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

[REDACTED]

- 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.

[REDACTED]

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.

[REDACTED]

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.

[REDACTED]

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

[REDACTED]

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

[REDACTED]

[REDACTED]

[REDACTED]

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.

[REDACTED]

# **Lifeline Florida**

## **ATTACHMENT 1**

**2025-2026**

### **LIFELINE DETAIL INFO**

1

**Knology of Florida, Inc. DBA WOW! Internet, Cable & Phone  
2025-2026 Lifeline Data Request - Attachment 1  
Redacted Copy**

[illegible]

# **Lifeline Florida**

## **ATTACHMENT 2**

**2025-2026**

### **OUTREACH AND EDUCATIONAL NEWSPAPER EFFORTS**

# PUBLIC NOTICE – LIFELINE PROGRAM AVAILABILITY

## PUBLIC AWARENESS NOTICE TO RESIDENTS WITHIN THE SERVICE AREA OF KNOLOGY OF CENTRAL FLORIDA, INC. d/b/a WOW!

Knology of Central Florida d/b/a WOW! ("Company") is an Eligible Telecommunications Carrier designated to provide supported telecommunications services within its service area in accordance with federal and applicable state regulations. The Company offers voice telephony and broadband Internet access services at rates, terms, and conditions set forth in its tariffs and/or price lists on file with the Federal Communications Commission ("FCC") and the Florida Public Service Commission.

The Company provides supported services throughout its designated service area: voice-grade access to the public switched network, local usage, access to emergency services (e.g., 911/E911 where available), and broadband Internet access service (excluding dial-up).

Monthly rates for supported services are as follows:

- Single party residential voice telephony service: \$19.99
- Single line business voice telephony service: \$28.75
- Residential broadband Internet access service: \$40.00
- Business broadband Internet access service: \$64.99

Additional terms, conditions, and current pricing are available at [www.wowway.com](http://www.wowway.com).

### LIFELINE PROGRAM

The Company participates in the **Lifeline program**, a federal Universal Service Fund program administered by the FCC and the Universal Service Administrative Company ("USAC"), which provides a monthly discount to eligible low-income households for voice or broadband service.

- The Lifeline benefit is limited to **one discount per household** and may be applied to **voice or broadband service**, or a combined voice-broadband bundle.
- The current federal discount is **up to \$5.25 per month for voice service only, or \$9.25 per month for broadband or voice-broadband bundle service**, subject to eligibility.

### ELIGIBILITY

A household may qualify if:

- A member participates in one of the qualifying 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**

- Total household income is 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 voice, broadband, or voice-broadband 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.

## **APPLICATION AND ADDITIONAL INFORMATION**

To apply or obtain eligibility information, visit: **[www.lifelinesupport.org](http://www.lifelinesupport.org)** or call **1-800-234-9473**.

For Company-specific assistance or to request application materials, please visit Lifeline Assistance page in the Support section of [www.wowway.com](http://www.wowway.com) or contact us at **1-866-496-9669**.

After enrollment, if you become ineligible for the Federal Lifeline discount in Florida because you no longer participate in a qualifying federal assistance program or your household income exceeds 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. Consumers who willfully make false statements to obtain benefits may be subject to penalties, including fines, imprisonment, or disqualification from the program. Toll blocking is available at no charge to qualifying customers. Customers who elect toll blocking are not required to pay a deposit prior to activation of voice service.

# PUBLIC NOTICE – LIFELINE PROGRAM AVAILABILITY

## PUBLIC AWARENESS NOTICE TO RESIDENTS WITHIN THE SERVICE AREA OF KNOLOGY OF FLORIDA, LLC d/b/a WOW!

Knology of Florida, LLC d/b/a WOW! ("Company") is an Eligible Telecommunications Carrier designated to provide supported telecommunications services within its service area in accordance with federal and applicable state regulations. The Company offers voice telephony and broadband Internet access services at rates, terms, and conditions set forth in its tariffs and/or price lists on file with the Federal Communications Commission ("FCC") and the Florida Public Service Commission.

The Company provides supported services throughout its designated service area: voice-grade access to the public switched network, local usage, access to emergency services (e.g., 911/E911 where available), and broadband Internet access service (excluding dial-up).

Monthly rates for supported services are as follows:

- Single party residential voice telephony service: \$19.99
- Single line business voice telephony service: \$24.50
- Residential broadband Internet access service: \$40.00
- Business broadband Internet access service: \$64.99

Additional terms, conditions, and current pricing are available at [www.wowway.com](http://www.wowway.com).

### LIFELINE PROGRAM

The Company participates in the **Lifeline program**, a federal Universal Service Fund program administered by the FCC and the Universal Service Administrative Company ("USAC"), which provides a monthly discount to eligible low-income households for voice or broadband service.

- The Lifeline benefit is limited to **one discount per household** and may be applied to **voice or broadband service**, or a combined voice-broadband bundle.
- The current federal discount is **up to \$5.25 per month for voice service only, or \$9.25 per month for broadband or voice-broadband bundle service**, subject to eligibility.

### ELIGIBILITY

A household may qualify if:

- A member participates in one of the qualifying 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**

- Total household income is 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 voice, broadband, or voice-broadband 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.

## **APPLICATION AND ADDITIONAL INFORMATION**

To apply or obtain eligibility information, visit: **[www.lifelinesupport.org](http://www.lifelinesupport.org)** or call **1-800-234-9473**.

For Company-specific assistance or to request application materials, please visit Lifeline Assistance page in the Support section of [www.wowway.com](http://www.wowway.com) or contact us at **1-866-496-9669**.

After enrollment, if you become ineligible for the Federal Lifeline discount in Florida because you no longer participate in a qualifying federal assistance program or your household income exceeds 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. Consumers who willfully make false statements to obtain benefits may be subject to penalties, including fines, imprisonment, or disqualification from the program. Toll blocking is available at no charge to qualifying customers. Customers who elect toll blocking are not required to pay a deposit prior to activation of voice service.

# PUBLIC NOTICE – LIFELINE PROGRAM AVAILABILITY

## PUBLIC AWARENESS NOTICE TO RESIDENTS WITHIN THE SERVICE AREA OF Knology Total Communications, Inc.

Knology Total Communications, Inc. d/b/a WOW! ("Company") is an Eligible Telecommunications Carrier designated to provide supported telecommunications services within its service area in accordance with federal and applicable state regulations. The Company offers voice telephony and broadband Internet access services at rates, terms, and conditions set forth in its tariffs and/or price lists on file with the Federal Communications Commission ("FCC") and the Alabama Public Service Commission.

The Company provides supported services throughout its designated service area: voice-grade access to the public switched network, local usage, access to emergency services (e.g., 911/E911 where available), and broadband Internet access service (excluding dial-up).

Monthly rates for supported services are as follows:

- Single party residential voice telephony service: \$16.30
- Single line business voice telephony service: \$32.60
- Residential broadband Internet access service: \$40.00
- Business broadband Internet access service: \$64.99

Additional terms, conditions, and current pricing are available at [www.wowway.com](http://www.wowway.com).

## LIFELINE PROGRAM

The Company participates in the **Lifeline program**, a federal Universal Service Fund program administered by the FCC and the Universal Service Administrative Company ("USAC"), which provides a monthly discount to eligible low-income households for voice or broadband service.

- The Lifeline benefit is limited to **one discount per household** and may be applied to **voice or broadband service**, or a combined voice-broadband bundle.
- The current federal discount is **up to \$5.25 per month for voice service only, or \$9.25 per month for broadband or voice-broadband bundle service**, subject to eligibility.

## ELIGIBILITY

A household may qualify if:

- A member participates in one of the qualifying 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**

- Total household income is 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 voice, broadband, or voice-broadband 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.

## **APPLICATION AND ADDITIONAL INFORMATION**

To apply or obtain eligibility information, visit: **[www.lifelinesupport.org](http://www.lifelinesupport.org)** or call **1-800-234-9473**.

For Company-specific assistance or to request application materials, please visit Lifeline Assistance page in the Support section of [www.wowway.com](http://www.wowway.com) or contact us at **1-866-496-9669**.

Lifeline is a government benefit program. Consumers who willfully make false statements to obtain benefits may be subject to penalties, including fines, imprisonment, or disqualification from the program. Toll blocking is available at no charge to qualifying customers. Customers who elect toll blocking are not required to pay a deposit prior to activation of voice service.

# PUBLIC NOTICE – LIFELINE PROGRAM AVAILABILITY

## **PUBLIC AWARENESS NOTICE TO RESIDENTS WITHIN THE SERVICE AREA 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 d/b/a WOW! ("Company") is an Eligible Telecommunications Carrier designated to provide supported telecommunications services within its service area in accordance with federal and applicable state regulations. The Company offers voice telephony and broadband Internet access services at rates, terms, and conditions set forth in its tariffs and/or price lists on file with the Federal Communications Commission ("FCC") and the Alabama Public Service Commission.

The Company provides supported services throughout its designated service area: voice-grade access to the public switched network, local usage, access to emergency services (e.g., 911/E911 where available), and broadband Internet access service (excluding dial-up).

Monthly rates for supported services are as follows:

- Single party residential voice telephony service: \$16.26 to \$17.48
- Single line business voice telephony service: \$27.00 to \$35.62
- Residential broadband Internet access service: \$40.00
- Business broadband Internet access service: \$64.99

Additional terms, conditions, and current pricing are available at [www.wowway.com](http://www.wowway.com).

### **LIFELINE PROGRAM**

The Company participates in the **Lifeline program**, a federal Universal Service Fund program administered by the FCC and the Universal Service Administrative Company ("USAC"), which provides a monthly discount to eligible low-income households for voice or broadband service.

- The Lifeline benefit is limited to **one discount per household** and may be applied to **voice or broadband service**, or a combined voice-broadband bundle.
- The current federal discount is **up to \$5.25 per month for voice service only, or \$9.25 per month for broadband or voice-broadband bundle service**, subject to eligibility.

### **ELIGIBILITY**

A household may qualify if:

- A member participates in one of the qualifying 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**

- Total household income is 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 voice, broadband, or voice-broadband 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.

## **APPLICATION AND ADDITIONAL INFORMATION**

To apply or obtain eligibility information, visit: **[www.lifelinesupport.org](http://www.lifelinesupport.org)** or call **1-800-234-9473**.

For Company-specific assistance or to request application materials, please visit Lifeline Assistance page in the Support section of [www.wowway.com](http://www.wowway.com) or contact us at **1-866-496-9669**.

Lifeline is a government benefit program. Consumers who willfully make false statements to obtain benefits may be subject to penalties, including fines, imprisonment, or disqualification from the program. Toll blocking is available at no charge to qualifying customers. Customers who elect toll blocking are not required to pay a deposit prior to activation of voice service.

**Lifeline Florida**

**ATTACHMENT 3**

**2025-2026**

**INTERNAL PROCEDURES**

# Lifeline Assistance

Affordable Internet for those who qualify.



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.

**WOW! is only authorized to provide this credit to customers in the following areas:**

- Alabama: Ashford, Cottonwood, Gordon, Lanett & Valley.
- Georgia: West Point.
- Florida: Panama City & Pinellas

[Get Started](#)

## It's Easy To Get Connected With Lifeline

1

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### Check if you qualify

Visit the national Lifeline verifier to confirm your eligibility. It takes about two minutes.

[Check Eligibility >](#)

## 2

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### Submit your approval

Once approved, email your confirmation to [lifeline@wowinc.com](mailto:lifeline@wowinc.com) with your name, last 4 SSN digits, and date of birth.

Email My Approval >

## 3

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### We'll activate your discount

WOW! will apply your Lifeline credit to your account. Your service continues — just at a lower rate.

## Lifeline Assistance FAQs

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How do I sign up for Lifeline?



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Are there any restrictions on Lifeline Assistance?



**How long are the benefits valid?**



## **Log In to Your Account**

Manage your account, pay your bill,  
and update your information.

[Log In](#)   [Pay My Bill](#)

## **Talk to a Sales Rep**

Have questions about our cost of  
service, services, or deals and  
promos?

[Call 1-866-376-7003](#)

## **Get Support**

Find how-to guides, troubleshooting  
tips, and account help.

[Help Center](#)   [Chat with Support](#)