



July 20, 2026

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

Dear Sir/Madam:

Attached for filing, please find Consolidated Communications of Florida Company, LLCs response to the 2026 Lifeline data request per Chapter 364.10 of the Florida Statutes. As directed by the Office of Industry Development and Market Analysis, we are filing this report electronically through the commission's electronic web filing form and assigned 20260000 for the docketed file number.

Please contact me at 913.568.3326 or robert.tice@fidium.com with any questions or concerns regarding this filing.

Respectfully submitted,

Robert Tice

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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.

Month (2025)	VOICE	BROAD BAND	BUNDLED	Month (2026)	VOICE	BROAD BAND	BUNDLED
July	43	5	18	January	42	4	18
August	43	5	18	February	40	4	18
September	43	6	18	March	38	4	16
October	45	6	18	April	35	4	16
November	45	5	18	May	34	3	15
December	45	4	18	June	33	3	14

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.

No customers qualify for Tribal Lifeline support within our Florida serving territory.

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

No customers are currently participating in this program.

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

Customer facing representatives reach out to Florida customers who are in the process of being removed from the federal Lifeline program (due to not reverifying, recertifying, etc.) and offer the opportunity for customers to enroll in this program. The discount would be applied and shown as a credit on the customer's bill.

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.

Lifeline voice customers are either enrolled with residential access line service individually or as part of a bundled service which may include such services as long distance minutes, calling features, high speed internet, etc. Below are the bundled service plans that were available to Lifeline voice customers (including any legacy plans) as of June 30, 2026:

Voice Advantage Unlimited

Voice Advantage II Unlimited

Voice Advantage 600

Voice Advantage II 600

Voice Advantage Basic

Voice Advantage II Basic

Home Phone Basic

Full House Basic - DSL

Lifeline broadband customers subscribe to a plan based on the speed of service offered and which meets the FCCs minimum service standards. Below are the broadband plans that that were available to Lifeline customers (including any legacy plans) as of June 30, 2026:

Advantage Plus II High-Speed Internet (25mg/5mg)

Supersonic II High-Speed Internet (50mg/5mg)

Supersonic II High-Speed Internet (50mg/10mg)

Supersonic FTTH HSD (50mg/15mg)

50M/50M FTTH HSD Standalone

100M/100M Hypersonic FTTH HSD Standalone

1GIG/1GIG FTTH HSD Standalone

Minimum service standards are being met for all customers enrolled in Lifeline voice or Lifeline data plans.

6. Provide information on the following, if applicable:

- a. Internal procedures for promoting Lifeline.

Customer facing representatives are made aware of the Lifeline Program and provide customers with guidance on how to apply using the National Verifier.

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

Not applicable.

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

Consolidated Communications uses bill messages and the company's public website for education/outreach. Please see response to (d).

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

Customer bill messages are published quarterly. See bill sample shown below which will contain the same verbiage for each quarter. A link to the company's public website URL regarding Lifeline is copied below in item (e).

Federal Low-Income Programs

Consolidated Communications participates in Federal Lifeline. Many states also offer specific low income programs in addition to the Federal Lifeline program to eligible households. These federal and state programs are helping more households connect to the internet and sustain voice communications.

The Federal Lifeline Program, along with available state-specific low income programs, offers eligible subscribers monthly discounts on qualifying services. Subscribers who apply the Lifeline Program discount to their voice service may also qualify for free toll blocking to control long distance usage.

These non-transferable credits are limited to one monthly discount per household on a wireline or a wireless qualifying service. Under the Federal Lifeline program, a household is defined as any individual or group of individuals who live together at the same address and share income and expenses.

For qualifying and application information on the Federal Lifeline Program, visit Universal Service Administrative Co. at www.lifelinesupport.org/. To determine if you reside in a state that offers state-specific low income programs please call CCI at 1.844.YOUR.CCI (1.844.968.7224).

NOTE: Consumers who willfully make false statements in order to obtain these discounts can be punished by fine or imprisonment or barred from the Program.

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

<https://www.consolidated.com/support/residential-support/lifeline-assistance-programs>

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

Not applicable

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

Consolidated Communications

- 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.

Consolidated Communications continues to experience reductions in customers enrolled in the Lifeline program. These trends parallel overall wireline voice access line losses which have occurred over the last several years within the industry and at Consolidated Communications.

7. 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.

When a customer calls in asking about the Lifeline program, our customer facing representative refers them to apply online with the National Verifier portal and to then call back with their application ID. If the customer does not wish to apply online, CCI mails the customer a copy of the Lifeline application and asks that they mail the completed application directly to the National Verifier and then call CCI back once they have been approved by the National Verifier and have an ID.

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.

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.

Consumer complaints are handled by:

Neenu Atwal

Manager – Executive Escalations

Lifeline Data Request 2026

June 30, 2026

916.786.1410

neenu.atwal@fidium.com