



FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

OFFICE OF  
THE CHAIRMAN

June 8, 2018

The Honorable Cory Booker  
United States Senate  
359 Dirksen Senate Office Building  
Washington, D.C. 20510

Dear Senator Booker:

Thank you for your letter regarding the Lifeline program and the essential services it makes available to low-income veterans and their families. I am committed to bridging the digital divide, and, like you, I believe the Lifeline program can help do just that. That is why the Federal Communications Commission adopted the *2017 Lifeline Reform Order*, which seeks to focus Lifeline support where it is most needed and incentivize investment in networks that enable 21<sup>st</sup>-century connectivity for all Americans. The *Order* increased consumer choice by eliminating restrictions that barred Lifeline consumers, including veterans, from changing their Lifeline provider for a year and protected consumers by barring low-quality services that offered mobile broadband in theory but failed to do so in practice.

At the same time, I am committed to ensuring that the Commission fulfills its obligation to be a responsible steward of the Universal Service Fund. It is critical to strengthen the Lifeline program's efficacy and integrity by reducing the waste, fraud and abuse that has run rampant in this program for the better part of a decade. For example, the GAO discovered 1,234,929 Lifeline subscribers who apparently were not eligible to participate in the program as well as 6,378 individuals who apparently enrolled or recertified after being reported as deceased. That limited sample alone constituted more than \$137 million in abuse each year.

To address this, in the Notice of Proposed Rulemaking accompanying the *Order*, the Commission sought comment on a wide variety of measures to improve the administration of the Lifeline program—from re-empowering state commissions to police Lifeline carriers to partnering with states to stand up the National Verifier, from improving program audits to adopting a self-enforcing budget. We are currently reviewing the record that has been compiled in response to the Notice to determine the best path forward, and your letter has been added to that record. Please be assured that we will take into consideration the issues and concerns presented by all stakeholders as the Commission concludes its review.

I appreciate your continued interest in this matter. Please let me know if I can be of any further assistance.

Sincerely,

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Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

OFFICE OF  
THE CHAIRMAN

June 8, 2018

The Honorable Edward J. Markey  
United States Senate  
255 Dirksen Senate Office Building  
Washington, D.C. 20510

Dear Senator Markey:

Thank you for your letter regarding the Lifeline program and the essential services it makes available to low-income veterans and their families. I am committed to bridging the digital divide, and, like you, I believe the Lifeline program can help do just that. That is why the Federal Communications Commission adopted the *2017 Lifeline Reform Order*, which seeks to focus Lifeline support where it is most needed and incentivize investment in networks that enable 21<sup>st</sup>-century connectivity for all Americans. The *Order* increased consumer choice by eliminating restrictions that barred Lifeline consumers, including veterans, from changing their Lifeline provider for a year and protected consumers by barring low-quality services that offered mobile broadband in theory but failed to do so in practice.

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Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

OFFICE OF  
THE CHAIRMAN

June 8, 2018

The Honorable Tammy Duckworth  
United States Senate  
G12 Dirksen Senate Office Building  
Washington, D.C. 20510

Dear Senator Duckworth:

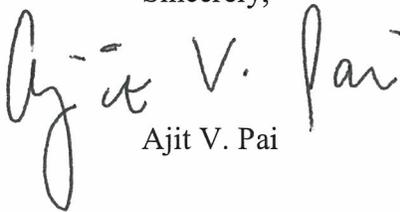
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FEDERAL COMMUNICATIONS COMMISSION  
WASHINGTON

OFFICE OF  
THE CHAIRMAN

June 8, 2018

The Honorable Richard Blumenthal  
United States Senate  
706 Hart Senate Office Building  
Washington, D.C. 20510

Dear Senator Blumenthal:

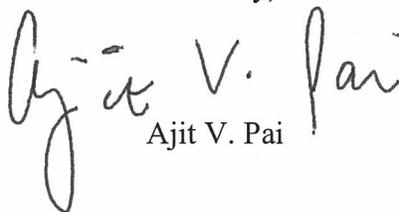
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OFFICE OF  
THE CHAIRMAN

June 8, 2018

The Honorable Maggie Hassan  
United States Senate  
B85 Russell Senate Office Building  
Washington, D.C. 20510

Dear Senator Hassan:

Thank you for your letter regarding the Lifeline program and the essential services it makes available to low-income veterans and their families. I am committed to bridging the digital divide, and, like you, I believe the Lifeline program can help do just that. That is why the Federal Communications Commission adopted the *2017 Lifeline Reform Order*, which seeks to focus Lifeline support where it is most needed and incentivize investment in networks that enable 21<sup>st</sup>-century connectivity for all Americans. The *Order* increased consumer choice by eliminating restrictions that barred Lifeline consumers, including veterans, from changing their Lifeline provider for a year and protected consumers by barring low-quality services that offered mobile broadband in theory but failed to do so in practice.

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