



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Amy Klobuchar
United States Senate
425 Dirksen Senate Office Building
Washington, DC 20510

Dear Senator Klobuchar:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

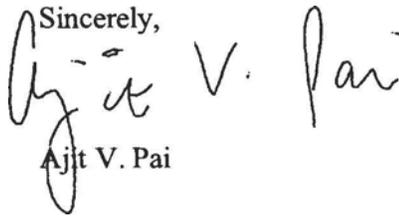
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Richard J. Durbin
United States Senate
711 Hart Senate Office Building
Washington, DC 20510

Dear Senator Durbin:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

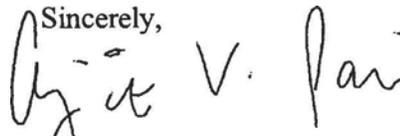
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Marcia L. Fudge
U.S. House of Representatives
2344 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Fudge:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

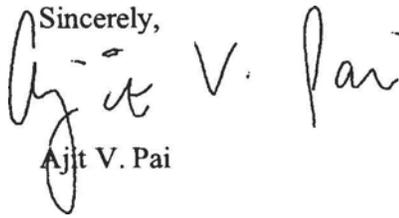
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Anna G. Eshoo
U.S. House of Representatives
202 Cannon House Office Building
Washington, DC 20515

Dear Congresswoman Eshoo:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

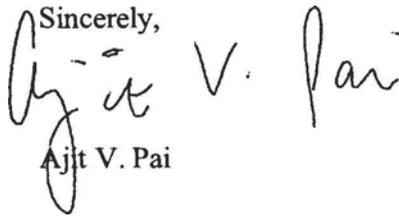
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Charles E. Schumer
United States Senate
322 Hart Senate Office Building
Washington, DC 20510

Dear Senator Schumer:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

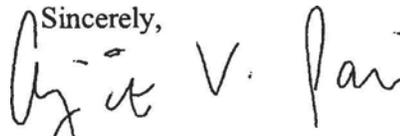
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Doug Jones
United States Senate
326 Russell Senate Office Building
Washington, DC 20510

Dear Senator Jones:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

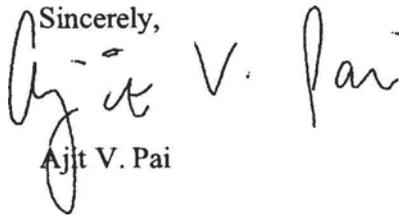
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Kirsten Gillibrand
United States Senate
478 Russell Senate Office Building
Washington, DC 20510

Dear Senator Gillibrand:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

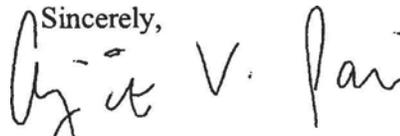
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Mazie K. Hirono
United States Senate
730 Hart Senate Office Building
Washington, DC 20510

Dear Senator Hirono:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

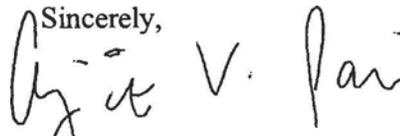
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Bernard Sanders
United States Senate
332 Dirksen Senate Office Building
Washington, DC 20510

Dear Senator Sanders:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

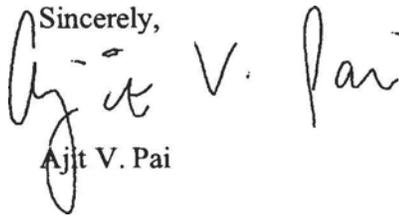
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Tammy Duckworth
United States Senate
524 Hart Senate Office Building
Washington, DC 20510

Dear Senator Duckworth:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

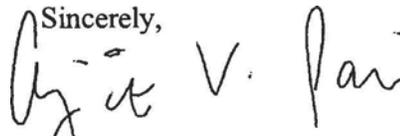
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

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

Dear Senator Markey:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

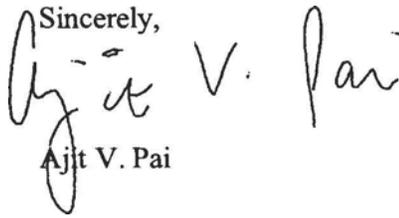
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Ron Wyden
United States Senate
221 Dirksen Senate Office Building
Washington, DC 20510

Dear Senator Wyden:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

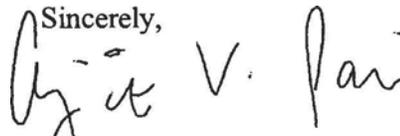
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Robert Menendez
United States Senate
528 Hart Senate Office Building
Washington, DC 20510

Dear Senator Menendez:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

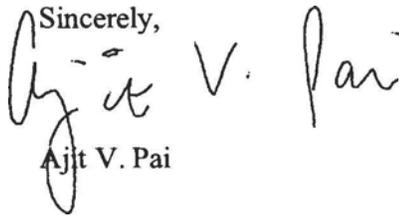
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jacky Rosen
United States Senate
144 Russell Senate Office Building
Washington, DC 20510

Dear Senator Rosen:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

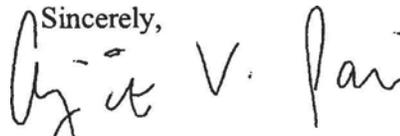
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Maggie Hassan
United States Senate
330 Hart Senate Office Building
Washington, DC 20510

Dear Senator Hassan:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

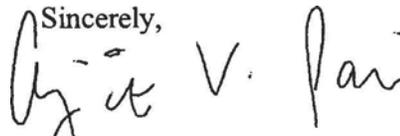
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Benjamin L. Cardin
United States Senate
509 Hart Senate Office Building
Washington, DC 20510

Dear Senator Cardin:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

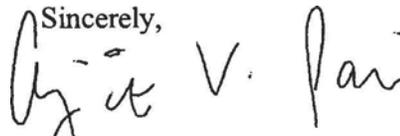
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Michael Bennet
United States Senate
261 Russell Senate Office Building
Washington, DC 20510

Dear Senator Bennet:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

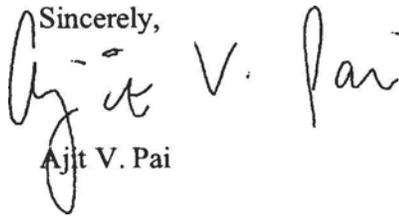
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Brian Schatz
United States Senate
722 Hart Senate Office Building
Washington, DC 20510

Dear Senator Schatz:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

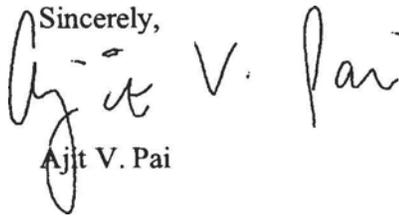
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Richard Blumenthal
United States Senate
706 Hart Senate Office Building
Washington, DC 20510

Dear Senator Blumenthal:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

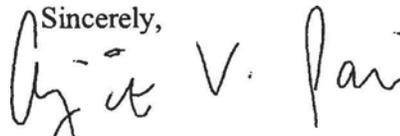
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Bob Casey
United States Senate
393 Russell Senate Office Building
Washington, DC 20510

Dear Senator Casey:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

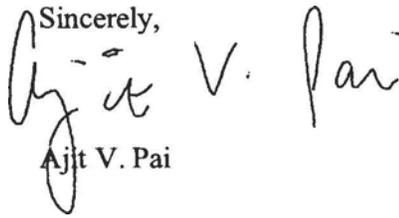
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Sherrod Brown
United States Senate
713 Hart Senate Office Building
Washington, DC 20510

Dear Senator Brown:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

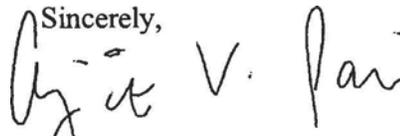
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Kamala D. Harris
United States Senate
112 Hart Senate Office Building
Washington, DC 20510

Dear Senator Harris:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

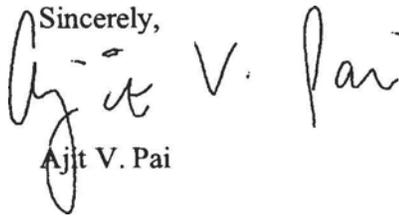
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Tammy Baldwin
United States Senate
709 Hart Senate Office Building
Washington, DC 20510

Dear Senator Baldwin:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

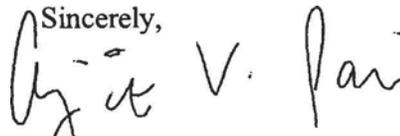
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Cory Booker
United States Senate
717 Hart Senate Office Building
Washington, DC 20510

Dear Senator Booker:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

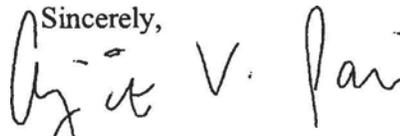
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Tina Smith
United States Senate
720 Hart Senate Office Building
Washington, DC 20510

Dear Senator Smith:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

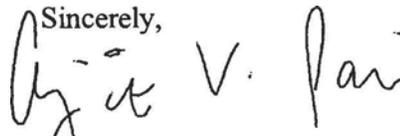
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Mark Warner
United States Senate
703 Hart Senate Office Building
Washington, DC 20510

Dear Senator Warner:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

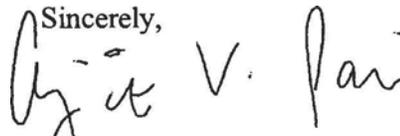
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Chris Van Hollen
United States Senate
110 Hart Senate Office Building
Washington, DC 20510

Dear Senator Van Hollen:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

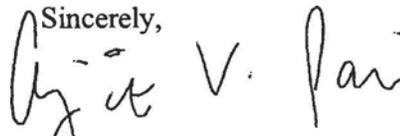
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jeff Merkley
United States Senate
313 Hart Senate Office Building
Washington, DC 20510

Dear Senator Merkley:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

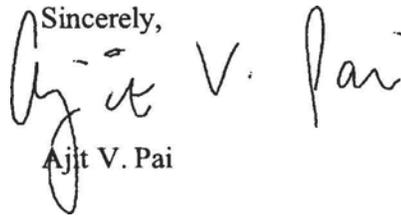
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Patrick J. Leahy
United States Senate
437 Russell Senate Office Building
Washington, DC 20510

Dear Senator Leahy:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

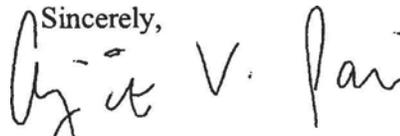
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Tim Kaine
United States Senate
231 Russell Senate Office Building
Washington, DC 20510

Dear Senator Kaine:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

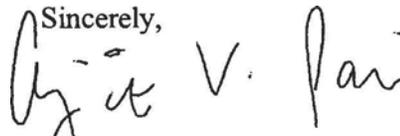
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jack Reed
United States Senate
728 Hart Senate Office Building
Washington, DC 20510

Dear Senator Reed:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

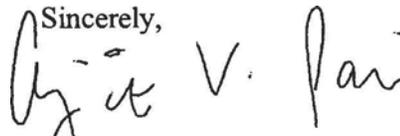
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Chris Coons
United States Senate
127A Russell Senate Office Building
Washington, DC 20510

Dear Senator Coons:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

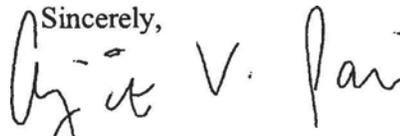
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Catherine Cortez Masto
United States Senate
516 Hart Senate Office Building
Washington, DC 20510

Dear Senator Cortez Masto:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

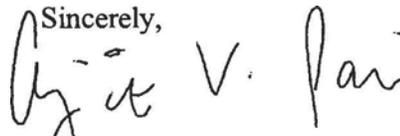
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Dianne Feinstein
United States Senate
331 Hart Senate Office Building
Washington, DC 20510

Dear Senator Feinstein:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

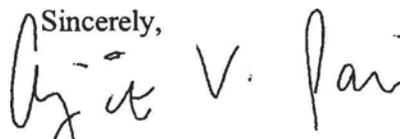
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jeanne Shaheen
United States Senate
506 Hart Senate Office Building
Washington, DC 20510

Dear Senator Shaheen:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

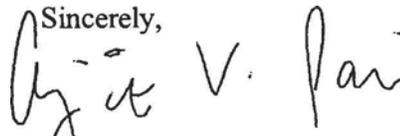
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Kyrsten Sinema
United States Senate
317 Hart Senate Office Building
Washington, DC 20510

Dear Senator Sinema:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

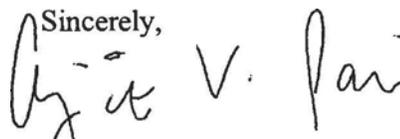
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Elizabeth Warren
United States Senate
317 Hart Senate Office Building
Washington, DC 20510

Dear Senator Warren:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

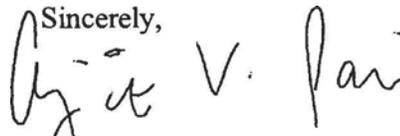
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Thomas R. Carper
United States Senate
513 Hart Senate Office Building
Washington, DC 20510

Dear Senator Carper:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

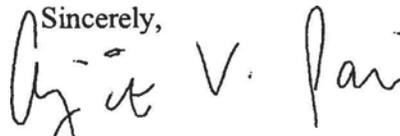
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Martin Heinrich
United States Senate
303 Hart Senate Office Building
Washington, DC 20510

Dear Senator Heinrich:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

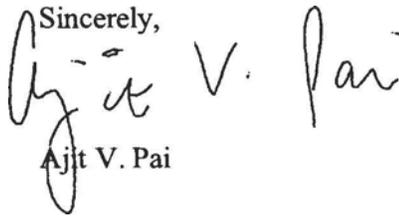
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Tom Udall
United States Senate
531 Hart Senate Office Building
Washington, DC 20510

Dear Senator Udall:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

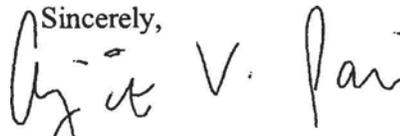
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Sheldon Whitehouse
United States Senate
530 Hart Senate Office Building
Washington, DC 20510

Dear Senator Whitehouse:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

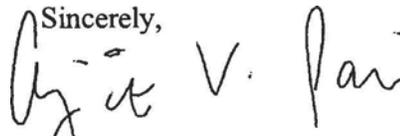
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Patty Murray
United States Senate
154 Russell Senate Office Building
Washington, DC 20510

Dear Senator Murray:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

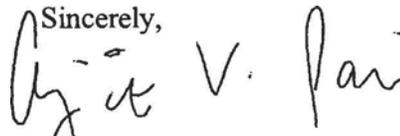
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Alma Adams
U.S. House of Representatives
222 Cannon House Office Building
Washington, DC 20515

Dear Congresswoman Adams:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

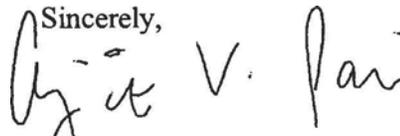
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Cindy Axne
U.S. House of Representatives
330 Cannon House Office Building
Washington, DC 20515

Dear Congresswoman Axne:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

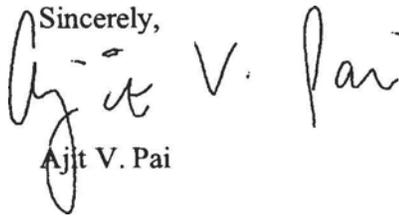
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Nanette Barragan
U.S. House of Representatives
1030 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Barragan:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

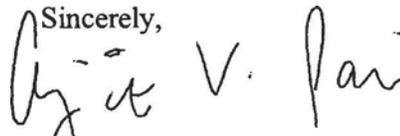
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Joyce Beatty
U.S. House of Representatives
133 Cannon House Office Building
Washington, DC 20515

Dear Congresswoman Beatty:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

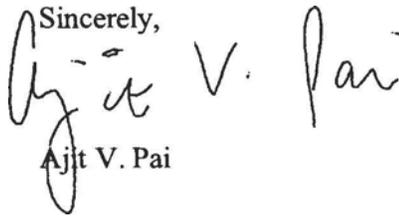
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Sanford D. Bishop
U.S. House of Representatives
2407 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Bishop:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

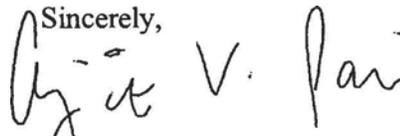
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Lisa Blunt Rochester
U.S. House of Representatives
1519 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Rochester:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

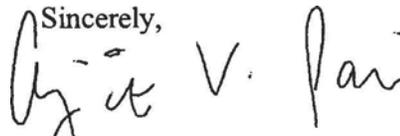
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Suzanne Bonamici
U.S. House of Representatives
439 Cannon House Office Building
Washington, DC 20515

Dear Congresswoman Bonamici:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

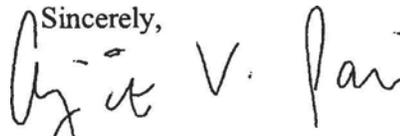
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Cheri Bustos
U.S. House of Representatives
1009 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Bustos:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

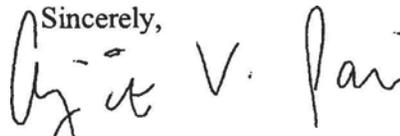
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable G.K. Butterfield
U.S. House of Representatives
2080 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Butterfield:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

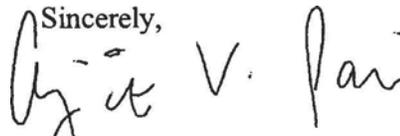
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable André Carson
U.S. House of Representatives
2135 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Carson:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

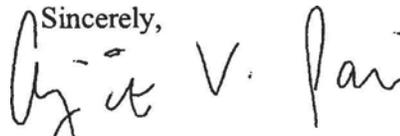
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Ed Case
U.S. House of Representatives
2443 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Case:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

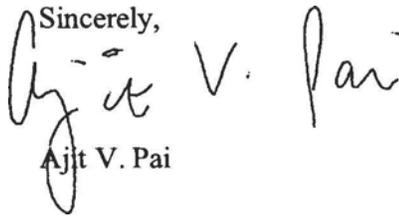
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Kathy Castor
U.S. House of Representatives
2052 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Castor:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

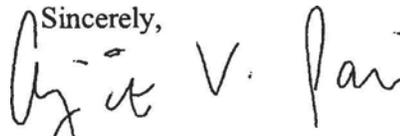
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Joaquin Castro
U.S. House of Representatives
1221 Longworth House Office Building
Washington, DC 20515

Dear Congressman Castro:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

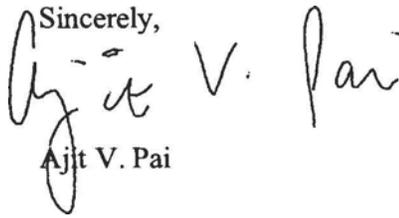
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable David Cicilline
U.S. House of Representatives
2244 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Cicilline:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

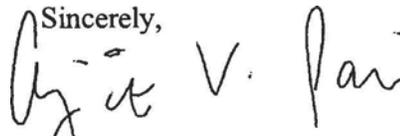
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Katherine M. Clark
U.S. House of Representatives
2448 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Clark:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

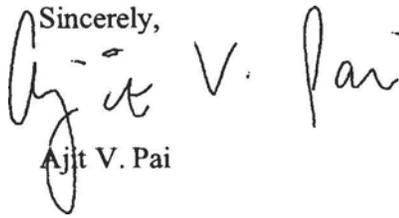
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Yvette D. Clarke
U.S. House of Representatives
2058 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Clarke:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

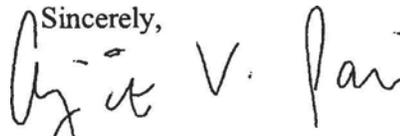
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Emanuel Cleaver
U.S. House of Representatives
2335 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Cleaver:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

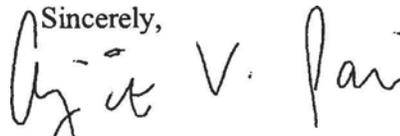
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Steve Cohen
U.S. House of Representatives
2404 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Cohen:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

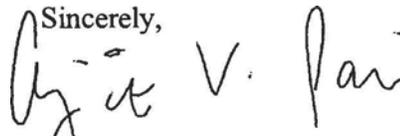
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Anthony G. Brown
U.S. House of Representatives
1323 Longworth House Office Building
Washington, DC 20515

Dear Congressman Brown:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

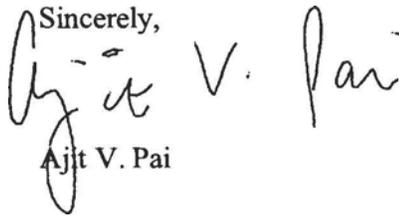
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable TJ Cox
U.S. House of Representatives
1728 Longworth House Office Building
Washington, DC 20515

Dear Congressman Cox:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

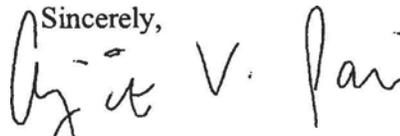
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Henry Cuellar
U.S. House of Representatives
2209 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Cuellar:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

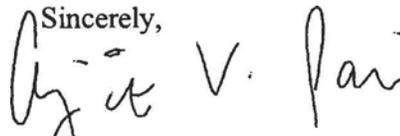
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Danny K. Davis
U.S. House of Representatives
2159 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Davis:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

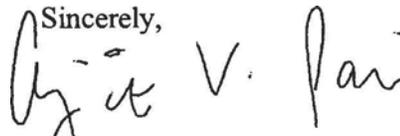
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Peter A. DeFazio
U.S. House of Representatives
2134 Rayburn House Office Building
Washington, DC 20515

Dear Congressman DeFazio:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

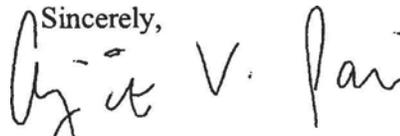
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Diana DeGette
U.S. House of Representatives
2368 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman DeGette:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

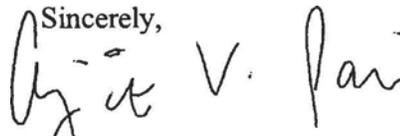
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Ted Deutch
U.S. House of Representatives
2447 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Deutch:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

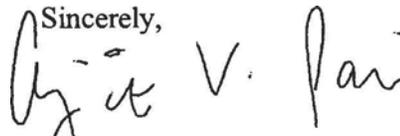
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Eliot L. Engel
U.S. House of Representatives
2462 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Engel:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

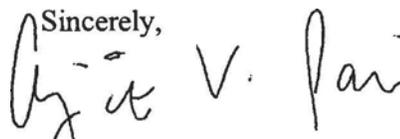
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Adriano Espaillat
U.S. House of Representatives
1630 Longworth House Office Building
Washington, DC 20515

Dear Congressman Espaillat:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

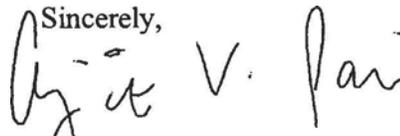
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Dwight Evans
U.S. House of Representatives
1105 Longworth House Office Building
Washington, DC 20515

Dear Congressman Evans:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

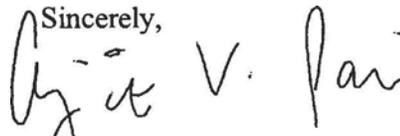
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Bill Foster
U.S. House of Representatives
1224 Longworth House Office Building
Washington, DC 20515

Dear Congressman Foster:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

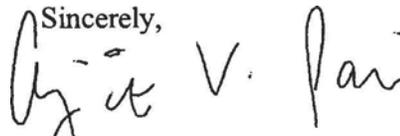
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jesús "Chuy" Garcia
U.S. House of Representatives
530 Cannon House Office Building
Washington, DC 20515

Dear Congressman Garcia:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

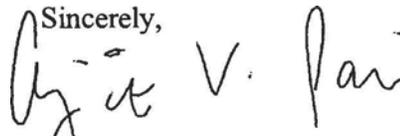
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Vicente Gonzalez
U.S. House of Representatives
113 Cannon House Office Building
Washington, DC 20515

Dear Congressman Gonzalez:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

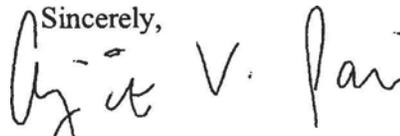
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Al Green
U.S. House of Representatives
2347 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Green:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

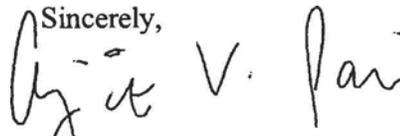
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Raúl M. Grijalva
U.S. House of Representatives
1511 Longworth House Office Building
Washington, DC 20515

Dear Congressman Grijalva:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

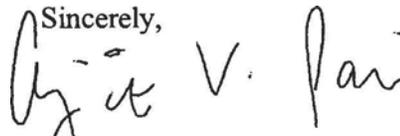
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Debra Haaland
U.S. House of Representatives
1237 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Haaland:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

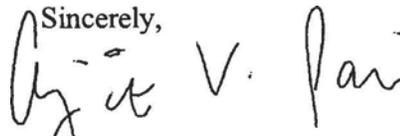
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Alcee L. Hastings
U.S. House of Representatives
2353 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Hastings:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

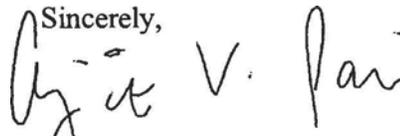
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jahana Hayes
U.S. House of Representatives
1415 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Hayes:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

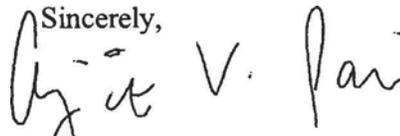
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Brian Higgins
U.S. House of Representatives
2459 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Higgins:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

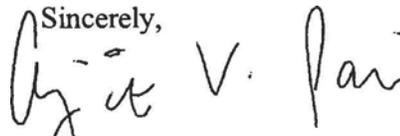
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Steven Horsford
U.S. House of Representatives
1330 Longworth House Office Building
Washington, DC 20515

Dear Congressman Horsford:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

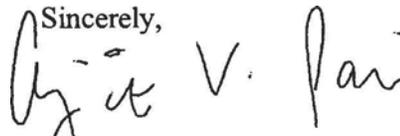
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jared Huffman
U.S. House of Representatives
1406 Longworth House Office Building
Washington, DC 20515

Dear Congressman Huffman:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

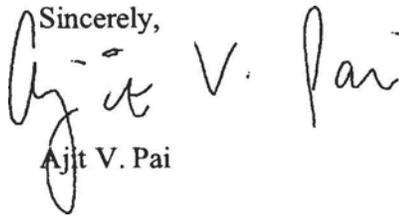
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Sheila Jackson Lee
U.S. House of Representatives
2187 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Jackson Lee:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

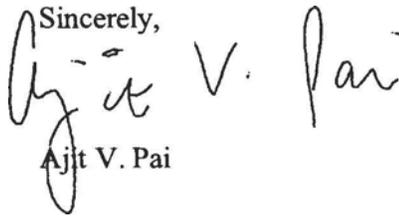
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Hakeem Jeffries
U.S. House of Representatives
1607 Longworth House Office Building
Washington, DC 20515

Dear Congressman Jeffries:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

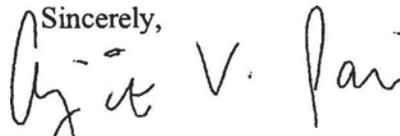
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Eddie Bernice Johnson
U.S. House of Representatives
2468 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Johnson:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

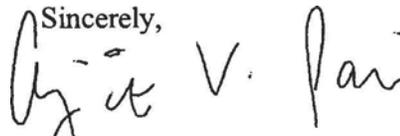
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Hank Johnson
U.S. House of Representatives
2240 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Johnson:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

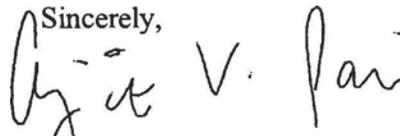
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Marcy Kaptur
U.S. House of Representatives
2186 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Kaptur:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

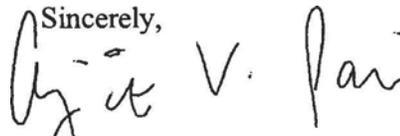
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Robin Kelly
U.S. House of Representatives
1239 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Kelly:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

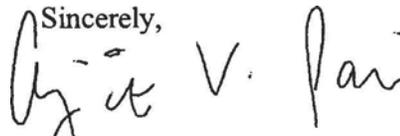
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Joseph P. Kennedy
U.S. House of Representatives
434 Cannon House Office Building
Washington, DC 20515

Dear Congressman Kennedy:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

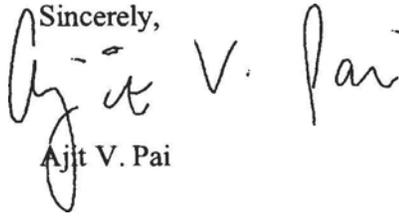
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Dan Kildee
U.S. House of Representatives
203 Cannon House Office Building
Washington, DC 20515

Dear Congressman Kildee:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

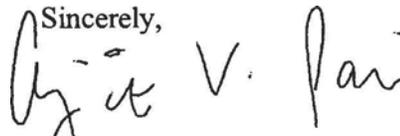
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Ann McLane Kuster
U.S. House of Representatives
320 Cannon House Office Building
Washington, DC 20515

Dear Congresswoman Kuster:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

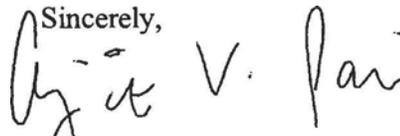
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Brenda Lawrence
U.S. House of Representatives
2463 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Lawrence:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

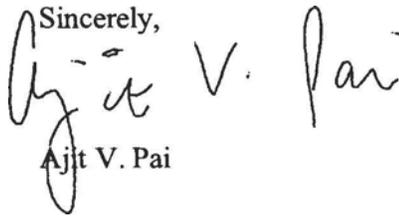
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Barbara Lee
U.S. House of Representatives
2470 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Lee:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

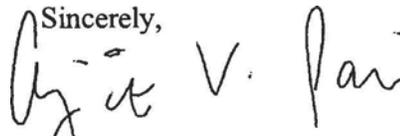
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Susie Lee
U.S. House of Representatives
522 Cannon House Office Building
Washington, DC 20515

Dear Congresswoman Lee:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

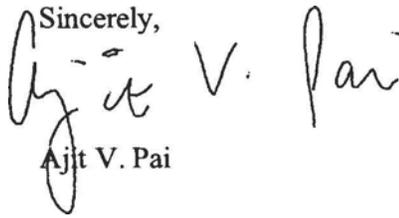
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable John Lewis
U.S. House of Representatives
343 Cannon House Office Building
Washington, DC 20515

Dear Congressman Lewis:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

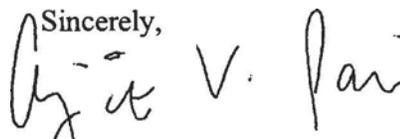
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Zoe Lofgren
U.S. House of Representatives
1401 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Lofgren:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

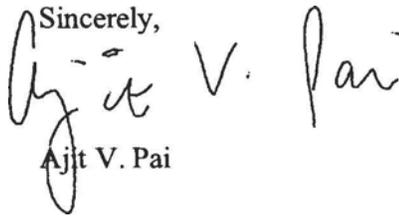
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Alan Lowenthal
U.S. House of Representatives
108 Cannon House Office Building
Washington, DC 20515

Dear Congressman Lowenthal:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

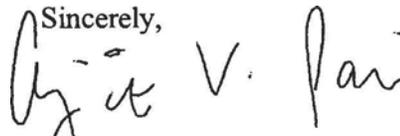
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Ben Ray Luján
U.S. House of Representatives
2231 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Luján:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

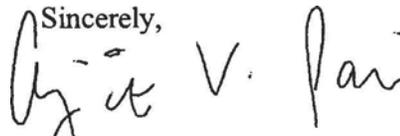
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Stephen F. Lynch
U.S. House of Representatives
2109 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Lynch:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

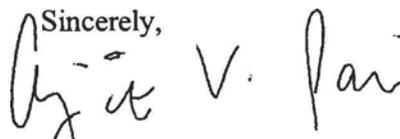
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Doris Matsui
U.S. House of Representatives
2311 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Matsui:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

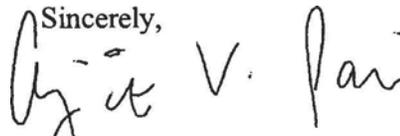
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Betty McCollum
U.S. House of Representatives
2256 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman McCollum:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

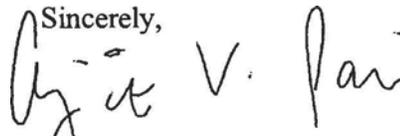
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable A. Donald McEachin
U.S. House of Representatives
314 Cannon House Office Building
Washington, DC 20515

Dear Congressman McEachin:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

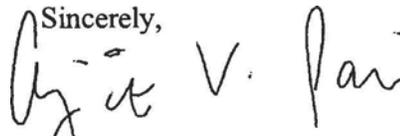
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jim McGovern
U.S. House of Representatives
408 Cannon House Office Building
Washington, DC 20515

Dear Congressman McGovern:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

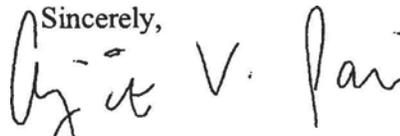
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jerry McNerney
U.S. House of Representatives
2265 Rayburn House Office Building
Washington, DC 20515

Dear Congressman McNerney:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

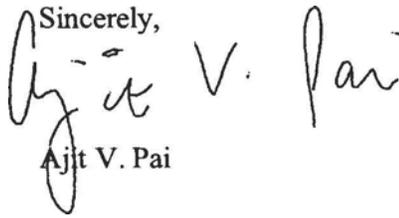
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Gregory W. Meeks
U.S. House of Representatives
2234 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Meeks:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

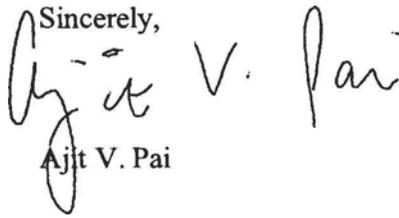
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Gwen Moore
U.S. House of Representatives
2252 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Moore:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

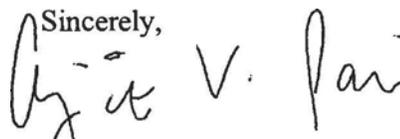
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Joseph Morelle
U.S. House of Representatives
1317 Longworth House Office Building
Washington, DC 20515

Dear Congressman Morelle:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

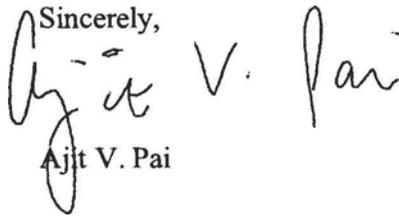
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Seth W. Moulton
U.S. House of Representatives
1127 Longworth House Office Building
Washington, DC 20515

Dear Congressman Moulton:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

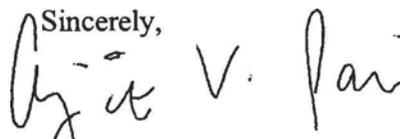
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Grace F. Napolitano
U.S. House of Representatives
1610 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Napolitano:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

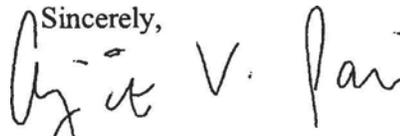
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jose Neguse
U.S. House of Representatives
1419 Longworth House Office Building
Washington, DC 20515

Dear Congressman Neguse:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

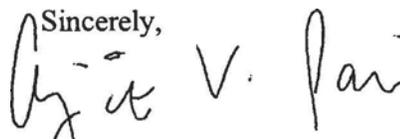
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Eleanor Holmes Norton
U.S. House of Representatives
2136 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Norton:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

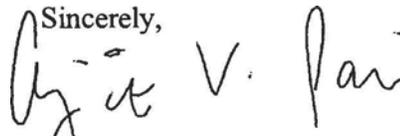
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Alexandria Ocasio-Cortez
U.S. House of Representatives
229 Cannon House Office Building
Washington, DC 20515

Dear Congresswoman Ocasio-Cortez:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

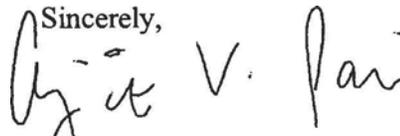
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Ilhan Omar
U.S. House of Representatives
1517 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Omar:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

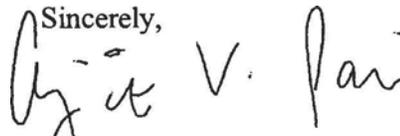
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Chris Pappas
U.S. House of Representatives
323 Cannon House Office Building
Washington, DC 20515

Dear Congressman Pappas:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

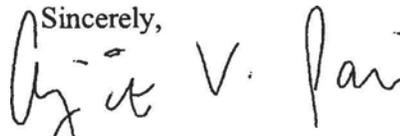
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Donald M. Payne
U.S. House of Representatives
132 Cannon House Office Building
Washington, DC 20515

Dear Congressman Payne:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

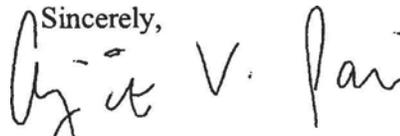
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Chellie Pingree
U.S. House of Representatives
2162 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Pingree:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

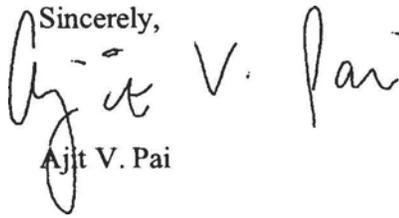
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Stacey Plaskett
U.S. House of Representatives
331 Cannon House Office Building
Washington, DC 20515

Dear Congresswoman Plaskett:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

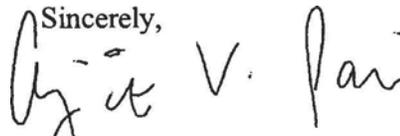
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Mark Pocan
U.S. House of Representatives
1421 Longworth House Office Building
Washington, DC 20515

Dear Congressman Pocan:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

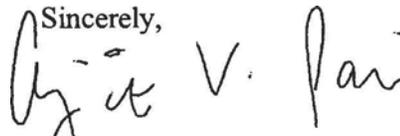
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Ayanna Pressley
U.S. House of Representatives
1108 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Pressley:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

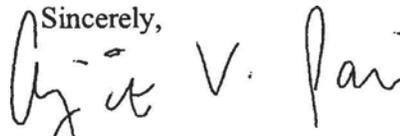
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable David E. Price
U.S. House of Representatives
2108 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Price:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

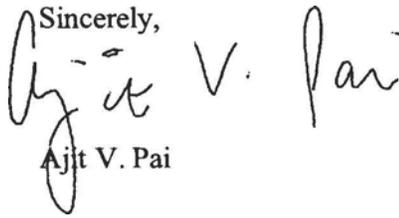
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Mike Quigley
U.S. House of Representatives
2458 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Quigley:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

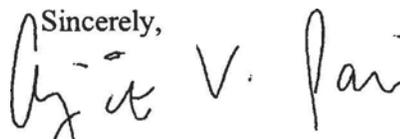
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jamie Raskin
U.S. House of Representatives
412 Cannon House Office Building
Washington, DC 20515

Dear Congressman Raskin:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

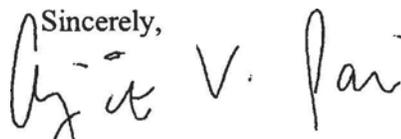
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Cedric L. Richmond
U.S. House of Representatives
506 Cannon House Office Building
Washington, DC 20515

Dear Congressman Richmond:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

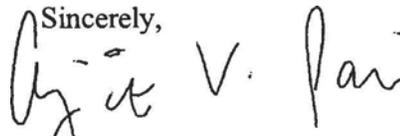
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Bobby L. Rush
U.S. House of Representatives
2188 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Rush:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

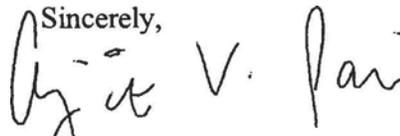
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Tim Ryan
U.S. House of Representatives
1126 Longworth House Office Building
Washington, DC 20515

Dear Congressman Ryan:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

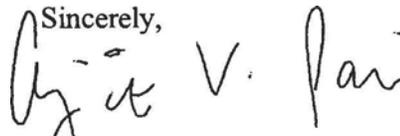
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Gregorio Kilili Camacho Sablan
U.S. House of Representatives
2411 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Sablan:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

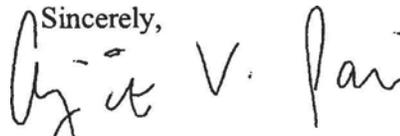
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Linda T. Sánchez
U.S. House of Representatives
2329 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Sánchez:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

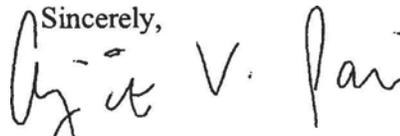
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jan Schakowsky
U.S. House of Representatives
2367 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Schakowsky:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

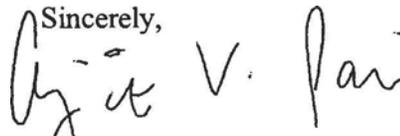
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Kim Schrier
U.S. House of Representatives
1123 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Schrier:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

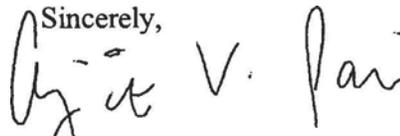
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable David Scott
U.S. House of Representatives
225 Cannon House Office Building
Washington, DC 20515

Dear Congressman Scott:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

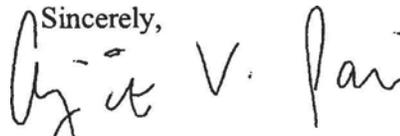
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Robert C. Scott
U.S. House of Representatives
1201 Longworth House Office Building
Washington, DC 20515

Dear Congressman Scott:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

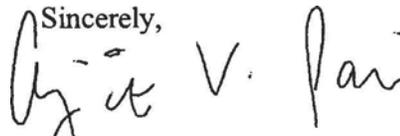
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jose E. Serrano
U.S. House of Representatives
2354 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Serrano:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

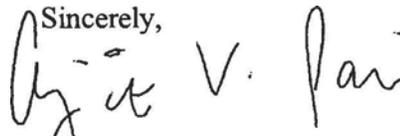
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Terri A. Sewell
U.S. House of Representatives
2201 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Sewell:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

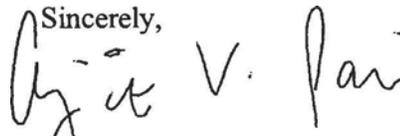
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Darren Soto
U.S. House of Representatives
1429 Longworth House Office Building
Washington, DC 20515

Dear Congressman Soto:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

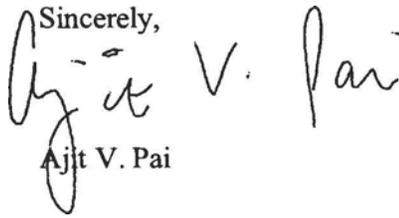
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Abigail Spanberger
U.S. House of Representatives
1239 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Spanberger:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

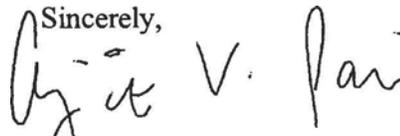
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Jackie Speier
U.S. House of Representatives
2465 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Speier:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

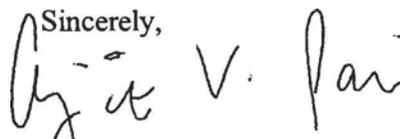
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Tom Suozzi
U.S. House of Representatives
226 Cannon House Office Building
Washington, DC 20515

Dear Congressman Suozzi:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

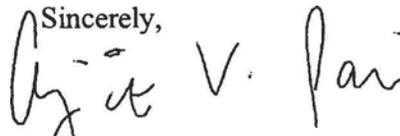
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Bennie Thompson
U.S. House of Representatives
2466 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Thompson:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

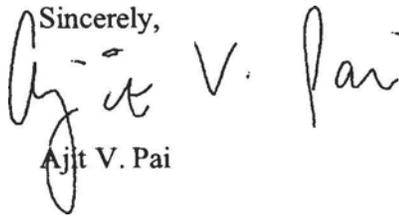
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Rashida Tlaib
U.S. House of Representatives
1628 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Tlaib:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

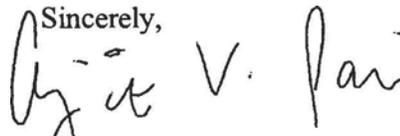
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable David Trone
U.S. House of Representatives
1213 Longworth House Office Building
Washington, DC 20515

Dear Congressman Trone:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

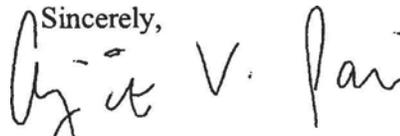
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Marc Veasey
U.S. House of Representatives
1519 Longworth House Office Building
Washington, DC 20515

Dear Congressman Veasey:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

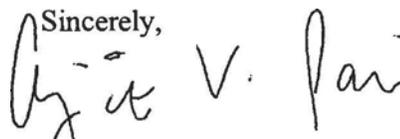
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Bonnie Watson Coleman
U.S. House of Representatives
1535 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Watson Coleman:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

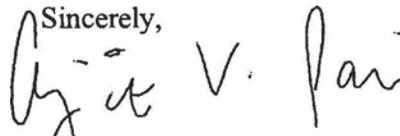
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Peter Welch
U.S. House of Representatives
2303 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Welch:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

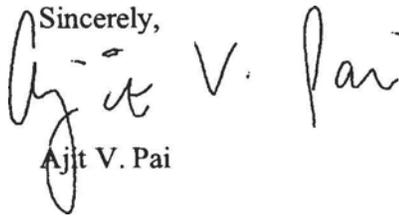
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable Frederica S. Wilson
U.S. House of Representatives
2445 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman Wilson:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

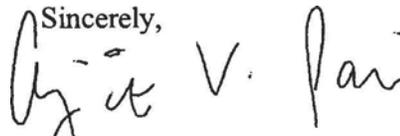
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai



FEDERAL COMMUNICATIONS COMMISSION
WASHINGTON

OFFICE OF
THE CHAIRMAN

June 15, 2020

The Honorable John Yarmuth
U.S. House of Representatives
402 Cannon House Office Building
Washington, DC 20515

Dear Congressman Yarmuth:

Thank you for your letter regarding the Commission's efforts to inform newly-eligible low-income consumers about their eligibility for discounted broadband and telephone service through the Lifeline program. As you know, the Lifeline program plays an important role in ensuring that low-income Americans have access to affordable communications services by providing monthly discounts on broadband and voice services to qualifying consumers. Now more than ever, it is critical that all Americans maintain connectivity so that they can stay in touch with loved ones, telework, participate in telehealth and remote learning, and maintain the social distancing necessary to slow the spread of the coronavirus.

That's why, under my leadership, the FCC has taken aggressive action to help ensure that consumers stay connected during this crisis. For example, the Commission in March waived several Commission rules that could have otherwise resulted in the involuntary removal of subscribers from the Lifeline program during the pandemic. These de-enrollment rules are in place to ensure that Lifeline program dollars are directed toward qualifying low-income consumers. The Bureau found that it was in the public interest to waive these requirements for a limited period of time to ensure that no current Lifeline subscriber involuntarily loses service during this unprecedented, nationwide public health emergency. In light of the ongoing pandemic, Commission staff have extended these waivers until August 31, 2020.

The Commission has also waived certain rules through August 31, 2020 to facilitate Lifeline enrollment for those hardest hit by the impacts of COVID-19. On April 29, the Commission waived the requirement that consumers seeking to qualify for the program based on their income must provide at least three consecutive months of income documentation. This relief will make it easier for low-income Americans who recently lost their jobs as a result of the pandemic to enroll in the program. And on June 1, the Commission allowed Lifeline applicants residing in rural areas on Tribal lands to begin receiving Lifeline service even if their application failed an automated check and the applicant is still in the process of providing documentation to confirm their eligibility. Given the challenges that residents of rural Tribal areas face in submitting documentation, this relief will enable service providers to begin quickly providing Lifeline service to these consumers while they complete their applications. Commission staff will monitor the situation and determine whether any additional extensions beyond August 31, 2020 are needed.

The FCC and the Universal Service Administrative Company (USAC), which administers the Lifeline program, have also undertaken numerous efforts to promote Lifeline awareness during the pandemic to ensure that consumers who are newly eligible for the program due to loss of employment or income have the information and resources they need to apply. These coordinated outreach initiatives have involved not only federal and state agencies that administer programs like the Supplemental Nutrition Assistance Program and Medicaid, through which consumers can qualify for Lifeline, but also a variety of other government agencies and non-profit organizations serving low-income communities.

At the federal level, FCC and USAC staff are coordinating with the Department of Health and Human Services, the Department of Veterans Affairs, the Department of Housing and Urban Development, the Bureau of Indian Affairs, the Social Security Administration, the National Telecommunications and Information Administration, and the Department of Agriculture. Through these coordination efforts, we have shared Lifeline materials for distribution to low-income consumers, presented program information to agency employees both in Washington, DC and regional field offices interested in learning about and promoting awareness of the program among their constituents, and organized customized training sessions for agency stakeholders who serve on the front lines in providing support to low-income individuals who may qualify for Lifeline.

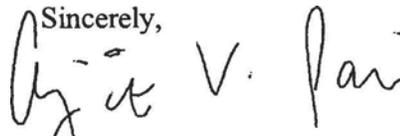
At the state level, the Commission has partnered with the National Association of Regulatory Utility Commissioners to spread awareness of the Lifeline program among the low-income population, including consumers who may be newly eligible for the program. USAC has also distributed outreach materials directly to state government agencies that administer SNAP and Medicaid programs across the United States, urging them to inform consumers of their eligibility for Lifeline. In addition, the FCC and USAC have expanded access to the Lifeline National Eligibility Verifier to enable state agencies to take a more hands-on role in helping consumers apply for the Lifeline program. With this access, state departments of health and human services and state social service agencies can assist consumers with submitting their online applications, uploading eligibility or other documentation (as needed), and tracking the status of their applications.

At the local level, USAC has distributed Lifeline materials to over 13,000 food banks, homeless shelters, and other direct service organizations to ensure people in need are aware of the program. USAC has also conducted five consumer advocate training webinars since May, two of which were designed for consumer advocates serving residents on Tribal lands who may need assistance in applying for enhanced Lifeline support. We expect that our Lifeline outreach and coordination with federal, state, and local partners will continue in the coming months to ensure low-income families get and stay connected to broadband and phone service during this critical time.

In sum, during this crisis, we are working to keep existing Lifeline subscribers connected, ease burdens on consumers seeking to enroll in the program, and raise awareness of the program among those populations who need it. At the same time, I have called on the broadband and telephone service providers that have signed the FCC's Keep Americans Connected Pledge to go above and beyond the Pledge and expand existing or develop new low-income broadband offerings during COVID-19. I commend the dozens of providers that have heeded this call and

made new or improved low-cost offerings available to low-income consumers during the pandemic, and I continue to urge other providers to do the same.

Please let me know if I can be of any further assistance.

Sincerely,

Ajit V. Pai