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

Sincerely,

Ajit V. Pai

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

Dear Senator Durbin:

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Sincerely,

Ajit V. Pai
June 15, 2020

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

Dear Congresswoman Fudge:

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Sincerely,

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

June 15, 2020

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.

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Sincerely,

Ajit V. Pai

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

Dear Senator Schumer:

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Ajit V. Pai
The Honorable Doug Jones
United States Senate
326 Russell Senate Office Building
Washington, DC 20510

Dear Senator Jones:

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Ajit V. Pai
The Honorable Kirsten Gillibrand  
United States Senate  
478 Russell Senate Office Building  
Washington, DC 20510

Dear Senator Gillibrand:

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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
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.

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Page 3—The Honorable Mazie K. Hirono

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Sincerely,

Ajit V. Pai

Ajit V. Pai
The Honorable Bernard Sanders  
United States Senate  
332 Dirksen Senate Office Building  
Washington, DC 20510

Dear Senator Sanders:

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Sincerely,

Ajit V. Pai

Ajit V. Pai
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.

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Ajit V. Pai

Ajit V. Pai
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.

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[Signature]

Ajit V. Pai
June 15, 2020

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

Dear Senator Wyden:

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

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Ajit V. Pai
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.

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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.

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

Sincerely,

Ajit V. Pai
The Honorable Maggie Hassan  
United States Senate  
330 Hart Senate Office Building  
Washington, DC 20510

Dear Senator Hassan:

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

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Sincerely,

Ajit V. Pai
June 15, 2020

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

Dear Senator Bennet:

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

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Ajit V. Pai
June 15, 2020

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

Dear Senator Casey:

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

Sincerely,

Ajit V. Pai

Ajit V. Pai
Dear Senator Brown:

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Ajit V. Pai

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

Dear Senator Harris:

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Sincerely,

Ajit V. Pai

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai
June 15, 2020

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

Dear Senator Booker:

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Sincerely,

Ajit V. Pai
The Honorable Tina Smith  
United States Senate  
720 Hart Senate Office Building  
Washington, DC 20510

Dear Senator Smith:

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Ajit V. Pai
June 15, 2020

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

Dear Senator Warner:

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

Sincerely,

Ajit V. Pai

Ajit V. Pai
The Honorable Jeff Merkley  
United States Senate  
313 Hart Senate Office Building  
Washington, DC  20510

Dear Senator Merkley:

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Sincerely,

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

Dear Senator Leahy:

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Sincerely,

Ajit V. Pai

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai

Ajit V. Pai
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.

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Ajit V. Pai

Ajit V. Pai
June 15, 2020

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

Dear Senator Coons:

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

Sincerely,

Ajit V. Pai
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.

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Ajit V. Pai
The Honorable Jeanne Shaheen  
United States Senate  
506 Hart Senate Office Building  
Washington, DC 20510  

Dear Senator Shaheen:  

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Sincerely,

[Signature]

Ajit V. Pai
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.

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Ajit V. Pai

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June 15, 2020

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

Dear Senator Warren:

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[Signature]

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

Dear Senator Carper:

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

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

Sincerely,

Ajit V. Pai

Ajit V. Pai
Dear Senator Whitehouse:

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Ajit V. Pai

Ajit V. Pai
The Honorable Patty Murray  
United States Senate  
154 Russell Senate Office Building  
Washington, DC 20510

Dear Senator Murray:

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Sincerely,

Ajit V. Pai

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai

Ajit V. Pai
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.

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Ajit V. Pai

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

Dear Congresswoman Barragan:

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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
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.
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Sincerely,

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai

Ajit V. Pai
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.

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Sincerely,

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

Dear Congressman Carson:

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Ajit V. Pai
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.

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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

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai
June 15, 2020

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

Dear Congressman Castro:

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Sincerely,

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai
June 15, 2020

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

Dear Congresswoman Clarke:

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Ajit V. Pai

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

Dear Congressman Cleaver:

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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
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.
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Sincerely,

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

Dear Congressman Brown:

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Ajit V. Pai

Dear Congressman Cox:

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Sincerely,

Ajit V. Pai
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.

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Sincerely,

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

Dear Congressman Davis:

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Ajit V. Pai
June 15, 2020

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

Dear Congressman DeFazio:

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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.

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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
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Ajit V. Pai

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Ajit V. Pai
June 15, 2020

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

Dear Congressman Engel:

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

Dear Congressman Espaillat:

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

Dear Congressman Evans:

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June 15, 2020

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

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June 15, 2020

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

Dear Congressman Garcia:

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

Sincerely,

[Signature]

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai
June 15, 2020

The Honorable Al Green  
U.S. House of Representatives  
2347 Rayburn House Office Building  
Washington, DC 20515

Dear Congressman Green:

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Sincerely,

Ajit V. Pai
The Honorable Debra Haaland  
U.S. House of Representatives  
1237 Longworth House Office Building  
Washington, DC 20515

Dear Congresswoman Haaland:

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[Signature]

Ajit V. Pai
The Honorable Alcee L. Hastings
U.S. House of Representatives
2353 Rayburn House Office Building
Washington, DC 20515

Dear Congressman Hastings:

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Ajit V. Pai

Ajit V. Pai
The Honorable Jahana Hayes  
U.S. House of Representatives  
1415 Longworth House Office Building  
Washington, DC 20515

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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
June 15, 2020

The Honorable Steven Horsford
U.S. House of Representatives
1330 Longworth House Office Building
Washington, DC 20515

Dear Congressman Horsford:

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Sincerely,

Ajit V. Pai
The Honorable Jared Huffman  
U.S. House of Representatives  
1406 Longworth House Office Building  
Washington, DC 20515

Dear Congressman Huffman:

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Sincerely,

Ajit V. Pai

Ajit V. Pai
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:

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Sincerely,

Ajit V. Pai
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.

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Sincerely,

[Signature]

Ajit V. Pai
June 15, 2020

The Honorable Eddie Bernice Johnson  
U.S. House of Representatives  
2468 Rayburn House Office Building  
Washington, DC 20515

Dear Congresswoman Johnson:

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The Honorable Hank Johnson  
U.S. House of Representatives  
2240 Rayburn House Office Building  
Washington, DC 20515  

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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

Ajit V. Pai
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.

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Sincerely,

[Signature]

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai
The Honorable Dan Kildee  
U.S. House of Representatives  
203 Cannon House Office Building  
Washington, DC 20515

Dear Congressman Kildee:

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Sincerely,

Ajit V. Pai
The Honorable Ann McLane Kuster  
U.S. House of Representatives  
320 Cannon House Office Building  
Washington, DC 20515

Dear Congresswoman Kuster:

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[Signature]

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Ajit V. Pai
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.

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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.

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

Sincerely,

Ajit V. Pai
June 15, 2020

The Honorable Susie Lee  
U.S. House of Representatives  
522 Cannon House Office Building  
Washington, DC 20515

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Ajit V. Pai
The Honorable John Lewis  
U.S. House of Representatives  
343 Cannon House Office Building  
Washington, DC 20515  

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Ajit V. Pai

Ajit V. Pai
June 15, 2020

The Honorable Zoe Lofgren
U.S. House of Representatives
1401 Longworth House Office Building
Washington, DC 20515

Dear Congresswoman Lofgren:

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The Honorable Alan Lowenthal  
U.S. House of Representatives  
108 Cannon House Office Building  
Washington, DC 20515

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[Signature]

Ajit V. Pai
June 15, 2020

The Honorable Ben Ray Luján
U.S. House of Representatives
2231 Rayburn House Office Building
Washington, DC 20515

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The Honorable Stephen F. Lynch  
U.S. House of Representatives  
2109 Rayburn House Office Building  
Washington, DC 20515  

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

Sincerely,

Ajit V. Pai

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai
June 15, 2020

The Honorable Betty McCollum
U.S. House of Representatives
2256 Rayburn House Office Building
Washington, DC 20515

Dear Congresswoman McCollum:

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Ajit V. Pai

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June 15, 2020

The Honorable A. Donald McEachin
U.S. House of Representatives
314 Cannon House Office Building
Washington, DC 20515

Dear Congressman McEachin:

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Sincerely,

Ajit V. Pai
The Honorable Jim McGovern  
U.S. House of Representatives  
408 Cannon House Office Building  
Washington, DC 20515

Dear Congressman McGovern:

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Ajit V. Pai
June 15, 2020

The Honorable Jerry McNerney
U.S. House of Representatives
2265 Rayburn House Office Building
Washington, DC 20515

Dear Congressman McNerney:

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Ajit V. Pai
The Honorable Gregory W. Meeks  
U.S. House of Representatives  
2234 Rayburn House Office Building  
Washington, DC 20515

June 15, 2020

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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
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.

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Sincerely,

[Signature]

Ajit V. Pai
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:

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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
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.

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Sincerely,

Ajit V. Pai
The Honorable Chris Pappas  
U.S. House of Representatives  
323 Cannon House Office Building  
Washington, DC 20515

Dear Congressman Pappas:

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Sincerely,

Ajit V. Pai
The Honorable Chellie Pingree  
U.S. House of Representatives  
2162 Rayburn House Office Building  
Washington, DC 20515

Dear Congresswoman Pingree:

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Sincerely,

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai

Ajit V. Pai
The Honorable Mark Pocan  
U.S. House of Representatives  
1421 Longworth House Office Building  
Washington, DC 20515

Dear Congressman Pocan:

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The Honorable Ayanna Pressley  
U.S. House of Representatives  
1108 Longworth House Office Building  
Washington, DC 20515

Dear Congresswoman Pressley:

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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.

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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.

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

Sincerely,

Ajit V. Pai
The Honorable David E. Price  
U.S. House of Representatives  
2108 Rayburn House Office Building  
Washington, DC 20515

Dear Congressman Price:

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Sincerely,

Ajit V. Pai
June 15, 2020

The Honorable Mike Quigley
U.S. House of Representatives
2458 Rayburn House Office Building
Washington, DC 20515

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Sincerely,

Ajit V. Pai
The Honorable Jamie Raskin  
U.S. House of Representatives  
412 Cannon House Office Building  
Washington, DC 20515  

Dear Congressman Raskin:

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Ajit V. Pai

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June 15, 2020

The Honorable Bobby L. Rush  
U.S. House of Representatives  
2188 Rayburn House Office Building  
Washington, DC 20515

Dear Congressman Rush:

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Ajit V. Pai
The Honorable Tim Ryan  
U.S. House of Representatives  
1126 Longworth House Office Building  
Washington, DC 20515

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Sincerely,

Ajit V. Pai

Ajit V. Pai
The Honorable Gregorio Kilili Camacho Sablan  
U.S. House of Representatives  
2411 Rayburn House Office Building  
Washington, DC 20515

Dear Congressman Sablan:

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Ajit V. Pai
The Honorable Linda T. Sánchez  
U.S. House of Representatives  
2329 Rayburn House Office Building  
Washington, DC 20515  

Dear Congresswoman Sánchez:  

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The Honorable Jan Schakowsky  
U.S. House of Representatives  
2367 Rayburn House Office Building  
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The Honorable Kim Schrier  
U.S. House of Representatives  
1123 Longworth House Office Building  
Washington, DC 20515

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Ajit V. Pai
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.

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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.

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

Sincerely,

Ajit V. Pai
The Honorable Terri A. Sewell  
U.S. House of Representatives  
2201 Rayburn House Office Building  
Washington, DC 20515  

Dear Congresswoman Sewell:  

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Sincerely,

Ajit V. Pai

Ajit V. Pai
June 15, 2020

The Honorable Darren Soto
U.S. House of Representatives
1429 Longworth House Office Building
Washington, DC 20515

Dear Congressman Soto:

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Sincerely,

[Signature]

Ajit V. Pai
The Honorable Abigail Spanberger  
U.S. House of Representatives  
1239 Longworth House Office Building  
Washington, DC 20515

Dear Congresswoman Spanberger:

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Sincerely,

Ajit V. Pai
The Honorable Jackie Speier  
U.S. House of Representatives  
2465 Rayburn House Office Building  
Washington, DC 20515

Dear Congresswoman Speier:

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Sincerely,

Ajit V. Pai
The Honorable Tom Suozzi  
U.S. House of Representatives  
226 Cannon House Office Building  
Washington, DC 20515

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The Honorable Bennie Thompson  
U.S. House of Representatives  
2466 Rayburn House Office Building  
Washington, DC 20515  

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

Sincerely,

Ajit V. Pai
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.

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Sincerely,

Ajit V. Pai
The Honorable David Trone
U.S. House of Representatives
1213 Longworth House Office Building
Washington, DC 20515

Dear Congressman Trone:

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Sincerely,

Ajit V. Pai
The Honorable Marc Veasey  
U.S. House of Representatives  
1519 Longworth House Office Building  
Washington, DC 20515

Dear Congressman Veasey:

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Ajit V. Pai

Ajit V. Pai
The Honorable Peter Welch  
U.S. House of Representatives  
2303 Rayburn House Office Building  
Washington, DC 20515

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Ajit V. Pai

Ajit V. Pai
The Honorable Frederica S. Wilson  
U.S. House of Representatives  
2445 Rayburn House Office Building  
Washington, DC 20515

Dear Congresswoman Wilson:

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[Ajit V. Pai]

Ajit V. Pai
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