

**NLIEC 2004:
A LIFELINE
FOR TELEPHONE
CUSTOMERS**

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OVERVIEW (1)

- Offers discount off monthly bill/install.
- Varies! www.universalservice.org
- \$8.23 (DE); \$18.39 (MA); \$100-200/yr.
- Tribal amounts higher: up to \$25/mo.
- Total 2004 (est.) - \$708M Lifeline

OVERVIEW (2)

- Link-up: up to \$30/\$70 (tribal); \$33M
- States can adopt own programs
- Program eligibility (Now: income)
- Success varies highly
- 47 CFR 54.400 et seq.; 47 USC 254

OVERVIEW (3)

- Fed. default program eligibility:

Medicaid, FS, SSI, fed. pub. hsng.,
LIHEAP --- or criteria set by state.

AND

TANF, NSL

The (Very) Good (NCLC est./2002) est./2002)

- CA 91%; VT 86%; ME 84%; RI 74%
- NY 53%; CT 45%; MA 31%; ND 30%

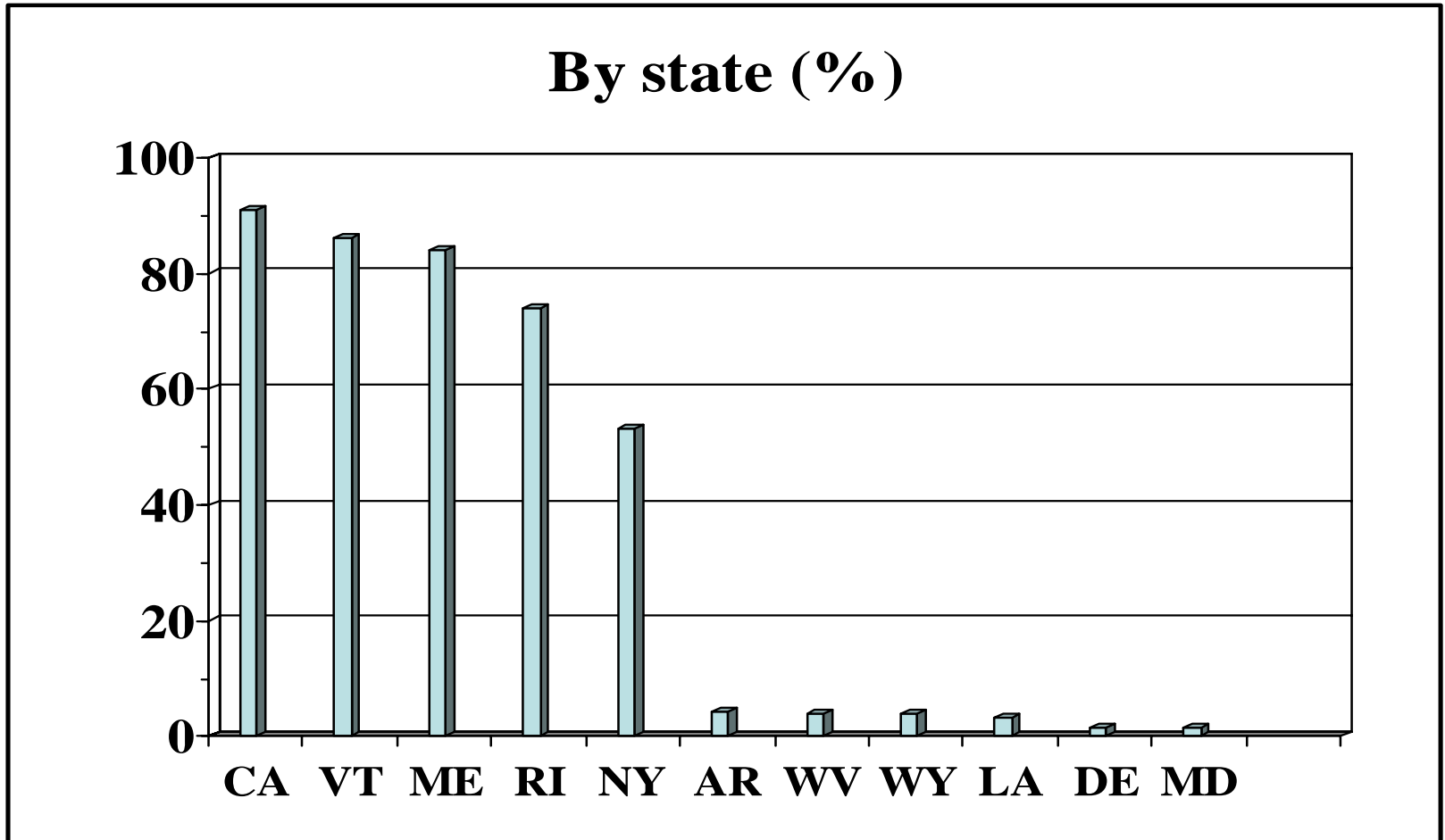
The (Not So) Bad

- SD 28%; WA 26%; UT 25%; AK 24%
- ID 23%; DC 22%; OH 21%; NM 20%

The (VERY) Ugly

- MD 1.4%; DE 1.6%; LA 3.3%; WY 3.9%
- WV 3.9%; AR 4.2%; KS 5.3%; NJ 5.6%
- IN 5.7%; AL 6.2%; VA 6.2%; IA 6.3%

Lifeline penetration rates



FCC 04-87/WC 03-109 4/29

4/29

- New income rule: 135% poverty
- TANF, NSL added
- Not self-implementing!!!
- Further comments on 150%, advertising
- Stricter cert./recert. rules →

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- States must develop inc. cert. rules
- Program cert. rules may remain same
- Inc. elig. HH's must provide HH#
- Inc. elig. must provide supporting doc., covering at least 3 mos.
- All HH's must recertify eligibility

Issues in Success

- Relation to LIHEAP agencies
- Phone co's philosophy: mid-Atl, e.g.
- Training of CSRs
- Outreach issues: web page, phone books
- Ease of app./auto enrollment
- Cooperation w. state agencies

Specific Successes

- CA: Auto enrollment
- ME: Easy app./coop w. state agencies
- RI: Small state, tight network, coop.
- NY: Auto enrollment
- MA: Use of LIHEAP agencies

Issues for State Programs

- Add in income elig.
- Outreach: who's responsible? Tools?
- Who takes apps? Cert/recert rules?
- Utility buy-in/PUC support
- Getting/increasing state support

Fone Facts (Phone Phacts?)

94.9% of all HH's have phones

98%+, if inc. > \$35K

82% to 90%, \$0 to \$12.5K

Only 88.1% MS (1 in 8 don't!)

91.4% AR

Emerging Issues

- Cell carriers as ETC's
- Broadband access
- VOIP
- Political support for the \$\$ support

LIFELINE WORKS!!!!!!