

**The Leadership Conference  
on Civil and Human Rights**

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The Leadership  
Conference

October 4, 2018

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**Chairman Pai**  
**Federal Communications Commission**  
**445 12th Street, SW, Room TW-A325**  
**Washington, DC 20554**

**In the Matter of: Nomination for Universal Service Administrative Company Board of  
Directors, CC Docket Nos. 97-21 and 96-45**

Dear Chairman Pai,

I am pleased to nominate Olivia Wein to the Universal Service Administrative Company (USAC) Board of Directors in the position for information service providers. Ms. Wein is the lead Telecom Project Attorney for the National Consumer Law Center and is a recognized expert on the Lifeline program. She is a highly regarded member of the Leadership Conference on Civil and Human Rights Media and Telecommunications Task Force and serves as a resource to the civil rights community on the Universal Service Programs, particularly Lifeline.

The closing of the broadband divide has been a priority for the civil rights community and the federal Universal Services programs play a critical role in this mission. Lifeline helps the most vulnerable in our society connect to opportunity and services. Ms. Wein has unique, deep understanding of the Lifeline program. Through her eighteen years as a low-income utility consumer advocate with the National Consumer Law Center, Ms. Wein has been involved in the design and implementation of state and federal low-income program telecom, energy, and water affordability programs. Ms. Wein's expertise and standing in the low-income consumer advocacy community will provide USAC with low-income program implementation expertise, including effective outreach and engagement with Lifeline-eligible consumers and their local community assistance agencies, which is even more critical given the dramatic program eligibility determination process changes with the National Eligibility Verifier.

The sound operation of the Lifeline program requires expertise from a wide array of stakeholder points of view and expertise, including an understanding of low-income programs. Accordingly, I strongly endorse Ms. Wein for a third term on the Board of Directors.

Sincerely,

cc: Charles Tyler

## **OLIVIA BAE WEIN**

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(202) 452-6252 (main)  
[owein@nclc.org](mailto:owein@nclc.org)

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### **Professional Experience**

#### **National Consumer Law Center**

Washington, District of Columbia

Attorney (December 1999 – Present); Staff Attorney

- Specialize in low-income consumer access to telecommunications, energy and utility service. Represent interests of low-income consumers at the Federal Communications Commission, US Department of Health and Human Services, US Department of Energy and other federal agencies and state utility commissions. Co-run the NCLC/ABLE Low-Income Telecom listserve. Run NCLC's low-income energy advocates' listserve. Write articles, speak at conferences and train advocates on low-income telecommunications, energy and utility issues. Co-author and editor of NCLC's "Access to Utility Service Manual" and "The Rights of Utility Consumers" and contributing author to other NCLC consumer law treatises. Serve on the Board of Directors for the Universal Service Administrative Company; serve as a member of the FCC's Consumer Advisory Committee and co-chair the Universal Services Working Group; a member of the Leadership Conference on Civil and Human Rights Media and Telecom Task Force; and served as a member of the U.S. EPA National Drinking Water Advisory Council's Small Systems Affordability Work Group.

#### **Citizens Research**

Silver Spring, Maryland

Research Assistant (October 1999 – November 1999)

- Performed research, writing and editing on various telecommunications issues for Mark Cooper, Ph.D.

#### **Consumers Union**

Washington, District of Columbia

Economic Justice Fellow (December 1997 – September 1999)

- Worked closely with co-director, Gene Kimmelman, on telecommunications issues. Responsible for monitoring the funding mechanism for and implementation of universal services programs designed to keep telephone services affordable for low-income consumers and consumers who live in high-cost areas. Prepared comments to the Federal Communications Commission on the high cost of long distance service for low volume users. Also worked on other issues affecting low-income consumers such as access to health insurance, Medicaid and the Child Health Insurance Program. Responded to press calls about telecommunications issues such as phone rates and the digital divide. Performed writing and research, bill analysis.

#### **Lead Safe California**

San Francisco, California

Staff Attorney/Policy Analyst (August 1995 - May 1997)

- Worked on legislation and policies designed to make rental housing safe from lead-based paint hazards for families with young children. Developed materials for and provided technical assistance to state legislators, lobbyists and the general public on emerging lead-based paint legislation. Helped draft and amend lead-based paint legislation and drafted responses to comments on the proposed paint legislation. Monitored similar local, state and federal legislation as well as lead poisoning litigation in California. Performed legal research and helped draft and amend an amicus brief to the California Supreme Court. Responsible for gathering potential amicus parties and keeping them abreast of developments. Performed outreach and education on existing and proposed lead-based paint legislation and existing lead-paint laws.