

January 19, 2018

Federal Communications Commission  
445 12<sup>th</sup> Street SW  
Washington, D.C. 20554

**RE: My Strong Support for the Lifeline Program, Docket Numbers 17-287, 11-42, 09-197**

Dear Commissioners,

By rolling back the Lifeline program, you will be eliminating affordable phone and internet-access options for millions of poor people. Low-income families, the elderly, people with disabilities, people living on tribal lands, veterans, people of color and unhoused people all need Lifeline. The ability to effectively communicate with the world around you is essential in the times we live in. We are in a time where access to technology, internet, and mobile phones are an essential way to survive everyday life.

Every day I work with people who are Lifeline subscribers. Every day I hear a new story of how difficult life is without access to an affordable mobile phone. When my clients, who are all poor and majority people of color, finally have access to mobile services, they are elated! They view access to this communication tool as the first step in improving their life. Every single day I hear stories of how the Lifeline program gives people the chance to find a job or housing because they finally have a reliable number for people to call. I have seen client's faces light up when they finally receive an affordable mobile phone and say, "Finally, I can call my daughter and see how she is doing!" Access to affordable phones is also essential for people on parole to remain in contact with their officer so as to stay out of jail. Access to affordable phone and internet services is an essential part of living in the world today, and there is no way we can expect the poor and vulnerable to move forward if they cannot fully participate in our society.

If you make these proposed changes to the Lifeline program, specifically limiting the wireless re-sellers, it will GREATLY limit poor people's chance at receiving affordable phone and internet services. The wireless re-sellers account for 70% of the Lifeline users, if they are cut this will limit accessibility and options for poor people. Access to these communication services is a human right today. Your changes to the Lifeline program will just further the digital divide and continue to leave poor and vulnerable people behind, with no chance of moving forward.

I hope you will take this into consideration when making your decision. Thank you for hearing my views.

Sincerely,

Olivia Imbrogno