

January 24, 2018

Members,
Federal Communications Commission
445 12th Street, SW
Washington, D.C. 20554

**RE: ONGOING SUPPORT FOR THE LIFELINE PROGRAM, WC
DOCKET NUMBERS 17-287, 1142, 09-197**

Dear Commissioners,

For over 20 years, I worked with the telecommunications industry, state agencies and Federal Communications Commission (FCC) to promote and monitor the Lifeline Program. During this time, I witnessed firsthand the growth of a program that provided millions of low income customers with affordable telephone service. When telecommunications technology changed the program added wireless telephone service which accelerated the growth of the Lifeline program. Now there is a need to update the Lifeline Program so it can provide low income customers with access to broadband.

For low-income customers, telephone service is key for connecting to education and economic opportunities, health care service and emergency services. The typical Lifeline customer makes just \$14,000 per year; currently, nearly 13 million low income Americans use Lifeline.

I oppose any proposals that would limit the Lifeline program's effectiveness in ensuring that low-income customers have full access to affordable telephone and broadband service.

- **Limiting Lifeline enrollments until National Verifier is operational.** Eligible customers should still be allowed to enroll in the program. They should not be penalized because there are delays with the National Verifier. Moreover, getting the National Verifier operational will require the FCC to provide states with the financial support needed to cover the various costs for accessing state databases.
- **Phase-down of the voice-only Lifeline service.** All Lifeline customers should have the option of retaining voice-only service and continue to receive the appropriate support for it.

- **Transition to Broadband**

Lifeline customers should have access to affordable broadband service. However, the provision of this service should not require these customers to lose access to voice- only service.

- **Proposed Limits on Lifeline Benefits**

There should not be a lifetime cap on Lifeline benefits. All Lifeline customers who continue meet the eligibility criteria should be able to retain this benefit

I urge the FCC to maintain the current Lifeline Program and reject the current proposals that would have a negative impact on the lives of many low-income customers. The digital can be bridged with access to affordable telecommunications and broadband services.

Thank you for the opportunity to share my views.

Sincerely,

A handwritten signature in dark ink, reading "Lenora M. Best". The signature is fluid and cursive, with the first name "Lenora" being more prominent and the last name "Best" following in a similar style.

Lenora M. Best
1139 Center Court
Harrisburg, PA 17111