

July 5, 2018

Marlene H. Dortch
FCC Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20054

Re: Notice of Oral Ex Parte:

In the Matter of Bridging the Digital Divide for Low-Income Consumers, WC
Docket No. 17-287 and In the Matter of Promoting Telehealth in Rural
America, WC Docket No. 17-310

Dear Ms. Dortch:

On July 3, 2018 Olivia Wein, staff attorney at the National Consumer Law Center (NCLC) met with Trent Harkrader, Kate Dumouchel, Allison Jones and Jessica Campbell of the Wireline Competition Bureau. The meeting covered the status of various Lifeline implementation matters and the overall implementation of the Rural Healthcare Program. In the meeting Ms. Wein inquired about the status of the determination of the Lifeline minimum standards and the availability of Lifeline subscriber usage data. Ms. Wein discussed the importance of consumer education regarding the new processes involved in the hard launch of the National Verifier, particularly with the eligibility scan that will occur with the migration of consumers in the National Verifier states into the new database and the shift to the National Verifier as the entity making the eligibility determinations as well as performing the annual eligibility verifications. These are points in time where eligible consumers may be confused and may fall out of the program because they do not understand the new processes. Ms. Wein voiced concern, in general, regarding the drop in Lifeline subscribership and the importance of helping eligible consumers understand the changes to the Lifeline program. Ms. Wein raised concerns regarding Automated Programming Interface (API) voiced by Lifeline providers and made a request for background on the issue to better understand the matter. Ms. Wein briefly touched on the implementation of the Rural Health Care Program and the need to ensure this important program operates well. Finally, Ms. Wein noted that NCLC, on behalf of its low-income clients, along with other advocacy groups, had filed on July 3, 2018 a letter in support of the Joint Petition for Stay on the Fourth Report and Order Pending Judicial Review, filed by the Crow Creek Sioux Tribe and Oceti Sakowin Tribal Utility Authority, the National Lifeline Association, Assist Wireless, Boomerang Wireless and Easy Wireless (Joint Petitioners) on June 22, 2018.

Respectfully submitted,



Olivia Wein
Staff Attorney
National Consumer Law Center
1001 Connecticut Avenue, NW, Suite 510
Washington, DC 20036
(202)452-6252, x103
owein@nclc.org

cc: Trent Harkrader
Kate Dumouchel,
Allison Jones
Jessica Campbell