



September 6, 2017

The Honorable Ajit Pai
Chairman
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

The Honorable Mignon Clyburn
Commissioner
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

The Honorable Michael O’Rielly
Commissioner
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

The Honorable Brendan Carr
Commissioner
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

The Honorable Jessica Rosenworcel
Commissioner
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Dear Chairman Pai and Commissioners Clyburn, O’Rielly, Carr and Rosenworcel:

The tragic events of the past two weeks along the Gulf Coast in the aftermath of Hurricane Harvey remind us all of how quickly natural disasters can uproot individuals and families. Harvey once again highlights the importance of access to mobile communications for all Americans, especially the least fortunate. Mobile wireless service was the only way for many Americans to call 911 for help, or to reach out to neighbors or family members for assistance. It has been key in reunifying family members separated by the storm, and in letting the displaced tell their loved ones around the country they are safe and where they are located.

Based in south Florida, Q-Link understands the devastation and personal tragedy that hurricanes can bring, and the importance of being able not only to reach 911, but also to reach family, friends, and neighbors for comfort and support. When you are forced from your home and cannot get to work, your mobile phone is your only line of communication. We know how it feels to lose everything, and to be unsure what the next day will bring. So we want to make sure our customers know we are thinking about them—that the Q-Link family cares about them.



To help our customers affected by Hurricane Harvey, as the nation's third largest mobile wireless provider of Lifeline services to low-income Americans, Q-Link is voluntarily providing unlimited calling through September 30, 2017 to our 298,714 Lifeline customers in Texas and Louisiana, the states in which the President and Federal Emergency Management Agency have declared states of disaster or emergency as a result of Harvey. This will allow these individuals and their households to stay in touch with family, friends, and government and private assistance agencies as they begin rebuilding their lives, without having to worry about how many minutes they have used in their Lifeline calling plans. They can reach their neighbors to offer or receive help. It is one less source of stress, so that people can more quickly get back on their feet. As Harvey struck late in August, when many consumers are likely to have exhausted their basket of Lifeline minutes, this step is even more important.

While Q-Link has undertaken these efforts voluntarily, we urge the Commission to consider whether a supplemental allotment of Lifeline support for additional minutes for consumers located in federally declared disaster or emergency areas should be a part of the Commission's response to future disasters. This would help ensure that low income Americans affected by disasters can receive necessary help regardless of which carrier provides their mobile wireless Lifeline service. Lifeline providers could always voluntarily add to the minimum supplement supported through the Lifeline program.

Sincerely,

Issa Asad
Chief Executive Officer
Q Link Wireless, LLC

cc: Kris Monteith, Chief, Wireline Competition Bureau

Lisa Fowlkes, Chief, Public Safety and Homeland Security Bureau

WC Docket No. 11-42