



April 18th, 2011

Chairman Julius Genachowski
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: **Federal-State Joint Board on Universal Service Lifeline and Link Up
CC Docket No. 96-45; WC Docket 03-109; WC Docket 11-42**

Dear Chairman Genachowski,

The Area Agency on Aging of West Central Arkansas is a non-profit organization serving adults age 60 or older, family caregivers, agencies and organizations working with seniors.

For many seniors having access to a phone can make the difference in an emergency situation, and helps them remain more self-sufficient and independent. For those reasons, the Lifeline Assistance Program is invaluable.

The FCC's desire to reform the Lifeline is commendable, however, certain proposed reforms may reduce the effectiveness of the program and lead to underutilization. I am concerned our older population will be the most adversely impacted.

Of particular concern are proposals that would alter the enrollment process. The ability of eligible users to self-certify made Lifeline extremely accessible for older adults. New measures would require users to have access to computers, faxes, scanners or other technology to prove eligibility. We are concerned that altering the self-certification process, coupled with new user fees and program caps, will lead to fewer Arkansans utilizing a program they desperately need. Almost none of our homebound seniors are computer literate or have this required equipment and since they are homebound, they have no way to gain access to it.

While the FCC looks to reform Lifeline, we ask that you consider the impact new measures will have on our senior population and work to ensure their ability to access the program now and in the future.

Sincerely,

A handwritten signature in black ink, appearing to read "Missy Masterson", is written over a printed name and title.

Missy Masterson, RN, RVT, PLNG
Director of Health Services, Area Agency on Aging WCA

CC:

Commissioner Michael J. Copps
Commissioner Robert McDowell
Commissioner Mignon Clyburn
Commissioner Meredith Atwell Baker