

May 4, 2011

Chairman Julius Genachowski  
Federal Communications Commission  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

Dear Chairman Genachowski:

I am subscriber to the Lifeline program, through SOS Telecom, Park Ridge, Illinois.

The purpose of this letter is to tell you that the ability to limit my long distance service to the number of minutes that I have agreed to purchase is very helpful to me. I signed up for a Lifeline package that includes 100 minutes of long distance calling each month. In the Chicago area, that means that all calls more than 15 miles away are considered long distance.

The service that SOS Telecom provides to me includes a voice announcement of my minutes remaining. This tells me two important things:

1. When I make a call that I otherwise wouldn't know is local or long distance, the announcement of minutes available allows me to decide "is this call important enough to use some of my long distance minutes to make this call?", and
2. How many minutes out of the 100 that I buy each month are still available to use?

Because I have several people who live in my household, and visitors are often in my household, it is important to me to avoid large bills that would be beyond my ability to pay. This would result in me having to discontinue my phone service, try to pay a deposit, or purchasing long distance calling cards—none of which are good options for me.

SOS Telecom tells me that there is a Government procedure underway now that, if implemented, would cause me to have to provide a large deposit or pass a credit check, or result in my telephone bill going up about \$6.00 per month. None of these choices would serve me well, and I hope that you will consider people like me as you decide this matter. My budget is already strained—Lifeline is a real help, and I can't afford to see a price increase.

Sincerely,

(Signature)

Mahogan Hubbard

Street Address

737 N. Central, Apt 105

City, State, ZIP

Chicago, IL 60644

Phone Number

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