

August 10, 2011

VIA HAND DELIVERY

FILED/ACCEPTED

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

EX PARTE OR LATE FILED

AUG 10 2011

Federal Communications Commission
Office of the Secretary

Re: WC Docket No. 11-42 - Lifeline and Link Up Reform and Modernization
CC Docket No. 96-45 - Federal-State Joint Board on Universal Service
WC Docket No. 03-109 - Lifeline and Link Up
NOTICE OF EX PARTE PRESENTATION

Dear Ms. Dortch:

This ex parte letter is submitted on behalf of TracFone Wireless, Inc. ("TracFone"). As the Commission and its staff continue to evaluate the record compiled in this Lifeline Reform and Modernization proceeding and consider potential changes to the rules governing the Universal Service Fund low-income program in general and Lifeline in particular, it is important that the Commission remain focused on how the Lifeline program impacts the lives of those low-income households who are qualified for and who receive Lifeline-supported services. In order to put a "human face" on the Lifeline reform process, TracFone recently solicited oral input from several of its SafeLink Wireless[®] Lifeline customers.

Enclosed with this letter is a DVD containing recordings of those customers' statements. These customers are all low-income, some are unemployed, some are elderly, some are disabled, some are members of economically-disadvantaged minority groups. All customers surveyed describe their reliance on their SafeLink Wireless[®] telecommunications service obtained through their participation in the Lifeline program. They explain how they have used their service to remain in contact with family and friends, to reach health care providers, to contact and be contacted by potential employers while seeking employment, and to access emergency calling services (*i.e.*, 911) when faced with emergency situations. As the Commission and its staff continue the important work involved in this proceeding, TracFone respectfully invites Commissioners, their advisors, and Commission staff to spend several minutes looking at the faces and listening to the voices of those Lifeline customers who are the ultimate stakeholders in this proceeding. It is important that Lifeline services -- wireline and wireless -- remain available to those consumers and to thousands of other Lifeline-eligible low income consumers like them in every state. The perilous state of the nation's economy is taking a toll on these people. They need and deserve the availability of vibrant, well-managed Lifeline program.

No. of Copies rec'd 0+3
List A B C D E

Ms. Marlene H. Dortch
August 10, 2011
Page 2

If there are questions, please communicate with undersigned counsel.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'Mitchell F. Brecher', with a long, sweeping horizontal stroke extending to the right.

Mitchell F. Brecher

enclosure

cc: Mr. Zachary Katz
Ms. Angela Kronenberg
Ms. Christine Kurth
Ms. Margaret McCarthy
Ms. Sharon Gillett
Mr. Trent Harkrader
Ms. Kimberly Scardino
Ms. Jamie Susskind
Ms. Cindy Spiers

DOCKET NO. 11-42, 96-45, 03-109

DOCUMENT OFF-LINE

This page has been substituted for one of the following:

- o This document is confidential (**NOT FOR PUBLIC INSPECTION**)

- o An oversize page or document (such as a map) which was too large to be scanned into the ECFS system.

- o Microfilm, microform, certain photographs or videotape.

- o Other materials which, for one reason or another, could not be scanned into the ECFS system.

The actual document, page(s) or materials may be reviewed (**EXCLUDING CONFIDENTIAL DOCUMENTS**) by contacting an Information Technician at the FCC Reference Information Centers) at 445 12th Street, SW, Washington, DC, Room CY-A257. Please note the applicable docket or rulemaking number, document type and any other relevant information about the document in order to ensure speedy retrieval by the Information Technician

1 CD ROOM