

re: "To be clear, we are not proposing to eliminate universal service support for communications services in high-cost areas of the country; rather, we are proposing to improve the efficiency and effectiveness of that support."

I think that in advancing the above goal, the companies who fulfill the designated services (specifically Safelink Wireless/TracFone) in the Lifeline program, should be investigated periodically regarding the quality of products they supply eligible consumers and especially their customer support. I filed a complaint with you against them and they are "courting" me now, but I spent yesterday reading hundreds of reviews of Safelink Wireless on the internet: The complaints virtually render the service itself "null"; they were remarkably consistent, especially regarding defective phones, minutes not received and outrageously bad (outsourced) customer service--poorly trained and stunningly rude. A free cell phone that doesn't work is of no use to the consumer --it's even dangerous, if the consumer is elderly or disabled (or has an anxiety disorder, as I do); but Safelink gets paid by you just the same. I began to believe that they are actually scamming the Fed. Govt. In any case, the half dozen websites I read (including TracFone's "Support Forum") filled with appallingly bad & remarkably similar reviews were enough to convince me to keep my Lifeline landphone service with a reputable company rather than to trade it for the illusion of security a cell phone from Safelink would provide. (Thank you so much for providing Lifeline!)

I know you worry about consumer fraud; please worry too about the companies that may be defrauding you AND the consumer. I believe you're likely to save much more money by ensuring that the Lifeline service is being adequately provided by the contracting companies; that they are not leaving the elderly and disabled adrift; and that they are not defrauding the government and making a profit by distributing defective phones and functionally non-existent customer service.

Thanks for listening.

Susana Vincent