



POLICY & ACTION FROM CONSUMER REPORTS

May 20, 2013

VIA ELECTRONIC SUBMISSION

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

Re: *Ex Parte* disclosure pursuant to 47 C.F.R. § 1.1206(b) in GN Docket No. 09-51 (National Broadband Plan), WC Docket No. 05-337 (High Cost Universal Service Support), WC Docket No. 03-109 (Lifeline and Link-Up), CC Docket No. 96-45 (Federal-State Joint Board on Universal Service), CC Docket No. 02-6 (Schools and Libraries Universal Service Support Mechanism).

Dear Ms. Dortch:

On May 16, 2013, the following individuals (“Participants”) met with Commissioner Rosenworcel, her policy director, Alex Hoehn-Saric, and her legal advisor, Priscilla Delgado Argeris:

Delara Derakhshani, George Slover, and Ellen Bloom, Consumers Union; Adi Kamdar, Electronic Frontier Foundation; Alix Mariko Webb, Media Mobilizing Project; Ana M. Montes, Utility Reform Network (TURN); Brian Howard, National Congress of American Indians, Embassy of Tribal Nations; Christopher Mitchell, Institute for Local Self-Reliance; Danielle Chynoweth, Urbana-Champaign Independent Media Center; Hazeen Ashby, National Urban League; Jason T. Lagria, Asian American Justice Center; Jennifer Yeh, Free Press; Jessica J. Gonzalez, National Hispanic Media Coalition (NHMC); Joy Spencer, Center for Digital Democracy; Michael Medow, Allied Media Projects; Pedro Joel Espinosa Torres, Instituto de Educacion Popular del Sur de California (IDEPSCA); Sarah Morris, New America Foundation; Simran Noor, Center for Social Inclusion; Amalia Deloney, Brandi Collins, Steven Renderos, Center for Media Justice.

Participants underscored the importance of the Lifeline program for their constituents and shared stories from their local communities to illustrate their points. Participants also reiterated the need to expand Lifeline to provide basic Internet service to all American homes.

For example, one participant shared the story of a sixty-five year-old homeless veteran from her town who uses a Lifeline phone to make doctor's appointments and access important social security information.

Another participant noted that 250 minutes a month is not nearly enough time to meet the important basic needs of Lifeline customers who live in low and fixed income communities. In her experience, many individuals run out of minutes in the first two weeks of the month; eight minutes a day is not enough time to conduct job interviews over the phone, call doctors or social workers, and use automated phone services with lengthy wait times. She also noted text messaging as an important way to disseminate information in these communities.

Finally, another participant noted that communities have done an exceptionally good job of building networks to serve their communities and that many of these networks started off by serving community anchor institutions, such as schools and libraries. He also asked that the Commission be rigorous in combating waste, fraud, and abuse for carriers funded by the E-rate program.

Respectfully submitted,



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