



COMMONWEALTH OF MASSACHUSETTS

Department of Telecommunications and Cable

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NOTICE

On February 20, 2018, the Federal Communications Commission ("FCC") issued a Public Notice instructing eligible telecommunications carriers ("ETCs") to begin using the FCC's universal Lifeline forms, including applications, by July 1, 2018.¹ The FCC acknowledged that state agencies may have existing requirements with respect to Lifeline applications and affirmed the continued viability of these requirements.² Under the Department of Telecommunications and Cable's Lifeline Requirements, each wireless ETC is required to include the Department's Consumer Division contact information on its Lifeline application.³ In order to comply with this requirement after wireless ETCs begin using the FCC's universal Lifeline application, Massachusetts wireless ETCs shall include the following information as an attachment to each Massachusetts Lifeline application:

¹ *Wireline Competition Bureau Provides Guidance on Universal Forms for the Lifeline Program*, DA 18-161, Pub. Notice (2018).

² *See id.*; *Verify Subscriber Eligibility*, UNIVERSAL SERV. ADMIN. COMPANY, <https://www.usac.org/li/program-requirements/verify-eligibility/lifeline-forms.aspx> (last visited Mar. 27, 2018) (delineating ways that ETCs can alter the universal Lifeline application, including by adding state-required information).

³ *See Investigation by the Dep't on its Own Motion into the Implementation in Mass. of the FCC's Order Reforming the Lifeline Program*, D.T.C. 13-4, *Order Implementing Requirements & Further Request for Comment* at Appendix (Aug. 1, 2014), available at <https://www.mass.gov/files/documents/2018/03/27/Lifeline%20Requirements%20for%20ETCs.pdf>.

For unresolved Lifeline concerns or complaints, you can contact the Massachusetts
Department of Telecommunications and Cable at:

1-800-392-6066 (toll free) or 617-305-3531
consumer.complaints@mass.gov
1000 Washington Street, Suite 820
Boston, MA 02118
Fax: 617-988-8288

For additional information about the Lifeline Program, please visit www.mass.gov/dtc or
www.lifelinesupport.org.