



COMMONWEALTH OF MASSACHUSETTS

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Language Access Notice to Massachusetts Eligible Telecommunications Carriers

August 19, 2025

The Massachusetts Department of Telecommunications and Cable (“DTC”) issues this Language Access Notice for telecommunications providers that are designated as eligible telecommunications carriers (“ETCs”) in Massachusetts.

On June 30, 2025, DTC released an order updating its Massachusetts Lifeline Requirements. *See Investigation by the Department on its Own Motion into the Implementation in Massachusetts of the Federal Communications Commission’s Order Reforming the Lifeline Program*, D.T.C. 13-4, *Final Order* (June 30, 2025). Pursuant to Massachusetts Lifeline Requirements Rule B(1)(f)(ii), DTC shall provide a message to ETCs that must be included on any start of service notice or termination of service notice to an ETC’s Lifeline subscribers. Accordingly, DTC provides the following language which ETCs must include on such notices:

This document contains important information. Please have it translated immediately.	Questo documento contiene informazioni importanti. La preghiamo di tradurlo immediatamente.	ខេត្តសាងសង់ប័ណ្ណ ប័ណ្ណខ្លួនឯងសំខាន់។ រក្សាទុកទៅខេត្តសាងសង់ប័ណ្ណខ្លួនឯងសំខាន់។ មិនមែនជាប័ណ្ណធម្មតាទេ។
В данном документе содержится важная информация. Вам необходимо срочно сделать перевод документа.	Este documento contém informações importantes. Por favor, traduza-lo imediatamente.	ឯកសារនេះមានព័ត៌មានសំខាន់ ។
Este documento contiene información importante. Por favor, consiga una traducción inmediatamente.	此文件含有重要信息。請立即找人翻譯。	សូមបកប្រែជាបន្ទាន់ ។
تحتوي هذه الوثيقة على معلومات هامة. يرجى ترجمتها فوراً.	본 문서에는 중요한 정보가 포함되어 있습니다. 본 문서를 즉시 번역하도록 하십시오.	Ce document contient des informations importantes. Veuillez le faire traduire au plus tôt.
Docikman sa gen enfòmasyon enpòtan. Tanpri fè yon moun tradwi l touswit.	Tài liệu này có chứa thông tin quan trọng. Vui lòng dịch tài liệu này ngay.	

A downloadable version of this image is located on the DTC website at <https://www.mass.gov/how-to/filing-requirements-for-eligible-telecommunications-carriers-etcs-providing-lifeline-service-effective-september-28-2025>. This language must be included pursuant to Massachusetts Lifeline Requirements Rule B(1)(f)(ii) starting from September 28, 2025, the effective date of the Massachusetts Lifeline Requirements.

Thank you for your attention to this matter. Please contact Hearing Officer Alan Gill with any questions at alan.gill@mass.gov.