

**Date sent:** Monday, September 09, 2013  
**Subject:** Lifeline Awareness Week 2013: Know the Rules about Eligibility and Annual Recertification

*Lifeline Awareness Week 2013* takes place September 9 -15, 2013. Federal Communications Commission (FCC) staff, in conjunction with partners in the Lifeline Across America Working Group (LAAWG), states and consumer groups, are educating low-income consumers (including consumers with disabilities) and advocates about the importance of Lifeline and the program rules that require subscribers to recertify their eligibility annually.

For *Lifeline Awareness Week 2013*, FCC staff produced a 60-second audio Public Service Announcement (PSA) and other outreach materials - in English and Spanish - focused on recertification to help ensure that eligible consumers don't lose their Lifeline benefit and remain connected to the nation's communications networks. For more information please visit the following webpages:

- <http://www.fcc.gov/lifeline/outreach>: For the FCC's outreach materials including the PSA
- <http://www.lifelinesupport.org>: Website addressing Lifeline Eligibility and Recertification issues
- <http://www.naruc.org/lifeline>: National Association of Regulatory Utility Commissioners' Lifeline website

**Know the Rules about Eligibility and Annual Recertification:**

- Lifeline is available only to eligible consumers (including consumers with disabilities).
- Only one Lifeline benefit is permitted per household. Federal rules prohibit consumers from receiving more than one Lifeline service. If a consumer or his or her household currently has more than one Lifeline discounted service, they must select a single provider immediately or be subject to penalties.
- Only low-income consumers (including consumers with disabilities) with proof of eligibility are qualified to enroll.
- Subscribers have an obligation to recertify their eligibility every year and should respond to their Lifeline Provider's attempts to recertify eligibility. Subscribers must verify that they remain eligible to participate in the Lifeline program once each calendar year. Subscribers who fail to recertify their eligibility will be de-enrolled from the Lifeline Program.