

Temporary FCC Waiver for Lifeline Customers

May 11, 2021

Lifeline is a federal program that provides discounts for limited income consumers on their telephone and internet services. In Maryland the program is called Tel- Life. The [FCC has released a series of waivers](#) to provide Lifeline consumers relief during the pandemic. The waivers extend protections put into place for Lifeline subscribers through June 30, 2021:

- Recertification is now on hold for all subscribers with anniversary dates between April 14, 2020, and September 28, 2021. Affected subscribers will only be recertified once in the calendar year 2021.
- Reverification activity is on hold.

Identity and income verification

Through June 30, 2021, USAC will accept driver's licenses or state identification cards that are expired, as long as the identification expired on or after March 1, 2020.

Through June 30, 2021, consumers who do not have three consecutive months of income documentation may provide an official document that confirms their current income information. This may include a notice of unemployment benefit payments or a notice of a successfully submitted application for unemployment benefits. To prove a consumer's current household income is at or below 135% of the federal poverty guidelines, as an alternative to acceptable documentation already allowed by the Lifeline program's rules, consumers may submit an official document that, at a minimum, includes:

- The consumer's name, or the name of the consumer's benefit qualifying person (BQP);
- Their current income information; and
- A date within the last 3 months.