



## Maryland Office of People's Counsel

### **Temporary FCC Waiver for Lifeline Customers**

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. On November 16, 2020, the [FCC released a waiver](#) to provide Lifeline consumers relief during the pandemic. The waiver extends protections put into place for Lifeline subscribers through **Sunday, February 28, 2021**:

- Recertification is now on hold for all subscribers with anniversary dates between April 14, 2020, and May 29, 2021. Affected subscribers will only be recertified once in the calendar year 2021.
- Reverification activity is on hold.
- Involuntary de-enrollments of any existing subscribers should not occur.
- Consumers will not be de-enrolled due to non-usage of their Lifeline service.
- There will be no new Lifeline program integrity reviews announced.
- Consumers will continue to have flexibility related to the documentation they can use to demonstrate income eligibility. Will continue to temporarily accept driver's licenses or state identification cards that have expired on or after March 1, 2020, when needed to complete any Lifeline applications.
- Service providers can continue to begin providing Lifeline service to eligible Lifeline consumers living in rural areas on Tribal lands even before those consumers have submitted certain supporting documentation to complete their Lifeline application.