

VPS Consulting Memo

Lifeline Supported Services Minimum Standards

NEW STANDARDS TAKE EFFECT DECEMBER 1, 2020

On July 31, 2020, the FCC released a Public Notice announcing the new Lifeline Minimum Standards that will take effect on December 1, 2020:

- Fixed Broadband: 25/3 Mbps with 1024 GB of usage per month
 - *Exception:* If 25/3 Mbps is unavailable at the subscriber's location, the Lifeline benefit can be applied toward the **highest** performing fixed broadband residential offering available but must be at least 4/1 Mbps.
- Mobile Broadband: 11.75 GB per month with 3G or better mobile technology
- Mobile Voice: 1,000 minutes per month (no change)
- Fixed Voice: No minimum service standard (no change)
 - *Note:* Effective December 1, 2020, the Lifeline benefit for voice service will **decrease** from \$7.25 to \$5.25.

If the subscriber is receiving a bundled service, the Lifeline benefit must be applied to one of the services in the bundle and the service it is applied to must meet the minimum standards.

Customers who currently subscribe to Lifeline-supported services that will no longer meet the minimum standards on December 1, 2020 must be notified at least one month in advance. The notification should explain that their service will no longer qualify for Lifeline as of December 1, 2020 and they can either switch to a Lifeline-supported plan or de-enroll from the Lifeline program.

Additional Information

The link to the full public notice is here:

<https://prodnet.www.neca.org/publicationsdocs/wwwpdf/da20820.pdf>

For information on this issue or if you would like GVNW-VPS guidance, please contact these members of the GVNW- Vantage Point Solutions consulting team:

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