

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE  
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350  
[www.dps.ny.gov](http://www.dps.ny.gov)

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August 29, 2014

Dear Consumer Leader:

I am writing to ask your help in raising awareness of the Lifeline Discount Telephone Service Program and encouraging eligible consumers to enroll. Lifeline Discount Telephone Service is a program designed to make basic telephone service more affordable for income-eligible consumers.

Consumers qualify for Lifeline by participating in one of a number of federal assistance programs OR by having income at or below 135% of the federal poverty guidelines. Last year, the Federal Communications Commission updated its rules governing program eligibility and non-duplication of support to improve program efficiency and ensure those that need support can receive it.

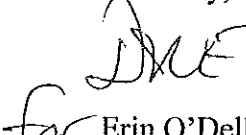
September 8-14, 2014 has been designated as National Lifeline Awareness Week. The New York State Department of Public Service (DPS) is joining other state agencies, local human service organizations, and local telephone companies to promote Lifeline Awareness Week and focus attention on this important program.

We ask you to join us in raising awareness of this important program by posting a link on your organization's website to the Lifeline page on our [www.AskPSC.com](http://www.AskPSC.com) consumer website. We can provide posters to assist you in educating your constituents about the program. If you would like posters or have any questions about the Lifeline Program or **Lifeline Awareness Week**, please contact:

Lorna Gillings at (518) 474-1788 or at [lorna.gillings@dps.ny.gov](mailto:lorna.gillings@dps.ny.gov)  
Yvonne Super at (518) 408-1061 or at [yvonne.super@dps.ny.gov](mailto:yvonne.super@dps.ny.gov)

Thank you for your assistance.

Sincerely,

  
for Erin O'Dell-Keller  
Manager  
Outreach and Education