

Senate Committee on  
Finance and Revenue

# Oregon Telephone Assistance Program



Jon Cray, Program Manager  
April 15, 2021

# Oregon Telephone Assistance Program

- Oregon Legislature directed PUC to assure adequate, affordable residential telecommunication service is available to all citizens and to support broadband internet access service.



# Oregon Telephone Assistance Program



Federal  
Communications  
Commission  
**Lifeline Program**

## Eligible Low-Income Oregon Households

<u>Phone Service</u>	
Oregon Discount:	\$7.00
FCC Discount:	<b><u>\$5.25</u></b>
Total Discount:	\$12.25

<u>High-Speed Internet Service</u>	
Oregon Discount:	\$7.00
FCC Discount:	<u>\$9.25</u>
Total Discount:	\$16.25



# Oregon Telephone Assistance Program

**Income at or below 135%  
Federal Poverty Guidelines**

**or**

**Participation in SNAP,  
Medicaid, etc.**

**Eligibility**



SNAP = Supplemental Nutrition Assistance Program

# Oregon Telephone Assistance Program

## National Lifeline Accountability Database

- **Opt Out**

## National Verifier

- **FCC Relies on  
PUC Eligibility  
Determinations**

## Customer Support

- **State Level**



# Oregon Telephone Assistance Program

30 Landline  
6 Wireless

36 Participating  
Companies



Warm Springs Telecom



CenturyLink®



# Oregon Telephone Assistance Program

**60,000  
Households**

**10%  
Participation Rate**

**Participation Rate = Total Number of Households / Total Number of SNAP Households**

# Oregon Telephone Assistance Program

- Factors Influencing Participation Rates
  - Not All Phone or Broadband Internet Access Service Companies Participate
  - FCC and PUC Efforts to Curb Waste, Fraud, and Abuse
  - PUC Discovery of Company Misconduct
  - Coronavirus Pandemic → Sharp Growth in Eligible Households Receiving SNAP

While actual number of customers is gradually increasing, the participation rate has been in flux.





# Questions or Comments?

