

Hassani, Rachel

From: Scott Rupp <scotttrupp@gmail.com>
Sent: Friday, December 16, 2016 12:16 PM
To: Hassani, Rachel
Subject: Fwd: ATT Lifeline

What options are available to this nun if ATT leaves the program? Any other land line providers?

----- Forwarded message -----

From: **Cathy Brown** <cbrown@paraquad.org>
Date: Mon, Dec 12, 2016 at 12:03 PM
Subject: ATT Lifeline
To: "scotttrupp@gmail.com" <scotttrupp@gmail.com>

Commissioner Rupp,

Per our conversation the other day, I wanted to share concerns about ATT ending their participation in the Lifeline program.

Specifically, concerns have been shared with us about landline accessibility. This is a key factor for people who use adapted telephones of various kinds. Our Information and Referral Specialist got a call just last week from an elderly Nun who uses a relay service that requires an analog line (she speaks, but needs the speech of others relayed to an interpreter then to her so she can communicate). She was contacted to say she'd have to switch and the only provider would have to bundle her landline with other services to the tune of over \$60. This, seemingly small amount, is not affordable for her (she participates in the Lifeline program with ATT currently).

We ask that the PSC ensure there remains a landline option for those who need it. We understand most people are opting for cellular service, however, the landline option is critical for people like our participant who requires analog service to utilize assistive and adapted technology to keep connected to the world.

This article (http://www.stltoday.com/business/local/at-t-wants-to-end-lifeline-service/article_7e7bcd62-b9f6-5e88-bbd3-e05ffef4a6d6.html) from last month indicates the PSC will make a decision by the 9th, so this input may be too late, however if the PSC would take action to ensure landlines are available it would be appreciated. If there are other landline providers already enrolled in the program that would be able to provide the service for our participant, we welcome that information so we can help her get connected.

I will also submit the above via the PSC's public comment submission form on the website.

Thank you so much for your time and attention to this matter.

Cathy Brown
Director - Public Policy and Advocacy



Paraquad | 5240 Oakland Avenue | St. Louis, MO 63110
Phone: [\(314\) 289-4251](tel:3142894251) | Email: cbrown@paraquad.org
[Web](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)



Cathy Brown | Director of Public Policy and Advocacy

Paraquad
5240 Oakland Ave.
St. Louis, MO 63110
Phone: [\(314\) 289-4251](tel:3142894251)
[Web](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

This email from Paraquad Inc. is confidential, privileged and intended only for the use of the recipient named above. If you are not the intended recipient or the employee or agent responsible for delivering this information to the intended recipient, unauthorized disclosure, copying, distribution or use of the contents of this email is strictly prohibited. If you have received this email in error, please notify the sender immediately by calling the sender or Paraquad Inc. at [\(314\) 289-4200](tel:3142894200) to arrange for the return of the original document to Paraquad Inc. Please consider the environment before printing this email.

--
All my best,

Scott T. Rupp

