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For Immediate Release

**FCC ANNOUNCES DISCOUNTED PHONE AND BROADBAND SERVICE
SUPPORT FOR HURRICANE HELENE SURVIVORS**

***Agency Votes to Offer Access to Lifeline Program to Stay Connected During Recovery
Process***

WASHINGTON, October 2, 2024—Federal Communications Commission Chairwoman Jessica Rosenworcel announced the agency took quick action today to assist people impacted by Hurricane Helene by providing discounted phone and broadband service through its Lifeline program. The agency voted to temporarily waive certain Lifeline program eligibility rules to ensure that consumers receiving federal disaster assistance can easily apply for and enroll in the Lifeline program. Households are also eligible for the Lifeline program if they receive emergency food assistance from the Disaster Supplemental Nutrition Assistance Program (D-SNAP) in the areas affected by Hurricane Helene.

“In the aftermath of Hurricane Helene, our thoughts are with the communities that need to rebuild and the residents who have lost loved ones or are enduring the unbearable wait to hear from family members,” **said Chairwoman Rosenworcel**. “We will continue our work to support recovery efforts, including making phone and broadband service more affordable for families through our Lifeline program.”

The Lifeline program currently offers qualifying low-income consumers discounts on fixed or mobile voice or broadband internet access service, as well as on bundled service. Qualifying low-income consumers can receive an up to \$9.25 monthly discount on Lifeline-supported broadband internet access service or an up to \$5.25 monthly discount on Lifeline-supported voice service. Lifeline consumers residing on qualifying Tribal lands can receive up to a \$34.25 monthly discount on Lifeline-supported service.

Today’s waiver allows households to enter the Lifeline program if they are receiving individual assistance from the Federal Emergency Management Agency’s (FEMA) Individuals and Households Program (IHP) as a result of the impacts of Hurricane Helene. This builds on the relief granted by the agency earlier this week to prevent existing Lifeline subscribers from being disconnected in the areas affected by Hurricane Helene while they recover from the storm’s effects.

In the coming days, the Universal Service Administrative Company (USAC), the Lifeline program administrator, will put into effect a procedure to allow consumers to apply through this new eligibility category. To obtain information about Lifeline, or apply under the waiver once USAC has completed implementation, visit <https://www.lifelinesupport.org/>.

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*This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.
See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).*