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NEWS RELEASE

PRC Consumer Relations Staff Assists Lifeline Subscribers Through Re-enrollment Process

SANTA FE – The staff of the New Mexico Public Regulation Commission's (PRC) Consumer Relations Division (CRD) has been assisting subscribers of the federal Lifeline program who have been de-enrolled from the program. CRD staff has been assisting de-enrolled subscribers in the re-enrollment process.

Lifeline is a federal program that allows for discounted telephone service to those subscribers who provide proof of eligibility.

De-enrollment from the federal program occurs upon inspections revealing duplications in the National Lifeline Accountability Database (NLAD). The NLAD is administered by the Universal Service Administration Company (USAC) on behalf of the Federal Communications Commission.

The Consumer Relations Division works with telecommunications carriers in attempting to help with the Lifeline re-enrollment process. Telecommunications carriers work with the USAC in providing customer eligibility information to the NLAD.

New Mexico is among several states and American Territories where carriers were ordered to de-enroll subscribers by May 28.

If a customer has concerns regarding their Lifeline service, they are encouraged to contact their Lifeline provider first. If additional assistance is warranted, subscribers may contact the PRC's Consumer Relations Division by emailing crd.complaints@state.nm.us, or calling (toll-free) 1-888-4ASK-PRC (888-427-5772).

For additional information on the federal Lifeline program – including how to qualify for Lifeline, on the NLAD, and the de-enrollment and recertification process – subscribers are encouraged to visit NLADSupport@usac.org or call (toll-free) 877-524-1325.

About the NMPRC

The NMPRC regulates public utilities, telecommunications companies and motor carriers operating in the State of New Mexico. It also administers the State Fire Marshal's Office, the New Mexico Firefighters Training Academy in Socorro, N.M., and the Pipeline Safety Bureau.

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