

Lifeline, which was published in the **Federal Register** at 86 FR 11526 (Feb. 25, 2021).

The records shared as part of this matching program reside in the EBBP system of records, FCC/WCB-3, Emergency Broadband Benefit Program, which was published in the **Federal Register** at 86 FR 11523 (Feb. 25, 2021).

Federal Communications Commission.

**Marlene Dortch**,  
Secretary.

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## FEDERAL COMMUNICATIONS COMMISSION

[FRS 17568]

### Privacy Act of 1974; System of Records

**AGENCY:** Federal Communications Commission.

**ACTION:** Notice of a modified system of records.

**SUMMARY:** The Federal Communications Commission (FCC, Commission, or Agency) has modified an existing system of records, FCC/WTB-7, Licensing and Related Support Services (formerly FCC/WTB-7, Remedy Action Request System (RARS)), subject to the Privacy Act of 1974, as amended. This action is necessary to meet the requirements of the Privacy Act to publish in the **Federal Register** notice of the existence and character of records maintained by the Agency. The FCC uses this information to record and process requests for assistance from individuals or groups in connection with FCC systems, research tools, electronic databases, licenses, authorizations, and registrations.

**DATES:** This action will become effective on March 16, 2021. Written comments on the system's routine uses are due by April 15, 2021. The routine uses in this action will become effective on April 15, 2021, unless written comments are received that require a contrary determination.

**ADDRESSES:** Send comments to Privacy Team, Office of General Counsel, Federal Communications Commission (FCC), 45 L Street NE, Washington, DC 20554 or [Privacy@fcc.gov](mailto:Privacy@fcc.gov).

**FOR FURTHER INFORMATION CONTACT:** Margaret Drake, Privacy Team, Office of General Counsel, Federal Communications Commission, 45 L Street NE, Washington, DC 20554, 202-418-1707, or [Privacy@fcc.gov](mailto:Privacy@fcc.gov) (and to obtain a copy of the Narrative Statement

and the Supplementary Document, which includes details of the modifications to this system of records).

**SUPPLEMENTARY INFORMATION:** The Wireless Telecommunications Bureau (WTB) uses the information in FCC/WTB-7 to record and process requests for assistance from individuals or groups in connection with FCC systems, research tools, electronic databases, licenses, authorizations, and registrations.

This notice serves to modify FCC/WTB-7 to reflect various necessary changes and updates, which include clarification of the purpose of the system, format changes required by OMB Circular A-108 since its previous publication, the revision of five Routine Uses, and the addition of two new Routine Uses. The substantive changes and modification to the previously published version of FCC/WTB-7 (formerly FCC/WTB-7, Remedy Action Request System (RARS)) system of records include:

1. Changing the name of the system of records to FCC/WTB-7, Licensing and Related Support Services.
2. Updating the Security Classification to follow OMB and FCC guidance.
3. Clarifying the Purpose for the system.
4. Updating and/or revising language in six Routine Uses: (1) Third Parties, (2) Adjudication and Litigation, (3) Law Enforcement and Investigation, (4) Congressional Inquiries, (5) Government-wide Program Management and Oversight, and (6) Breach Notification, the changes to this routine required by OMB Memorandum M-17-12.

6. Adding two new Routine Uses: (7) Assistance to Federal Agencies and Entities, to allow the FCC to provide assistance to other Federal agencies in their data breach situations, as required by OMB Memorandum M-17-12; and (8) For Non-Federal Personnel, to allow contractors performing or working on a contract for the Federal Government access to information in this system.

7. Adding two new sections: Reporting to a Consumer Reporting Agency, to address valid and overdue debts owed by individuals to the FCC under the Debt Collection Act, as recommended by OMB; and a History section referencing the previous publication of this SORN in the **Federal Register**, as required by OMB Circular A-108.

The system of records is also updated to reflect various administrative changes related to the policy and practices for storage and retrieval of the information;

administrative, technical, and physical safeguards; and updated notification, records access, and procedures to contest records.

**SYSTEM NAME AND NUMBER:**

FCC/WTB-7, LICENSING AND RELATED SUPPORT SERVICES.

**SECURITY CLASSIFICATION:**

Unclassified.

**SYSTEM LOCATION:**

Wireless Telecommunications Bureau (WTB), Federal Communications Commission (FCC), Washington, DC 20554.

**SYSTEMS MANAGER(S) AND ADDRESS:**

Wireless Telecommunications Bureau (WTB), Federal Communications Commission (FCC), Washington, DC 20554.

**AUTHORITY FOR MAINTENANCE OF THE SYSTEM:**

47 U.S.C. 151, 154, 208, 258, 301, 303, 309(e), and 312.

**PURPOSE(S) OF THE SYSTEM:**

The FCC staff uses the records in this system to process requests for assistance from individuals or groups in connection with FCC systems, research tools, electronic databases, licenses, authorizations, and registrations.

**CATEGORIES OF INDIVIDUALS COVERED BY THE SYSTEM:**

The categories of individuals in the system include individuals who request assistance in connection with FCC systems, research tools, electronic databases, licenses, authorizations, and registrations.

**CATEGORIES OF RECORDS IN THE SYSTEM:**

The categories of records in the system include:

1. Requests for assistance by the requester's first name, last name, telephone number and extension, international telephone number and extension, email address(es), computer operating system, web browser, FCC Registration Number (FRN), and personal security question and answer.
2. Records verifying identity information by the individual's first name, last name, contact telephone number, FRN, and personal security question and answer.

**RECORD SOURCE CATEGORIES:**

Information in this system is provided by users who request assistance in connection with FCC systems, research tools, electronic databases, licenses, authorizations, and registrations.

**ROUTINE USES OF RECORDS MAINTAINED IN THE SYSTEM, INCLUDING CATEGORIES OF USERS AND THE PURPOSES OF SUCH USES:**

In addition to those disclosures generally permitted under 5 U.S.C. 552a(b) of the Privacy Act, all or a portion of the records or information contained in this system may be disclosed to authorized entities, as is determined to be relevant and necessary, outside the FCC as a routine use pursuant to 5 U.S.C. 552a(b)(3) as follows.

1. **Third Parties**—To third parties, including Federal, state, local, or tribal agencies, or entities that may be subject to the Communications Act of 1934, as amended, to resolve requests for assistance.

2. **Adjudication and Litigation**—To disclose to the Department of Justice (DOJ), or to other administrative or adjudicative bodies before which the FCC is authorized to appear, when: (a) The FCC or any component thereof; or (b) any employee of the FCC in his or her official capacity; or (c) any employee of the FCC in his or her individual capacity where the DOJ or the FCC have agreed to represent the employee; or (d) the United States is a party to litigation or has an interest in such litigation, and the use of such records by the DOJ or the FCC is deemed by the FCC to be relevant and necessary to the litigation.

3. **Law Enforcement and Investigation**—To disclose pertinent information to the appropriate Federal, State, local, or tribal agency responsible for investigating, prosecuting, enforcing, or implementing a statute, rule, regulation, or order, when the FCC becomes aware of an indication of a violation or potential violation of civil or criminal law or regulation.

4. **Congressional Inquiries**—To provide information to a Congressional office from the record of an individual in response to an inquiry from that Congressional office made at the written request of that individual.

5. **Government-wide Program Management and Oversight**—To provide information to the National Archives and Records Administration (NARA) for the use in its records management inspections; to the Department of Justice (DOJ) to obtain that department's advice regarding disclosure obligations under the Freedom of Information Act; or to the Office of Management and Budget (OMB) to obtain that office's advice regarding obligations under the Privacy Act.

6. **Breach Notification**—To appropriate agencies, entities, and persons when: (a) The Commission suspects or has confirmed that there has

been a breach of PII maintained in the system of records; (b) the Commission has determined that as a result of the suspected or confirmed breach there is a risk of harm to individuals, the Commission (including its information system, programs, and operations), the Federal Government, or national security; and, (c) the disclosure made to such agencies, entities, and persons is reasonably necessary to assist in connection with the Commission's efforts to respond to the suspected or confirmed breach or to prevent, minimize, or remedy such harm.

7. **Assistance to Federal Agencies and Entities**—To another Federal agency or Federal entity, when the Commission determines that information from this system is reasonably necessary to assist the recipient agency or entity in: (a) Responding to a suspected or confirmed breach or (b) preventing, minimizing, or remedying the risk of harm to individuals, the recipient agency or entity (including its information systems, program, and operations), the Federal Government, or national security, resulting from a suspected or confirmed breach.

8. **Non-Federal Personnel**—To disclose information to third parties, including contractors, performing or working on a contract in connection with resolving requests for assistance and/or IT services for the Federal Government, who may require access to this system of records.

**REPORTING TO A CONSUMER REPORTING AGENCY:**

In addition to the routine uses cited above, the Commission may share information from this system of records with a consumer reporting agency regarding an individual who has not paid a valid and overdue debt owed to the Commission, following the procedures set out in the Debt Collection Act, 31 U.S.C. 3711(e).

**POLICIES AND PRACTICES FOR STORAGE OF RECORDS:**

Information in the information system consists of electronic data, files, and records, which are housed in the FCC's computer network databases. Any paper documents that WTB receives are scanned into the electronic database upon receipt, and then the paper documents are destroyed.

**POLICIES AND PRACTICES FOR RETRIEVAL OF RECORDS:**

The electronic data, files, and records may be retrieved by searching electronically using a variety of parameters including the requester's name, entity name, telephone number, licensee, applicant or unlicensed

individual, call sign, file number, problem type, FRN, email address, and/or subject matter.

**POLICIES AND PRACTICES FOR RETENTION AND DISPOSAL OF RECORDS:**

The information in the system is maintained according to General Records Schedules 5.8 and 6.5. The electronic records, files, and data are destroyed physically (electronic storage media) or by electronic erasure. Paper documents are destroyed by shredding after they are scanned into the information system's electronic databases.

**ADMINISTRATIVE, TECHNICAL, AND PHYSICAL SAFEGUARDS:**

The records in the FCC's computer network are protected by the FCC privacy safeguards, a comprehensive and dynamic set of IT safety and security protocols and features that are designed to meet all Federal IT privacy standards, including those required by the Federal Information Security Modernization Act of 2014 (FISMA), the Office of Management and Budget (OMB), and the National Institute of Standards and Technology (NIST).

**RECORDS ACCESS PROCEDURES:**

Individuals wishing to request access to and/or amendment of records about themselves should follow the Notification Procedure below.

**CONTESTING RECORD PROCEDURES:**

Individuals wishing to request an amendment of records about themselves should follow the Notification Procedure below.

**NOTIFICATION PROCEDURE:**

Individuals wishing to determine whether this system of records contains information about themselves may do so by writing to the Privacy Team, Office of General Counsel, Federal Communications Commission, Washington, DC 20554, [Privacy@fcc.gov](mailto:Privacy@fcc.gov).

Individuals requesting access must also comply with the FCC's Privacy Act regulations regarding verification of identity to gain access to the records (47 CFR part 0, subpart E).

**EXEMPTIONS PROMULGATED FOR THE SYSTEM:**

None.

**HISTORY:**

The FCC last gave full notice of this system of records, FCC/WTB-7, Licensing and Related Support Services (formerly: FCC/WTB-7, Remedy Action Request System (RARS)), by publication in the **Federal Register** on May 28, 2010 (75 FR 30025).

Federal Communications Commission.

**Marlene H. Dortch,**  
Secretary.

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## FEDERAL COMMUNICATIONS COMMISSION

[FR ID: 17565]

### Privacy Act of 1974; Matching Program

**AGENCY:** Federal Communications Commission.

**ACTION:** Notice of a new matching program.

**SUMMARY:** In accordance with the Privacy Act of 1974, as amended (“Privacy Act”), this document announces the modification of a computer matching program the Federal Communications Commission (“FCC” or “Commission” or “Agency”) and the Universal Service Administrative Company (USAC) will conduct with the Indiana Family and Social Services Administration Division of Family Resources (FSSA/DFR) (“Agency”). The purpose of this matching program is to verify the eligibility of applicants to and subscribers of Lifeline (existing purpose) and the new Emergency Broadband Benefit Program, both of which are administered by USAC under the direction of the FCC. More information about these programs is provided in the **SUPPLEMENTARY INFORMATION** section below.

**DATES:** Written comments are due on or before April 15, 2021. This computer matching program will commence on April 15, 2021, and will conclude 18 months after the effective date.

**ADDRESSES:** Send comments to Margaret Drake, FCC, 45 L Street NE, Washington, DC 20554, or to [Privacy@fcc.gov](mailto:Privacy@fcc.gov).

**FOR FURTHER INFORMATION CONTACT:** Margaret Drake at 202-418-1707 or [Privacy@fcc.gov](mailto:Privacy@fcc.gov).

**SUPPLEMENTARY INFORMATION:** The Lifeline program provides support for discounted broadband and voice services to low-income consumers. Lifeline is administered by the Universal Service Administrative Company (USAC) under FCC direction. Consumers qualify for Lifeline through proof of income or participation in a qualifying program, such as Medicaid, the Supplemental Nutritional Assistance Program (SNAP), Federal Public Housing Assistance, Supplemental Security Income (SSI), Veterans and Survivors Pension Benefit, or various Tribal-specific Federal assistance programs.

The Emergency Broadband Benefit Program (EBBP) was established by Congress in the Consolidated Appropriations Act of 2021, Public Law 116-260, 134 Stat. 1182. EBBP is a program that will help low-income Americans obtain discounted broadband service and one-time co-pay for a connected device (laptop, desktop computer or tablet). This program was created specifically to assist American families’ access to broadband, which has proven to be essential for work, school, and healthcare during the public health emergency that exists as a result of COVID-19. A household may qualify for the EBBP benefit under various criteria, including an individual qualifying for the FCC’s Lifeline program.

In a Report and Order adopted on March 31, 2016 (81 FR 33026 (May 24, 2016)), the Commission ordered USAC to create a National Lifeline Eligibility Verifier (“National Verifier”), including the National Lifeline Eligibility Database (LED), that would match data about Lifeline applicants and subscribers with other data sources to verify the eligibility of an applicant or subscriber. The Commission found that the National Verifier would reduce compliance costs for Lifeline service providers, improve service for Lifeline subscribers, and reduce waste, fraud, and abuse in the program.

The Consolidated Appropriations Act of 2021 directs the FCC to leverage the National Verifier to verify applicants’ eligibility for EBBP. The purpose of this matching program is to verify the eligibility of EBBP applicants and subscribers by determining whether they receive Medicaid or Supplemental Nutrition Assistance Program (SNAP) benefits administered by the Indiana Family and Social Services Administration Division of Family Resources. Under FCC rules, consumers receiving these benefits qualify for Lifeline discounts and also for EBBP benefits.

### Participating Non-Federal Agencies

Indiana Family and Social Services Administration Division of Family Resources.

### Authority for Conducting the Matching Program

The authority for the FCC’s EBBP is Consolidated Appropriations Act of 2021, Public Law 116-260, 134 Stat. 1182; 47 CFR part 54, subpart P. The authority for the FCC’s Lifeline program is 47 U.S.C. 254; 47 CFR part 54, subpart E; Lifeline and Link Up Reform and Modernization, *et al.*, Third Report and Order, Further Report and Order, and

Order on Reconsideration, 31 FCC Rcd 3962, 4006-21, paras. 126-66 (2016) 81 FR 33026 (May 24, 2016) (*2016 Lifeline Modernization Order*).

### Purpose(s)

In the 2016 Lifeline Modernization Order, the FCC required USAC to develop and operate the National Verifier to improve efficiency and reduce waste, fraud, and abuse in the Lifeline program. The stated purpose of the National Verifier is “to increase the integrity and improve the performance of the Lifeline program for the benefit of a variety of Lifeline participants, including Lifeline providers, subscribers, states, community-based organizations, USAC, and the Commission.” 31 FCC Rcd 3962, 4006, para. 126. To help determine whether Lifeline applicants and subscribers are eligible for Lifeline benefits, the Order contemplates that the USAC-operated LED will communicate with information systems and databases operated by other Federal and State agencies. *Id.* at 4011-2, paras. 135-7. The Consolidated Appropriations Act of 2021 directs the FCC to leverage the National Verifier to verify applicants’ eligibility for EBBP.

The purpose of this modified matching agreement is to verify the eligibility of applicants and subscribers to Lifeline (existing purpose), as well as to the new EBBP and to other Federal programs that use qualification for Lifeline as an eligibility criterion. This new agreement would replace the existing agreement with Indiana, which permits matching only for the Lifeline program by checking an applicant’s/ subscriber’s participation in SNAP and Medicaid. Under FCC rules, consumers receiving these benefits qualify for Lifeline discounts and also for EBBP benefits.

### Categories of Individuals

The categories of individuals whose information is involved in the matching program include, but are not limited to, those individuals who have applied for Lifeline and/or EBBP benefits; are currently receiving Lifeline and/or EBBP benefits; are individuals who enable another individual in their household to qualify for Lifeline and/or EBBP benefits; are minors whose status qualifies a parent or guardian for Lifeline and/or EBBP benefits; or are individuals who have received Lifeline and/or EBBP benefits.

### Categories of Records

The categories of records involved in the matching program include, but are not limited to, the last four digits of the applicant’s Social Security Number,