

Lifeline Program

Lifeline Program Update

Wednesday, June 8, 2016

Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- Enter questions at any time using the "Questions" box
 - There is a large audience signed in today. We will accept as many questions as possible!
- If your audio or slides freeze, refresh the webinar

About the Lifeline Program Webinar

- Discusses general issues with the Lifeline Program, including:
 - Impacts and implementation considerations of the Modernization Order
 - National Lifeline Accountability Database (NLAD)
- Second Wednesday of the month at **3:00 PM EDT**
- Register for each session
- Submit suggested agenda items by noon EDT a week before the webinar to LifelineProgram@usac.org

Today's Agenda:

- Snapshot Date
- Port Freeze
- Rolling Recertification
- Changed Eligibility Programs

Lifeline Program Update

Snapshot Date

Reminder!

- The “[Snapshot Date](#)” method of reporting Lifeline subscribers becomes effective with the August 2016 FCC Form 497, claiming September 1st subscribers

Lifeline Program Update

Port Freeze

Voice

- 60 day port freeze for voice

Data

- 12 month port freeze for broadband

Bundle

- Port freeze will be based off of the supported service type (voice or broadband)

Effective the later of December 1, 2016 or 60 days after PRA approval

Voice Port Freeze: 60 days

Service Initiation Date:

- The voice port freeze will begin on the subscriber's service initiation date



Port Freeze ends 60 Days Later:

- After the port freeze ends the subscriber may stay with their current provider or transfer their benefit to a new provider

Broadband Port Freeze: 12 months

Service Initiation Date:

- The data port freeze will begin on the subscriber's service initiation date



Port Freeze ends 12 months Later:

- After the port freeze ends, the subscriber may stay with their current provider or transfer their benefit to a new provider

Transfer of Benefit

Within the port freeze, a subscriber may transfer the Lifeline benefit to a different qualifying Lifeline service plan offered by the same provider

January
1st

- Service initiated for a **Lifeline-supported broadband plan**
- 12 month data port freeze begins (January 1 – December 31)

June 1st

- Subscriber switches to **Lifeline-supported voice plan** with same provider
- 12 month data port freeze ends and **60 day voice port freeze begins**

August
1st

- End of the 60 day voice port freeze

Exceptions to Port Freeze Rules:

1

- Subscriber moves their residential address

2

- The provider ceases operations or otherwise fails to provide service

3

- Provider has imposed late fees for non-payment greater than or equal to the monthly end-user charge for the supported service

4

- Provider is found to be in violation of the Commission's rules during the 12 month period and the subscriber is impacted by such violation

USAC Process Changes Under Consideration

- Utilize Existing Fields in NLAD
 - Service Initiation Date
 - Re-verification Date
- Port Freeze Exception Process (Benefit Transfers)
 - Similar to dispute resolution process today
- De-enrollment/Re-enrollment Controls

Questions?

Please enter your questions using the
“Questions” box

Lifeline Program Update

Rolling Recertification

2016 Recertification

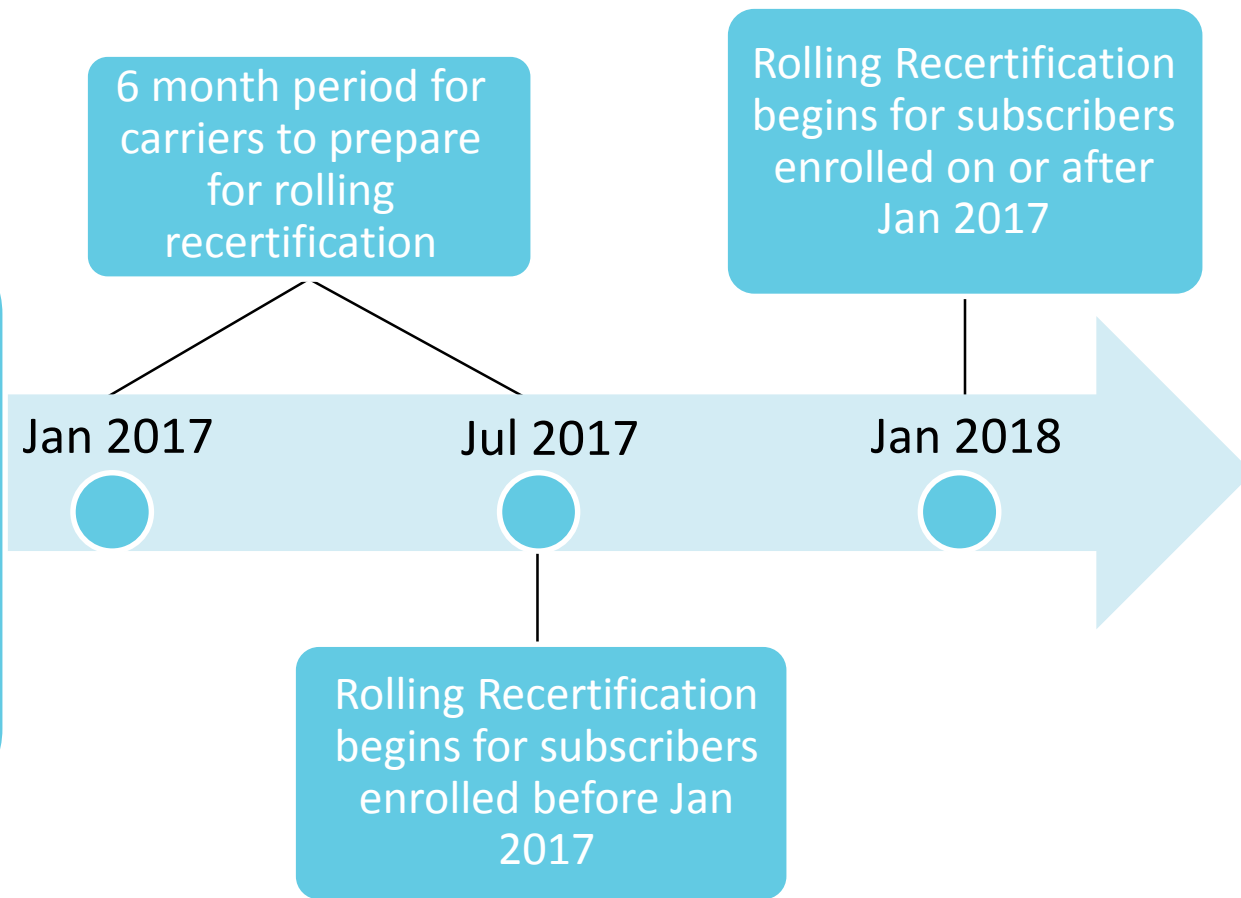
- Conducted in accordance with **current** Lifeline practices
- Based on February 2016 FCC Form 497 snapshot
- Based on existing eligibility programs
- Completed by **December 31, 2016**

**There are no changes to the USAC-elected recertification process.
The FCC Form 555 is still due on January 31, 2017**

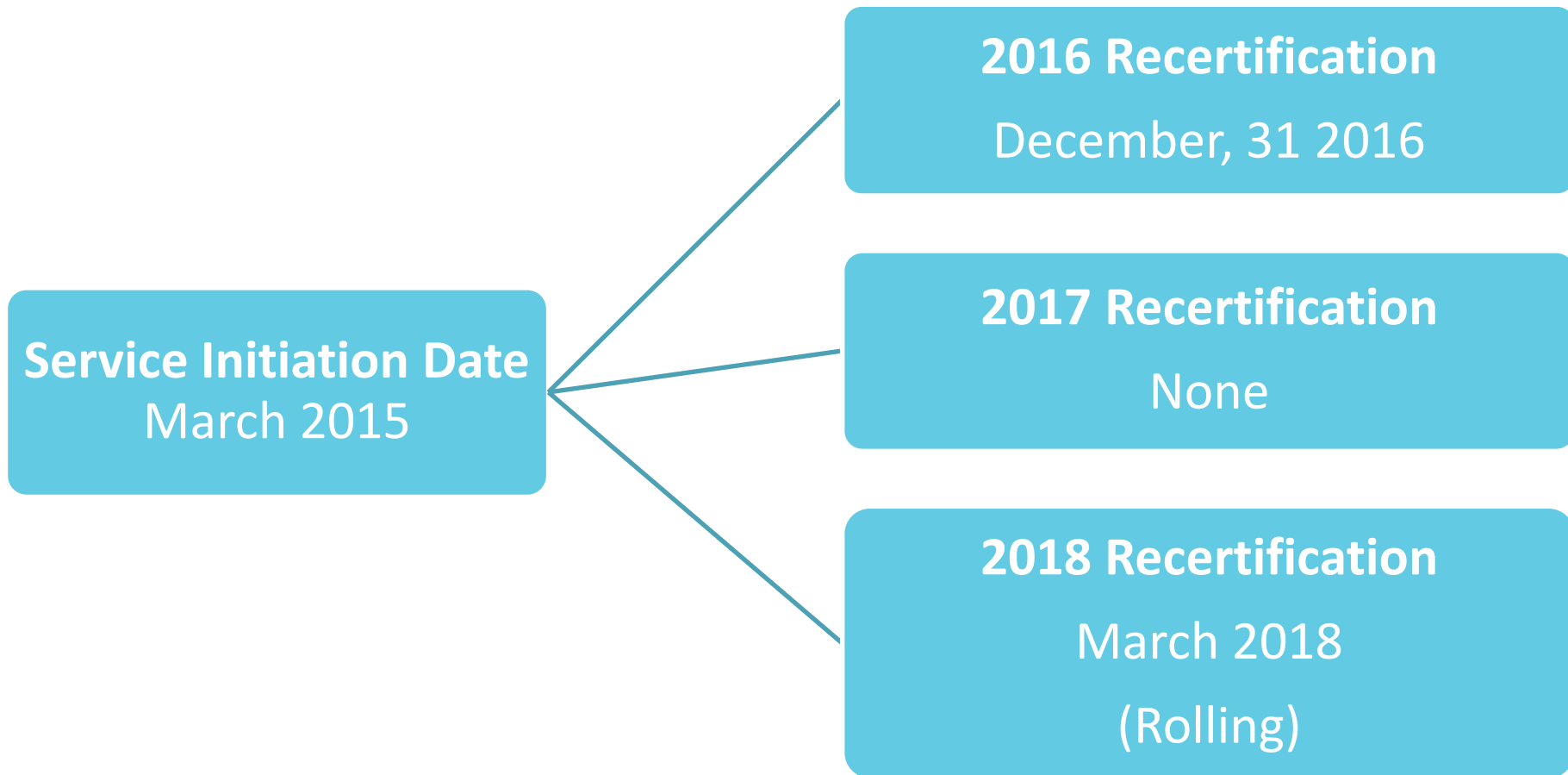
2017-2018 Recertification

Rolling Recertification

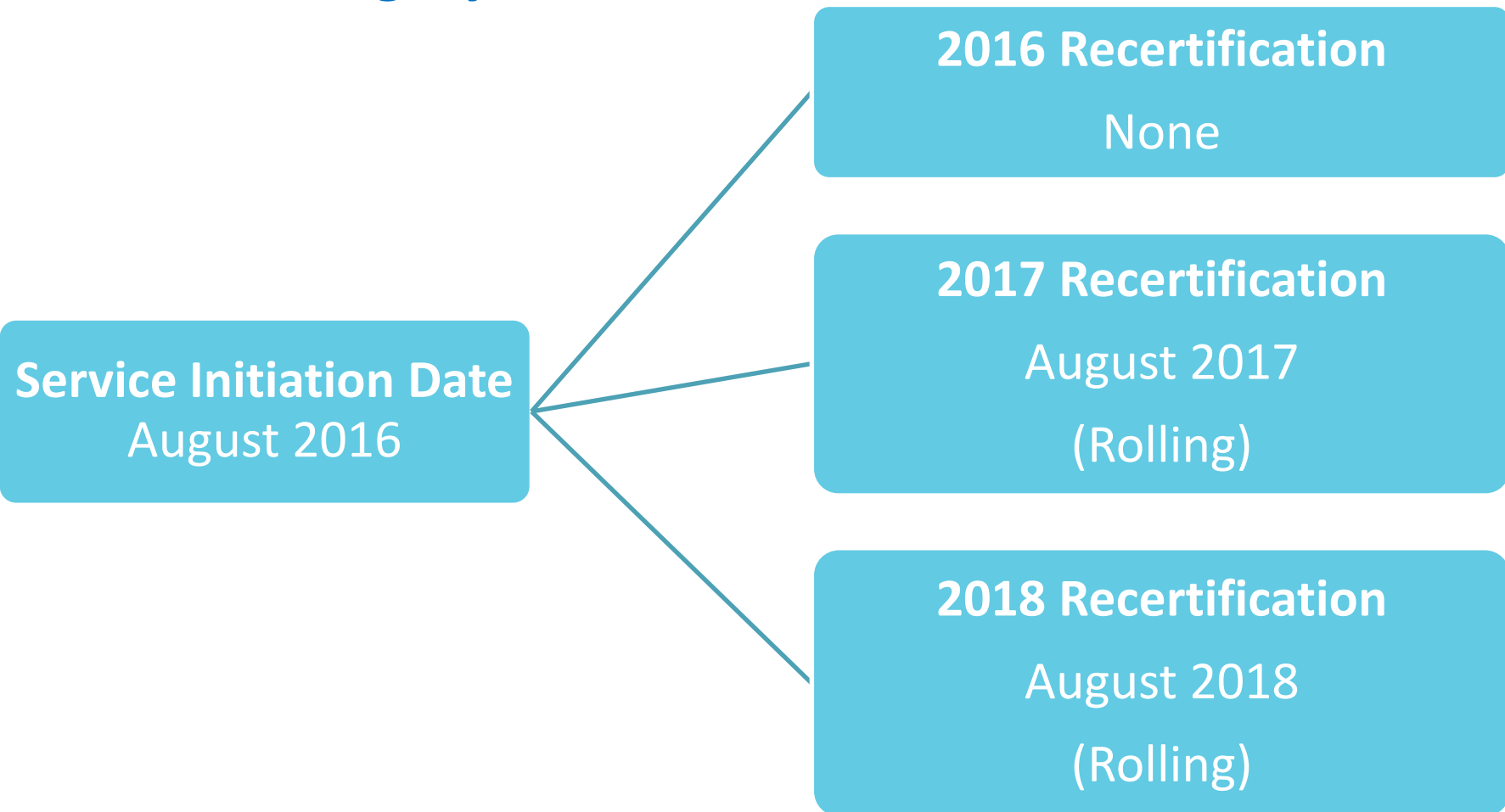
- Based on service initiation date
- Based on new programs
- 60-day response window
- Database query before self-certification



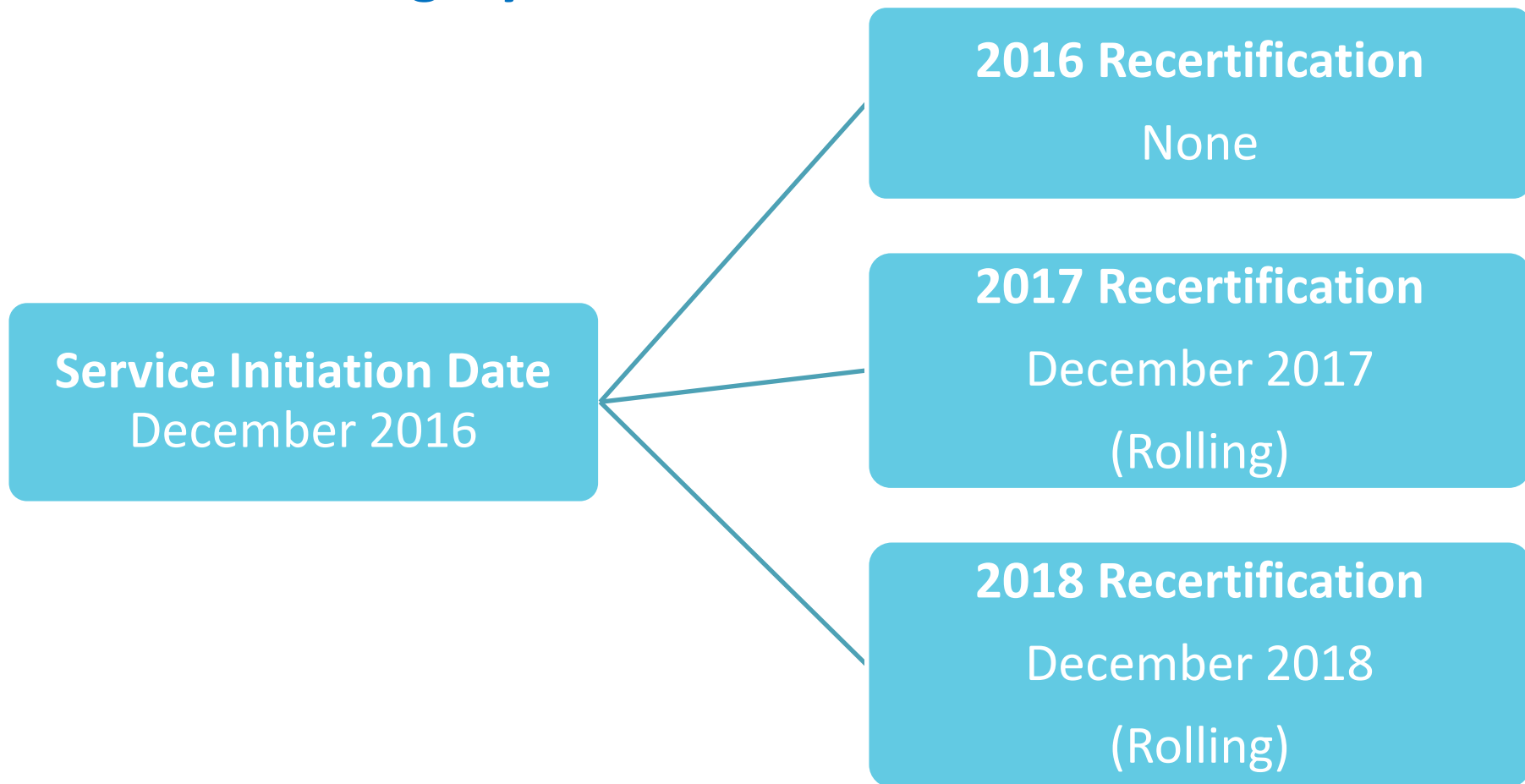
Scenario 1: Legacy Subscriber



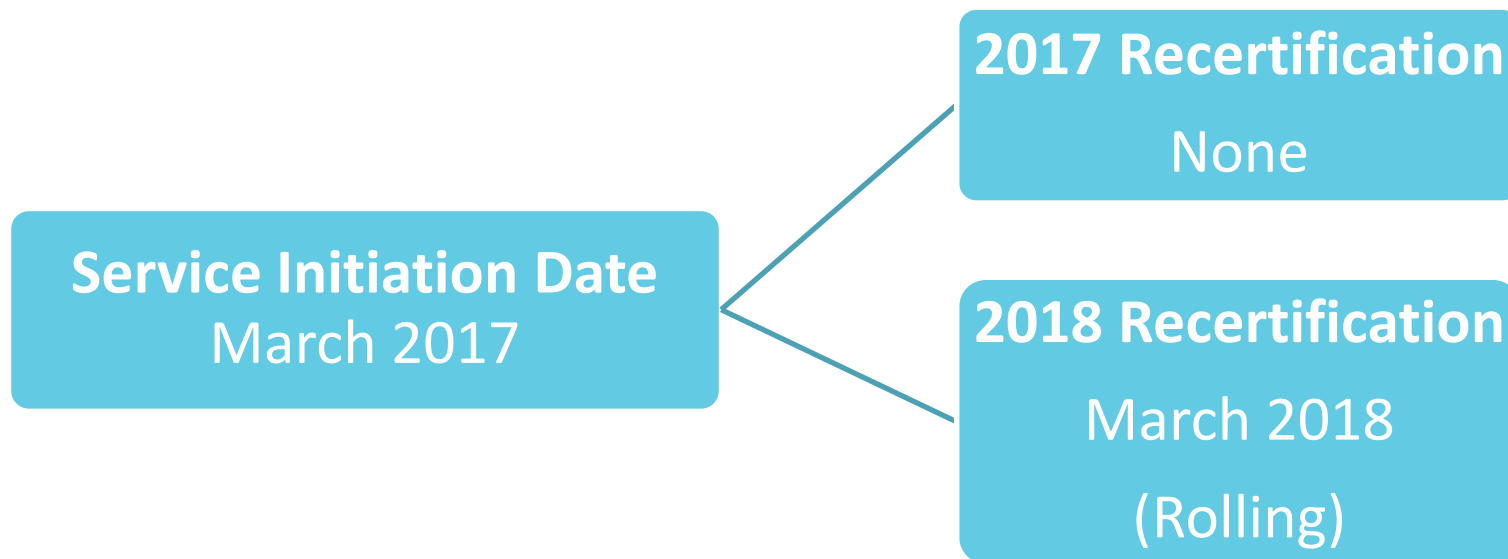
Scenario 2: Legacy Subscriber



Scenario 3: Legacy Subscriber



Scenario 4: Newly Enrolled Subscriber



USAC-elected Recertification

- There will be changes to USAC's recertification process
- Changes that are currently under consideration include:
 - Carrier election frequency (annual, rolling)
 - Collection of subscriber data (manual, NLAD)
 - Recertification timeframe – 60 day response window
 - NLAD report based on service initiation date

Questions?

Please enter your questions using the
“Questions” box

Lifeline Program Update

Changed Eligibility Programs

Changed Eligibility Programs

Nature of Change	Criteria Affected
Retained	SNAP, SSI, Medicaid, Federal Housing Assistance Tribal Programs: Tribal TANF, Bureau of Indian Affairs General Assistance, Food Distribution Program on Indian Reservations, Head start
Removed	NSLP, TANF, LIHEAP, state identified programs
Added	Veterans Pension and Survivors Benefit Programs
Changed	States may not increase the income threshold of 135% of federal poverty level, as they could previously Income is now equal to IRS gross revenue

Effective Dates of Change

- New Subscribers: Subject to changed eligibility programs on the later of December 1, 2016 or 60 days after PRA approval
 - Enrollments in the meantime may use current programs
 - It is advisable to inform consumers of the pending change, and where they participate in multiple programs, encourage them to use one that will remain

Effective Dates of Change

- Existing Subscribers: Subject to changed eligibility programs on their first rolling recertification date
 - No existing subscriber should be de-enrolled due to changed eligibility programs before their first rolling recertification date
 - Details on the process for transitioning existing subscribers during the rolling recertification process still need to be developed

Implementation Considerations

- State databases relied upon for enrollment or recertification will need to be updated accordingly.
 - 2016 re-certifications require current programs; enrollments beginning December 1, 2016 require new programs
 - Some states have concerns meeting this deadline
- Certification and recertification forms will need to be updated accordingly
 - Universal forms will not be created by USAC or the FCC by December 1st

Questions?

Please enter your questions using the
“Questions” box

Thank You!

- Thank you for joining us at today's webinar
 - Submit agenda items for next month's webinar to LifelineProgram@usac.org
- Sign up for the Lifeline Program emails for updates and upcoming events
 - Go to www.usac.org and click “subscribe” in the upper-right corner
- For questions about NLAD, email NLADsupport@usac.org or call (877) 524-1325