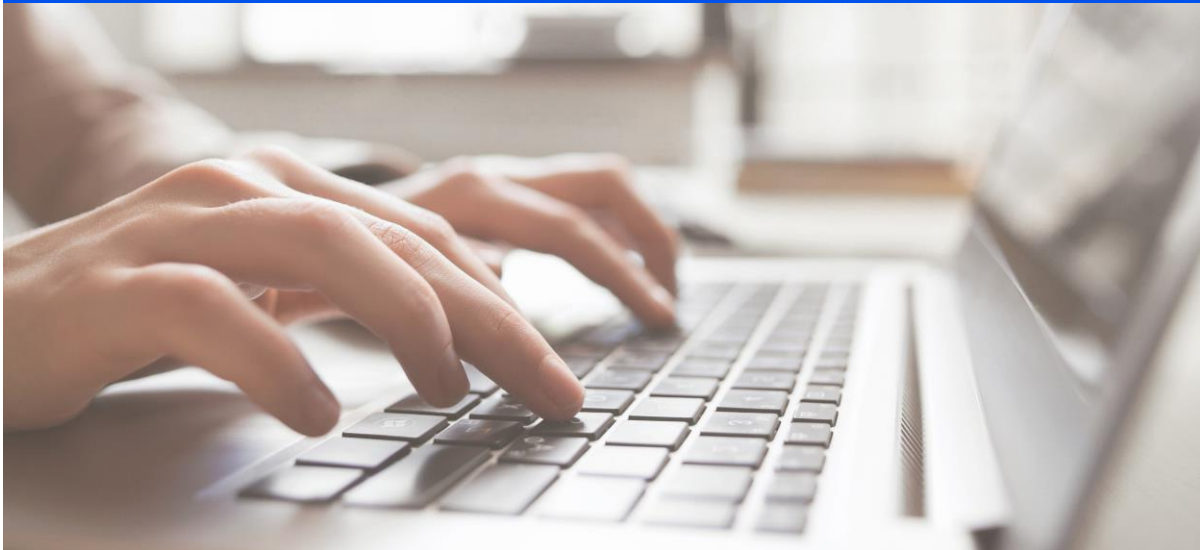# Lifeline Newsletter 2025 January

January 30, 2025

Relief to Lifeline Participants Affected by the California Wildfires

On January 16, 2025, the Wireline Competition Bureau (WCB) of the Federal Communications Commission (FCC) released an Order that temporarily waives the annual recertification requirements and de-enrollment for failed recertification under the Lifeline rules for households receiving **broadband-only Lifeline service** in Affected Disaster Areas. "Affected Disaster Areas" are defined as areas covered by the California Wildfires Event Declarations and any other Emergency Declarations or Major Disaster Declarations pertaining to the wildfires, including declarations issued related to these recent California Wildfires after release of this Order. If USAC has already conducted recertification outreach, USAC will not conduct de-enrollments for any subscriber who would have been de-enrolled, and was not actually de-enrolled, after January 13, 2025.

The waiver period under this Order is through March 17, 2025. After this period, USAC will resume recertification efforts.

WCB also encourages the California Public Utilities (CPUC) to implement similar

relief under the terms of this waiver for other Lifeline services that are not administered by USAC (qualifying bundled and voice-only services). As a reminder, California is an opt-out state, where USAC administers a broadband-only benefit. Visit the Lifeline [opt-out states](#) page for more information.

FCC Form 555 Submission Window Closing Soon

The **2024 FCC Form 555** (Annual Lifeline Eligible Telecommunications Carrier Certification Form) submission window will close at 11:59 P.M. ET on **Friday, January 31, 2025**. The form is available for completion in [One Portal](#) and must be submitted by providers by the designated deadline.

For more information on the FCC Form 555, providers can visit Lifeline's [Annual Filings](#) page.

Lifeline Program Compliance Reminder: One Benefit Per Household

Service providers must ensure that only one Lifeline benefit is provided per household, in compliance with the Lifeline program rules. ([47 CFR § 54.409(c)](#)). Even if multiple members of a household qualify for the benefit, the household can only receive one discount. A "household" is defined as any individual or group of individuals living together at the same address who share income and expenses. ([47 CFR § 54.400(h)](#)).

Helpful Tips:
- **Verify Household Eligibility:** Confirm that the household is not already receiving a Lifeline benefit from another provider by checking the National Lifeline Accountability Database (NLAD).
- **Resolve Duplicate Benefits:** If the household is already enrolled with another provider, ensure the subscriber is de-enrolled before enrolling the new subscriber.
- **Use the Household Worksheet:** Refer to the Lifeline Program Household Worksheet ([English](#) or [Spanish](#)) to determine the number of households in each residence. This worksheet asks about the relationships between adults to correctly count the number of households.

February Webinar: How to Manage the Lifeline Benefit

Join us on **Wednesday, February 12 at 3 p.m. ET** for our next Lifeline program webinar to learn how consumers can manage their Lifeline benefit. Register for the February 2025 monthly webinar. Recordings of previous webinars are available on our Webinars page.

Recordings of previous webinars are available on our Lifeline Learn: Webinars page.

Register

February Maintenance Schedule

As part of continual system improvements, USAC conducts regular system maintenance. Scheduled maintenance dates are available on the (NLAD) Maintenance Schedule and the National Verifier Maintenance Schedule pages.

System Maintenance

February 21

National Verifier, NLAD, Lifeline Claims System (LCS), Affordable Connectivity Claims System (ACCS), and Representative Accountability Database (RAD) will be unavailable due to a scheduled monthly maintenance from Friday, February 21 at 10 p.m. until 3 a.m. ET on Saturday, February 22.

Need Help? Contact Us!

For questions about Lifeline, including technical issues and program resources or rules, email LifelineProgram@usac.org. Review all appropriate program contacts on USAC's Lifeline Contact Us webpage.