



Universal Service  
Administrative Co.

# Lifeline Newsletter 2024 April

April 30, 2024

## Coming Soon: New P.O. Box Address for Lifeline Support Center

The Lifeline Support Center will transition to a new P.O. Box address beginning June 1, 2024. Mail sent to the old P.O. Box will be forwarded to the new mailing address for one year to ensure there is no interruption in application/document processing.

### **New P.O. Box Mailing Address:**

Lifeline Support Center  
P.O. Box 1000  
Horseheads, NY 14845

Service providers should prepare updates to their consumer outreach materials that contain the current Lifeline Support Center mailing address to replace the current address with the new one.

## Reverification Group Two: On-Hand Documentation Deadline Approaching

USAC is currently reverifying subscribers in Group Two which includes: Puerto Rico, California broadband only, Florida, Illinois, Minnesota, Ohio, and Wisconsin. Service providers in Group Two should view the Reverification Subscriber Status Report in the National Lifeline Accountability Database (NLAD), review any failures, and gather existing on-hand documentation to resolve the failure(s).

- Existing on-hand documentation will be accepted to resolve address, duplicate address, or identity failures. **All on-hand documentation is due on May 5, 2024.**
- **Note:** Proof of life and eligibility documents must be current and valid. Service providers are not expected to have these documents on hand. USAC will perform outreach to consumers if these documents are needed.

For more information on the Lifeline reverification process, providers can visit USAC's [Reverification](#) website.



## Lifeline Program Compliance Reminder: RAD Annual Agreement

The Representative Accountability Database (RAD) is a registration system that validates the identities of service provider representatives performing transactions in the NLAD and the National Verifier. Enrollment representatives must agree to the terms and conditions of USAC's Lifeline systems each year as required in the FCC's [2019 Lifeline Order](#).

Representatives can complete the annual agreement process at any time by visiting [LifelineRAD.org](#) to initiate the process.

USAC will notify representatives by email when it is time to complete the agreement.

- An individual will receive up to three reminders to complete their annual agreement.
- These notifications will be emailed to the address that the representative submitted during registration.
- The emails will include a link the representative must select to complete the annual agreement process.
- These reminders will end once the representative has completed the annual agreement process.

## May Webinar: Navigating USAC Systems

Join us on Wednesday, May 8 for our next Lifeline program webinar to provide a high-level overview on how service providers can navigate USAC systems.

Recordings of previous webinars are available on our [Lifeline Learn: Webinars](#) page.

[Register](#)



## May Maintenance Schedule

As part of continual system improvements, USAC conducts regular system maintenance. Scheduled maintenance dates are available on the [National Lifeline Accountability Database \(NLAD\)](#) Maintenance Schedule and the [National Verifier \(NV\)](#) Maintenance Schedule pages.

## System Maintenance

**May 24**

NV, NLAD, RAD, Lifeline Claims System (LCS), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to a scheduled monthly maintenance starting Friday, May 24 at 10:00 p.m. until 3:00 a.m. ET on Saturday, May 25.

## Need Help? Contact Us!

For questions about Lifeline, including technical issues and program resources or rules, email [Lifelineprogram@usac.org](mailto:Lifelineprogram@usac.org). Review all appropriate program contacts on USAC's Lifeline [Contact Us](#) webpage.

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