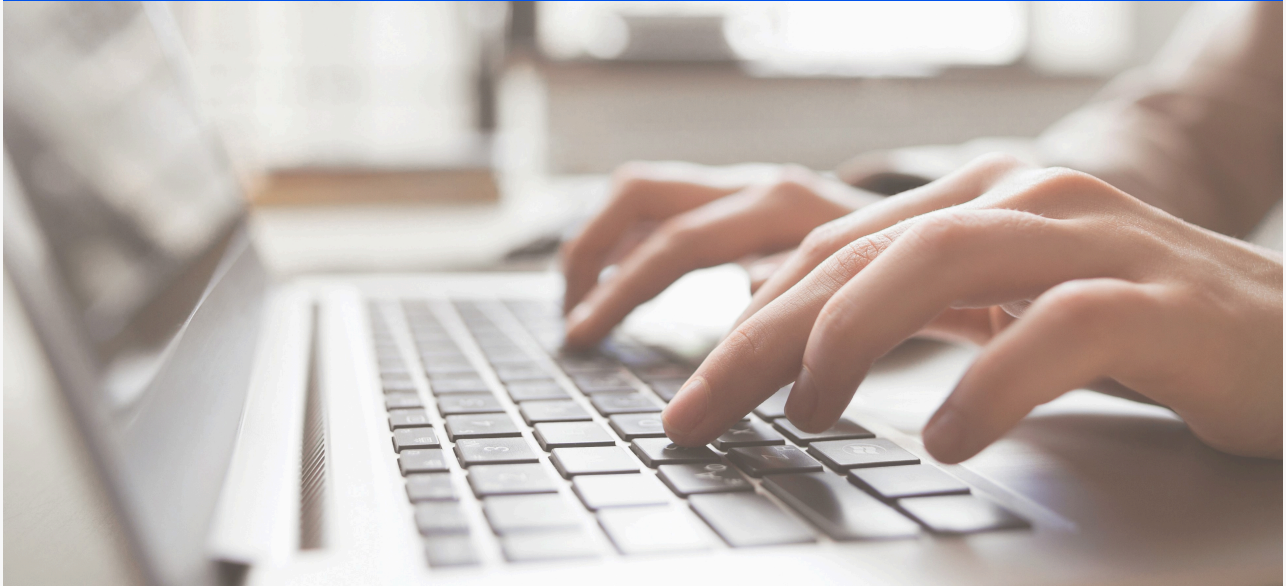




Lifeline

Lifeline Newsletter - August 2025

August 28th, 2025



Affordable Connectivity Program (ACP) System Access Has Ended

As of August 26, 2025, access to the ACP system is no longer available. USAC has removed:

- ACP user access to the Affordable Connectivity Claims System (ACCS)
- ACP user access to the National Lifeline Accountability Database (NLAD)
- ACP reporting capabilities

Service providers who participated in both ACP and Lifeline will still have access to their Lifeline data in NLAD.

To submit downward revisions, email Form497@usac.org. For questions related to the removal of ACP system access, email LifelineProgram@usac.org with the subject line ACP System Access Removal.

One Portal Updated Terms and Conditions

Effective Tuesday, August 26, 2025, USAC has updated the [One Portal Terms and Conditions](#), which outline who can access and use USAC systems and databases to administer Universal Service Fund (USF) programs. The updated policy also details USAC's right to monitor activity. Service providers are encouraged to review the updated [One Portal Terms and Conditions](#) in full.

Understanding the Standard Lifeline Benefit and Survivor Benefit

Under the Safe Connections Act (SCA), survivors of domestic violence, human trafficking, and related crimes who have attempted a line separation request with their service provider and are experiencing financial hardship can qualify and receive [emergency Lifeline support](#) of up to \$9.25 monthly on voice, internet, or bundled services for up to six months. Survivors can participate in the Lifeline program if they attempt a line separation request from their mobile phone provider and can confirm they are experiencing financial hardship.

The survivor benefit is unique from the standard Lifeline benefit in the following ways:

Increased Voice-Only Benefit

- Offers up to \$9.25 on voice-only service, compared to the standard Lifeline benefit of up to \$5.25.

Preferred Method of Contact

- Survivors can choose to be contacted through their preferred method (email, phone, or mail) when applying.

Enhanced Data Privacy

- Survivor data and personally identifiable information (PII) are protected under heightened privacy measures. Only designated personnel can access survivor information.
- Survivor addresses are masked within the National Lifeline Accountability Database (NLAD) to ensure confidentiality.

Self-Certification of Financial Hardship

- As part of the application process, survivors may self-certify under penalty of perjury that they are experiencing financial hardship.

Expanded Eligibility Criteria for Survivors

- Survivors may qualify if: (1) they meet existing Lifeline eligibility criteria, (2) their household's income is at or below 200% of the Federal Poverty Guidelines, OR (3) they or a child or dependent participates in one of the following government programs:
 - Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
 - Free and Reduced-Price School Lunch or School Breakfast program, including enrollment at a Community Eligibility Provision school or school district
 - Received a Federal Pell Grant in the current award year

For more information about the survivor benefit, view the [Safe Connections Act](#) page and the [Survivor Benefit Flyer](#). Service providers and consumer advocates are encouraged to inform consumers about the survivor benefit.



Lifeline Program Compliance Reminder: Non-Usage

If a service provider does not assess or collect a monthly fee from a subscriber, the service provider cannot claim reimbursement for the subscriber if the subscriber does not use their Lifeline service at least once every 30 days. If an ETC assesses and collects an end-user fee but does not do so on a monthly basis, the usage requirement applies. Usage activity by the subscriber includes:

- Sending a text message
- Completing an outbound call or using data
- Buying minutes or data to add to the subscriber's service plan
- Answering an incoming call (calls from the subscriber's Lifeline service provider or the Lifeline service provider's agent or representative are not considered usage)
- Responding to direct contact from the subscriber's Lifeline service provider to confirm the subscriber wants to continue receiving Lifeline service

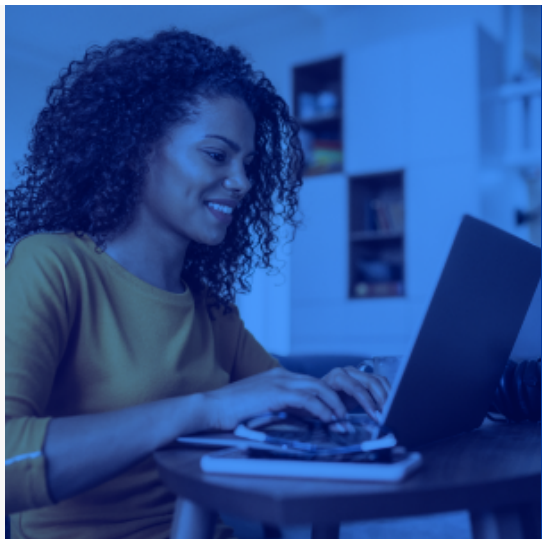
If the subscriber does not use their service within 30 consecutive days (non-usage), the service provider must give the subscriber notice that, if they do not use the service in the next 15 days, their service will be terminated. Service providers must de-enroll subscribers who do not cure their non-usage (i.e., subscribers who do not use their Lifeline service in the 15-day cure period). Service providers are unable to claim reimbursement for subscribers who are in the cure period and do not cure their non-usage. Service providers should properly indicate non-usage as the reason for the de-enrollment in USAC's systems.

Consumers de-enrolled from the Lifeline program for non-usage may reapply by submitting an online application by visiting [LifelineSupport.org](https://www.lifelinesupport.org), applying with the assistance of a Lifeline service provider, or by mailing in a completed [paper application](#).

Lifeline providers are reminded that they must comply with the Lifeline Program usage rules ([47 C.F.R. §§ 54.405\(e\)\(3\)](#), [54.407\(c\)](#), [54.417](#)).

USAC conducts program integrity reviews to help ensure compliance with the non-usage rules. During these efforts, service providers will receive requests to provide documentation (e.g., types of plans offered to consumers, Call Detail Records (CDRs), etc.) to demonstrate compliance with the non-usage requirements.

The best way to prepare for any data request is to ensure that you are following Lifeline document retention requirements. Lifeline service providers are required to maintain records of their compliance with all FCC rules ([47 C.F.R. § 54.417](#)). Service providers must maintain the required documentation for as long as the subscriber receives Lifeline service from that service provider, but for no less than the three full preceding calendar years.



September 2025 Webinar: How to Apply for Survivors

Join us on **Wednesday, September 10, 2025 at 3 p.m. ET** for our next Lifeline program webinar on how survivors of domestic violence, human trafficking, and related crimes can apply to receive emergency Lifeline support.

[Register](#) for the September 2025 monthly webinar. Recordings of previous webinars are available on our [Webinars](#) page.

[Register](#)



September Maintenance Schedule

USAC conducts regular system maintenance that may result in some USAC systems briefly going offline. Scheduled maintenance dates are available on the [National Lifeline Accountability Database \(NLAD\) Maintenance Schedule](#) and the [National Verifier Maintenance Schedule](#) pages.

System Maintenance

National Verifier, NLAD, Lifeline Claims System (LCS), Affordable Connectivity Claims System (ACCS), and RAD will be unavailable due to a scheduled monthly maintenance from **Friday, September 19, 2025, at 10 p.m. until 3 a.m. ET on Saturday, September 20, 2025.**

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.

This email was sent to: bob.mcwilliams@usac.org. Please do not reply to this email.

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