



Universal Service
Administrative Co.

Lifeline

August Lifeline Newsletter

August 30, 2023

Bureau Waives Broadband Program Rules for Hawaii Wildfires

On [August 25, 2023](#), the Wireline Competition Bureau (WCB) adopted [Order 23-67A1](#) temporarily waiving the Lifeline eligibility requirements in section 54.409(a)-(b) to ensure that consumers who are participating in FEMA's Individuals and Households Program (IHP), as a result of the Hawaii wildfires, can apply for and enroll in the Lifeline program.

Under the current disaster declaration, only consumers in Maui County may be eligible for individual assistance, but if the scope of households eligible for support through FEMA's IHP expands to cover other geographic areas in response to the Hawaii wildfires, the eligibility waiver would also extend to these consumers.

Consumers will be able to enroll using this waiver through February 25, 2024. USAC is taking steps to implement the waiver and allow consumers to submit appropriate documentation to enter the Lifeline program. Consumers applying for Lifeline under this waiver are not permitted to enroll in the Affordable Connectivity Program (ACP).

All service providers are encouraged to inform impacted consumers about this opportunity and work to support relief efforts throughout the impacted areas of Hawaii.

Bureau Also Offers Relief to Lifeline Participants Affected by Hawaii Wildfires

On [August 18, 2023](#), WCB released an [Order](#) that temporarily waives the non-usage, de-enrollment for non-usage, annual recertification requirements, and reverification requirements under the Lifeline rules for Lifeline subscribers in Hawaii affected by the wildfires.

The waiver period under this order is in effect through October 31, 2023. After the end of the waiver period, Lifeline recertification efforts will resume. Beginning November 1, 2023, Lifeline subscribers who reside in the impacted area and who are subject to the non-usage

rule will have 30 days to use their Lifeline service. If the subscriber does not use their Lifeline service during the 30-day period, the 15-day notice and cure period will begin on December 1, 2023.

This waiver also pauses the recertification and reverification requirements for subscribers in the affected disaster areas through October 31, 2023.

National Verifier Legacy URLs

On May 4, 2023, USAC transitioned the National Verifier portal from nv.fcc.gov to GetInternet.gov. At the end of August, USAC will retire legacy National Verifier URLs to the online applications for the Lifeline program and Affordable Connectivity Program (ACP).

- Consumers can access the online application for the Lifeline program at LifelineSupport.org using the “Apply Now” button.
- Consumers can access the online application for the ACP at GetInternet.gov. This site can also be accessed in Spanish at AccedeInternet.gov.

Service providers are encouraged to update their consumer-facing materials.

New Duplicate Benefit Qualifying Person (BQP) Error Codes

In order to protect program integrity when processing enrollments using the same BQP, USAC has modified the National Verifier to prevent multiple households from enrolling in the Lifeline program using the same BQP. Three new BQP error codes have been added to NLAD to verify, enroll, and transfer transactions. The error codes specify why an enrollment is prevented based on the duplicate scenario and became available in the NLAD production environment on August 10, 2023.

September Maintenance Schedule

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

NLAD System Maintenance, September 15

NLAD, Lifeline Claims System (LCS), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to scheduled monthly maintenance starting 10 p.m. ET on Friday, September 15 until 2 a.m. ET on Saturday, September 16.

National Verifier will be available for use during this time.

National Verifier System Maintenance, September 22

National Verifier will be unavailable due to scheduled monthly maintenance starting 10 p.m. ET on Friday, September 22 until 3 a.m. ET on Saturday, September 23.

NLAD, LCS, ACCS, and Representative Accountability Database staging and production environments will be available for use during this time.

September Webinar: Consumer Advocate Training

Join us for our next Lifeline program webinar for an in-depth review on how to support consumers applying for the Lifeline program using the National Verifier. [Register](#) here for the September 2023 monthly webinar.

This session is designed for service providers and Lifeline stakeholders in all states, territories, and the District of Columbia. You can access the recordings from previous webinars on our [Learn: Webinars](#) page.

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.

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