



Universal Service  
Administrative Co.

Lifeline

## December 2022 Newsletter

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January 3, 2023

### Reminder: Complete FCC Form 555 by January 31, 2023

The 2022 FCC Form 555 (Annual Lifeline ETC Certification Form) is due Tuesday, January 31, 2023. Service providers must submit the form via the FCC's Electronic Comment Filing System, Docket 14-171, and send a copy to the relevant state regulatory commissions and Tribal governments.

The FCC Form 555 is now available in [One Portal \(E-File\)](#) to complete.

Service providers should review the following resources for help with the form:

- Need FCC Form 555 help? [Contact us!](#)
- For One Portal login help, email [CustomerSupport@usac.org](mailto:CustomerSupport@usac.org).
- Review the December monthly webinar on the [Webinars: Learn](#) webpage or the [FCC Form 555 supplemental information](#) for a walk-through of the form.
- Visit the [Lifeline section](#) of USAC's website to find additional FCC Form 555 resources.

### Support for Lifeline Program Consumers

Lifeline program consumers should email [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) or call the Lifeline Support Center at (880) 234-9473 for any questions about:

- Application status
- Documents needed to show qualification
- Lifeline companies nearby
- Lifeline benefit renewal
- One-per-household worksheet
- Consumer portal account (online application) reset

Service providers are responsible for the following issues which the Lifeline Support Center is unable to assist with:

- Lost or broken handsets
- Buying more minutes
- Terminating service
- Billing questions

### Lifeline Program Compliance Reminder: Study Area Code (SAC)

A Study Area Code (SAC) is a unique number that USAC assigns to eligible telecommunication carriers (ETCs) that uniquely identifies that company based on its service area. Companies must have at least one SAC per state in which they operate, but can have more than one SAC within a state if they have more than one service area.

## SAC Requests

SAC requests should include:

1. A completed SAC Request Form
2. The ETC's designation order
3. Terms and conditions of the Lifeline program service plans
4. The compliance plan (if applicable)

All service providers previously designated to provide wireline service that subsequently are designated to provide wireless service must request a separate SAC.

To submit the completed SAC request or for more information about SAC requests, email [HC Orders](#).

## January Webinar: Lifeline Year in Review

Join the Lifeline program's monthly webinar on Wednesday, January 11 to hear about Lifeline's year in review.

January 2023 Monthly webinar - [Register](#)

During this webinar, USAC will provide an overview of the Lifeline program's accomplishments and system enhancements throughout our systems in 2022, Lifeline program updates, and continued plans for improvement in the year ahead.

You can access the recordings and slide decks from previous webinars on the [Webinars: Learn](#) webpage.

## 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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