

December 2023 Lifeline Newsletter

December 28, 2023

Reminder: FCC Form 555 Due January 31, 2024

The 2023 FCC Form 555 (Annual Lifeline ETC Certification Form) is available for completion in [One Portal](#) and must be submitted before **Wednesday, January 31, 2024**. Please reference the resources below for guidance on how to complete the form:

- December monthly webinar on our [Lifeline Learn: Webinars](#) webpage
- [FCC Form 555 supplemental information](#)
- [FCC Form 555 Demo](#)
- Lifeline's [Annual Filings webpage](#)

For One Portal login assistance, please email CustomerSupport@usac.org.

USAC's System Enhancement

USAC released a new error message in the National Lifeline Accountability Database (NLAD) for Lifeline and the Affordable Connectivity Program (ACP) on December 7.

Service providers can now receive an APPLICATION_PENDING_CERTS error on a verify, enroll, or transfer transaction. This error indicates that a consumer did not complete the required certifications on their National Verifier application and needs to do so to be successfully enrolled. Consumers can certify each statement in their online application and sign the form to successfully finish the process.

This enhancement will help reduce the number of "internal server errors" that service providers may receive.

Lifeline Program Compliance Reminder: Non-Usage

If a service provider does not assess or collect a monthly fee from the subscriber, then the subscriber must use the Lifeline-supported service at least once every 30 days. Usage is defined as the subscriber:

- Sending a text message
- Completing an outgoing 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 at any time 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](#).

January 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.

Systems Maintenance, January 19

NV, NV Carrier API, NLAD, Lifeline Claims System (LCS), Representative Accountability Database (RAD), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to scheduled monthly maintenance from Friday, January 19 at 10:00 p.m. until 3:00 a.m. ET on Saturday, January 20.

January Webinar: Year in Review and Reverification

Join us on Wednesday, January 10 for our next Lifeline program webinar to review 2023 Lifeline program highlights and Reverification. [Register](#) here for the January 2024 monthly webinar.

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

Support Center: Closed for New Year Holiday

The Lifeline Support Center will be closed on January 1, 2024. Additionally, Lifeline applications will not be reviewed and approved on this day.

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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