



Universal Service  
Administrative Co.

# Lifeline Newsletter 2024 February

February 29, 2024

## Reverification Resumes for Group Two

On March 6, 2024, USAC will resume reverification for subscribers in Group Two. Service providers will have 60 days to 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 between March 6 and 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.

### New Electronic Submission Process

To streamline the documentation submission process, USAC will be releasing an online submission option on March 6, 2024. Further guidance regarding the submission process will be available for reference on the [Reverification](#) webpage that day. Service providers will also continue to have the option to mail in documents.

## 2024 Recertification Is Ongoing

On February 28, 2024, USAC initiated automated eligibility database checks to verify the eligibility of Lifeline subscribers due for recertification in 2024.

- Subscribers who pass the automated check will not need to take any action for their 2024 recertification.
- Subscribers who fail the automated check will be required to recertify their continued eligibility through a manual process. USAC will conduct outreach to those subscribers.

Subscribers who participate in both Lifeline and ACP and pass the USAC-conducted Lifeline recertification process will not need to undergo a separate ACP

recertification process. Given that funding for the ACP is projected to run through April 2024 (this date is an estimate and may change), the status for the 2024 ACP recertification process is still being determined. USAC will provide more information regarding ACP recertification efforts at a later date.

To learn more about the recertification process, visit the [Recertification](#) webpage, view the [Recertification 101 training](#), and reference the February 22 bulletin issued by USAC.



## Lifeline Program Compliance Reminder: Keep NLAD Up to Date

NLAD allows service providers to enroll Lifeline eligible consumers in the program and manage their Lifeline subscribers. NLAD confirms that a consumer has qualified through the NV and prevents subscribers from claiming more than one Lifeline program discount. Service providers are not allowed to claim reimbursement for a consumer unless the consumer is entered in NLAD.

Service providers must update NLAD within ten business days of receiving any change to the subscriber's information, for example, change of address or name change. When a service provider de-enrolls a subscriber from the Lifeline program, the service provider must update NLAD within one business day. When processing de-enrollments, service providers should ensure that they are selecting the correct reason for subscriber's de-enrollment from the drop-down menu. For instance, if a service provider is de-enrolling a subscriber for non-usage, the service provider should select "De-Enroll Non-Enrollment" and not the general "De-Enroll Leaving" option.

To review the NLAD User Guide or NLAD or NV API Specifications, visit the Tools and Resources section in [NLAD](#).

## March Webinar: Getting Started with NLAD

Join us on Wednesday, March 13 for our next Lifeline program webinar to provide a high-level overview of getting started with NLAD.

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

[Register](#)



## March 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

**March 22<sup>nd</sup>**

NV, NLAD, Lifeline Claims System (LCS), Affordable Connectivity Claims System (ACCS) and the Representative Accountability Database (RAD) will be unavailable due to a scheduled monthly maintenance starting Friday, March 22 at 10:00 p.m. until 3:00 a.m. ET on Saturday, March 23.

### 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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