



Universal Service
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Lifeline Newsletter 2024 Janaury

January 30, 2024

Reverification Update

Reverification is the one-time process to confirm that all subscribers enrolled in the Lifeline program through legacy processes (i.e., pre-National Verifier (NV) processes) meet the NV's eligibility standards.

USAC is currently reverifying subscribers in Group One which includes: all states/territories (except PR, CA broadband only, FL, IL, MN, OH, and WI). USAC is conducting outreach to subscribers who require additional documentation to complete their reverification. Service providers may reference the Reverification Subscriber Status Report in the National Lifeline Accountability Database (NLAD) to identify their reverification status. Please note that the final documentation for Group One is now due between February 5 – 17, 2024.

Document submission for Group Two is postponed. Additional time is needed to begin this collection process with service providers. USAC will notify service providers when the submission window is expected to open and up-to-date reporting is available.

Service providers are encouraged to view the [Quick Reference Guide](#) to assist with interpreting reverification report data. For more information on the Lifeline reverification process, providers can visit USAC's [Reverification](#) page.

Form 555 Submission Window Closing

The 2023 FCC Form 555 (Annual Lifeline ETC Certification Form) submission window is closing at 11:59 p.m. ET on Wednesday, January 31, 2024. The annual program form is available for completion in [One Portal](#) and must be submitted by the designated date.

For more information on the FCC Form 555, providers can visit USAC's [Annual Filings](#) page. For questions about the FCC Form 555, please email Form555@usac.org.

Hawaii Waiver Enrollment Ending Soon

On August 25, 2023, the FCC adopted Order [\(DA-23-67A1\)](#) that temporarily waived Lifeline eligibility requirements part to allow consumers participating in FEMA's Individuals and Households Program, as a result of the Hawaii wildfires, to apply for and enroll in the Lifeline program (ref. [Office Hours](#) hosted on September 21, 2023 for additional details). Enrollments for the Hawaii Relief waiver will close on February 25, 2024.



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. 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, 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.

February Webinar: How to Apply for Lifeline

Join us on Wednesday, February 14 at 3:00 p.m. ET for our next Lifeline program webinar to review how to apply for the Lifeline benefit.

[Register](#)



February 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

February 23

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, February 23 at 10:00 p.m. until 3:00 a.m. ET on Saturday, February 24.

NLAD functions that are NV dependent will be impacted.

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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