



Universal Service
Administrative Co.

Lifeline

January 2023 Newsletter

January 31, 2023

WCB Extends Partial COVID-19 Waiver for Tribal Subscribers Through April 30, 2023

On January 30, 2023, WCB released a limited [waiver](#) to provide relief for Tribal subscribers impacted by the COVID-19 pandemic. This waiver extends the previous Lifeline waiver set to expire on January 31, 2023 through April 30, 2023. WCB anticipates that this will likely be the final extension of these waivers.

The extension of the waiver of the recertification requirement will prevent the de-enrollment of Tribal Lifeline subscribers who otherwise would have been required to certify their continued eligibility to the National Verifier (NV) during the waiver period. The order also extends the limited waiver of the reverification requirement for Tribal Lifeline subscribers. USAC will not begin direct outreach to Tribal subscribers required to complete the recertification or reverification requirement until after April 30, 2023.

The order also extends the waiver of Affordable Connectivity Program (ACP) recertification for Tribal subscribers who participate in Lifeline and ACP. ACP recertification will commence for these subscribers after they have had an opportunity to complete the Lifeline recertification process. This waiver only applies to manual recertification efforts that require consumer outreach. USAC will complete automated recertification if it can confirm a subscriber's eligibility to participate in these programs via its database connections without consumer outreach. USAC will commence direct consumer outreach to Tribal subscribers after April 30, 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 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.
- Review the December monthly webinar on the [Webinars: Learn](#) web page 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

USAC Implements National Verifier Connection with Arizona

On January 17, 2023, USAC implemented an automated database connection between the National Verifier and the Arizona Department of Economic Security. Consumers applying for the Lifeline program or the ACP in Arizona will

now benefit from the National Verifier's connection to the State's Department of Economic Security to verify participation in the Supplemental Nutrition Assistance Program (SNAP) and Tribally Administered Temporary Assistance for Needy Families (Tribal TANF). Arizona consumers will also continue to benefit from the National Verifier's three federal connections with the United States Department of Housing and Urban Development (HUD) to verify participation in federal housing assistance programs such as public housing and housing choice voucher programs, the Centers for Medicare & Medicaid Services (CMS) to verify participation in Medicaid, and the United States Department of Veteran Affairs (VA) to verify participation in qualifying Veterans Pension and Survivors Benefit programs.

If you are interested in connecting with the National Verifier Partnership Team about a database connection in your State, please reach out to LifelineProgram@usac.org.

Lifeline Program Compliance Reminder: Keep NLAD Up to Date

The National Lifeline Accountability Database (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.

February 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](#) and pages.

NLAD System Maintenance, February 17

NLAD, Lifeline Claims System (LCS), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to scheduled monthly maintenance starting Friday, February 17 from 10 p.m. until Saturday, February 18 at 2 a.m. ET.

NLAD, LCS, ACCS staging, and production environments will not be available for use during this time.

NV System Maintenance, February 24

The National Verifier will be unavailable due to scheduled monthly maintenance starting Friday, February 24 from 10 p.m. until Saturday, February 25 at 2 a.m. ET.

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

February Webinar: Lifeline 101 for Consumer Advocates

Join the Lifeline program's monthly webinar on Wednesday, February 8 to hear an overview of the Lifeline program for consumer advocates. [Register](#) for the February 2023 monthly webinar.

During this training, Lifeline program staff will discuss how to:

- Qualify and apply for the Lifeline program
- Support consumers who apply for the Lifeline program via the consumer portal or paper application
- Access additional Lifeline learning materials

This session is designed for service providers and Lifeline stakeholders in all states and territories. During this webinar, you can ask and participate in collaborative dialogue.

You can access the slides and 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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