



Universal Service
Administrative Co.

Lifeline

July 2023 Newsletter

July 31, 2023

Voice-Only Phase-Out Paused for a Year and Minimum Service Standards Continue at Current Levels

On [July 7, 2023](#), the Wireline Competition Bureau (WCB) paused the phase-out of Lifeline support for voice-only services for an additional year. As such, the basic Lifeline support of \$5.25 remains available to eligible consumers who subscribe to voice-only service until at least December 1, 2024.

The Bureau also paused the increase of the Lifeline minimum service standard for mobile broadband data capacity for an additional year. As such, the minimum service standard for mobile broadband data capacity will remain at 4.5 GB per month until at least December 1, 2024.

On [July 21, 2023](#), WCB announced the fixed broadband minimum service standard for data usage will continue to be 1,280 GB per month starting December 1, 2023.

Medicaid Renewal Process

As a result of the COVID-19 emergency, the [Medicaid renewal process \(Spanish\)](#) has been on hold and the yearly process to renew consumers' coverage will begin again soon. Lifeline consumers who qualified for the Lifeline program benefit through Medicaid may need to renew their Medicaid eligibility. To prepare for the Medicaid renewal process consumers should update their contact information, check their mail, and complete the renewal form if they receive one. Consumers can contact their state Medicaid office for more information about the Medicaid renewal process.

Relief to Lifeline Participants Affected by Typhoon Mawar

On June 30, 2023, WCB released an Order ([DA-23-571](#)) that waives certain Lifeline rules and deadlines for Lifeline participants in Guam and the Northern Mariana Islands (Impacted Area).

For those subscribers that reside in the Impacted Area, this Order temporarily waives, through August 31, 2023, the Lifeline non-usage rules that require a service provider to de-enroll Lifeline subscribers who do not pay a monthly fee for their Lifeline-supported service and do not use that service for 30 consecutive days.

At the end of the waiver period, Lifeline subscribers who reside in the Impacted Area and who are subject to the non-usage rule will have 30 days to use their Lifeline service. If the subscriber does not use their Lifeline service during the 30-day window, the 15-day notice period will begin on October 1, 2023.

This waiver also pauses the recertification and reverification requirements for subscribers in the Impacted Area through August 31, 2023.

New Duplicate Benefit Qualifying Person (BQP) Error Codes

In order to protect program integrity when processing enrollments using the same BQP, USAC has modified the National Verifier (NV) to prevent multiple households from enrolling in the Lifeline program using the same BQP.

Three new BQP error codes will be added to the National Lifeline Accountability Database (NLAD) to verify, enroll, and transfer transactions. The errors will specify why an enrollment is prevented based on the duplicate scenario. The new error codes became available in the NLAD staging environment on July 25, 2023 and will be available in the NLAD production environment on August 10, 2023.

Lifeline Program Compliance Reminder: Available Resources for Service Providers

To ensure Lifeline service providers have the resources they need to successfully comply with Lifeline program requirements, USAC has compiled the following educational materials and resources:

- Lifeline's [Get Started](#) webpage
- Lifeline's [Join Lifeline as an ETC](#) webpage
- Lifeline's [Systems](#) webpage
- The [Service Provider Toolkit](#)

For additional information on program rules and requirements, all service providers should:

- Review the [federal rules](#) governing the Lifeline program
- Visit Lifeline's [Rules and Requirements](#) webpage.

August Maintenance Schedule

As part of continual system improvements, USAC conducts regular system maintenance. Scheduled maintenance dates are available on the the [NLAD Maintenance Schedule](#) and [NV Maintenance Schedule](#) pages.

NLAD System Maintenance, August 18

The National Lifeline Accountability Database (NLAD), Lifeline Claims System (LCS), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to scheduled monthly maintenance starting 10 p.m. ET on Friday, August 18 until 2 a.m. ET on Saturday, August 19.

National Verifier (NV) will be available for use during this time.

NV System Maintenance, August 18

NV will be unavailable due to scheduled monthly maintenance starting 10 p.m. ET on Friday, August 18 until 3 a.m. ET on Saturday, August 19.

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

August Webinar: Lifeline Compliance System (LCS) 101

Join us on August 9, 2023 for our next monthly Lifeline program webinar. We will provide an overview of Lifeline program requirements based on common audit and assessment findings. [Register](#) here for the August 2023 monthly webinar.

This session is designed for service providers and Lifeline stakeholders in all states, territories, and the District of Columbia. You can access the 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.

The information contained in this electronic communication and any attachments and links to websites are intended for the exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, or the person responsible for delivering this communication to the intended recipient, be advised you have received this communication in error and that any use, dissemination, forwarding, printing, or copying is strictly prohibited. Please notify the sender immediately and destroy all copies of this communication and any attachments.

USAC | 700 12th Street NW, Suite 900 | Washington, DC 20005
www.usac.org | © 1997- 2023 USAC | All Rights Reserved | [USAC Privacy Policy](#)