



Universal Service  
Administrative Co.

Lifeline

## June 2023 Newsletter

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June 29, 2023

### FCC Form 481 Due July 3, 2023

All service providers participating in the High Cost and/or Lifeline programs, except those only participating in the Mobility Fund Phase I, must file the FCC Form 481 on an annual basis. The form collects financial and operational information, which USAC uses to validate service provider support.

#### Filing System Now Open

Service providers must log into [One Portal](#) to access and certify the FCC Form 481. This filing is due July 3, 2023. The [FCC Form 481 template](#) (PDF version), [filing instructions](#), and all necessary [upload templates](#) are available on the USAC website.

Please view the [FCC Form 481 training](#) for additional information on how to complete the form and certify the filing.

Please direct any questions regarding the FCC Form 481 to [HCQuestions@USAC.org](mailto:HCQuestions@USAC.org).

### Enhancements to the Lifeline Claims System (LCS)

On June 21, 2023, USAC released enhancements to improve the LCS data upload process for service providers. Providers are no longer required to include all subscribers for a given Study Area Code (SAC) when uploading a claims template. Service providers can now upload smaller batches of subscribers. This new process is referred to as the "partial upload process." All rows in a claims template that successfully pass row level validations are saved, and do not need to be resubmitted if other rows have errors or if the system encounters an error before the file completes processing.

A new download template is available so that providers can identify which subscriber entries are missing a reimbursement rate. A new SAC status called "Partially Uploaded" will indicate if some, but not all subscribers in a SAC, have a rate. The new functionality is optional, so providers can continue to file Lifeline claims using the same process they were already using.

The following key features of the LCS remain unchanged:

- A SAC must be in "Uploaded" status in order to be submitted for certification or certified
- All subscribers in a SAC must have a rate or reason code in order to be certified
- All subscribers in a SAC can be included for every upload
- The use and meaning of existing SAC statuses is not changing
- The revisions process is not changing

### 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:

- Making an outgoing call or using data
- Sending a text message
- 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 their subscribers who do not cure their non-usage (i.e., subscribers who do not use their Lifeline service in the 15-day cure period), and service providers are unable to claim reimbursement for subscribers that 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 at the [National Verifier \(NV\) homepage](#), applying with the assistance of a Lifeline service provider, or by mailing in a completed [paper application](#).

## July 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](#) pages.

### NLAD System Maintenance, July 14

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 at 10 p.m. ET on Friday, July 14 until 2 a.m. ET on Saturday, July 15.

The NV will be available for use during this time.

### NV System Maintenance, July 21

The NV will be unavailable due to scheduled monthly maintenance starting at 10 p.m. ET on Friday, July 21 until 3 a.m. ET on Saturday, July 22.

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

## July Webinar: Lifeline Compliance and Audit Findings

Join us for our next Lifeline program webinar. We will provide an overview of Lifeline program requirements based on common audit and assessment findings. [Register](#) for the July 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](mailto:LifelineProgram@usac.org). Review all appropriate program contacts on USAC's Lifeline [Contact Us](#) webpage.

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