



Universal Service
Administrative Co.

Lifeline

February 2023 Newsletter

March 3, 2023

Coming Soon: New PO Box Address for ACP and Lifeline Customer Support Centers (CSC)

The ACP and Lifeline Customer Support Centers (CSC) will undergo a transition beginning March 2023. Part of this transition includes a new PO Box address for both ACP and Lifeline. Consumers will send their applications and/or documents to the new mailing address at the end of March. The CSC will forward mail sent to the old PO Box for one year to ensure there is no interruption in application/document processing. USAC will share further details on the PO Box address update later in March.

For now, service providers should anticipate updates to their consumer outreach materials including FCC forms that contain the current ACP and Lifeline CSC mailing address.

Lifeline Program Compliance Reminder: Advertise Lifeline

All service providers are required to advertise the availability of Lifeline program support in a manner reasonably designed to reach eligible households within its study area.

FCC Advertising Guidelines

Service providers should utilize outreach materials and methods designed to reach eligible households that do not currently receive service.

For example, service providers may:

- Post notices at public transportation stops and agencies, shelters, and soup kitchens.
- Run public service announcements.
- Provide information booths at central locations.
- Provide customer service to program participants who have disabilities on an equal basis by using telecommunications relay services (TRS), text telephone (TTY), and speech-to-speech (STS) services.
- Provide outreach materials in braille.

Service providers should develop advertising that can be read by members of any sizeable non-English speaking populations. Offer the suggestions above in languages other than English, offer the toll-free number in other languages, or develop available applications in other languages.

Service providers should coordinate their outreach efforts with government agencies that administer any of the relevant government assistance programs such as:

- Social service agencies.
- Tribal organizations.
- Community centers.

- Public schools.
- Nursing homes.
- Organizations such as AARP and United Way.

Service providers are invited to use the Lifeline resource materials listed on the LifelineSupport.org [Community Education](#) webpage.

March 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, March 17

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 Friday, March 17 from 10 p.m. until Saturday, March 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, March 24

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

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

How Consumers Can Transfer Their Lifeline Benefit

A consumer may transfer their Lifeline benefit to a new company at any time. To transfer the benefit to another company, consumers can contact a company that offers Lifeline and ask them to transfer their Lifeline benefit. Consumers may need to reapply before the new company can transfer their service. When the new company is ready to complete the transfer, they will need the following information to process the request:

- The consumer's full name, date of birth, last four digits of their Social Security number or Tribal ID number, home address, phone number.
- The consumer's consent (verbal or written).
 - Consumers are required to give their consent acknowledging that once the transfer is complete, they will lose their benefit with the previous company.
 - Consumers will need to acknowledge that the new company has explained that consumers may not have more than one Lifeline benefit per household.

March Webinar: National Verifier Overview: How to Resolve Application Errors

Join the Lifeline program's monthly webinar on Wednesday, March 8 to hear an overview of the National Verifier and how to resolve application errors. [Register](#) for the March 2023 monthly webinar.

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

- Resolve eligibility errors
- Resolve address errors
- Resolve identity errors
- Resolve errors with assistance from a service provider

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

You can access the recordings and slide decks from previous webinars on the [Lifeline 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](#)