



## March 2023 Newsletter

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April 3, 2023

### New P.O. Box Address for ACP and Lifeline Customer Support Centers (CSC)

The Lifeline CSC has transitioned to a new P.O. Box mailing address for both ACP and Lifeline. Mail sent to the old P.O. Box mailing address will be forwarded to the new mailing address for a period of time to ensure that there is no interruption in application/document processing.

#### **New P.O. Box Mailing Address:**

Lifeline Customer Support Center  
P.O. Box 9100  
Wilkes-Barre, PA 18773-9100

USAC released updated versions of the Lifeline application and recertification forms, with the new P.O. Box mailing address, on our website. The new P.O. Box now appears on all USAC web content. Service providers should update their consumer outreach materials with the new P.O. Box mailing address for the ACP and Lifeline Support Centers. For more information, please refer to the bulletin USAC released on [March 28](#).

### Adjusted Lifeline Income Qualifications for 2023

The U.S. Department of Health and Human Services (HHS) released the [2023 Federal Poverty Guidelines \(FPG\)](#). These guidelines determine if a consumer can qualify for Lifeline based on their income.

USAC has updated its income standards to reflect that a consumer is eligible for Lifeline when their income is at or below 135 percent of the 2023 FPG.

- Service providers may review the updated standards on the [Income Eligibility](#) page.
- Consumers may review the updated income standards on [Lifeline Support](#).
- USAC has also updated the National Verifier online portal and the [paper forms](#).

**Service providers should update their forms and systems as soon as possible.** Service providers with state-issued forms should follow their state's guidance (e.g., the NLAD opt-out states – California, Oregon, and Texas).

### Lifeline National Verifier Quarterly Eligibility Data

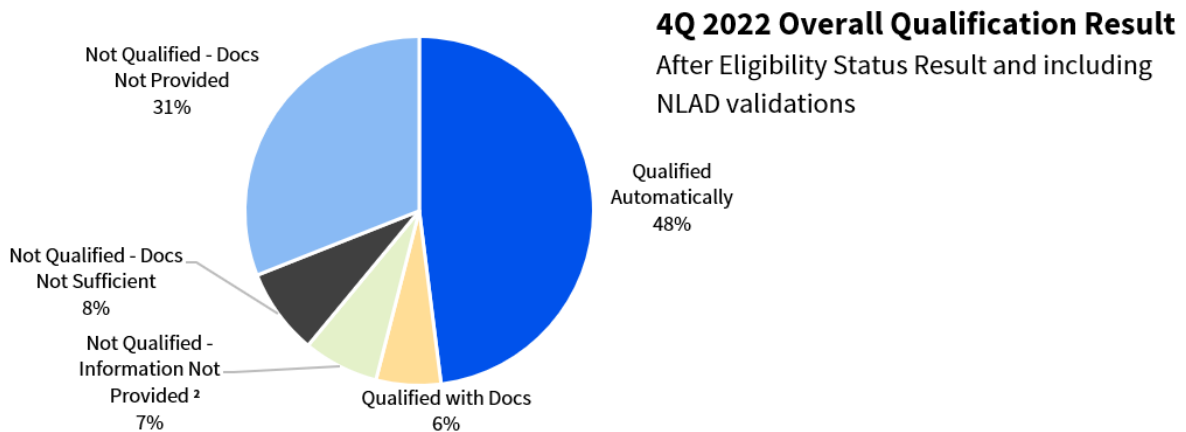
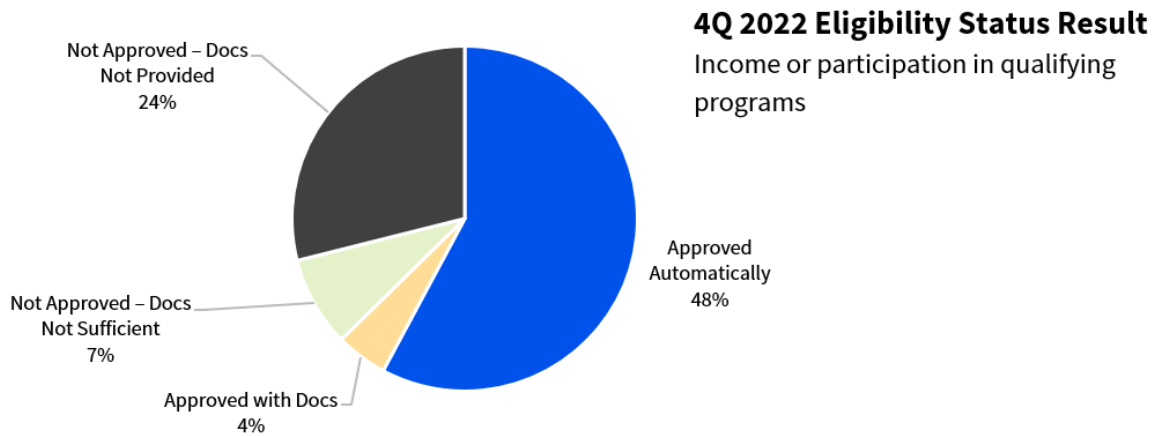
National Verifier data from 4Q2022 is now available on the Lifeline Program Data webpage.

- During the fourth quarter of 2022, the NV received 5,285,473 applications.
  - Of the applications received, 48 percent qualified automatically, and six percent qualified through manual documentation review. (View the 4Q2022 Overall Qualification Result pie chart below.) The

overall qualification result is determined after eligibility is checked and includes further checks related to identity and duplicates.

- Of the applications submitted, 2,429,771 applications were determined to be “Not Qualified” because they did not meet the program criteria and were not resolved by the applicant within 45 days.

The data below examines the eligibility status results and overall qualification results for individuals participating in a qualifying assistance program, such as SNAP or Medicaid, or qualifying through income.



## Reminder: New RAD Documentation Process; Old Process Deactivated

In January 2023, USAC announced a [new process](#) to submit documentation to resolve RAD registration errors. Representatives (or service providers on their behalf) can submit documentation online through [USAC's secure webpage](#) or by mailing the [RAD Cover Sheet](#) and supporting documentation to the new Lifeline Support Center P.O. Box.

The prior website used to submit documentation has been deactivated.

## Lifeline Program Compliance Reminder: RAD Annual Agreement

Enrollment representatives must agree to the terms and conditions of USAC Lifeline systems each year as required in the FCC's 2019 Lifeline Order.

Representatives can complete the annual agreement process at any time by visiting [LifelineRAD.org](https://LifelineRAD.org) to initiate the process.

USAC will notify representatives by email when it is time to complete the agreement.

- An individual will receive up to three reminders to complete their annual agreement.
- These notifications will be emailed to the address that the representative submitted during registration.
- The emails will include a link the representative must select to complete the annual agreement process.
- These reminders will end once the representative has completed the annual agreement process.

## April 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, April 21**

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 from 10 p.m. ET on Friday, April 21 until 2 a.m. ET on Saturday, April 22.

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

### **NV System Maintenance, April 21**

The National Verifier will be unavailable due to scheduled monthly maintenance from 10 p.m. ET on Friday, April 21 until 2 a.m. ET on Saturday, April 22.

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

## April Webinar: NLAD 101

Join us for our next Lifeline Program webinar. During this webinar, we will discuss NLAD and provide a basic overview of how to use it. [Register](#) for the April 2023 monthly webinar.

This session is designed for all service providers and Lifeline stakeholders. 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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