



Universal Service  
Administrative Co.

# Lifeline Newsletter 2024 March

March 28, 2024

## Adjusted Lifeline Income Qualifications for 2024

The U.S. Department of Health and Human Services (HHS) released the [2024 Federal Poverty Guidelines \(FPG\)](#) on January 14, 2024. These guidelines determine if a consumer applying for the program can qualify for the Lifeline benefit based on their income. A consumer is eligible for Lifeline when their income is at or below 135 percent of the FPG.

USAC has updated its forms and systems to reflect the 2024 FPG.

Service providers may review the following for more information:

- The updated standards available on the [Income Eligibility](#) page.
- The income standards that are available for consumers on [Lifeline Support](#).
- The National Verifier online portal and the [paper forms](#).

Service providers should update their forms and systems as soon as possible. National Lifeline Accountability Database (NLAD) opt-out states (California, Oregon, and Texas) should follow their state's guidance.

## Reverification Group Two Updates

Reverification for subscribers in Group Two resumed on March 6, 2024. This group includes Puerto Rico, California (broadband only), Florida, Illinois, Minnesota, Ohio, and Wisconsin. Service providers in Group Two have until May 5, 2024, to view the Reverification Subscriber Status Report in NLAD, review any failures, and gather existing on-hand documentation to resolve the failure(s).

Existing on-hand documentation will be accepted to resolve address, duplicate address, or identity failures. Service providers have the option to submit documentation via mail or online through a secure webpage.

Documentation submitted via the online secure webpage **must** adhere to the

formatting instructions outlined in the [Reverification Documentation Upload Process](#). Documents formatted incorrectly will not be processed and will be deemed invalid.

For more information on the Lifeline reverification process, providers can visit USAC's [Reverification](#) page.



## Lifeline Program Compliance Reminder: Advertise Lifeline

All service providers are required to advertise the availability of Lifeline program benefits in a manner designed to reach eligible households within its study area, per FCC's rules at 47 C.F.R. § [54.405\(b\)](#).

### **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 in languages other than English for any sizeable populations in their service areas who speak other languages. USAC recommends that Lifeline service providers proactively review their advertising material periodically to ensure the outreach is accurate, up-to-date, and includes necessary information.

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

Service providers are invited to use the Lifeline resource materials listed on the LifelineSupport.org Community Education webpage.

## April Webinar: Navigating Account Functions in NLAD

Join us on Wednesday, April 10 for our next Lifeline program webinar to provide a high-level overview on how to navigate account functions in NLAD.

Recordings of previous webinars are available on our [Lifeline Learn: Webinars](#) page.

[Register](#)



## April Maintenance Schedule

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

### System Maintenance

**April 19**

NV, NLAD, Lifeline Claims System (LCS), Affordable Connectivity Claims System (ACCS) and the Representative Accountability Database (RAD) will be unavailable due to a scheduled monthly maintenance starting Friday, April 19 at 10:00 p.m. until 3:00 a.m. ET on Saturday, April 20.

## 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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