



Universal Service
Administrative Co.

Lifeline

May 2023 Newsletter

May 25, 2023

Change to the National Verifier URL

USAC recently modified the URL for the National Verifier's Lifeline and Affordable Connectivity Program (ACP) application flows. All prior URLs will redirect to the new URL. We encourage providers and consumers to use LifelineSupport.org to access the Lifeline online application and the Sign In, Apply Now, or Recertify functions.

FCC Form 481 Due July 1, 2023

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

Filing System Now Open

Service providers can log into [One Portal](#) to access and certify the FCC Form 481. This filing is due July 1, 2023. The [FCC Form 481 template](#) (PDF version), [filing instructions](#), and all necessary [upload templates](#) are available on the USAC website.

Recertification Notice

Recertification is an annual requirement for Lifeline subscribers. USAC conducts recertification to ensure that active Lifeline subscribers, including those who also participate in ACP, are still eligible for the Lifeline benefit.

On Monday, May 1, 2023, USAC initiated automated eligibility database checks to verify the eligibility of subscribers due for recertification in 2023. The recertification process will continue over the course of a few months.

- Subscribers who pass the automated check will not need to take any action for their 2023 recertification.
- Subscribers who fail the automated check will be required to recertify their continued eligibility through a manual process. USAC will conduct outreach to those subscribers.

Subscribers who participate in both Lifeline and ACP and pass the Lifeline recertification process will not need to undergo a separate ACP recertification process.

What This Means for Service Providers

Service providers should regularly monitor the "Recertification Subscriber Status Report" in the National Lifeline Accountability Database (NLAD) to identify subscribers undergoing recertification. This report will update daily to reflect the results of the automated checks.

USAC encourages service providers to educate subscribers about USAC, our recertification process, and why we are reaching out to them. However, service providers should not provide or estimate deadlines, as these deadlines are subject to change.

To learn more about the recertification process, visit the [Recertification](#) webpage or view the [Recertification 101 Training](#).

What This Means for Subscribers

USAC started outreach to subscribers who fail the automated eligibility checks. Subscribers will have an approximately 60-day window to recertify through a manual process.

If a subscriber receives a letter in the mail from USAC, they must take action to recertify their benefit. Subscribers will need to complete the Lifeline Recertification Form ([English](#) and [Spanish](#)). Some subscribers will need to provide income or eligibility documentation to prove their continued eligibility for the program. USAC will notify subscribers if they need to provide documentation.

Lifeline Program Compliance Reminder: Study Area Code (SAC)

A Study Area Code (SAC) is a unique number assigned to eligible telecommunication carriers (ETCs) by USAC that identifies a company based on its service area. Companies must have at least one SAC per state in which they operate but can have more than one SAC within a state if they have more than one service area.

SAC Requests

SAC requests should include:

1. A completed [SAC Request Form](#)
2. The ETC's designation order
3. Terms and conditions of the Lifeline program service, including service plans
4. A Lifeline compliance plan (if applicable)

All service providers previously approved to provide wireline service that are later approved to provide wireless service must request a separate SAC.

To submit the completed SAC request or for more information about SAC requests, email HCOrders@usac.org.

June 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, June 23

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, June 23 until 6 a.m. ET on Saturday, June 24.

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

NV System Maintenance, June 23

The National Verifier will be unavailable due to scheduled monthly maintenance starting 10 p.m. ET on Friday, June 23 until 3 a.m. ET on Saturday, June 24.

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

June Webinar: Account Management in Lifeline Systems

Join us for our next Lifeline Program webinar. This webinar will provide an in-depth overview of account management in Lifeline systems. [Register](#) for the June 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.

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