



Universal Service  
Administrative Co.

Lifeline

## November 2023 Lifeline Newsletter

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November 30, 2023

### FCC Form 555 Due January 31, 2024

The 2023 FCC Form 555 (Annual Lifeline ETC Certification Form) is due on Wednesday, January 31, 2024. The form will open in [One Portal](#) on December 13, 2023. USAC will issue a notice when the FCC Form 555 is available. In preparation for the opening of the submission window:

- Register for our [December monthly](#) webinar dedicated to FCC Form 555.
- Ensure you have One Portal login credentials. If you need One Portal login assistance, please email [CustomerSupport@usac.org](mailto:CustomerSupport@usac.org).
- Visit Lifeline's [Annual Filings](#) page to find additional information on the FCC Form 555.

### Hurricane Idalia Relief Waiver Expires December 1

On September 1, 2023, the Wireline Competition Bureau (WCB) released an Order ([DA 23-805](#)) that temporarily waived the non-usage, de-enrollment for non-usage, annual recertification, and reverification requirements under the Lifeline rules for participants in Florida and South Carolina in the Affected Disaster Areas through November 30, 2023.

USAC will resume Lifeline recertification efforts for impacted subscribers in early December.

Lifeline subscribers residing in the Affected Disaster Areas and who are subject to the non-usage rule will have 30 days (beginning on December 1, 2023) to use their Lifeline service. If the subscriber does not use their service during the 30-day period, the 15-day cure period will begin on December 31, 2023.

### Lifeline Program Compliance Reminder: Qualifying Assistance Programs

Consumers can qualify for Lifeline based on their household income or participation in certain federal government assistance programs. Consumers who live on qualifying Tribal lands can also qualify for Lifeline based on their participation in certain Tribal assistance programs. A "qualifying assistance program" is defined as any of the federal or Tribal assistance programs the participation in which, pursuant to 47 C.F.R. § [54.409](#) (a) or (b), qualifies a consumer for Lifeline service.

### Support Center: Operating Schedule Through Year-End

The Lifeline Support Center will be closed on the following days: December 25 and January 1. Additionally, Lifeline applications will not be reviewed and approved on these days.

### December 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.

### **Systems Maintenance, December 1**

The National Verifier (NV) Portal and NV Carrier API will be unavailable due to a scheduled monthly maintenance starting **Friday, December 1 from 10 p.m. until Saturday, December 2 at 3 a.m. ET**. This is replacing the originally scheduled maintenance for November 30.

NLAD functions that are NV dependent will be impacted.

### **Systems Maintenance, December 15**

NLAD, the Lifeline Claims System (LCS), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to a scheduled monthly maintenance starting Friday, December 15 at 10:00 p.m. until 8:00 a.m. ET on Saturday, December 16.

NV will still be accessible but certain functionalities will be impacted.

### **National Verifier (NV) System Maintenance, December 20**

NV will be unavailable due to a scheduled monthly maintenance starting Wednesday, December 20 at 10:00 p.m. until 3:00 a.m. ET on Thursday, December 21.

NLAD, LCS, ACCS, and the Representative Accountability Database (RAD) staging and production environments will be available for use during this time.

## **December Webinar: FCC Form 555**

Join us on **Wednesday, December 13** for our next Lifeline program webinar to learn about the FCC Form 555 and how to complete it. [Register](#) here for the December 2023 monthly webinar.

Recordings of previous webinars are available on our [Lifeline 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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