



Universal Service
Administrative Co.

Lifeline

October 2023 Lifeline Newsletter

October 31, 2023

Hawaii Recertification and Non-Usage Waiver Expires October 31

On August 18, the Wireline Competition Bureau (WCB) released an Order that temporarily waived the non-usage, de-enrollment for non-usage, and annual recertification requirements under the Lifeline rules for Lifeline subscribers in Hawaii affected by the wildfires. The waiver expires on October 31, 2023. USAC will resume Lifeline recertification efforts for impacted subscribers in early November.

Lifeline subscribers who reside in the impacted area and who are subject to the non-usage rule will have 30 days (beginning November 1, 2023) to use their Lifeline service. If the subscriber does not use their Lifeline service during the 30-day period the 15-day notice period will begin on December 1, 2023.

Reminder: Minimum Service Standards Effective December 1, 2023

On July 7, 2023, the [Wireline Competition Bureau \(WCB\)](#), paused the phase-out of Lifeline support for voice-only services for an additional year. As such, the basic Lifeline support of \$5.25 remains available to eligible consumers who subscribe to voice-only service until at least December 1, 2024.

The Bureau also paused an increase of the Lifeline minimum service standard for mobile broadband data capacity for an additional year. As such, the minimum service standard for mobile broadband data capacity will remain at 4.5 GB per month until at least December 1, 2024.

On [July 21, 2023](#), WCB announced fixed broadband minimum service standards for Lifeline-supported service. Effective December 1, 2023, the fixed broadband usage allowance will remain at 1,280 GB per month. The minimum service standard for mobile broadband speed remains at 3G, and the standard for fixed broadband speed remains at 25 Mbps download and 3 Mbps upload.

Lifeline Support Center PO Box Transition Reminder

The Lifeline Support Centers transitioned to a new PO Box mailing address in March 2023. Mail sent to the old mailing address will be forwarded temporarily to guarantee uninterrupted application and document processing.

For more information, please refer to the [bulletin](#) USAC released on March 28.

Lifeline Program Compliance Reminder: Obtaining Consent and Consumer Certifications

All eligible telecommunications carriers must obtain, from each new and existing subscriber, consent to submit the subscriber's information to the National Lifeline Accountability Database (NLAD). Prior to obtaining consent, the provider must describe to the consumer (using clear, easily understood language) the specific information being

submitted, that the information is being submitted to the administrator of the Lifeline program, and that failure to provide consent will result in the consumer being denied the Lifeline service. Consent is required every time an enrollment is initiated. Providers may not rely on older consent given for a previous enrollment.

Additionally, providers must obtain certain certifications from the consumer before they can be enrolled in the Lifeline program ([47 CFR § 54.410\(d\)](#)). Consumers must personally acknowledge each of the required certifications.

Support Center: Operating Schedule Through Year-End

The Lifeline Support Center will be closed on the following days: November 23 and December 25, 2023, and January 1, 2024. Additionally, Lifeline applications requiring manual review will not be reviewed and approved on these days.

November Maintenance Schedule

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

Systems Maintenance, November 10

The NV, NLAD, and Representative Accountability Database (RAD) will be unavailable due to an additional monthly maintenance starting 10:00 p.m. ET on Friday, November 10 to 8 a.m. ET on Saturday, November 11.

Systems Maintenance, November 17

NLAD, Lifeline Claims System (LCS), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to scheduled monthly maintenance starting 8:30 p.m. ET on Friday, November 17 until 6 a.m. ET on Saturday, November 18.

The NV will be available for use during this time.

NV System Maintenance, November 22

NV will be unavailable due to scheduled monthly maintenance starting 8:30 p.m. ET on Wednesday, November 22 until 6 a.m. ET on Thursday, November 23.

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

November Webinar: Representative Accountability Database 101

Join us on Wednesday, November 8, for our next Lifeline program webinar focused on an in-depth review of the basic functions of the RAD and how to utilize them. [Register](#) here for the November 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. Review all appropriate program contacts on USAC's Lifeline [Contact Us](#) webpage.

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