



Universal Service
Administrative Co.

Lifeline

September Lifeline Newsletter

September 28, 2023

Commission Provides Hawaii Wildfire Relief Updates

On [August 25](#), the Federal Communications Commission (FCC) adopted an Order ([23-67A1](#)) temporarily waiving the Lifeline eligibility requirements in section 54.409(a)-(b) to ensure that consumers who are participating in [FEMA's Individuals and Households Program \(IHP\)](#), as a result of the Hawaii wildfires, can apply and enroll in the Lifeline program through February 25, 2024.

Consumers applying for Lifeline under this waiver are not permitted to enroll in the Affordable Connectivity Program (ACP). Consumers affected by the wildfires can, however, enroll in ACP if they are participating in Disaster SNAP or can qualify to participate in Lifeline without relying on this waiver. To avoid erroneous enrollments or transfers into the ACP, providers should confirm with consumers in Hawaii how they qualified for the Lifeline benefit.

On September 26, USAC released enhancements to the National Lifeline Accountability Database (NLAD) to ensure that consumers who qualify for Lifeline through the FEMA's IHP eligibility program code cannot use that Lifeline qualification to enroll in ACP. Providers cannot file ACP reimbursement support or device claims for these subscribers.

USAC hosted an office hours session on Wednesday, September 21, highlighting the FCC's response to the Hawaii wildfires. Review the Hawaii Wildfires Special Relief [Office Hours](#) presentation for more information.

Typhoon Mawar Waiver Expired September 1

On June 30, 2023, the FCC's Wireline Competition Bureau (WCB) released an Order ([DA-23-571](#)) that temporarily waived the non-usage, de-enrollment for non-usage, annual recertification, and reverification requirements under the Lifeline rules for Lifeline subscribers in Guam and the Northern Mariana Islands through August 31, 2023. USAC resumed Lifeline recertification efforts in these areas on September 25.

Beginning on September 1, Lifeline subscribers who are subject to the non-usage rule have 30 days 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 October 1, 2023.

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.

National Verifier System Maintenance, September 29

The originally scheduled National Verifier (NV) maintenance for September 22 was postponed. The NV will be

unavailable from Friday, September 29 at 10 p.m. ET until Saturday, September 30 at 3 a.m. ET. This maintenance will also impact enrollments in NLAD that require NV.

NV staging and production environments will not be available for use during this time.

System Maintenance, October 13

The 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, October 13 until 6 a.m. ET on Saturday, October 14.

National Verifier and the Representative Accountability Database (RAD) will be available for use during this time.

National Verifier System Maintenance, October 20

The National Verifier will be unavailable due to scheduled monthly maintenance from 10 p.m. ET on Friday, October 20 until 3 a.m. ET on Saturday, October 21.

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

October Webinar: National Verifier 101

Join us for our next Lifeline program webinar for an in-depth review of the basic functions of the National Verifier system and how to utilize them. [Register](#) here for the October 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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