FCC Form 555: Annual Lifeline Eligible Telecommunications Carrier Certification Form

Supplemental Information

All Lifeline service providers are required to file the FCC Form 555, the "Annual Lifeline Eligible Telecommunications Carrier Certification Form." The form is due by January 31, 2022.

The FCC Form 555 must be submitted to the Universal Service Administrative Company (USAC) electronically via USAC's E-File (one portal). Carriers must also file a copy of their FCC Form 555 in the FCC's Electronic Comment Filing System, Docket 14-171, and with their state regulatory commission and Tribal governments.

The form reports the results of the annual recertification process and non-usage de-enrollments. Recertification results are reported month-by-month based on the subscriber’s anniversary date.
**Key Tips and Information**

- You must include information for every subscriber you de-enrolled for non-usage.
  - As a reminder, the COVID-19 waiver governing FCC’s Lifeline non-usage rule ended May 1, 2021.
  - Additionally, on September 3, 2021, the FCC issued an [Order](#) temporarily waiving the Lifeline non-usage rules, through November 30, 2021, for subscribers residing in the affected disaster areas, which include all parishes and counties in Louisiana and Mississippi.
  - Service providers are still responsible for completing FCC Form 555 in states and territories where the National Verifier has launched. As a reminder, the COVID-19 waiver governing the FCC’s Lifeline recertification rule is in effect through December 31, 2021.
    - If you were not responsible for conducting any recertifications (due to being part of the National Verifier), you should put “0” in blocks A – C for these subscribers. You must also complete blocks I – L for any recertification conducted by the state administrator in California, Oregon, and Texas.
    - If you were not required to conduct recertification but you still did, you must report the results for those subscribers.

**National Verifier Launches:**

<table>
<thead>
<tr>
<th>Launch</th>
<th>Soft Launch</th>
<th>Hard Launch</th>
<th>States and Territories</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2018 launch</td>
<td>6/18/2018</td>
<td>11/4/2018</td>
<td>CO, MS, MT, NM, UT, WY</td>
</tr>
<tr>
<td>October 2018 launch</td>
<td>10/15/2018</td>
<td>1/15/2019</td>
<td>GU, HI, ID, ND, NH, SD</td>
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<tr>
<td>February 2019 launch</td>
<td>2/5/2019</td>
<td>5/7/2019</td>
<td>AK, AS, DC, DE, ME, MP, RI, VI</td>
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<tr>
<td>March 2019 launch</td>
<td>3/12/2019</td>
<td>6/11/2019</td>
<td>IN, KY, MI</td>
</tr>
<tr>
<td>December 16, 2019 launch</td>
<td>12/16/2019</td>
<td>3/24/2020</td>
<td>FL, IL, MN, OH, WI</td>
</tr>
<tr>
<td>December 20, 2019 launch</td>
<td>12/20/2019</td>
<td>11/18/2020</td>
<td>CA*, OR, TX</td>
</tr>
<tr>
<td>(NLAD opt-out states)</td>
<td></td>
<td>*12/18/2020 (CA)</td>
<td></td>
</tr>
</tbody>
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*Complete the data fields on the FCC Form 555 as outlined in the online form. Further details can be found on the following pages.*

**Carrier Information**

**Data Year**

Enter the calendar year for which the service provider’s annual recertification results are being submitted.

**Service Provider Identification Number (SPIN)**

Enter the nine-digit Service Provider Identification Number (SPIN) for which the certification is being filed. The FCC Form 555 will only accept valid SPIN/SAC combinations to which the service provider has entitlements.

**Study Area Code (SAC)**
Enter the six-digit study area code (SAC) for which the certification is being filed.

**Name of Person Completing the Certification Form**
Provide the name of the service provider employee who completed the form.

**Contact Phone Number**
Provide the phone number of the service provider employee who completed the form.

**Affiliated ETCs**
Enter “Yes” or “No” to specify whether the service provider reported on the FCC Form 555 has any affiliated service provider(s).

Affiliation shall be determined in accordance with Section 3(2) of the Communications Act. See 47 U.S.C. § 153(2). That Section defines “affiliate” as “a person that (directly or indirectly) owns or controls, is owned or controlled by, or is under common ownership or control with, another person.” 47 U.S.C. § 153(2); see also 47 C.F.R. § 76.1200.

**List of Affiliated ETCs’ SAC(s)**
If the service provider entered “Yes” under “Affiliated ETCs,” it must provide a list of all SAC(s) that are affiliated with the reporting service provider. Enter the affiliated SAC(s) numbers separated by commas.

**Non-Usage De-Enrollment by Month**

**ETCs Subject to the Non-Usage Requirements**
Enter “Yes” or “No” to specify whether the service provider reported on the FCC Form 555 is subject to the Non-Usage Requirements.

Service providers that do not assess and collect a monthly fee from their Lifeline subscribers are subject to the non-usage de-enrollment requirements and must complete this section. The non-usage requirements also apply to service providers that only assess a fee, but do not collect such fees.

If the service provider selects “Yes,” they must report by month the number of Lifeline customers de-enrolled as a result of non-usage. Section 54.405(e)(3) of the Lifeline rules requires service providers that do not assess and collect a monthly fee from their subscribers to de-enroll subscribers who do not use their Lifeline service for 30 consecutive days. See 47 C.F.R. § 54.405(e)(3). Service providers are required to provide subscribers with 15 days’ notice, using clear and easily understood language, that the subscriber’s failure to use the Lifeline service within the 15-day notice period will result in service termination for non-usage.

Service providers shall report to the FCC annually the number of subscribers de-enrolled for non-usage.

**Non-Usage De-Enrollment**
Enter the number of subscribers de-enrolled per month for non-usage for the current recertification year.

**Subscribers Subject to Recertification**

Service providers are still responsible for completing FCC Form 555 in states and territories where the National Verifier has launched but should only include subscriber information for recertifications that they conducted. Service providers should not include results from the National Verifier reverification process.
Subscribers should be reported by the month of their anniversary date. For example, a subscriber with a July 2021 anniversary date would be counted towards the July data month block. If you were not responsible for conducting any recertifications (due to being part of NV), you should enter “0” in blocks A – C for these subscribers. If you were not required to conduct recertification but you still did, you must report the results for those subscribers.

**Block A - Subscribers eligible for recertification by anniversary month**

Report the number of subscribers eligible for recertification by anniversary month for the current FCC Form 555 calendar year. Note: On October 13, 2020, an amendment to the Lifeline recertification rule took effect, requiring that Lifeline subscribers’ annual recertifications be completed by the end of each calendar year instead of by each subscriber’s anniversary date. 47 C.F.R. § 54.410(f). While subscribers are not required to be recertified by their anniversary date as of the effective date of the rule, for purposes of the completion of this form for calendar year 2021, list the number of subscribers with anniversary dates for each month.

Enter the number of subscribers you had with anniversary dates in that month. You must be able to support/document your claim. Many filers choose to use the number of subscribers recorded in the NLAD Summary and Detail Subscriber Snapshot Report.

For example, for July anniversary dates, if a service provider started the recertification process on March 15, they can populate block A with data from the NLAD Summary and Detail Subscriber Snapshot Report from March 1. Users will need to filter the report by anniversary date to see how many subscribers have anniversary dates in July. Do not enter the total number from the NLAD snapshot or the number of subscribers from your Lifeline Reimbursement Claim.

**Block B - Subscribers de-enrolled prior to recertification attempts**

Report the number of subscribers who de-enrolled from Lifeline prior to the service provider’s attempt to recertify continued eligibility, either directly, through the use of a state administrator or third party administrator, by USAC, or by access to a state eligibility database.

Subscribers de-enrolled before or after the recertification attempt begins should be accounted for in block B. This number should include all subscribers who de-enrolled for any reason, including those subscribers that discontinued Lifeline service with the service provider on their own initiative and those that the service provider de-enrolled from Lifeline (for example, subscribers de-enrolled for non-usage or who transferred their Lifeline benefits). If no subscribers were de-enrolled from Lifeline prior to the recertification attempt, the service provider should enter zero in block B.

**Block C - Total number of subscribers ETC is responsible for recertifying (C = A - B)**

‘Block C’ will automatically calculate the total number of subscribers a service provider is responsible for recertifying by anniversary month, or the total number of subscribers with anniversary dates by month that will need to be recertified pursuant to 47 C.F.R. §54.410(f) and the COVID-19 waivers issued by the FCC.

**Recertification Methods**

**Blocks D – L (“Recertification Methods” sections) are a subset of blocks A – C.** If you were not responsible for conducting any recertifications (due to being part of NV), you should enter “0” in blocks D – L for these subscribers. If you were not required to conduct recertification but you still did, you must report the results for those subscribers.
Recertification Method: State or Federal Database

Block D - Subscribers recertified through access to database by anniversary month
Report the number of eligible subscribers verified through access to a state or federal database.

Block E - Name of data source(s)
Report the name of the data source(s) the service provider queried to confirm their subscribers’ continued eligibility.

Recertification Method: ETC Direct Contact

Block F - Subscribers contacted by ETC directly to recertify \((F = G + H)\)
Report the number of Lifeline subscribers the service provider contacted directly to obtain recertification of eligibility.

Block G - Subscribers who failed to recertify through ETC direct outreach attempt \((G = F - H)\)
Report the number of Lifeline subscribers de-enrolled due to ineligibility or non-response to the service provider’s outreach attempt.

Block H - Subscribers who recertified through ETC direct outreach attempt \((H = F - G)\)
Report the number of Lifeline subscribers that successfully recertified through service provider’s direct outreach attempt.

Recertification Method: Third Party

Block I - Subscribers whose eligibility was reviewed by a third party \((I = K + L)\)
Report the number of Lifeline subscribers contacted by a state administrator, third party administrator, or USAC for the purpose of recertification.

Block J - Name of third party
Enter the name of the third party administrator the service provider relied on to confirm their subscribers’ continued eligibility.

Block K - Subscribers de-enrolled as a result of third party recertification attempt \((K = I - L)\)
Report the number of subscribers de-enrolled as a result of ineligibility or non-response to outreach from a state administrator, third party administrator, or USAC.

Block L - Subscribers who recertified through a third party \((L = I - K)\)
Report the number of subscribers that recertified through a request from a state administrator, third party administrator, or USAC.

Results Summary

Block M - Total number of subscribers de-enrolled as a result of recertification \((M = G + K)\)
‘M’ will automatically calculate the total number of subscribers de-enrolled as a result of recertification.

Block N - Total number of subscribers ETC is responsible for recertifying \((N = D + F + I)\)
‘N’ will automatically calculate the total number of subscribers the service provider is responsible for recertifying.

Block O - Percent of subscribers due for recertification who were de-enrolled \((O = M / N * 100)\)
‘O’ will automatically calculate the percentage of subscribers due for recertification who were de-enrolled.
Certification Statements

Enter the company officer’s first and last name initials next to the certification method that was used to confirm the Lifeline subscribers’ program eligibility.

Initial Certification – Required
I certify that the company listed above has a certification process in place to:

A. Review income and program-based eligibility documentation prior to enrolling a consumer in the Lifeline program, and that, to the best of my knowledge, the company was presented with documentation of each consumer’s household income and program based eligibility prior to his or her enrolling a consumer in Lifeline; and/or

B. Confirm consumer eligibility by relying upon access to a state database and/or notice of eligibility from the state Lifeline administrator prior to enrolling a consumer in the Lifeline program.

Recertification Method: Database – Optional
I certify that the company listed above has a certification process in place to recertify consumer eligibility by relying on a database.

Recertification Method: ETC – Optional
I certify that the company listed above has a certification process in place to recertify the continued eligibility of all of its Lifeline subscribers, and that, to the best of my knowledge, the company obtained signed certifications from all subscribers attesting to their continuing eligibility for Lifeline.

Recertification Method: Third Party – Optional
I certify that the company listed above has a certification process in place to recertify consumer eligibility by relying on a third party administrator. Service providers should not initial the “Third Party Recertification Method” if their subscribers went through the National Verifier reverification process.

No Subscribers – Optional
I certify that my company did not claim federal low income support for any Lifeline subscribers for the current Form 555 data year.

Officer Certification – Required
By signing below, I certify that the company listed above is in the compliance with all federal Lifeline certification procedures.

PRIVACY ACT AND PAPERWORK REDUCTION ACT STATEMENTS

The FCC is authorized under the Communications Act of 1934, as amended, to collect the information we request in this form. If we believe there may be a violation or a potential violation of a FCC statute, regulation, rule or order, your certification may be referred to the Federal, state, or local agency responsible for investigating, prosecuting, enforcing, or implementing the statute, rule, regulation, or order. In certain cases, the information in your certification may be disclosed to the Department of Justice or a court or adjudicative body when a) the FCC; or b) any employee of the FCC; or c) the United States Government is a party of a proceeding before the body or has an interest in the proceeding.

We have estimated that this collection of information will take 15 hours annually. Our estimate includes the time to read the instructions, look through existing records, gather and maintain required data, and actually complete and review the form or response. If you have any comments on this estimate, or on how we can improve the collection and reduce the burden it causes you, please write the Federal...
Communications Commission, Office of Managing Director, AMD-PERM, Washington, DC 20554, Paperwork Reduction Act Project (3060-0819). We will also accept your PRA comments if you send an e-mail to PRA@fcc.gov.

Please DO NOT SEND COMPLETED FORMS TO THIS ADDRESS. You are not required to respond to a collection of information sponsored by the Federal government, and the government may not conduct or sponsor this collection, unless it displays a currently valid OMB control number and/or we fail to provide you with this notice. This collection has been assigned an OMB control number of 3060-0819.