Lifeline FCC Form 555 System

User Guide

Updated: 1/16/2024 | Version 1.1

Contents

Change Log

Date	Version	Changes
1/16/2024	1.1	*Non-Usage Requirement Monthly Subscriber Count(s)* month fields were updated in the Appendix indicating that the fields can be left blank or entered as zero for all months if the subjected to the *Non-Usage Requirement* question is Yes.

1   Introduction

1.1   Annual Submission Requirement

The Form 555 Annual Lifeline Eligible Telecommunications Carrier (ETC) Certification (FCC Form 555 System) was originally introduced in [an order from the FCC in October 2012](#). All Lifeline service providers are required to file the FCC Form 555 to report the results of the annual recertification process and non-usage de-enrollments. The form is due for every ETC active in the Lifeline program by January 31st for the previous year. Carriers are also required to 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.

1.2   System Purpose

The FCC Form 555 System is the system of record for every Lifeline ETC to indicate National Verifier or state recertification results and non-usage de-enrollments. The form is also used to identify affiliated ETC (also referred to as the Study Area Code or SAC), and have an officer certify the annual statements and form for every SAC.

Service provider users with 497 Officer or Agent credentials can access the FCC Form 555 System to:

- Submit FCC Form 555 for every SAC associated with their Service Provider Identification Numbers (SPINs or 498 ID).
- View and export all submitted FCC Form 555(s) data for each SAC from year-to-year from 2023 onward. Form(s) can be exported as a PDF or as a spreadsheet data export.
- Revise forms in a certified status at anytime for 2023 onward.

Only 497 Officers can certify submitted data in the FCC Form 555 System.
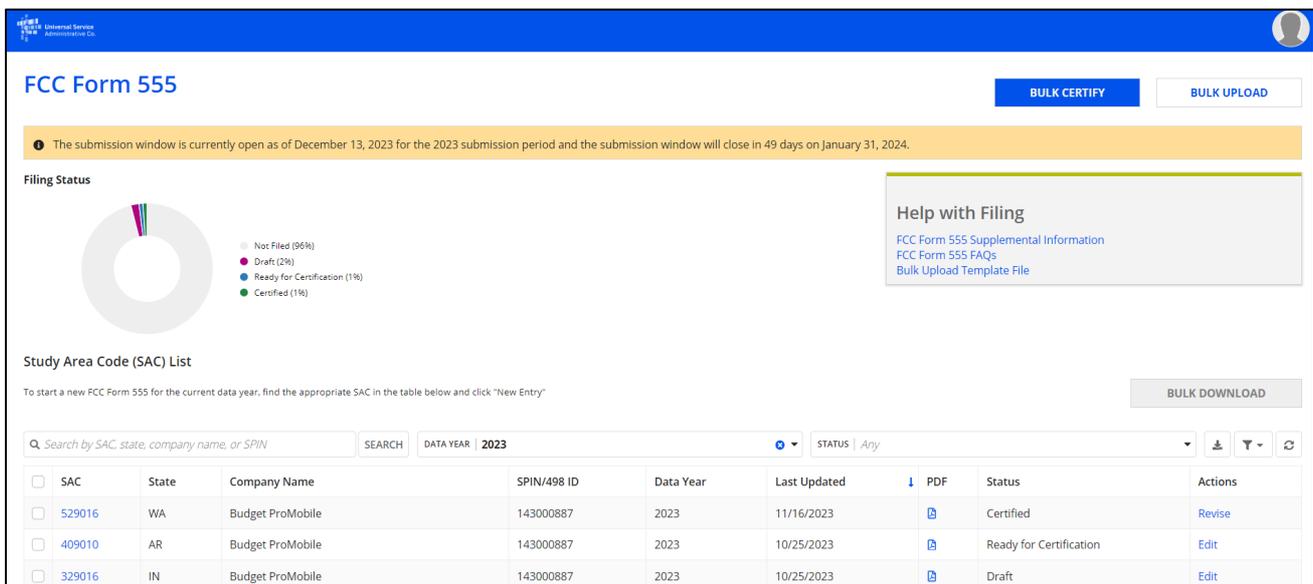
2   System Overview

2.1   User Roles

The FCC Form 555 System has the following user roles:

User Role	System Permissions
497 Agent	Submit, view, update, revise, and download data
497 Officer	Submit, view, update, revise, download, and certify data

2.2   Access the System

Users can access the FCC Form 555 System via USAC's [One Portal](). A 497 Officer and 497 Agent will have access in One Portal to the Lifeline Claims System (LCS) to support their SPIN(s) with claims each month. If a user is not responsible for monthly claims, then they should not be requested or assigned as a 497 Officer or 497 Agent to complete the FCC Form 555 requirement.

A user navigates the system starting at the homepage. All SACs are associated based on a user's SPIN(s) entitlement and will be available for completion in the table on the homepage. On the homepage, a user can choose to complete the FCC Form 555 for each SAC via single entry in the user interface or bulk upload using a spreadsheet template listing every SAC. Officers can certify each Form 555 via single entry or bulk certify. All data for 2023 onward can be sorted, searched, filtered, and downloaded via PDF(s) or spreadsheet software. Current and past years can also be revised at any time if they have already been certified by an Officer.

2.3   Status of Data Records

After data is submitted, it will have one of the four statuses below. The Filing Status chart on the homepage can be used to review the overall status of all submitted records for the calendar year, including the percentage of records by status.

Status	Definition
Not Filed	Default status for when a SAC has not been opened and edited for a data year.
Draft	Data has been entered for a SAC but not Ready for Certification
Ready for Certification	A user has completed all required fields for a SAC and the form is ready for certification by an Officer.
Certified	A 497 Officer has reviewed the form data, entered their certification credentials, and submitted the form to be Certified.

2.4 Email Notifications

Users will receive emails notifying them of certified FCC Form 555 record(s) and possible reminders to complete the annual requirement.

Reference the table below for the expected email notifications.

Notice Type	Subject Line	Description	Email Recipient
Certification Confirmation Email	Successful Certification of FCC Form 555 filing(s) in the Form 555 system	Notice that data was certified by the 497 Officer.	497 Officer(s) and user(s) that submitted the data
Reminder Email for SPIN(s) with All Forms Not Started	FCC Form 555 filing(s) Action Required	No data records have been started for SPIN(s) assigned to a user.	497 Officer(s) and Agents associated with the SPIN
Reminder Email for Uncertified Forms	FCC Form 555 filing(s) Action Required – Certification Reminder	One or more submitted forms have been started but not certified for a SPIN.	497 Officer(s)

3   Submit and Manage Data

3.1   Overview

Users can complete the FCC Form 555 via single entry or bulk data submissions. Form 555 data records can also be updated/edited and revised for past years (2023 onward).
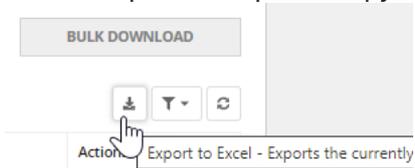
3.2   Single Entry Data Submissions

The single data submission method allows users to enter Form 555 submissions through a single form entry system interface.

Step	Single Entry Submission Process
1	On the homepage under the **Actions** column for a SAC, select the available action whether it's a **New Entry**, **Edit** of a form in Draft or Ready for Certification status, or **Revise** an already Certified form.
2	Fill out the required FCC Form 555 fields which include: • Affiliated ETC SAC and name (optional) • Annual recertification results via National Verifier or state Lifeline administrators (i.e., California, Texas, and Oregon SACs) • ETCs subject to the non-usage requirements • Person completing the certification phone number and their contact phone number. • Certifications if an Officer completing the single entry. An officer can also choose to **Cancel** and automatically save all the fields that have been completed. The record will be changed to a Ready for Certification status if all required fields are completed—an officer can complete certification at another time.
3	Select **Submit**. • On the homepage, successful submissions will appear with a Ready for Certification status or as Certified if an Officer completed the form and proceeded to enter their certification credentials.

3.3   Bulk Data Submissions

The bulk upload method allows users to complete and submit multiple FCC Form 555 records using a bulk upload template that can be downloaded in the system. The headers of the CSV file must have an exact match to the bulk upload template. If the data field header names or the column order is changed, the file upload will return an error.

Step	Bulk Upload Submission Process
1	Download the **555 Bulk Upload Template**.
2	Complete the optional and required data fields for each SAC. All associated SPINs and SACs can be completed and uploaded using one file or multiple files as needed.

Step	Bulk Upload Submission Process
	• **TIP**: Select the **Export to Excel** button on the homepage above the SAC List table to download all SACs associated to a user's SPIN(s) to populate the SAC and SPIN columns in the bulk upload template. Copy and paste as "values" or text to avoid template issues.
3	Choose the file you would Like to **Upload** and select **Save & Continue.** • The bulk upload template should exactly match every header row and column to ensure the file can be read correctly during the submission check.
4	Review the bulk upload confirmation page to select some or all the records identified in the bulk upload template. This page displays fields for the data year, SPIN, company name, state, SAC, and validation errors and warnings, and number of fields with errors. • Submission rows with identified errors can be: o Submitted to the system and edited later to make them ready for certification. o Corrected in a bulk upload template and reuploaded on the previous bulk upload page. o Viewed on the **Detailed Error Report** that can be downloaded from the link on the right side of the confirmation page. This report will list the SAC, column header field name, the affected row numbers, and the associated errors. • Duplicate records on the bulk template or already certified records will be flagged by the system with a warning before the user proceeds with selection and submission.
5	Select **Submit** for all the selected records on the upload confirmation page. Records with no errors have been updated to a Ready for Certification status. Records with errors have been updated to a Draft status.
6	Repeat the steps above for any additional submissions.

3.4 Revise Data

Submitted data can be updated by revising a singly entry submission or via bulk upload. It is the same process to make a revision for single entry submissions and bulk upload submissions. A user will be notified during a revision that a filing has already been certified for the selected data year. Clicking **Save & Continue** will push the form back to **Draft** status and allow a user to revise the form. To view a submitted filing, download it from the homepage as a PDF or in a spreadsheet file.

4   Review and Certify Data

497 Officers are responsible for certifying data submissions by the submission deadline.

- A 497 Officer can certify all submitted data at one time or as data is submitted and ready for certification.

- Every time data records are revised; they must be certified again.

4.1   Review and Certify Data

On the homepage, an Officer can review submitted data before proceeding to certify the submitted record. Records with no errors will be identified in a Ready for Certification status. Records with errors will be identified in a Draft status until the errors have been corrected.
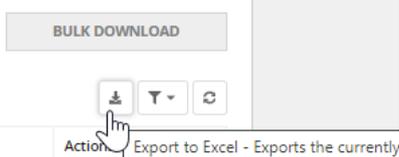
- An Officer submitting a single-entry data submission is prompted to complete and **Submit** the Certification at the same time. They can also **Cancel** which will change the record to a Ready for Certification status.
- An Officer wanting to certify multiple SAC submissions can select the **Bulk Certify** button on the homepage which will show all SAC submissions that are in a Read for Certification status.

Step	Certify Data
1	On the homepage, review the submitted data records. Data that is ready for certification will have a Ready for Certification status. Data in a Draft status will need have the remaining required fields to be completed or corrected to change them to a Ready for Certification status.
2	To mark the data as certified, there are two methods available for records in a Ready for Certification status. • Select the **Edit** button on the homepage in the Action column for an individual record that appears in the far-right column to initial the certification statements and complete the certification credentials. • Select the **Bulk Certify** button on the homepage to show all records in a Ready for Certification status. Select the records that need to be certified and **Save & Continue** to initial the certification statements and complete the certification credentials.
3	Review and initial the certification statements which include the following: **Initial Certification** (Required)**:** I certify that the company listed above: • Has policies and procedures in place to ensure that its Lifeline subscribers are eligible to receive Lifeline Services: and • Is in compliance with all federal Lifeline certification procedures; and • Is in compliance with the minimum service levels set forth in 47 C.F.R. 54.408. **Annual Recertification** (Required)**:** I am an officer of the company named above. I certify that: • I am authorized to make this certification for the SAC(s) listed above; and • The company listed above has procedures in place to recertify consumer eligibility by relying upon notice of eligibility from the National Verifier.

Step	Certify Data
	No Subscribers Certification (Optional)**:** I certify that my company did not claim federal low income support for the current Form 555 data year. I am an officer of the company named above. I am authorized to make this certification for the SAC listed on this form.
4	Enter in the following information: By signing below, I certify that the information provided is true and accurate. I am an officer of the company named above. I am authorized to make this certification for the SAC(s) listed on this form. • Officer Name • Officer Title • Email Address • Preparer Name (Single Entry only) • Contact Phone Number (Single Entry only)
5	Select **Submit**.
6	Repeat the steps above for all data submissions that require certification. • Officers will need to certify any submitted data again if a record has been revised or updated via bulk upload.

5   Download Data and Completed Forms

Reports and data are available for download on the homepage in a few ways.

Name	Description
Bulk Download	This report on the homepage allows a user to download selected SAC submissions that are in a Draft, Ready for Certification, or Certified status as a PDF or spreadsheet format. • Selected Form 555(s) downloaded in a PDF format will be in a single PDF if one is selected or in a zip file with multiple PDFs exported. Unzip the zip file folder to extract the files to save or share. • Selected Form 555(s) downloaded in a spreadsheet format will list all selected records and their status in a spreadsheet data format.
Export to Excel (Homepage Records)	This report on the homepage is located above the SAC List table. A user can download all SACs associated to their SPIN(s) and the status of all those SACs. This report can be used to populate the SAC and SPIN columns in the bulk upload template if that is helpful. BULK DOWNLOAD Action Export to Excel - Exports the currently
PDF Download	Any submitted record that is in a Draft status, Ready for Certification, or Certified status can be downloaded from the PDF column of a record to view the submitted data.

6 Appendix

6.1 Data Fields and Validations

Reference the table below for all the data fields required, optional, or auto filled in the FCC Form 555 System and the validations associated with each data field.

6.1.1 Field Type Meaning

Use the table below to understand the field and data types of the FCC Form 555.

Field Type	Field Type Description
Required	Field types labeled "Required" below must have an entry, even a 0 (zero), in a single-entry submission or a bulk upload field to successfully complete the entry.
Optional	Items labeled "Optional" below are optional when prompted for entry or in the bulk upload and can be left blank if they do not apply for a SAC record.
Required Dependent	Items labeled "Required Dependent" appear when another field prompts the entry and must be completed to ensure a successful submission of the entry.
Optional Dependent	Items labeled "Optional Dependent" are additional fields that are not required to complete a data entry but appear when other information is submitted in a parent field.
Required Optional	Items labeled "Required Optional" are required for some users, but optional for others. For example an Agent may be required to complete a field, but an Officer may have it as an optional field.
Auto Filled	These fields are automatically populated based on being dependent on another field or the system automatically populates them based on a user's login entitlements.

6.1.2 Detailed Data Field Information

Use the table below to reference the field and data types of the FCC Form 555, including validation checks, error messages, and field descriptions or tooltips.

Name	Data / Field Type	Validation	Validation Error Message	Field Description / Tooltip
Data Year	Auto filled	N/A	Invalid Data Year	This is the data year selected for the relevant submission record.
State	Auto filled	N/A		State associated with the SAC
SAC (Study Area Code)	Auto filled single entry. Entered in bulk upload.	Valid SAC associated to a user SPIN entitlement.	• Invalid SAC • Invalid SPIN/SAC combination • Duplicate SAC/SPIN on template	Study Area Code represents a state eligible telecommunication carrier.

Name	Data / Field Type	Validation	Validation Error Message	Field Description / Tooltip
498 ID/SPIN	Auto filled single entry. Entered in bulk upload.	Valid company ID associated to a user(s) credentials	Invalid SPIN	Service Provide Identification Number (SPIN) is the overall number for one or more state SACs of a company.
Company Name	Auto filled	Auto-fills the company name based on what's recorded in the database		Company name of the SPIN.
DBA Name	Auto filled	Associated with a SPIN and populated in the database		Doing business as name (if applicable) and recorded in the database.
Holding Company Name	Auto filled	Associated with a SPIN and populate in the database		Holding company name of the SPIN. Usually the umbrella company of one or more SPINs.
Affiliated SAC	Optional	Valid SAC	• Invalid SAC format • Invalid Affiliated SAC • Affiliated SACs is required. • Affiliated SACs is not required. • Duplicate Affiliated SAC(s) is entered. • Invalid SAC	SAC for an affiliated SAC submission record.
Affiliated Company Name	Auto filled. Optional Dependent	N/A		Affiliated SAC company name at the state level.
Non-Usage Requirement	Required	Yes or No entered	• Input is required • Invalid format	Does the non-usage requirement apply to this SAC for the data year?
Non-Usage Requirement Monthly Subscriber Count(s)	Required Dependent	Yes is entered in the Non-Usage_Requirement question.	• The value entered is not an integer. Enter numerical digits only. • Invalid format • Non-Usage is required • Do not enter subscriber de-enrollment data if the ETC is not subject to non-usage requirements—Applies if 1 or more subscribers are entered and the subject to non-usage requirement is No.	Count of subscribers for the last 12 months of the data year.

Name	Data / Field Type	Validation	Validation Error Message	Field Description / Tooltip
Recertification Method to Recertify Consumer Eligibility	Required	National Verifier or state Lifeline Administrator		What method does the reporting company use to recertify consumer eligibility.
A. Subscribers eligible for recertification within current calendar year	Required Dependent	Number entered	Invalid format	Total subscribers eligible for recertification at the state Lifeline administrator level.
B. Subscribers de-enrolled prior to recertification attempts	Required Dependent	Number entered less than A. Subscribers eligible for recertification within current calendar year/	Invalid format	Total subscriber de-enrolled prior to recertification attempt.
D. Subscribers successfully recertified	Required Dependent	Number entered less than A. Subscribers eligible for recertification within current calendar year.	Invalid format	Total subscribers successfully recertified.
E. Subscribers de-enrolled for failed recertification	Required Dependent	Number entered less than A. Subscribers eligible for recertification within current calendar year.	E cannot be greater than C	Total subscriber de-enrolled for failed recertification.
Initial Certification	Required	Initials entered in the **Initials** field.	• Initials contain invalid character(s). Only alphabet letters are supported. • Not enough characters • Too many characters • Initial Required	**Initial Certification** (Required)**:** I certify that the company listed above: • Has policies and procedures in place to ensure that its Lifeline subscribers are eligible to receive Lifeline Services: and • Is in compliance with all federal Lifeline certification procedures; and • Is in compliance with the minimum service levels set forth in 47 C.F.R. 54.408.
Annual Recertification	Required	Initials entered in the **Initials** field		**Annual Recertification** (Required)**:** I am an officer of the

Name	Data / Field Type	Validation	Validation Error Message	Field Description / Tooltip
			• Initials contain invalid character(s). Only alphabet letters are supported. • Not enough characters • Too many characters • Initial Required	company named above. I certify that: • I am authorized to make this certification for the SAC(s) listed above; and • The company listed above has procedures in place to recertify consumer eligibility by relying upon notice of eligibility from the National Verifier.
No Subscribers Certification	Optional	Initials entered in the **Initials** field		I certify that my company did not claim federal low income support for the current Form 555 data year. I am an officer of the company named above. I am authorized to make this certification for the SAC listed on this form.
Officer Name	Required	First and last name of an Officer	• Name contains invalid character(s). Only alphabets, apostrophe ('), hyphen (-), and dot (.) are supported. • Name of Officer is required	By signing below, I certify that the information provided is true and accurate. I am an officer of the company named above. I am authorized to make this certification for the SAC(s) listed on this form.
Officer Title	Required	Job title at the service provider(s)	Title of Officer is required	
Email Address	Required	Email address of the Officer	Please enter a valid email address	
Preparer Name	Required Optional	First and last name if Agent/Officer initial completion. Not required for Officer **Bulk Certify.**	• Name contains invalid character(s). Only alphabets, apostrophe ('), hyphen (-), and dot (.) are supported. • Invalid Name format • Name of the person completing this certification form is required.	
Contact Phone Nubmber	Required Optional	Phone number of Agent/officer initial completion. Not required for Officer **Bulk Certify.**	• Please enter the 10-digit phone number • Invalid format	

6.1.3 Bulk Upload Template File Validations

When a user selects a file to upload, validations will be performed to ensure the file and its contents correctly match the system upload specifications.

Validation Type	Validation	Validation or Error Message
Successful Upload	When the agent uploads a file successfully, the system will return a message to upload result interface.	Congratulations! The records you selected were successfully uploaded.
Successful Upload with Errors	When the agent uploads a file successfully with errors, the system will return a message to upload result interface.	Congratulations! The records you selected were successfully uploaded. Records with no errors have been updated to "Ready for Certification" status. Records with errors have been updated to "Draft" status.
Upload Template Not .xlsx File Type	Upload a file with invalid file type. The system will return an error message if the file is not .xlsx file type.	Invalid template uploaded
Incorrect Upload Template	The system will return an error if user does not use an approved template to upload the file with.	Invalid template uploaded
	Upload file contains only headers. When user uploads a file that only contains headers but without actual data, the system will return an error.	File contains no record