



Universal Service
Administrative Co.

Lifeline

April Lifeline Newsletter

April 27, 2023

Enhancements to National Lifeline Accountability Database (NLAD) Transaction History

On April 13, 2023, enhanced features to the NLAD transaction history were released in the production environment. NLAD transaction history now displays all Enroll, Transfer, De-Enroll, and Update transactions for a given subscriber over the past six months. The following additional information is now included in the results of the Subscriber Information Look Up tool:

- Results for both Enrolled and De-Enrolled subscribers
- Additional fields such as Enrolled, Eligible for Device (applies only to the Affordable Connectivity Program), and Last Transaction Type/Date
- A View Transaction History button to check a subscriber's transaction history
- A feature to exclude Update Transactions for the Transaction History Results

Reminder: New P.O. Box Address for ACP and Lifeline Customer Support Centers (CSC)

The Lifeline CSC transitioned their P.O. Box mailing address to a new address for both ACP and Lifeline on March 28, 2023. Mail sent to the old P.O. Box mailing address will be forwarded to the new mailing address temporarily to ensure that there is no interruption in application/document processing.

New P.O. Box Mailing Address:

Lifeline Customer Support Center
P.O. Box 9100
Wilkes-Barre, PA 18773-9100

USAC released updated versions of the Lifeline application and recertification forms, with the new P.O. Box mailing address, on our website. The new P.O. Box has also been updated on all USAC web content. Service providers should update their consumer outreach materials that contain the current ACP and Lifeline Customer Support Centers' mailing address. For more information, please refer to the bulletin USAC released on [March 28](#).

Lifeline Program Compliance Reminder: Annual Filings

All Lifeline program service providers are required to file two forms annually.

FCC Form 481

The FCC Form 481, or the "Carrier Annual Reporting Data Collection Form," collects financial and operations

information used to validate service provider support and fulfills the annual Section 54.313 certification requirement.

The FCC Form 481 is due by July 1 each year.

Both forms can be accessed and completed online using [One Portal](#), USAC's single sign-in dashboard for all USAC systems.

FCC Form 555

The FCC Form 555, or "Annual Lifeline Eligible Telecommunications Carrier Certification Form," reports the results of the annual recertification process, data regarding monthly non-usage de-enrollments (when applicable) and includes data accuracy certifications.

This form is due by January 31 each year.

April 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](#) and pages.

NLAD, LCS, and ACCS Maintenance, May 19

The National Lifeline Accountability Database (NLAD), Lifeline Claims System (LCS), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to scheduled monthly maintenance starting 10 p.m. ET on Friday, May 19 until 6 a.m. ET on Saturday, May 20.

NLAD, LCS, ACCS staging, and production environments will not be available for use during this time.

National Verifier (NV) System Maintenance, May 19

The NV will be unavailable due to scheduled monthly maintenance starting at 10 p.m. ET on Friday, May 19 until 2 a.m. ET on Saturday, May 20.

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

May Webinar: NLAD 101 (Part 2)

Join us for our next Lifeline program webinar. This webinar will provide an in-depth walkthrough of the NLAD system and the basic subscriber management functions. [Register](#) for the May 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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