

Lifeline December 2023 Monthly Webinar FCC Form 555

December 13, 2023



Universal Service
Administrative Co.

Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Housekeeping

- Audio is available through your computer's speakers.
- The audience will remain on mute.
- Enter questions at any time using the “**Questions**” box.
- If your audio or slides freeze, restart the webinar.
- A copy of the slide deck is in the “**Handouts**” section of the webinar panel.



The screenshot displays the GoToWebinar interface. At the top, there is a menu with 'File', 'View', and 'Help'. Below this is the 'Audio' section, which includes a 'Sound Check' indicator and two options: 'Computer audio' (selected) and 'Phone call'. A microphone icon is shown with a red 'MUTED' label. The microphone is set to 'Microphone (HD Webcam C510)'. Below the microphone is a volume slider and a speaker icon. The speaker is set to 'Speakers (High Definition Aud...'. A red circle with a slash is overlaid on the microphone icon. Below the audio section is the 'Handouts: 2' section, which lists two files: '2017-05-05_11-59-21.png' and 'GTM iOS.jpeg'. Below the handouts is the 'Questions' section, which contains a text input field with the placeholder '[Enter a question for staff]' and a 'Send' button. A red text overlay 'Ask questions here!' is positioned above the 'Send' button. At the bottom of the interface, there is a section for 'Multi sessions different registrants' with the 'Webinar ID: 980-960-603' and the GoToWebinar logo.

Download PDF of Slides here!

Ask questions here!

Multi sessions different registrants
Webinar ID: 980-960-603

GoToWebinar

Meet Our Team



Delanté Cherry

Communications Associate | Lifeline

Delanté develops internal and external communications.



Linnita Hosten

Senior Communications Specialist
| Lifeline

Linnita develops external communications and creates content about Lifeline systems and program changes.

Objectives

At the end of the session, you will...



...understand:

- How to navigate the online form
- The implications for record keeping

...be able to:

- Submit the FCC Form 555 to USAC electronically via USAC's [One Portal](#)



Agenda

- Reminder of 2023 Waivers
- FCC Form 555 Overview
- Walkthrough of Online Form
- Resources

Reminder of 2023 Waivers

Reminder of 2023 Waivers

- **COVID (Expired May 1, 2023):** On January 30, 2023, the Wireline Competition Bureau (WCB) released an Order that temporarily extended the waiver of the annual recertification and reverification requirements under the Lifeline rules for subscribers living on Tribal lands through April 30, 2023.
- **Typhoon Mawar (Expired September 1, 2023):** On June 30, 2023, the WCB released an Order that temporarily waived the non-usage, de-enrollment for non-usage, annual recertification requirements, and reverification requirements under the Lifeline rules for subscribers in Guam and the Northern Mariana Islands through August 31, 2023.

Reminder of 2023 Waivers

- **Hawaii Wildfires (Expired November 1, 2023):** On August 18, 2023, WCB released an Order temporarily waiving the non-usage, de-enrollment for non-usage, annual recertification requirements, and reverification requirements under the Lifeline rules for subscribers in Hawaii affected by the wildfires through October 31, 2023.
- **Hurricane Idalia (Expired December 1, 2023):** On September 1, 2023, WCB released an Order temporarily waiving the non-usage, de-enrollment for non-usage, and annual recertification requirements, and reverification requirements under the Lifeline rules for subscribers in Florida and South Carolina in the affected disaster areas through November 30, 2023.

FCC Form 555

Overview, Tips, & Implications for Recordkeeping

FCC Form 555

Overview

- Each year, service providers must submit the **FCC Form 555**, the “Annual Lifeline Eligible Telecommunications Carrier Certification Form”
 - The form is used to report recertification and non-usage
 - The form is due to USAC, state commissioners, Tribal governments, and the FCC by **January 31**
- The FCC Form 555 must be submitted to USAC electronically via USAC’s (One Portal)
- Carriers must also file a copy of their FCC Form 555 in the FCC's Electronic Comment Filing System, Docket 14-171, with their state regulatory commission, and relevant Tribal governments

FCC Form 555

Overview

- Required for all Lifeline program service providers
 - Includes providers that have a SAC assignment from USAC that has not been relinquished (even if the company has had subscribers and didn't file reimbursement claims in Lifeline Claims System (LCS) during the year)
 - One form submission per SAC is required

FCC Form 555

Tips for Completing the FCC Form 555

- Service providers must include information for every subscriber de-enrolled for non-usage.
- Service providers are still responsible for completing FCC Form 555 even if the National Verifier is responsible for conducting their recertification.
 - If the National Verifier is responsible for conducting recertification, enter zero for blocks A – F.
 - If the state Lifeline administrator (California, Oregon, and Texas) is responsible for conducting recertification, report the results for blocks A – F.
 - If you were not required to conduct recertification but you still did, you must report the results for those subscribers.

FCC Form 555

Implications for Recordkeeping

- Maintain documentation to support what is reported on the FCC Form 555
 - De-enrollments for non-usage per month
 - Subscribers eligible for recertification
 - Successful and failed recertifications

Questions?

Walkthrough of Online Form

Online Filing Tips

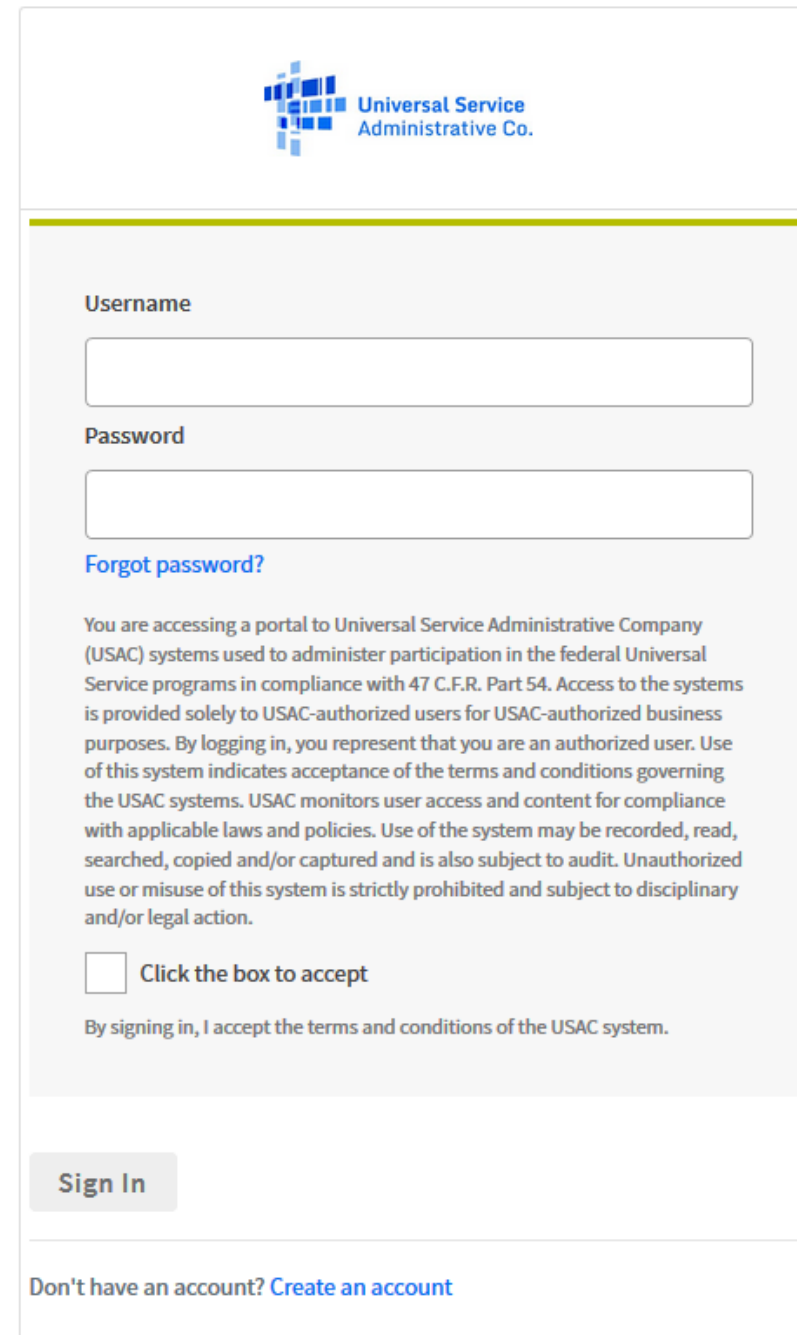
Walkthrough of Online Form

Online Filing Tips and Demo

- Use a recommended browser
 - Chrome
 - Firefox
 - Microsoft Edge
- [\(One Portal\)](#) credentials
 - User name = your email address
 - Permissions for the FCC Form 555 are the same as for filing claims through LCS

Walkthrough of Online Form Logging In

- Log into [\(One Portal\)](#) with your user name and password
- Accept USAC's system policy



The screenshot shows the login interface for the Universal Service Administrative Company (USAC). At the top right is the USAC logo and name. Below is a form with two input fields: 'Username' and 'Password'. A link for 'Forgot password?' is provided. A large block of text contains the system's terms and conditions. Below the text is a checkbox labeled 'Click the box to accept' and a line of text stating 'By signing in, I accept the terms and conditions of the USAC system.' At the bottom of the form is a 'Sign In' button and a link for 'Don't have an account? Create an account'.

Universal Service Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

Click the box to accept

By signing in, I accept the terms and conditions of the USAC system.

Sign In

Don't have an account? [Create an account](#)

Walkthrough of Online Form

Select the Form

- After you are logged in, you will see the [\(One Portal\)](#) home screen
- Under the Lifeline section, choose “FCC Form 555”
 - Permissions for FCC Form 555 are the same as for filing claims through LCS
 - 497 Agent may complete the form
 - 497 Officer must certify the form

Upcoming Dates

01/10
2024 **January 2024
Monthly
Webinar**

01/31
2024 **FCC Form 555
Due January 31**

02/14
2024 **February 2024
Monthly
Webinar**

[see full calendar](#)

Lifeline

Lifeline Claims System (LCS) - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

Affordable Connectivity Claims System (ACCS) - Affordable Connectivity Program service providers file monthly reimbursement claims using the ACCS.

ACCS Staging - Affordable Connectivity Program service providers can test the process of filing monthly reimbursement claims using the ACCS.

ACP Transparency Data Collection System (ACP Data Collection System) - The ACP Data Collection System is the system of record to allow for the annual data collection of price, subscription rates, and plan characteristics of internet service offerings of ACP service providers.

FCC Form 555 - The FCC Form 555 reports company recertification results. All Lifeline service providers must complete their form(s) annually on or before January 31.

Help?

Send us a message
[Click here](#)

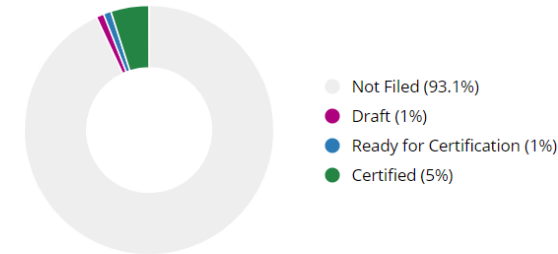
Call us
(888) 641-8722

Walkthrough of Online Form

Choose Filing Method

- Single form entry
 - Search by SAC, state, company name, or SPIN
 - Select SAC
- Bulk upload
 - Use this option if you need to submit data for more than one SAC
 - Select "Bulk Upload" and download the template
 - Upload the template after it has been filled out, then select "save and continue"

Filing Status



Study Area Code (SAC) List

To start a new FCC Form 555 for the current data year, find the appropriate SAC in the table below and click "New Entry"

Help with Filing

[FCC Form 555 Supplemental Information](#)
[FCC Form 555 FAQs](#)
[Bulk Upload Template File](#)

Walkthrough of Online Form

Find your SAC

- Locate the SAC you want to file for
 - Search results at the bottom of the screen
- In the “Actions” column on the right, select “New Entry”

The screenshot displays the FCC Form 555 web application. At the top, there are buttons for 'BULK CERTIFY' and 'BULK UPLOAD'. A yellow banner indicates the submission window is open from November 7, 2023, to January 31, 2024. Below this, a 'Filing Status' donut chart shows: Not Filed (93.1%), Draft (1%), Ready for Certification (1%), and Certified (0%). A 'Help with Filing' section provides links for supplemental information, FAQs, and a template file. The 'Study Area Code (SAC) List' section includes a search bar and a table. The table has columns for SAC, State, Company Name, SPIN/498 ID, Data Year, Last Updated, PDF, Status, and Actions. The first row shows a SAC for KY, Budget ProMobile, with a 'New Entry' button in the Actions column highlighted by a blue box.

SAC	State	Company Name	SPIN/498 ID	Data Year	Last Updated	PDF	Status	Actions
	KY	Budget ProMobile		2023			Not Filed	New Entry

Walkthrough of Online Form

Carrier Information

- Add all ETC's affiliated with your company
 - Service providers need to enter every SAC that they want to associate as an affiliate
 - The progress bar is at top of screen

New FCC Form 555

Carrier Info Annual Recertification

Carrier Information

Contact Lifeline Support at LifelineSupport@usac.org or (800) 234-9473 if you need help updating Carrier Information.

Data Year	2023	498 ID/SPIN	
State	ME	Company Name	Total Call Mobile Inc
SAC		DBA Name ?	
		Holding Company Name	

Affiliate Company Information

Please add all eligible telecommunications carriers (ETC) affiliated with this company. The company name will autopopulate when you enter the corresponding SAC.

Affiliate SAC	Affiliate Company Name

No items available

[+ Add an affiliate](#)

Walkthrough of Online Form Non-Usage

- Indicate whether the ETC is subject to the non-usage requirements
 - Does not assess or collect a monthly fee
- If yes:
 - Enter the number of subscribers de-enrolled for non-usage per month

Non-Usage Requirements

Is the reporting company subject to non-usage requirements *
 Yes No

Record the number of subscribers de-enrolled for non-usage by month below

January	10	February	10
March	10	April	10
May	10	June	10
July	10	August	10
September	10	October	10
November	10	December	10
Total Subscribers *	120		

CANCEL SAVE & CONTINUE

Walkthrough of Online Form

Annual Recertification

- Indicate which method the reporting company uses to recertify consumer eligibility

New FCC Form 555

Carrier Info Annual Recertification Certifications

Annual Recertification

Which method does the reporting company use to recertify consumer eligibility? *

National Verifier State Lifeline Administrator

[BACK](#) [CANCEL](#) [SAVE & CONTINUE](#)

Walkthrough of Online Form Annual Recertification

- Complete blocks A and B:
 - A. Subscribers eligible for recertification within current calendar year
 - B. Subscribers de-enrolled prior to recertification attempts
- Block C is calculated automatically
 - C. Total number of subscribers required to be recertified (A – B)

New FCC Form 555

Carrier Info Annual Recertification

Annual Recertification

Which method does the reporting company use to recertify consumer eligibility? *

National Verifier State Lifeline Administrator

Report the results of recertification efforts for the current calendar year

Question	Answer
A. Subscribers eligible for recertification within current calendar year	10
B. Subscribers de-enrolled prior to recertification attempts	5
C. Total number of subscribers required to be recertified (A-B)	5
D. Subscribers successfully recertified	10
E. Subscribers de-enrolled for failed recertification	4
F. Percentage de-enrolled for failed recertification (E/C)	80%

[BACK](#) [CANCEL](#)

Walkthrough of Online Form Annual Recertification

- Complete lines D and E:
 - A. Subscribers successfully recertified
 - B. Subscribers de-enrolled for failed recertification
- Line F is calculated automatically
 - C. Percentage de-enrolled for failed recertification (E/C)

New FCC Form 555

Carrier Info Annual Recertification

Annual Recertification

Which method does the reporting company use to recertify consumer eligibility? *

National Verifier State Lifeline Administrator

Report the results of recertification efforts for the current calendar year

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A. Subscribers eligible for recertification within current calendar year	10
B. Subscribers de-enrolled prior to recertification attempts	5
C. Total number of subscribers required to be recertified (A-B)	5
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F. Percentage de-enrolled for failed recertification (E/C)	80%

[BACK](#) [CANCEL](#)

Walkthrough of Online Form Certifications

- Review your entries
- An officer of the company must initial and certify the form to complete the submission
 - Enter in your name and title
 - Enter in your email address
 - Date will auto-populate
 - Enter the phone number of the service provider employee who completed the form

Carrier Info Annual Recertification Certifications

Certifications
You are certifying the following SAC

SAC	State	Company Name	498 ID/SPIN
	KY	Budget PrePay, Inc.	

Initial Certification

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.

* Initials

Annual Recertification

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.

* Initials

No Subscribers Certification

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.

Initials

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.

Date
11/28/2023

Officer Name * Officer Title *

Email Address *
eg: email@domain.com

Preparer Name Contact Phone Number *
eg: 1234567890

[BACK](#) [CANCEL](#) [SUBMIT](#)

Walkthrough of Online Form Officer Certification Complete

- A confirmation email will be sent to the email address on the record for the user ID.

Officer Certification Complete

✔ Congratulations! You have successfully certified the SAC(s) listed below.

Important Reminder: Carriers must maintain records to document compliance with all FCC and state requirements governing the Lifeline and Tribal Link Up program for three full preceding calendar years, and as long as the subscriber receives Lifeline service from the carrier. These documents must be provided to FCC or USAC upon request. Lifeline record keeping rules are located at [47 C.F.R.54.417](#).

A confirmation email will be sent to the email address on the record for the user ID.

Once the filing has been certified by the company officer, service providers must also file a copy of their FCC Form 555 in the [FCC's Electronic Comment Filing System](#) Docket 14-171, with their state regulatory commission and relevant Tribal governments.

Date and Time: 11/28/2023 8:28 PM EST
Officer Name: Delante Cherry
Completed By: Delante Cherry
Data Year: 2023

Certified Filing(s)

SAC	State	Company Name	498 ID/SPIN	Status	PDF
	KY	Budget PrePay, Inc.		Certified	PDF

[RETURN HOME](#)

Questions?

Resources

Resources

USAC is available to help you submit a successful FCC Form 555 filing

- Use the [supplemental information](#) for details about how to complete the form
- [FCC Form 555 User Guide](#)
- [FCC Form 555 Demo](#)
- [Annual Filing](#)
- [FCC Form 555 FAQs](#)
- Need help? Visit the FAQs page - <https://www.usac.org/service-providers/learn/faqs/all-topics/>

Resources

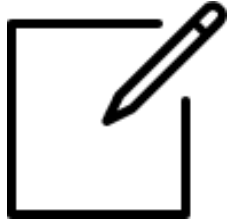
Bulk Upload

- Bulk upload is designed to make filing easier for users who are preparing FCC Forms 555 for multiple SACs
 - [FCC Form 555 Bulk Upload Template](#)
 - Saves time if filing for multiple SACs

Learn More About Lifeline

- [Sign up](#) for Lifeline email updates and upcoming events
- Need help? Contact us!
 - General inquiries: LifelineProgram@usac.org
 - FCC Form 555: Form555@usac.org

Take Our Survey



- We want to hear about your webinar experience
- Expect an email from invites@mailersurveygizmo.com with a unique survey link in 1-2 business days
- We appreciate your feedback

Thank You!





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