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Lifeline December 2023 Monthly Webinar
FCC Form 555

December 13, 2023

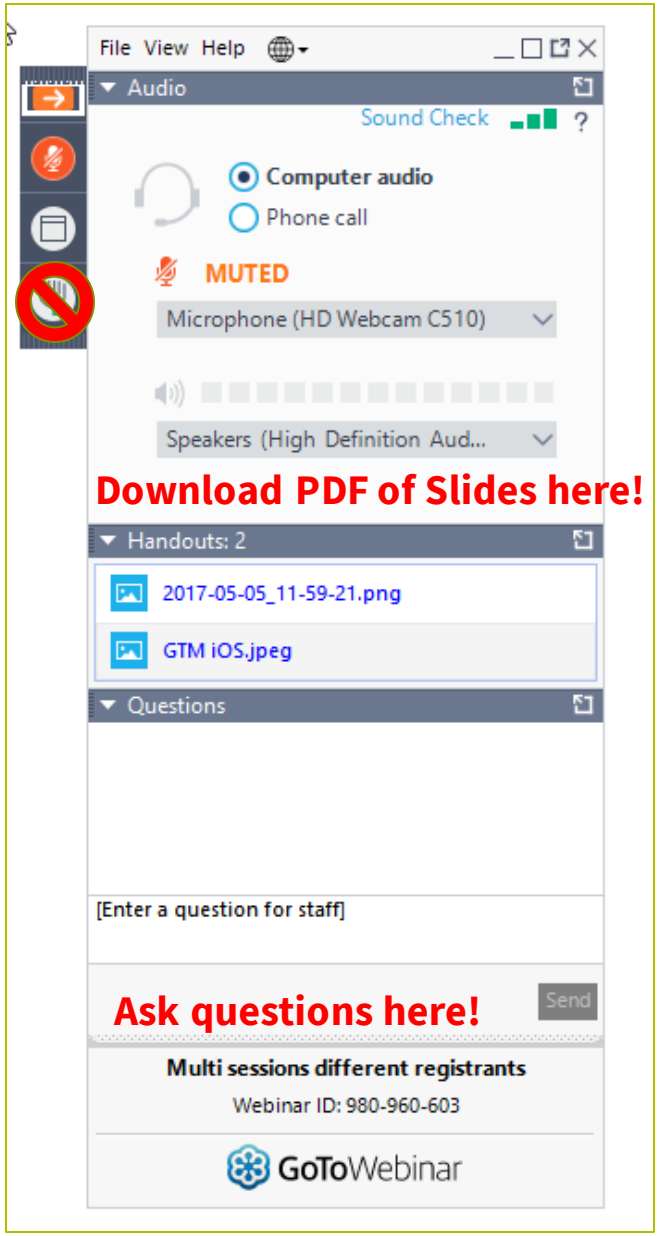
Universal Service
Administrative Co.

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.



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

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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

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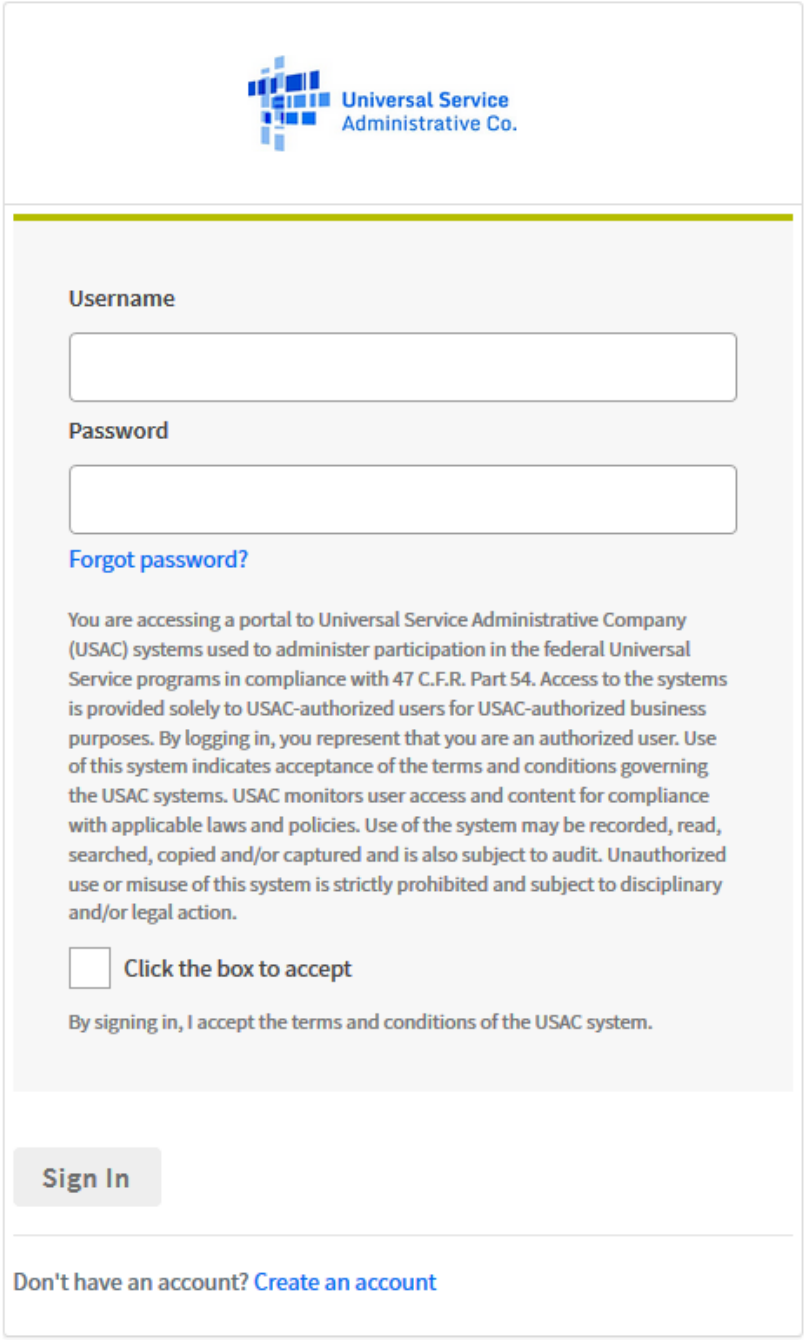
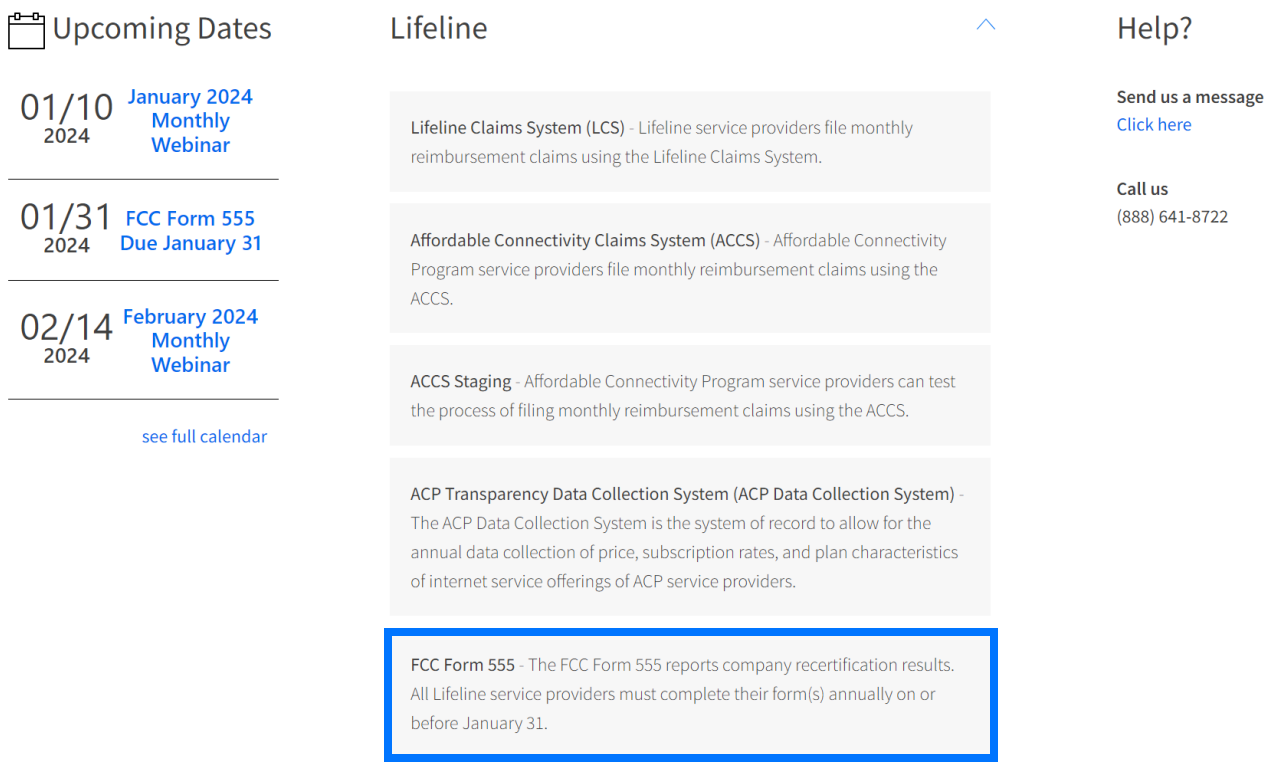
Walkthrough of Online Form
Logging In

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



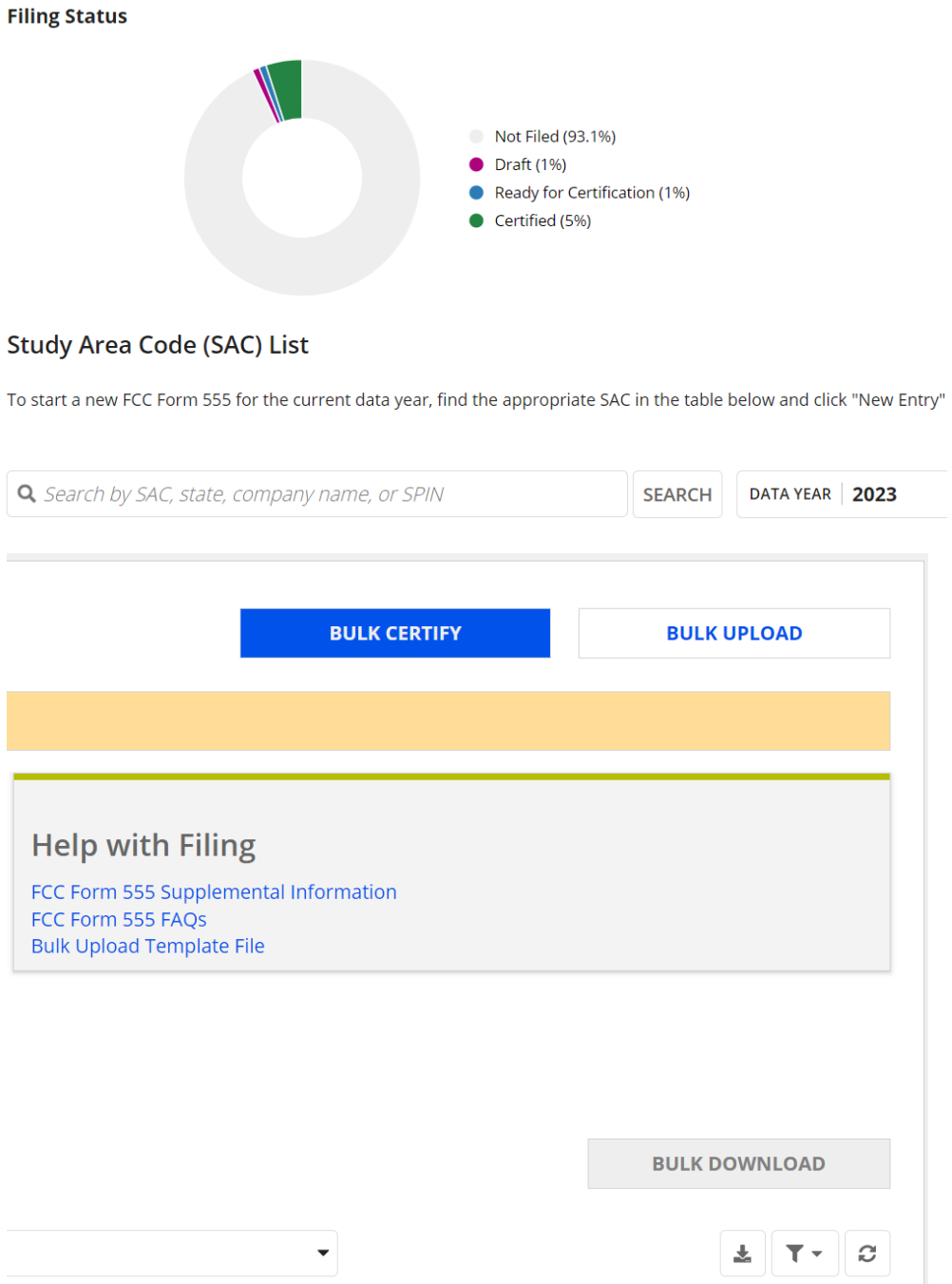
Walkthrough of Online Form
Select the Form

- 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



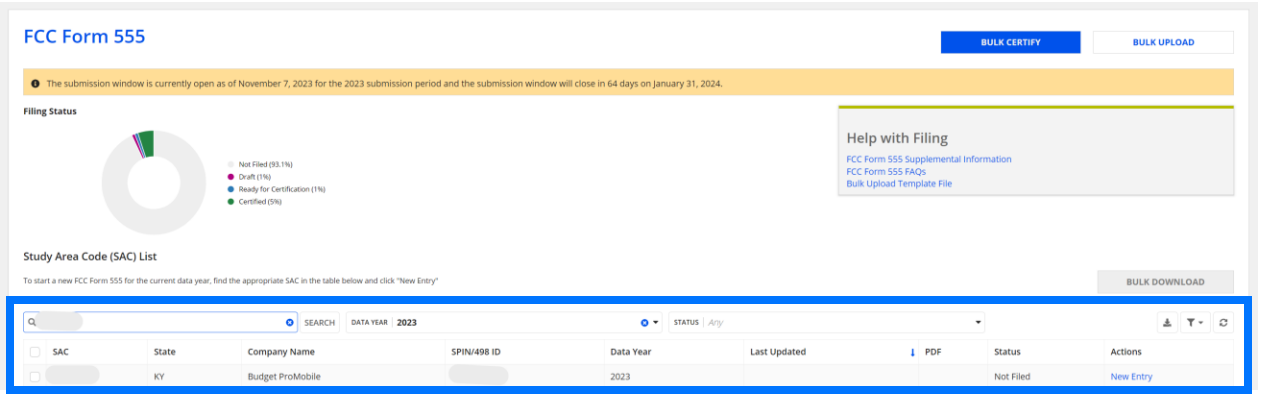
Walkthrough of Online Form
Choose Filing Method

- 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"



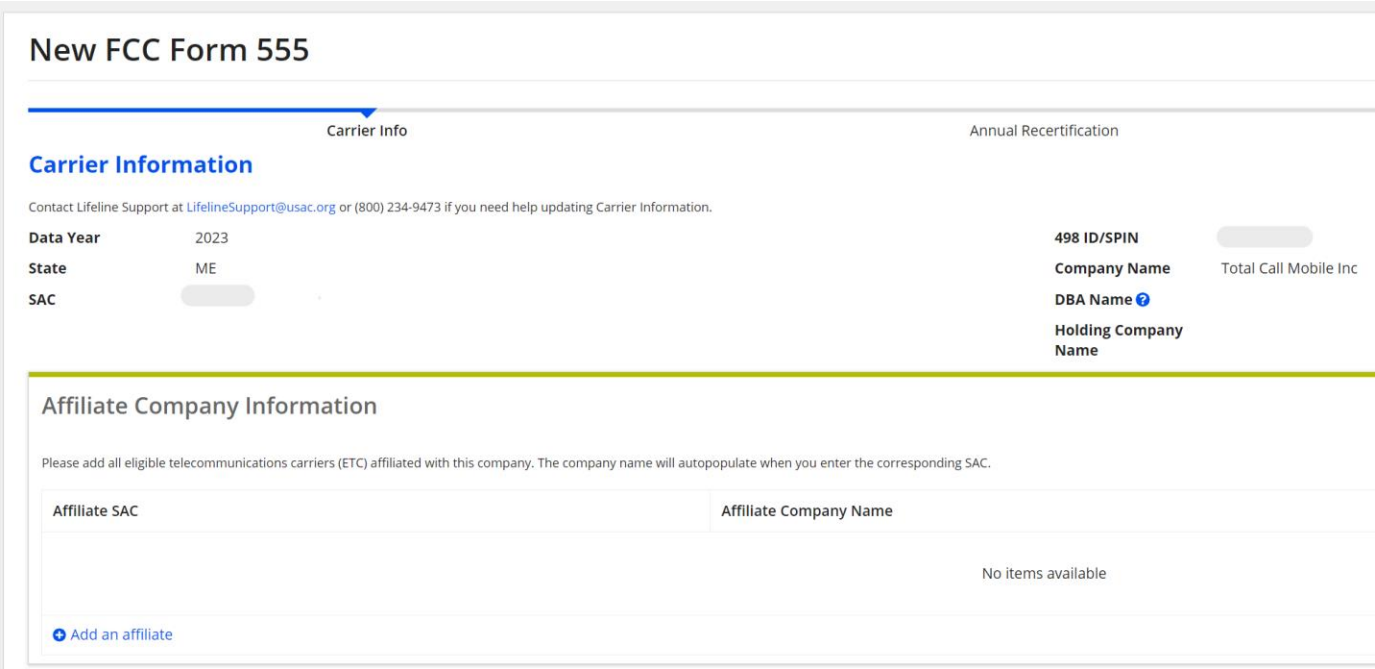
Walkthrough of Online Form
Find your SAC

- 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”



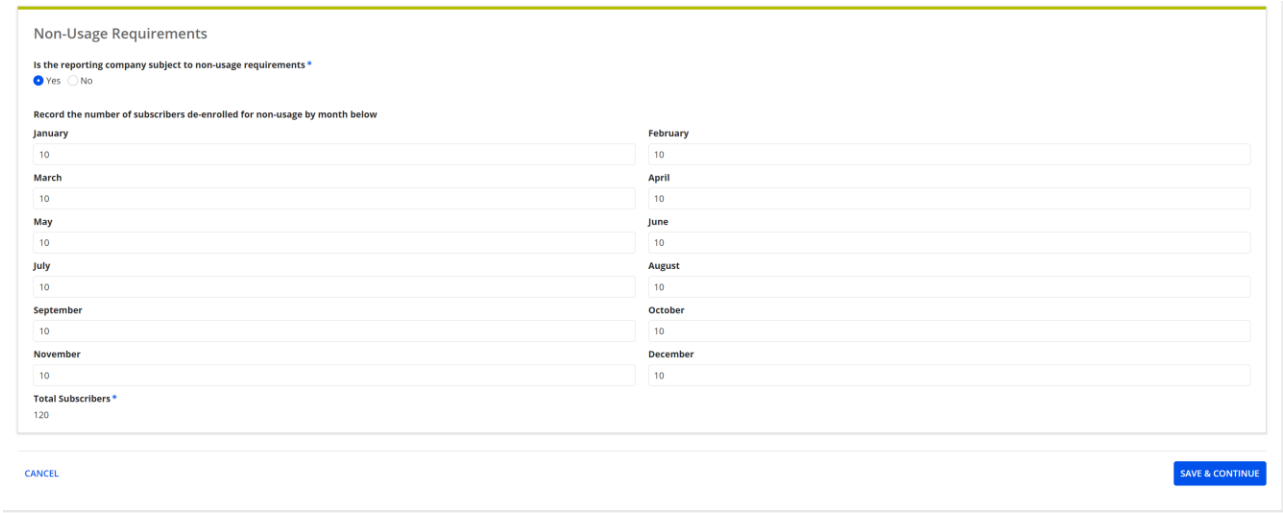
Walkthrough of Online Form
Carrier Information

- 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



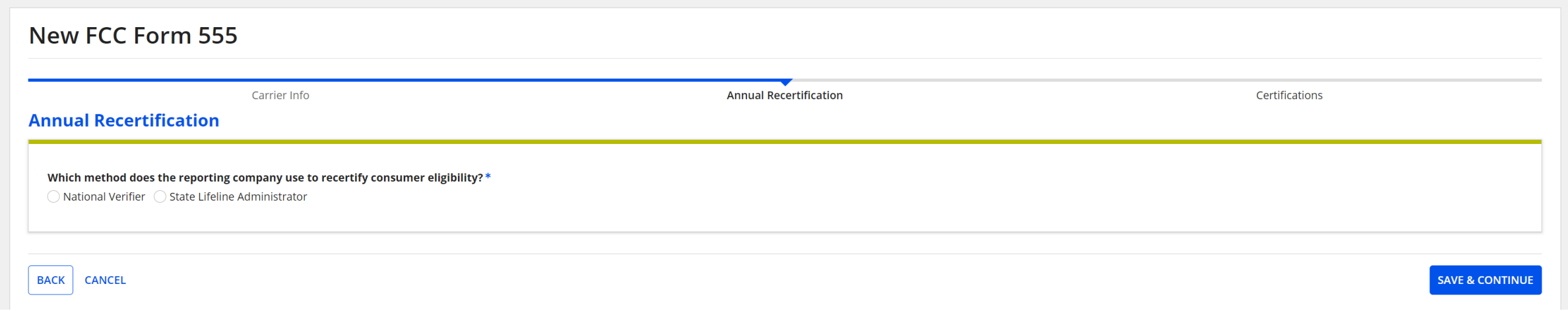
Walkthrough of Online Form
Non-Usage

- 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



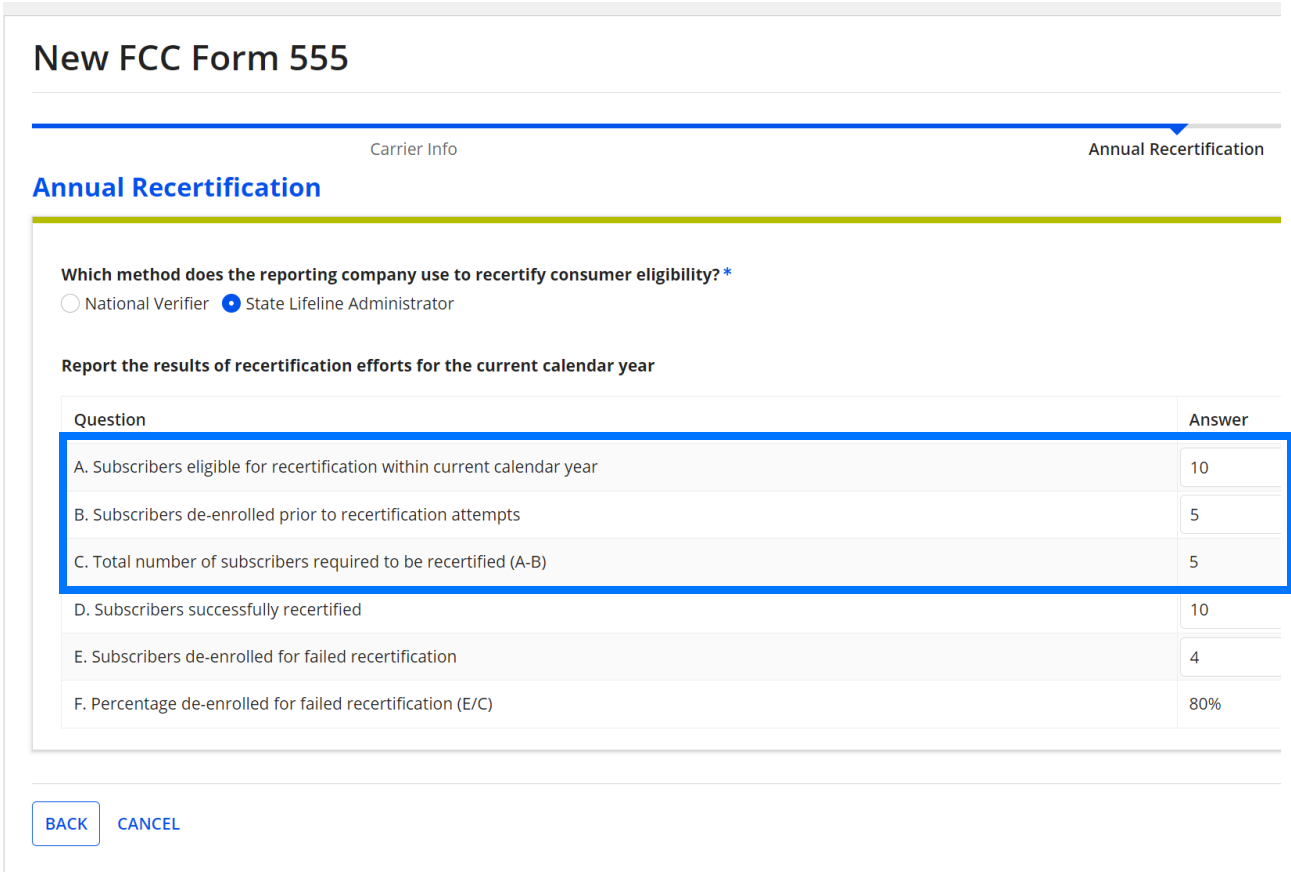
Walkthrough of Online Form
Annual Recertification

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



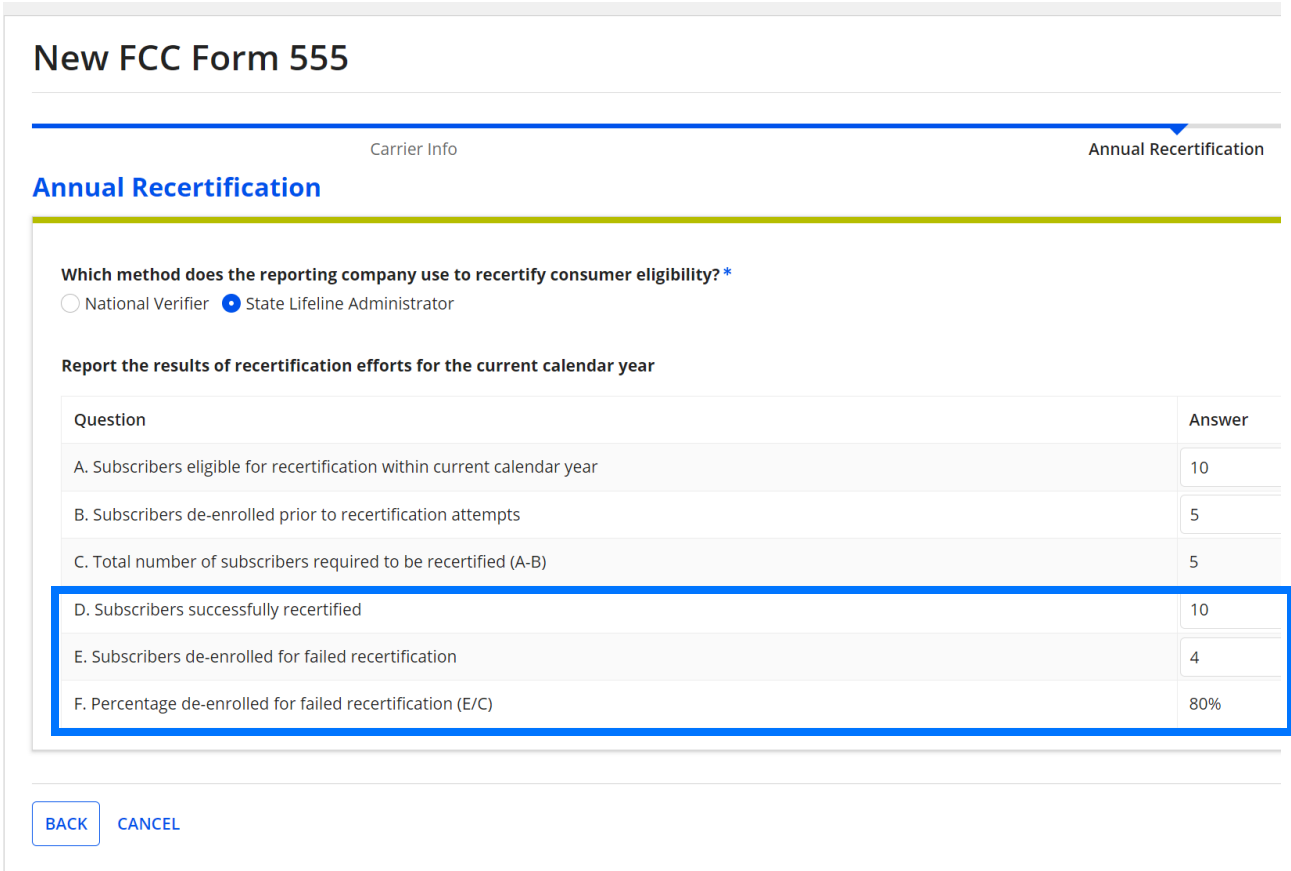
Walkthrough of Online Form
Annual Recertification

- 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)



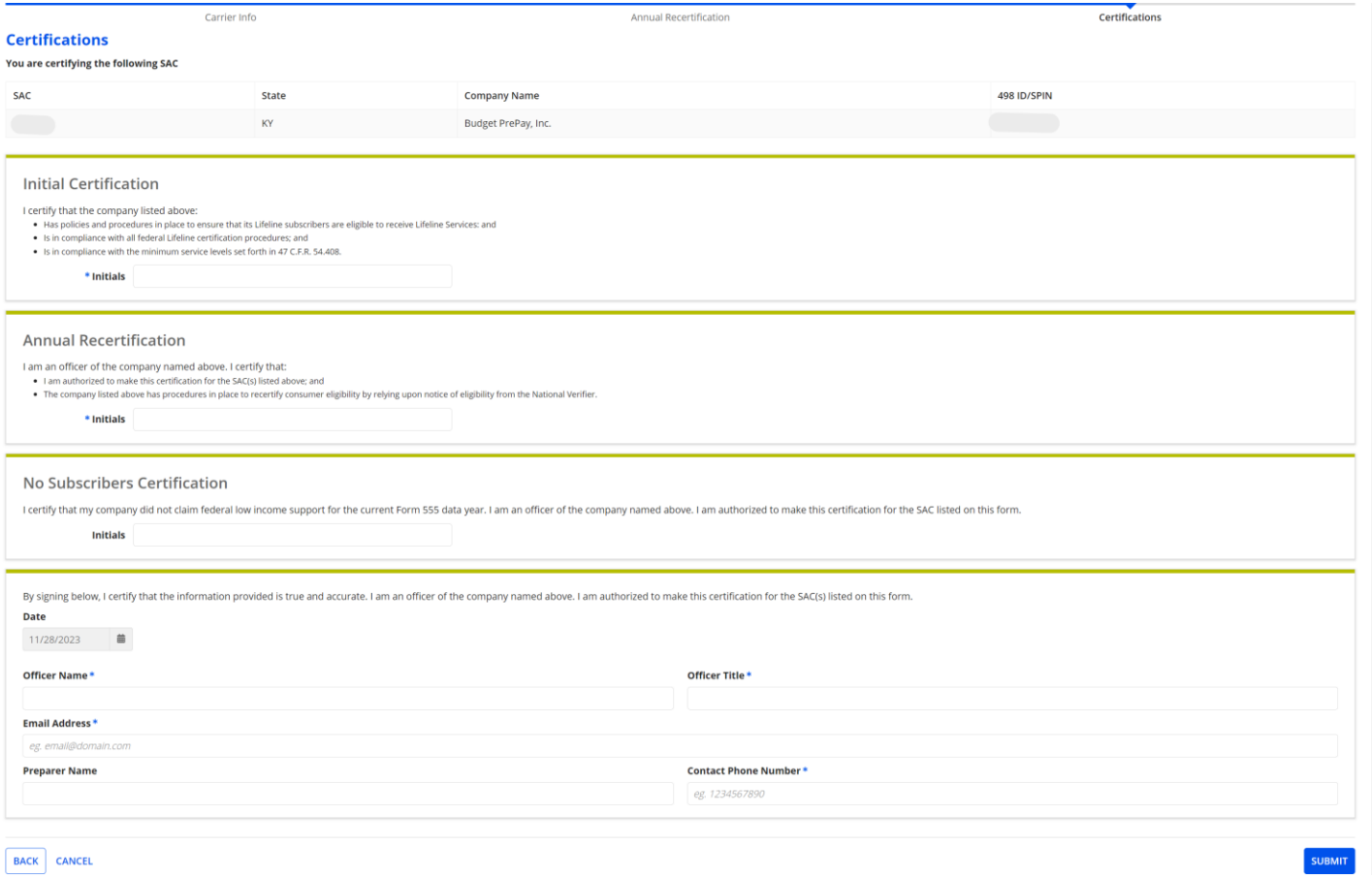
Walkthrough of Online Form
Annual Recertification

- 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)



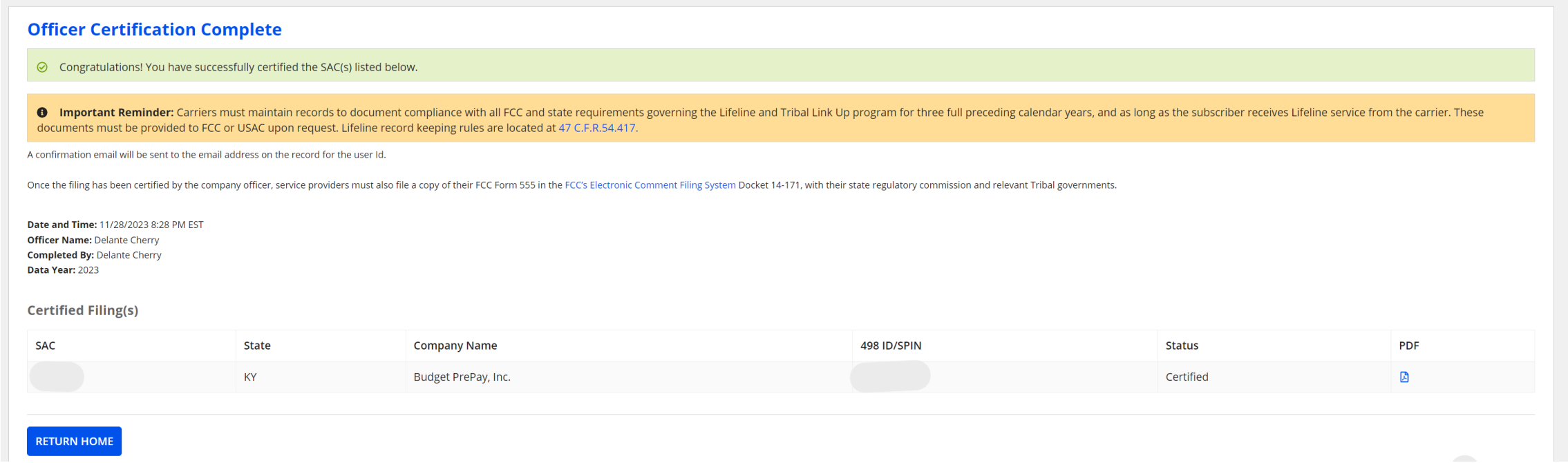
Walkthrough of Online Form
Certifications

- 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



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	

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/

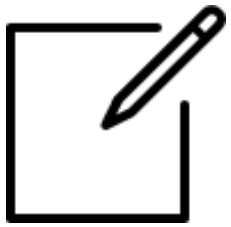
Resources
Bulk Upload

- 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



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Thank You!

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