



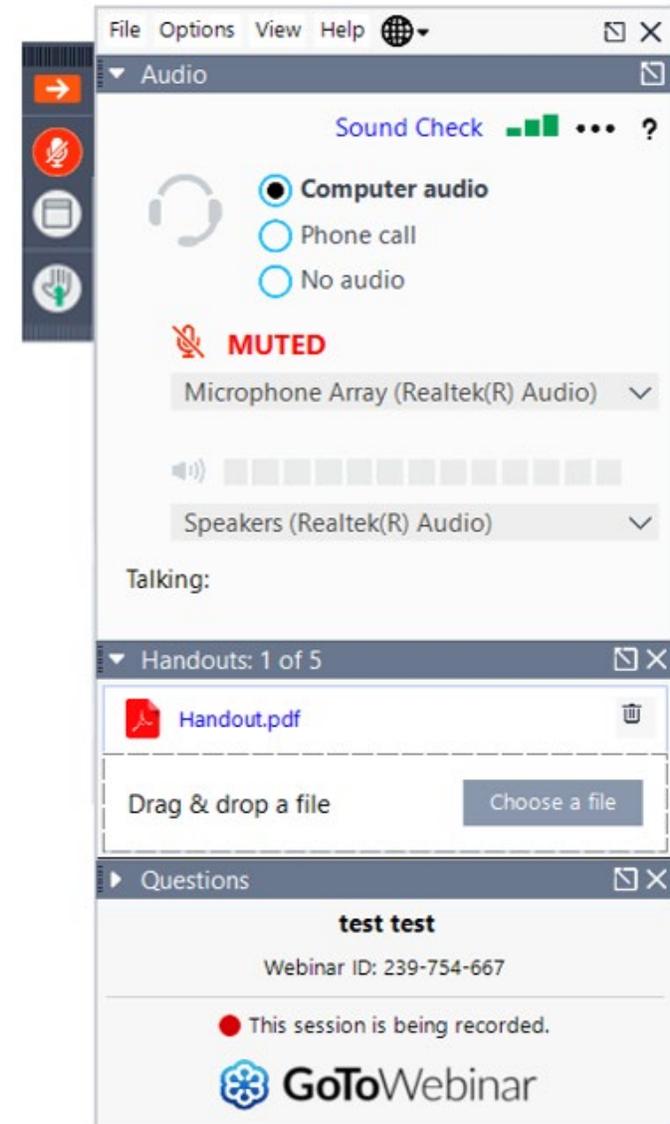
How to Complete FCC Form 555

Lifeline Program

December 11, 2024

Housekeeping

- This webinar is being recorded.
- 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.



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!

Meet Our Team

Oladotun Adio

Communications Specialist

Linnita Hosten

Senior Communications Specialist

Agenda

- Announcements
 - NLAD Address Update Workflow
- Reminder of 2024 Waivers
- Review of FCC Form 555
- How to Complete FCC Form 555
- Resources

Announcements

NLAD Address Update Workflow

NLAD Address Update Workflow

Overview of Upcoming Change

- On **December 11**, USAC will make enhancements to the address update workflow in the National Lifeline Accountability Database (NLAD).
 - In accordance with program rules, service providers must update a consumer's address in NLAD within 30 days of learning the consumer's new address.
 - Service providers will be able to successfully update a consumer's address in NLAD when the system detects an address failure or a duplicate address failure.
 - Service providers will receive a warning message in the user interface (UI) that informs them of an address failure, but the consumer's address will still be updated.
- **If an address failure is associated with the update transaction, a continued eligibility application will be created in the National Verifier that the consumer must complete.**
 - The consumer will receive outreach from USAC that specifies that they must complete this application to solve any address failures and verify that their address is correct.

NLAD Address Update Workflow

Overview of Upcoming Change

- Consumers must complete the application within the National Verifier to verify their address.
 - **If a consumer does not complete this application within 30 days, they will be de-enrolled from the program.**
- Consumers will receive the same outreach they receive when undergoing the continued eligibility process.
 - Service providers may see increased activity on their “Continued Eligibility Status” reports due to address update transactions and the resulting applications that are created.
- The new address update workflow **will not apply for Safe Connections Act (SCA) subscribers.**
 - If a survivor’s address is updated and there is an address failure or duplicate address failure, the update transaction will not be successful.
 - SCA subscribers who have an address update failure will need to follow the old address workflow of completing an application in the National Verifier.

NLAD Address Update Workflow

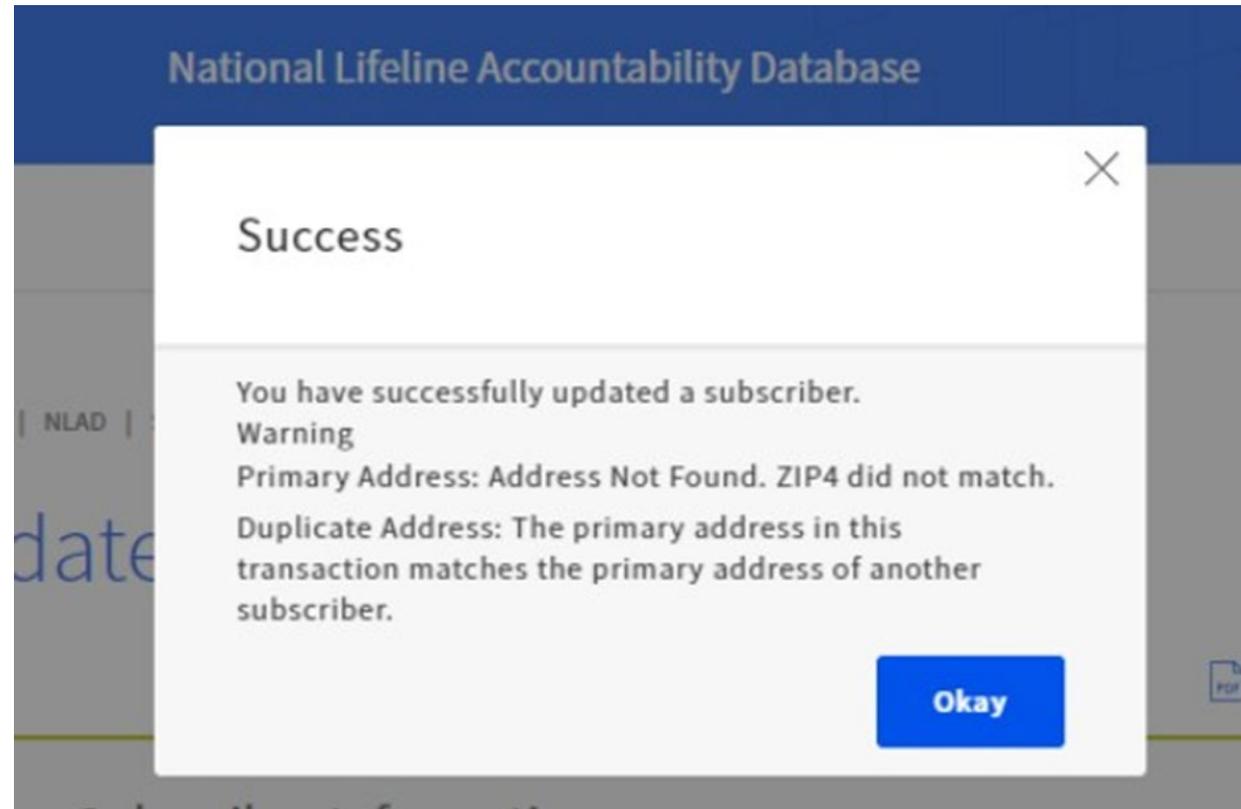
Terms to Know

- Consumers will need to complete an application to solve any address errors that may have occurred when their address was updated in NLAD.
- If a service provider receives one of the below errors when updating a consumer's address, the consumer will receive outreach to complete an application and verify their address:
 - **AMS Error:** USAC validates Lifeline consumer addresses through the USPS Address Management System (AMS). If this service is unable to verify the consumer's address, there will be an AMS (or address) error.
 - **Duplicate Address Error:** Only one Lifeline benefit is allowed per independent economic household. If a consumer is identified as living at an address at which another Lifeline consumer lives at, they will receive a duplicate address error.

NLAD Address Update Workflow

Updating NLAD

- The process to update consumer information in NLAD remains the same.
- If the new address has **no errors**, the address update is complete in NLAD.
- If the new address receives an AMS or Duplicate Address Error, the service provider is notified in real-time in NLAD.



Questions?

Reminder of 2024 Waivers

Reminder of 2024 Waivers

Hurricane Helene Waiver (Expired November 30, 2024)

- On **October 1, 2024**, the Wireline Competition Bureau (WCB) adopted an [Order](#) temporarily waiving the non-usage, de-enrollment for non-usage, and annual recertification requirements for participants requiring federal disaster assistance in areas affected by Hurricane Helene.
- The affected disaster areas subject to the waiver include areas in the following states:
 - Alabama, Florida, Georgia, North Carolina, South Carolina, Tennessee, and Virginia.

Hurricane Milton Waiver (Expires December 15, 2024)

- On **October 9, 2024**, the WCB adopted an [Order](#) temporarily waiving the non-usage, de-enrollment for non-usage, and annual recertification requirements for participants requiring federal disaster assistance in parts of Florida eligible for such assistance.

Review of FCC Form 555

Review of FCC Form 555

Overview

- The FCC Form 555, also referred to as the **Annual Lifeline Eligible Telecommunications Carrier Certification Form**, is an annual filing that reports the results of non-usage de-enrollments and the annual recertification process.
- The 2024 filing window for FCC Form 555 opened on December 11 and all submissions must be filed by **January 31, 2025**.
- **All Lifeline program service providers must complete this filing** even if a service provider did not have subscribers and did not claim reimbursements.
- Service providers are required to file FCC Form 555 with USAC via [One Portal](#) and then file copies with the [FCC's Electronic Comment Filing System](#), Docket 14-171, and relevant state and Tribal governments.

Note: One FCC Form 555 is required per Study Area Code (SAC).

How to Complete FCC Form 555

Things to Remember

- Service providers must include information for every subscriber de-enrolled for non-usage.
- Service providers remain responsible for completing FCC Form 555 even if the National Verifier is responsible for conducting their recertification.
 - Service providers who were not required to conduct recertification but still did, must report the results for those subscribers.

How to Complete FCC Form 555

How to Complete FCC Form 555

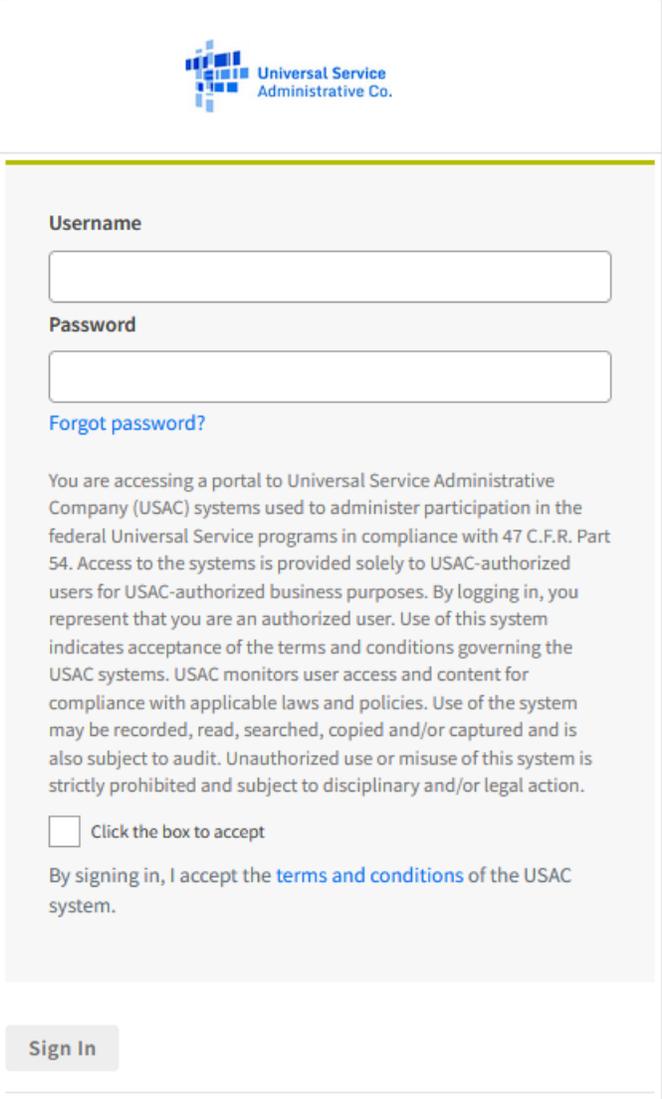
User Roles

- The **FCC Form 555 System** has two user roles:
 - **497 Agent:** These users can submit, view, update, revise, and download data.
 - **497 Officer:** These users can submit, view, update, revise, download data, and certify data.
- Service providers will require user access to [One Portal](#) and can use their existing credentials to access the FCC Form 555.
- **497 Officers must certify the FCC Form 555 for the submission to be complete.**
- USAC recommends that users who are not responsible for filing monthly claims should not be requested or assigned as a 497 Officer or 497 Agent to complete the FCC Form 555 requirement.

How to Complete FCC Form 555

Log in

- Log into [One Portal](#) with your username and password.



 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

How to Complete FCC Form 555

Select FCC Form 555

- From the [One Portal](#) homepage, select **Lifeline** and then select **FCC Form 555**.

Dashboard

Upcoming Dates

11/13
2024 **November 2024**
Monthly
Webinar

Lifeline

National Verifier - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.

National Lifeline Accountability Database Staging Environment - The NLAD staging environment allows Lifeline and ACP providers to test system features.

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.

How to Complete FCC Form 555

Select Filing Method

- Users can select either of the submission types listed:
 - **Single entry data submission** allows users to enter FCC Form 555 submissions through a single form entry system interface.
 - **Bulk data submission** allows users to complete and submit multiple FCC Form 555 records using a bulk upload template that can be downloaded from the system.

FCC Form 555

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"

Q Search by SAC, state, company name, or SPIN DATA YEAR | 2023

STATUS | Any

<input type="checkbox"/>	SAC	State	Company Name	SPIN/498 ID	Data Year	Last Updated	PDF	Status	Actions
<input type="checkbox"/>	123456	WY	The Telephone Company	111111111	2024	10/24/2023	📄	Draft	Edit
<input type="checkbox"/>	654321	ND	Cellular Company	222222222	2024	10/20/2023	📄	Ready for Certification	Edit

Help with Filing

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

How to Complete FCC Form 555

Required Fields

- Service providers are required to provide the following information to successfully complete this submission:
 - Carrier information,
 - Non-usage requirements,
 - Annual recertification information,
 - Contact details of the user completing the form,
 - And certifications by the 497 Officer completing the form.

How to Complete FCC Form 555

Single Entry Submission – Find Your SAC

- To make a single-entry submission, use the **Search** box to find your SAC.
 - Search by SAC, company name, SPIN, or state.
- Select the SAC from the search results that appear at the bottom of the screen.
- From the **Actions** column on the far right, select “**New Entry**”.

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"

[BULK DOWNLOAD](#)

DATA YEAR | 2023

STATUS | Any

<input type="checkbox"/>	SAC	State	Company Name	SPIN/498 ID	Data Year	Last Updated	PDF	Status	Actions
<input type="checkbox"/>	123456	WY	The Telephone Company	111111111	2024	10/24/2023		Draft	Edit
<input type="checkbox"/>	654321	ND	Cellular Company	222222222	2024	10/20/2023		Ready for Certification	Edit

How to Complete FCC Form 555

Single Entry Submission – Carrier Information

- Users should list all ETCs, and SACs affiliated with their company.

New FCC Form 555

Carrier Info	Annual Recertification	Certifications
Carrier Information Contact Form555@usac.org if you need help updating your carrier information.		
Data Year 2023 State WY SAC 654321	498 ID/SPIN 44444445555 Company Name Cellular Company DBA Name Cellular Company Holding Company Name Cellular Company	
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	Action
No items available		
Add an affiliate		

How to Complete FCC Form 555

Single Entry Submission – Non-Usage Requirements

- Select either “**Yes**” or “**No**” to indicate whether the ETC is subject to Lifeline’s non-usage requirements.

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	February
<input type="text"/>	<input type="text" value="2221006"/>
March	April
<input type="text"/>	<input type="text"/>
May	June
<input type="text"/>	<input type="text"/>
July	August
<input type="text"/>	<input type="text"/>
September	October
<input type="text"/>	<input type="text"/>
November	December
<input type="text"/>	<input type="text"/>

Total Subscribers*
2221006

How to Complete FCC Form 555

Single Entry Submission – Annual Recertification (1/3)

- Indicate the method the reporting company uses to recertify consumer eligibility.
 - Select “**National Verifier**” or “**State Lifeline Administrator**”.
 - If you select “**National Verifier**” you will be redirected to the **Certifications** page.
 - Only opt-out states (California, Texas and Oregon) are required to select “**State Lifeline Administrator**”.

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](#)

How to Complete FCC Form 555

Single Entry Submission – Annual Recertification (2/3)

- If “**State Lifeline Administrator**” is indicated, complete rows **A.** and **B.**
 - **Row A:** enter the number of subscribers eligible for recertification within the current calendar.
 - **Row B:** enter the number of subscribers de-enrolled prior to recertification attempts.
- Users are not required to populate **Row C.** The system automatically calculates and enters this information.
 - **Row C:** the total number of subscribers required to be recertified (A – B).

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	<input type="text"/>
B. Subscribers de-enrolled prior to recertification attempts	<input type="text"/>
C. Total number of subscribers required to be recertified (A-B)	<input type="text"/>
D. Subscribers successfully recertified	<input type="text"/>
E. Subscribers de-enrolled for failed recertification	<input type="text"/>
F. Percentage de-enrolled for failed recertification (E/C)	<input type="text"/>

How to Complete FCC Form 555

Single Entry Submission – Annual Recertification (3/3)

- Populate rows **D.** and **E.**
 - **Row D:** this lists the number of subscribers who successfully recertified.
 - **Row E:** this lists the number of subscribers de-enrolled for failed recertification.
- **Row F** is automatically calculated and shows the percentage of subscribers de-enrolled for failed recertification (E/C).
- Select **Save & Continue.**

Note: If the National Verifier is responsible for conducting recertification, enter zero for blocks A – F.

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	<input type="text"/>
B. Subscribers de-enrolled prior to recertification attempts	<input type="text"/>
C. Total number of subscribers required to be recertified (A-B)	<input type="text"/>
D. Subscribers successfully recertified	<input type="text"/>
E. Subscribers de-enrolled for failed recertification	<input type="text"/>
F. Percentage de-enrolled for failed recertification (E/C)	<input type="text"/>

How to Complete FCC Form 555

Bulk Upload Submission – Download the Template

- From the homepage, select **Bulk Upload**.
 - The user will be redirected to the **Bulk Upload** page.
- Next, select **555_Bulk_Upload_Template.xlsx** to download the template.

FCC Form 555

[BULK CERTIFY](#) [BULK UPLOAD](#)

Filing Status

Filing Status	Percentage
Not Filed	0%
Draft	33.3%
Ready for Certification	66.7%
Certified	0%

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"

Search by SAC, state, company name, or SPIN [SEARCH](#) DATA YEAR | 2023

[BULK DOWNLOAD](#)

[Download Bulk Upload Template](#)
555_Bulk_Upload_Template.xlsx

2. Choose the File You Would Like to Upload*

[UPLOAD](#)

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

How to Complete FCC Form 555

Bulk Upload Submission – Populate the Template

- Complete the optional and required data fields for each SAC in the template.
 - All associated SPINs and SACs can be completed and uploaded using one file or multiple files as needed.
- Remember to save all updates to the file before uploading the submission.
- The bulk upload template should match every header row and column to ensure the file is read correctly during the submission check.

A	B	C	D	E	F	G	H	I	J	K
Data Year	SPIN	SAC	Name of Person Completing this Certification Form	Contact Number	Affiliated ETCs [Yes/No]	List of Affiliated ETCs' SAC(s) [Separate by comma]	Method used to recertify consumer eligibility	Annual Recertif		
								A. Subscribers eligible for recertification within current calendar year	B. Subscriber de-enrolled prior to recertification attempts	C. Total number of subscribers required to be recertified (A-B)
										0
										0

L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z	AA	AB
Certification Results			Is the ETC subject to the non-usage requirements? [Yes/No]	Subscribers De-Enrolled for Non-Usage												
D. Subscribers successfully recertified	E. Subscribers de-enrolled for failed recertification	F. Percentage de-enrolled for failed recertification (E/C) (%)		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
		0.00														0
		0.00														0

How to Complete FCC Form 555

Bulk Upload Submission – Bulk Certify

- To certify your submission, select **Bulk Certify** from the FCC Form 555 dashboard.
- Select some or all the SAC records that appear.
- Select **Save & Continue**.

Bulk Certify

SAC Selection

Select the SACs you would like to certify in the below table

<input checked="" type="checkbox"/>	SAC	State	Company Name	SPIN/498 ID	Data Year	Last Updated	Status	PDF
<input checked="" type="checkbox"/>	123456	WY	The Telephone Company	111111111	2024	10/24/2023	Ready for Certification	

[CANCEL](#)

[SAVE & CONTINUE](#)

How to Complete FCC Form 555 Certifications

- Before you make your submission, review your entries.
- **Only a 497 Officer can certify submissions**, which is a required step to complete FCC Form 555.
- To certify a form, a 497 Officer is required to do the following:
 - Enter their name and title,
 - Enter their email address,
 - And enter the phone number of the service provider employee who completed the form.
- Then select, **Next**.

Certifications
You are certifying the following SAC

SAC	State	Company Name	498 ID/SPIN
123456	WY	The Telephone Company	143000734

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

Officer Name* Officer Title*

Email Address*

Preparer Name Contact Phone Number*

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

How to Complete FCC Form 555

Officer Certification Complete

- Once the submission is complete, a notification will appear at the top of the page and an email confirmation will be sent to the email address on file 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: 10/31/2024 1:05 PM EDT

Officer Name: alpha beta

Completed By: alpha beta

Data Year: 2023

Certified Filing(s)

SAC	State	Company Name	498 ID/SPIN	Status	PDF
123456	WY	The Telephone Company	111111111	Certified	📄

[RETURN HOME](#)

Poll

Questions?

Resources

- Review the following resources for additional tips on how to complete and submit FCC Form 555.
 - [Supplemental Information](#)
 - [FCC Form 555 User Guide](#)
 - [FCC Form 555 Demo](#)
 - [FCC Form 555 FAQs](#)
- Email Form555@USAC.org for technical support and additional information on completing the FCC Form 555 filing.
- Visit usac.org/lifeline for general program information.
- Email LifelineProgram@usac.org for general technical support and additional information on processes, rules and program requirements.

Next Month's Training Topic

- Join us next month to learn how survivors of domestic violence, human trafficking, and related crimes can apply for Lifeline.
- [Register here](#) to attend.

Webinars

Join us to learn about Lifeline program updates, including Lifeline program rules and orders, guidance about compliance and filings, the National Verifier (NV), and the National Lifeline Accountability Database (NLAD).

[Sign up](#)  for the Lifeline program newsletter to receive webinar announcements via email.

Upcoming Trainings

January 2025 Monthly Webinar: How to Apply for Survivors

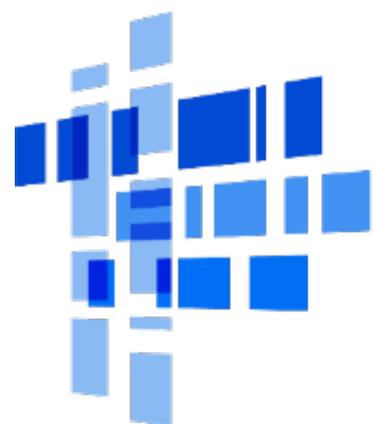
Date: Wednesday, January 08, 2025

Time: 03:00 pm ET – 04:00 pm ET

[Register](#)

Thank You!





Universal Service
Administrative Co.