December 2020 Monthly Webinar: FCC Form 555

December 9, 2020
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 webinar panel
Today’s Presenters

Delante Cherry
Debby Smith
Christian Konan
Agenda

1. Announcements
   • NLAD 508 Redesign
   • Minimum Service Standards

2. FCC Form 555
   • Overview
   • Walkthrough of Online Form

3. Helpful Tips and Resources
Announcements
Announcements

NLAD 508 UI Redesign: Released on December 14

• Section 508 of the Rehabilitation Act of 1973 requires that any federal electronic and information technology (EIT) is accessible to people with disabilities

• On Monday, December 14, 2020, USAC will release updates to NLAD to ensure that the system meets Section 508 requirements
  • USAC will release updates to the user interface (UI) design in NLAD’s staging and production environments
  • No changes will be made to the system’s transactions, errors, or reports
Announcements
NLAD 508 UI Redesign: Released on December 14

- This enhancement:
  - Improves the system’s accessibility and usability,
  - Aligns NLAD’s design with USAC brand standards, and
  - Ensures NLAD’s design is consistent with other Lifeline systems (National Verifier and RAD)

- These updates are broken up into three main categories:

  **Subscriber Management**
  
  ![Subscriber Management Icon]

  **Account Management**
  
  ![Account Management Icon]

  **Tools & Resources**
  
  ![Tools & Resources Icon]

- Review the November 2020 Monthly Webinar: Lifeline Program Updates recording and slides on Lifeline’s Webinars page for more information about tomorrow’s release
# Announcements

## Minimum Service Standards

The Types of Lifeline Services Eligible for Reimbursement

<table>
<thead>
<tr>
<th>Lifeline Service Type</th>
<th>Description</th>
<th>Lifeline Support Amount Starting on December 1, 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice</td>
<td>Subscriber is provided a Voice only service that meets the minimum service standards.</td>
<td>$5.25</td>
</tr>
<tr>
<td>Broadband</td>
<td>Subscriber is provided a Broadband only service that meets the minimum service standards.</td>
<td>$9.25</td>
</tr>
<tr>
<td>Bundled Voice</td>
<td>Subscriber is provided a Voice and Broadband service that meets the Voice minimum service standards only.</td>
<td>$5.25</td>
</tr>
<tr>
<td>Bundled Broadband</td>
<td>Subscriber is provided a Voice and Broadband service that meets the Broadband minimum service standards only.</td>
<td>$9.25</td>
</tr>
<tr>
<td>Bundled Voice &amp; Broadband</td>
<td>Subscriber is provided a Voice and Broadband service that meets both the Voice and Broadband minimum service standards.</td>
<td>$9.25</td>
</tr>
</tbody>
</table>
## Announcements
### Minimum Service Standards

Changes to the Minimum Service Standards

<table>
<thead>
<tr>
<th>Date</th>
<th>Mobile Voice</th>
<th>Mobile Broadband</th>
<th>Fixed Broadband</th>
<th>Voice Support (Per Month)</th>
<th>Broadband Support (Per Month)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>December 1, 2020</strong></td>
<td>1000 Minutes</td>
<td><strong>Speed:</strong> 3G</td>
<td><strong>Speed:</strong> 25/3 Mbps</td>
<td><strong>$5.25</strong></td>
<td><strong>$9.25</strong></td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>Data Usage:</strong> 4.5 GB/Month</td>
<td><strong>Data Usage:</strong> 1024 GB/Month</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
**Announcements**

**Minimum Service Standards**

What does this mean? Service providers will need to:

- Provide the new standard of service to Lifeline subscribers beginning December 1
- Update NLAD within 10 days of making a change to the consumer’s service type, or for providers in NLAD opt-out states, provide this information directly to the state
- The January 1, 2020 Subscriber Snapshot in LCS will capture any change to service type
- More information on minimum service standards can be found [on our site](#)
Form 555 Overview
FCC Form 555

- Each year, service providers must submit **FCC Form 555**, the “Annual Lifeline Eligible Telecommunications Carrier Certification Form”
  - Report recertification and non-usage
  - Make additional certifications
  - This year, the form is due to USAC, state commissioners, Tribal governments, and the FCC by **February 1 because January 31 falls on a weekend**
- The FCC Form 555 must be submitted to USAC electronically via USAC’s [E-File (one portal)](https://www.usac.org)
- 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

- Required for all Lifeline Program service providers
  - Includes providers that have a SAC assignment from USAC that have not been relinquished (even if the company has had subscribers and didn’t file reimbursement claims in LCS during the year)
  - Includes providers using USAC-Elected Recertification
  - Includes providers where the National Verifier has fully launched in 2020
  - One form submission per SAC
**FCC Form 555**

**National Verifier**

- Service providers are still responsible for completing FCC Form 555 even though the National Verifier has launched.

- Only include subscriber information for recertifications that you conducted.

- You must include information for every subscriber that you recertified, even if you conducted recertification for subscribers when you were not required to do so.
FCC Form 555
National Verifier 2018 – 2019 Soft Launches

• If your state was in the June 2018 through June 2019 launch and you stopped conducting recertifications upon soft launch, put “0” in blocks A – C for these subscribers

• If your state was in the October 2019 and/or December 16, 2019 launch, please note that:
  • You were not responsible for recertifying subscribers beginning the day of soft launch
  • You should not have started new recertification batches at that time
  • You were responsible for conducting recertifications up until the day of soft launch
  • You were required to complete any recertifications that were currently underway
FCC Form 555
National Verifier 2019 Soft Launch

• If your state was in the December 20, 2019 launch please note that:
  • You must complete blocks I – L for recertification conducted by the state administrator
  • You must also include information for every subscriber that you recertified that were not subject to the state administrator’s process, including:
    • broadband-only subscribers in California, or
    • consumers living on Tribal lands in Oregon
<table>
<thead>
<tr>
<th>Launch</th>
<th>Soft Launch Date</th>
<th>States</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2018 launch</td>
<td>June 18, 2018</td>
<td>CO, MS, MT, NM, UT, WY</td>
</tr>
<tr>
<td>October 2018 launch</td>
<td>October 15, 2018</td>
<td>GU, HI, ID, NH, ND, SD</td>
</tr>
<tr>
<td>December 2018 launch</td>
<td>December 4, 2018</td>
<td>MO, NC, PA, TN</td>
</tr>
<tr>
<td>February 2019 launch</td>
<td>February 6, 2019</td>
<td>AK, AS, DC, DE, ME, MP, RI, VI</td>
</tr>
<tr>
<td>March 2019 launch</td>
<td>March 12, 2019</td>
<td>IN, KY, MI</td>
</tr>
<tr>
<td>June 2019 launch</td>
<td>June 25, 2019</td>
<td>AZ, CT, GA, IA, KS, NE, NV, NY, VT, VA, WV</td>
</tr>
<tr>
<td>October 2019 launch</td>
<td>October 11, 2019</td>
<td>AL, AR, LA, MA, MD, NJ, OK, PR, SC, WA</td>
</tr>
<tr>
<td>December 16, 2019 launch</td>
<td>December 16, 2019</td>
<td>FL, IL, MN, OH, WI</td>
</tr>
<tr>
<td>December 20, 2019 launch</td>
<td>December 20, 2019</td>
<td>CA, OR, TX</td>
</tr>
</tbody>
</table>
**FCC Form 555**

Implications for Recordkeeping

- Maintain documentation to support what is reported on FCC Form 555
  - Subscribers eligible for recertification per month
  - De-enrollments for non-usage per month
  - Successful and failed recertifications **by type per month**
- Examples
  - Snapshot of anniversary dates per month (suggestion: download and save the [Detail Active Subscriber Report](#) from NLAD)
  - Results of database queries and other recertification efforts
FCC Form 555
Implications for Recordkeeping

- Reminder: Lifeline Rule Section 54.417 – Recordkeeping
  - Keep each subscriber’s recertification documentation (program/income/state database queries, signed form, etc.) for as long as they receive Lifeline service from that ETC, but for no less than the three full preceding calendar years
Walkthrough of Online Form
Walkthrough of Online Form
Online Filing Tips

• Use a recommended browser
  • Chrome
  • Firefox
  • Internet Explorer 10

• E-File credentials
  • User name = your email address
  • Permissions for the Online 555 are the same as for filing claims through LCS
  • Need help? E-File User Guide or call (888) 641-8722
Walkthrough of Online Form
Logging in

- Log into E-File (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 E-File (one portal) Home screen
- Under the Lifeline section, choose “FCC Form 555”
  - E-File permissions for FCC Form 555 are the same as for filing claims through LCS
  - 497 Agent can complete the form
  - 497 Officer must certify the form
Walkthrough of Online Form
Choose Filing Method

- **Left**: Single form entry
  - To search for your SAC, select a state and year, then click “Search”
  - Demo of single-form entry

- **Right**: Bulk Upload
  - Bulk upload and bulk certify are also available
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 “Start New Form”
Walkthrough of Online Form
Select Companies

- The companies included in your SAC are auto-populated based on last year’s filing
  - Link to update information if needed
- Progress bar at top of screen
Walkthrough of Online Form
Affiliate Companies

- Select “yes” or “no” to whether the reporting company has affiliated ETCs
  - Tool tip explains affiliate criteria
- ETC names will auto-populate based on last year’s filing
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
- ? symbol is a tool tip; click/hover for more information
Walkthrough of Online Form
Subscribers Subject to Recertification

- Provide numbers per month
- Complete lines A and B:
  - A. Subscribers eligible for recertification (by anniversary month)
  - B. Subscribers de-enrolled prior to recertification attempts (by anniversary month)
- Line C is calculated automatically
  - C. Total number of subscribers ETC is responsible for recertifying
Walkthrough of Online Form
Method: Database

- If you have access to a **state or federal** database, complete lines D & E:
  - D. Subscribers who were recertified through state database access (by anniversary month)
  - E. List the data sources used to verify consumer eligibility
- **Do not** include state-administered recertification in this section
  - Examples: TX, CA, OR
  - 3rd party recertification in a later section
Walkthrough of Online Form
Method: Direct Contact

• Report subscribers you contacted directly
  • F. Total subscribers contacted (by anniversary month)
  • G. Subscribers who **failed** to recertify via ETC direct contact (by anniversary month)
  • H. Subscribers who **successfully** recertified via direct contact (by anniversary month)
• Include subscriber-initiated recertifications in this section
Walkthrough of Online Form
Method: Third Party

- Report subscribers whose eligibility was reviewed by a state administrator, **third party**, or USAC
  - I. Total subscribers contacted (by anniversary month)
  - J. Name of the third-party administrator that verified eligibility
  - K. Subscribers who **failed** as result of third-party recertification attempt for ineligibility or non-response (by anniversary month)
  - L. Subscribers **successfully** recertified by third party (by anniversary month)
Walkthrough of Online Form Results

• Total results are auto-populated for the year
  • Total subscribers de-enrolled
  • Total subscribers the ETC is responsible for recertifying
  • Percent of subscribers de-enrolled
Walkthrough of Online Form Summary Page

• Review your entries
• Press “Continue to Certification” button
  • E-File permissions: 497 Officer can certify FCC Form 555
Walkthrough of Online Form Certification

- An officer of the company must initial and certify the form to complete the submission
Helpful Tips and Resources
Helpful Tips and 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
- Read the tool tips inside the online form
- For help, contact Form555@usac.org
Helpful Tips and Resources
Bulk Upload

• Bulk upload is designed to make filing easier for users who are preparing FCC Forms 555 for multiple SACs
  • Excel template
  • Saves time if filing for multiple SACs
  • Available on the Lifeline Forms page of our website
Lifeline Program Webinars

- Sign up for Lifeline Program email updates and upcoming events
  - Visit usac.org and click “subscribe” in the upper-right corner

- Need help? Contact us!
  - General inquiries: LifelineProgram@usac.org
  - FCC Form 555: Form555@usac.org
Questions?