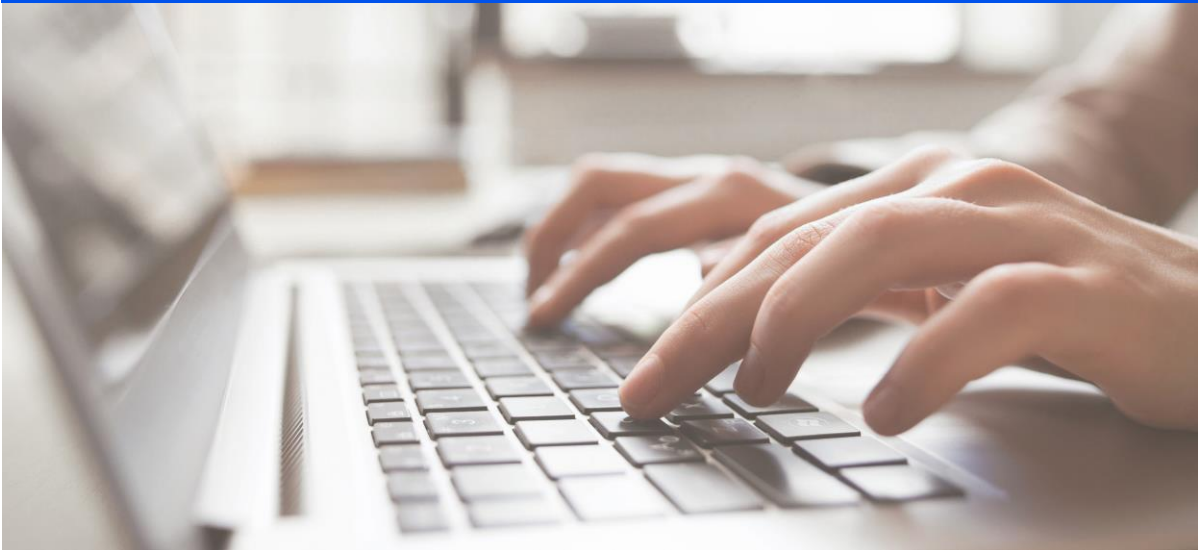# Lifeline Newsletter 2024 July

July 31, 2024

Voice-Only Phase-Out and Minimum Service Standards Continue at Current Levels

On July 3, 2024, the Wireline Competition Bureau (WCB) released an [Order](link) pausing the phase-out of Lifeline support for voice-only services for an additional year. The basic Lifeline support of $5.25 remains available to eligible consumers who subscribe to voice-only service until at least **December 1, 2025**.

The Bureau also paused the increase of the Lifeline minimum service standard for mobile broadband data capacity for an additional year. The minimum service standard for mobile broadband data capacity will remain at 4.5 GB per month until at least **December 1, 2025**.

Upcoming RAD Registration and Email Communication Enhancements

On August 6th, USAC will release enhancements to the Representative Accountability Database (RAD) registration process that improve navigation for

representatives interacting with the system. Email communication issued by USAC concerning the registration process will also be updated. Key enhancements include:

RAD Representative ID Deactivation Feature

RAD representatives will have the ability to deactivate their Representative ID online at LifelineRAD.org, eliminating the need to contact USAC with a Representative ID deactivation request. This enhancement will be reflected in the "Update Information" workflow, which will now be labeled "Update Information or Deactivate Rep ID". Upon selecting the deactivation option, representatives will be warned that they will lose the ability to regain access.

Once the representative confirms the deactivation request, USAC will send a deactivation confirmation email to the representative's email on file. Once a representative ID is deactivated, they will not be able to perform transactions in the National Verifier and/or the National Lifeline Accountability Database (NLAD).

SSN Requirement Removed for International Representatives

The "Last 4 digits of Social Security Number (SSN)" field will no longer appear for representatives who select the state "IT" during registration, eliminating confusion and improving data accuracy for international representatives.

Email Communication Improvements
- <u>Representative's Name</u>: All RAD emails will include the representative's name and begin with "Dear FirstName LastName" to enhance personalization and clarity.
- <u>Representative ID and Status</u>: Emails will display the representative's ID and status in the upper right corner. This update will apply to various email templates including those concerning forgotten Representative IDs, rejections, annual agreements, and updates. The status may appear as Active, Documents needed, or Inactive, depending on the circumstance.

For more information on the upcoming enhancements and for a RAD 101 refresher, register to attend Lifeline's August Monthly Webinar on Wednesday, August 14th at 3:00 p.m. ET.

Lifeline Program Compliance Reminder: RAD Annual Agreement

RAD is a registration system that validates the identities of service provider representatives performing transactions in NLAD and the National Verifier. Enrollment representatives must agree to the terms and conditions of USAC's Lifeline systems each year as required in the FCC's 2019 Lifeline Order.

Representatives can complete the annual agreement process at any time by visiting LifelineRAD.org to initiate the process.

- USAC will notify representatives by email when it is time to complete the agreement.
- An individual will receive up to three reminders to complete their annual agreement.
- These notifications will be emailed to the address that the representative submitted during registration.
- The emails will include a link the representative must select to complete the annual agreement process.
- These reminders will end once the representative has completed the annual agreement process.

August Webinar: RAD 101

Join us on Wednesday, August 14 for our next Lifeline program webinar for a RAD refresher, including upcoming enhancements.

Recordings of previous webinars are available on our Lifeline Learn: Webinars page.

Register

August Maintenance Schedule

As part of continual system improvements, USAC conducts regular system maintenance. Scheduled maintenance dates are available on the [National Lifeline Accountability Database (NLAD)](#) Maintenance Schedule and the [National Verifier (NV)](#) Maintenance Schedule pages.

System Maintenance

August 23

National Verifier, NLAD, LCS, ACCS, and RAD will be unavailable due to a scheduled monthly maintenance starting Friday, August 23 at 10:00 p.m. until 3:00 a.m. ET on Saturday, August 24.

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.