



Universal Service
Administrative Co.

Lifeline Newsletter 2024 August

August 29, 2024



FCC Announces Updated Lifeline Minimum Service Standards

On July 30, 2024, the Wireline Competition Bureau (WCB) released a [Public Notice](#) announcing the updated minimum service standards for Lifeline-supported broadband service and the Lifeline program's annual budget. The fixed broadband usage allowance will be 1,230 GB per month starting on **December 1, 2024**. Service providers who provide Lifeline-supported fixed broadband service will need to notify their Lifeline subscribers of this change.

The minimum service standard for mobile broadband speed will remain 3G and the standard for fixed broadband speed will remain at 25 MB download and 3 MB upload. The Lifeline minimum service standard for mobile voice service will also remain unchanged, at 1,000 minutes per month.



Lifeline Program Compliance Reminder: Obtaining Consent and Consumer Certifications

Service providers must obtain consumer consent prior to enrolling or transferring a Lifeline subscriber in the National Lifeline Accountability Database (NLAD) ([47 CFR § 54.404\(b\)\(9\)](#)). Providers may use a contract or other similar documentation to prove the consumer's consent and intent to sign up for the Lifeline service. Providers must retain documentation to demonstrate the consumer's intent to apply their Lifeline benefit to the service received from the new service provider.

Prior to obtaining consent, the provider must describe to the consumer (using clear, easily understood language) the specific information being submitted, that the information is being submitted to the administrator of the Lifeline program, and that failure to provide consent will result in the consumer being denied the Lifeline service. Consent is required every time an enrollment is initiated. Providers may not rely on older consent given for a previous enrollment.

Additionally, providers must obtain certain certifications from the consumer before they can be enrolled in the Lifeline program ([47 CFR § 54.410\(d\)](#)). Consumers must personally acknowledge each of the required certifications.

September Webinar: Account Management in Lifeline Systems

Join us on Wednesday, September 11 for our next Lifeline program webinar for an overview of account management roles and functions in Lifeline systems.

Recordings of previous webinars are available on our [Lifeline Learn: Webinars](#) page.

[Register](#)



September Maintenance Schedule

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

NLAD System Maintenance

September 13

NLAD, Lifeline Claims System (LCS), Affordable Connectivity Claims System (ACCS), and Representative Accountability Database (RAD) will be unavailable due to a scheduled monthly maintenance starting Friday, September 13 at 10:00 p.m. until 3:00 a.m. ET on Saturday, September 14.

The National Verifier will still be accessible but certain functionalities will be impacted.

National Verifier System Maintenance

September 20

The National Verifier will be unavailable due to a scheduled monthly maintenance starting Friday, September 20 at 10:00 p.m. until 3:00 a.m. ET on Saturday, September 21.

NLAD, LCS, ACCS, and the RAD staging and production environments will be available for use during this time.

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.