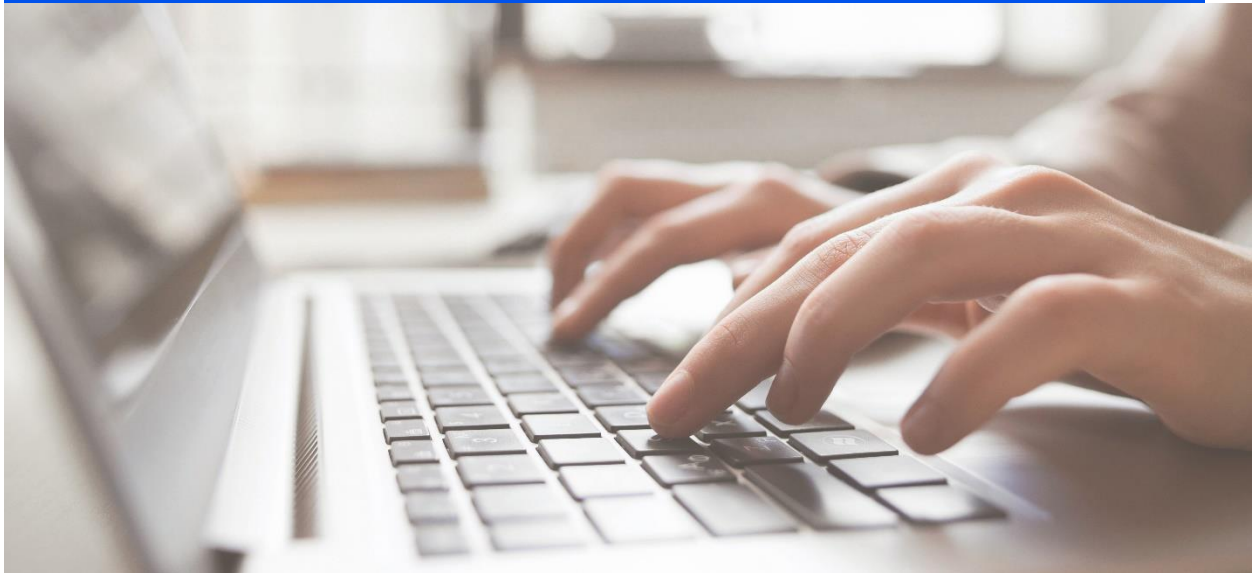




Universal Service
Administrative Co.

Lifeline Newsletter 2024 December

December 30, 2024



Reminder: Updated Minimum Service Standards Effective December 1, 2024

On **July 3, 2024**, the **Wireline Competition Bureau (WCB)** released an [Order](#) pausing the phase-out of Lifeline support of voice-only services for an additional year. The standard Lifeline support of **\$5.25** remains available to eligible consumers who subscribe to voice-only service until at least **December 1, 2025**. Additionally, the minimum mobile broadband data standard will also remain at **4.5 GB** per month until **December 1, 2025**.

On **July 30, 2024**, the WCB released a [Public Notice](#) announcing that the fixed broadband usage allowance for Lifeline-supported service was updated to **1,230 GB per month**, effective **December 1, 2024**. Service providers must notify their Lifeline subscribers of this change.

Reminder: FCC Form 555 Due January 31, 2025

The **2024 FCC Form 555** (Annual Lifeline Eligible Telecommunications Carrier Certification Form) is now available for completion in [One Portal](#) and is due

on **Friday, January 31, 2025**. This form is used for the annual recertification process and non-usage reporting for the Lifeline program. It must be submitted electronically to USAC via USAC's [One Portal](#).

Service providers should reference the resources below for guidance on how to complete the form:

- December Lifeline Webinar: [FCC Form 555](#)
- Lifeline's [Annual Filings](#) page

If providers need assistance with their One Portal account, they can email CustomerSupport@usac.org.

Survivor Benefit: Helping Survivors Stay Connected

The [Lifeline Survivor Benefit](#) is available to survivors of domestic violence, human trafficking, and related crimes. Service providers and consumer advocates are encouraged to actively inform and assist affected individuals in accessing this vital resource.

USAC has several resources to support survivors and survivor advocates understand and apply for the Lifeline Survivor Benefit including:

- [Survivor Benefit Page](#)
- [Survivor Benefit Flyer](#)
- [Online Application Instructions](#) (available in English and nine other languages)

Upcoming Training

Consumer advocacy groups are encouraged to attend the [January webinar](#) on Wednesday, January 8 at 3 p.m. ET, for a live training session on how survivors can apply online for the survivor benefit.

Support Center: Closed for New Year Day

The Lifeline Support Center will be closed on Wednesday, January 1, 2025. Additionally, Lifeline applications requiring manual review will not be reviewed and approved on this day.



**Lifeline Program Compliance Reminder:
Minimum Service Standards**

Service providers participating in the Lifeline program must ensure that they meet the Minimum Service Standards (MSS) established in the Lifeline program rules ([47 CFR § 54.408](#)) and updated annually ([Public Notice](#)). These standards are designed to ensure that Lifeline-supported services provide adequate access to communications for eligible consumers. Providers must offer a minimum level of service quality for both voice and broadband offerings.

Requirements:

- **Voice Service:** For voice service subscribers, ensure that the service meets the minimum requirements set by the FCC, including:
 - At least **1,000 minutes** per month for mobile voice service.
 - Minutes for local service provided at no additional charge to end users.
 - Availability of 911 emergency services, including E911 where supported.
- **Broadband Service:** For broadband service subscribers, ensure that the service meets the minimum requirements set by the FCC, including:
 - A usage allowance of **1,230 GB** and a minimum of **25 Mbps download speed** and **3 Mbps upload speed** for fixed broadband (with some limited exceptions for certain fixed broadband providers).
 - A usage allowance of **4.5 GB** and a minimum speed of **3G** for mobile broadband.

Providers must ensure that the Lifeline benefit is accurately applied only to qualifying voice and broadband services. Providers cannot receive reimbursement for service plans that do not meet the minimum service standards.

January Webinar: How to Apply for Survivors

Join us on **Wednesday, January 8 at 3 p.m. ET** for our next Lifeline program webinar to learn how survivors of domestic violence, human trafficking, and related crimes can apply for the Lifeline benefit, along with the resources available to support them. [Register](#) for the January 2025 monthly webinar. Recordings of previous webinars are available on our [Webinars](#) page.

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

[Register](#)



January 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 Maintenance Schedule](#) pages.

System Maintenance

January 17

National Verifier, NLAD, Lifeline Claims System (LCS), Affordable Connectivity Claims System (ACCS), and Representative Accountability Database (RAD) will be unavailable due to a scheduled monthly maintenance from Friday, January 17 at 10 p.m. until 3 a.m. ET on Saturday, January 18.

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.