



Universal Service
Administrative Co.

Lifeline Newsletter 2025 March

March 27, 2025



Disaster Assistance Waiver Applications Ending Soon

Helene Waiver Enrollment Ending April 2, 2025

On October 2, 2024, the FCC adopted an [Order](#) that temporarily waived Lifeline eligibility requirements in section [47 CFR § 54.409\(a\)-\(b\)](#) to allow consumers participating in FEMA's Individuals and Households Program (IHP), as a result of Hurricane Helene, Tropical Storm Helene, and Post-Tropical Cyclone Helene (collectively, the Helene Weather Events), to apply for and enroll in the Lifeline program. Enrollments will close on April 2, 2025.

Milton Waiver Enrollment Ending April 10, 2025

On October 10, 2024, the FCC adopted an [Order](#) that temporarily waived Lifeline eligibility requirements in section [47 CFR § 54.409\(a\)-\(b\)](#) to allow consumers receiving FEMA's Individuals and Households Program (IHP) support due to Hurricane Milton and its immediate aftermath (collectively, the Milton Weather

Events), to apply for and enroll in the Lifeline program. Enrollments will close on April 10, 2025.





Lifeline Benefit: Key Differences Between Standard and Survivor Support

Qualifying survivors of domestic violence, human trafficking, and related crimes may receive a discount of up to \$9.25 on voice, internet, or bundled services for up to six months. Survivors can participate in the Lifeline program if they attempt a line separation request from their mobile phone service provider and can confirm they are experiencing financial hardship.

The survivor benefit is unique from the standard Lifeline benefit in a few ways:

Access Emergency Lifeline Benefits as a Survivor

Emergency Lifeline benefits are available to survivors of domestic violence, human trafficking, and related crimes.

<div style="background-color: #0056b3; color: white; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto 10px auto; display: flex; align-items: center; justify-content: center;">  </div> <p style="font-weight: bold; margin: 0;">A Bigger Voice-Only Benefit</p> <p style="font-size: 0.9em; margin: 0;">Survivors may receive up to \$9.25 on voice-only service, up from the standard Lifeline benefit of \$5.25.</p>	<div style="background-color: #00a651; color: white; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto 10px auto; display: flex; align-items: center; justify-content: center;">  </div> <p style="font-weight: bold; margin: 0;">Enhanced Data Privacy</p> <p style="font-size: 0.9em; margin: 0;">Survivors' personally identifiable information is kept private throughout the application process.</p>
<div style="background-color: #e67e22; color: white; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto 10px auto; display: flex; align-items: center; justify-content: center;">  </div> <p style="font-weight: bold; margin: 0;">Expanded Contact Options</p> <p style="font-size: 0.9em; margin: 0;">Survivors may choose how to be contacted (email, phone, or mail) to better protect their security.</p>	<div style="background-color: #0056b3; color: white; border-radius: 50%; width: 40px; height: 40px; margin: 0 auto 10px auto; display: flex; align-items: center; justify-content: center;">  </div> <p style="font-weight: bold; margin: 0;">Extended Eligibility Criteria</p> <p style="font-size: 0.9em; margin: 0;">Survivors may qualify based on their household income, their existing eligibility for Lifeline, or their participation in certain government assistance programs.</p>

Resources for Survivors:

Service providers and consumer advocates are encouraged to actively inform and assist affected individuals in accessing this vital resource. USAC has several resources to help survivors and their 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)
- [How to Apply for Survivors](#) for a step-by-step overview of the survivor benefit application process.

Service providers are also encouraged to review our [Safe Connections Act](#) page for further information.



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.

April Webinar: How to Apply for Lifeline

Join us on Wednesday, April 9 at 3 p.m. ET for our next Lifeline program webinar to learn how consumers can apply to receive the standard Lifeline benefit. [Register](#) for the April 2025 monthly webinar.

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

[Register](#)



April 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.

System Maintenance

April 18

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, April 18 at 10 p.m. until 3 a.m. ET on Saturday, April 19.

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.