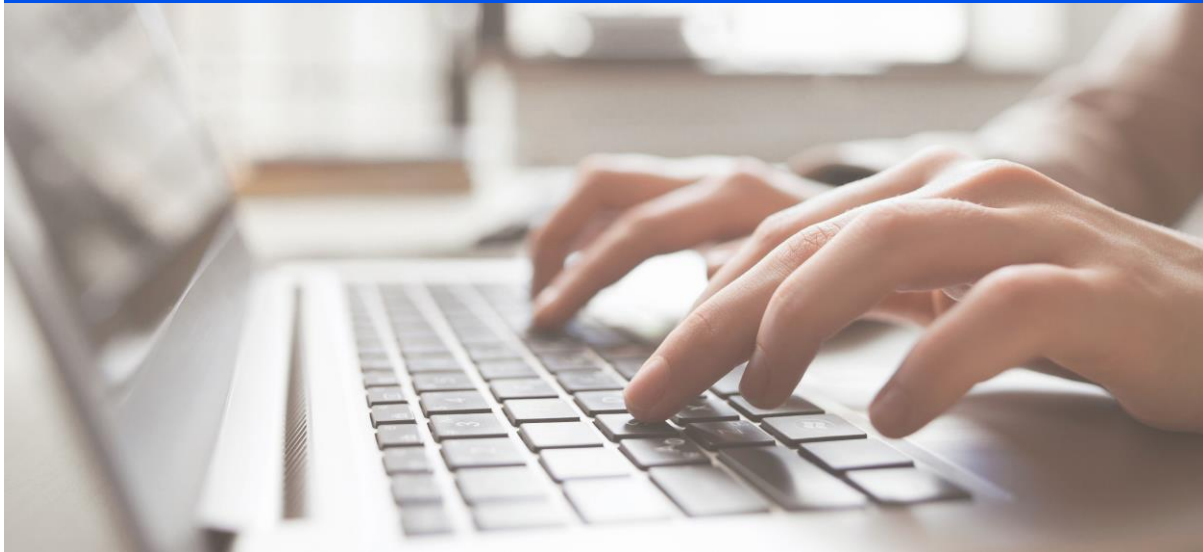




Universal Service  
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# Lifeline Newsletter 2024 September

September 26, 2024



## Lifeline Support for Survivors Now Available

On August 29, the Federal Communications Commission (FCC) issued a [Public Notice](#) requiring compliance with the Safe Connections Act of 2022, enabling survivors to receive emergency Lifeline support.

On September 4, USAC updated its systems to allow qualifying survivors to enroll in Lifeline. Survivors can apply online at [LifelineSupport.org](https://LifelineSupport.org) or mail in a completed [paper application \(Spanish\)](#). Qualifying survivors can receive a discount of up to \$9.25 on voice, internet, or bundled services for up to six months, after which they may apply for the standard Lifeline benefit.

Survivors can participate in the Lifeline program if they attempt a line separation request and can confirm they are experiencing financial hardship using one of the methods below:

- Based on the [existing Lifeline program qualification requirements](#),
- If their household income is at or below [200% of the Federal Poverty Guidelines](#) (FPG),

- Enrollment in the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC),
- Enrollment in the Free and Reduced-Price School Lunch or School Breakfast Program, including enrollment at a Community Eligibility Provision (CEP) school or school district, or
- Received a Federal Pell Grant in the current award year.

Survivors will need to provide a document from their service provider showing proof of an attempted line separation request. **Survivors cannot successfully complete their application for emergency Lifeline support without this document.**

## Resources

Service providers can reference USAC's [Safe Connections Act](#) webpage and the Safe Connections Act: Office Hours [webinar](#) for more information on how survivors can apply for the benefit.

Consumer advocates should reference the Safe Connections Act: Consumer Advocates [webinar](#) to learn more about how survivors can apply for Lifeline. Additional information on the benefit is available on the [Survivor Benefit](#) webpage on LifelineSupport.org which includes paper and online [Application Instructions](#) (available in 10 languages). Consumer advocates can also refer to the [Tools](#) page for additional resources to help survivors apply for the benefit.

## Upcoming Training

On Thursday, October 17, at 3 p.m. ET, the Lifeline program will be hosting SCA Office Hours on Continued Eligibility. Service providers can [register here](#) to learn more about how continued eligibility will be conducted for survivors.

# Enhancements to the Online Lifeline

## Application

In September, USAC released updates to the online Lifeline application in the National Verifier consumer portal. These changes are part of an ongoing effort to help improve the consumer experience and simplify the application process.

Key updates include:

- Providing a new Lifeline application landing page with key information on the program and how to sign up,
- Simplifying language and removing the alternative government ID option on the “fill out your information” page, and

- Clarifying language and adding tooltip guidance on the “duplicate household” pages to strengthen consumer understanding.

USAC and the FCC will continue making improvements to the Lifeline system that build upon feedback from stakeholders.

### **New Tools Page on LifelineSupport.org**

USAC released a new [Tools](#) page on LifelineSupport.org to make it easier for consumers to find Lifeline forms, paper and online application instructions, and acceptable documentation guidelines. The paper and online application instructions are new resources that help consumers complete the Lifeline application and are available in English and 9 other languages. The titles for forms and instructions are listed in the same language that they are written in, so non-English speakers can easily find translated content. For example, the Spanish instructions are now listed as “Instrucciones-Español” to make it easily identifiable for Spanish-speaking consumers. The remaining languages (Arabic, Simplified Chinese, French, Korean, Portuguese, Russian, Tagalog, and Vietnamese) follow the same format.



## **Lifeline Program Compliance Reminder: Keep the National Lifeline Accountability Database (NLAD) Up to Date**

NLAD confirms that a consumer has qualified through the National Verifier and prevents subscribers from claiming more than one Lifeline program discount. Service providers are not allowed to claim reimbursement for a consumer unless the consumer is entered in NLAD so service providers should update NLAD every time a consumer’s status changes, including changes to subscriber information (for example, a change of address).

Service providers must update NLAD within 10 business days of receiving any change to the subscriber’s information: for example, change of address or name change.

To review the NLAD User Guide or NLAD or National Verifier API Specifications, visit the [Tools and Resources](#) section in NLAD.

### **Stay Up to Date**

Sign up for email notices about system maintenance and updates in the [Subscription Center](#) and select NLAD Bulletin.

Service providers should email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) with any questions about the system.

## October Webinar: National Verifier 101

Join us on **Wednesday, October 9 at 3 p.m. ET** for our next Lifeline program webinar for an overview of the National Verifier.

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

[Register](#)



## October 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

October 11

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, October 11 at 10:00 p.m. until 3:00 a.m. ET on Saturday, October 12.

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

## National Verifier System Maintenance

October 18

The National Verifier will be unavailable due to a scheduled monthly maintenance from Friday, October 18 at 10:00 p.m. until 3:00 a.m. ET on Saturday, October 19.

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

NLAD functions that are NV dependent will be impacted.

## Need Help? Contact Us!

For questions about Lifeline, including technical issues and program resources or rules, email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org). Review all appropriate program contacts on USAC's Lifeline [Contact Us](#) webpage.