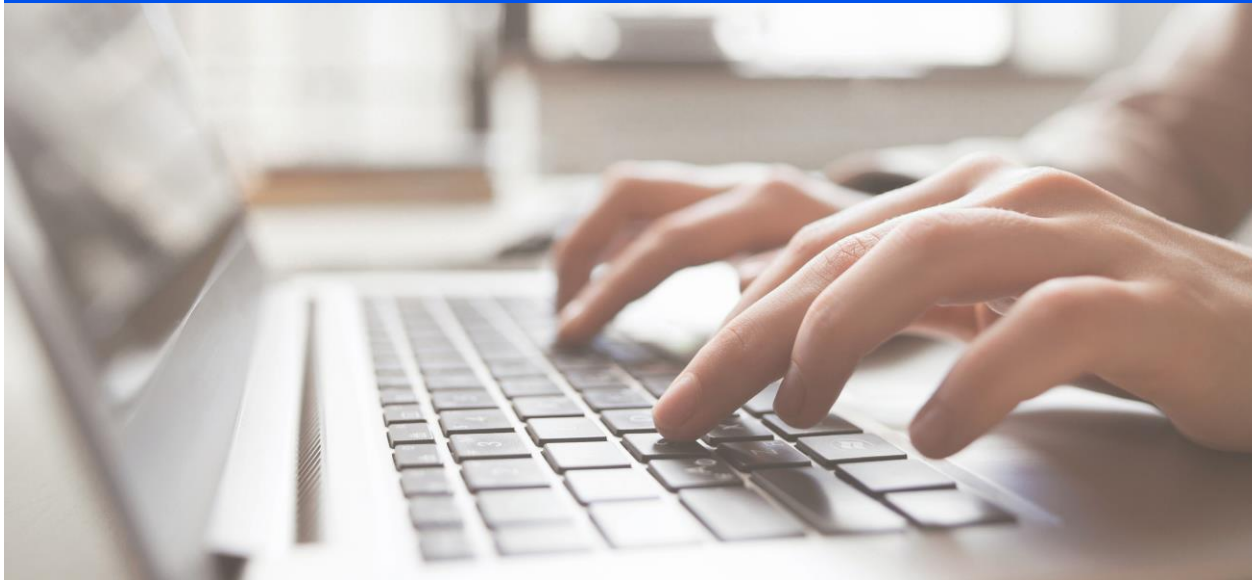




Universal Service  
Administrative Co.

# Lifeline Newsletter 2025 February

February 27, 2025



## 2025 Recertification Is Ongoing

On February 13, 2025, USAC initiated automated eligibility database checks to verify the eligibility of Lifeline subscribers due for recertification in 2025.

- Subscribers who pass the automated check will not need to take any action for their 2025 recertification.
- Subscribers who fail the automated check will be required to recertify their continued eligibility through a manual process. USAC will conduct outreach to those subscribers.

Service providers should regularly monitor the **Recertification Subscriber Status Report** in the National Lifeline Accountability Database (NLAD) to identify subscribers undergoing recertification. This report is updated daily to reflect automated check results.

To learn more about the recertification process, providers should visit the Recertification [webpage](#), view the Recertification [Office Hours](#), and reference the February 4, 2025 [bulletin](#) issued by USAC.

## California Wildfires Waiver Expiring Soon

On January 16, 2025, the Wireline Competition Bureau (WCB) of the Federal Communications Commission (FCC) released an [Order](#) that temporarily waives the annual recertification requirements and de-enrollment for failed recertification under the Lifeline rules for households receiving **broadband-only Lifeline service** in Affected Disaster Areas.

The waiver period under this Order is through March 17, 2025. USAC will resume recertification efforts on March 18, 2025.



## Lifeline Program Compliance Reminder: Keep 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 benefit. Service providers are not allowed to claim reimbursement for a consumer unless the consumer is entered in NLAD. In accordance with [program rules](#), service providers must update NLAD every time a consumer's status changes, including changes to subscriber information (e.g., service providers must update NLAD within thirty (30) business days of receiving any change to the subscriber's information such as a change of address).

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

## March Webinar: Navigating USAC Systems

Join us on **Wednesday, March 11 at 3 p.m. ET** for our next Lifeline program webinar to learn how service providers can utilize various USAC systems and how each system interacts with one another. [Register](#) for the March 2025 monthly webinar.

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

[Register](#)



## March 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.

### National Verifier System Maintenance

March 21

The National Verifier will be unavailable due to scheduled monthly maintenance from Friday, March 21 at 10 p.m. until 3 a.m. ET on Saturday, March 22.

NLAD, LCS, ACCS, and the RAD staging and production environments will be available for use during this time. NLAD functions that are National Verifier dependent will be impacted.

### NLAD System Maintenance

March 28

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, March 28 at 10:00 p.m. until 3:00 a.m. ET on Saturday, March 29.

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