



Universal Service  
Administrative Co.

# Lifeline Newsletter May 2024

May 30, 2024



## Reminder: New PO Box Address for Lifeline Support Center

The Lifeline Support Center will transition to a new PO Box address beginning June 1, 2024. Mail sent to the old PO Box will be forwarded to the new mailing address for one year to ensure there is no interruption in application/document processing.

### **New PO Box Mailing Address:**

Lifeline Support Center  
P.O. Box 1000  
Horseheads, NY 14845

Service providers should prepare updates to their consumer outreach materials that contain the current Lifeline Support Center mailing address.

## FCC Form 481 Due July 1, 2024

All service providers participating in the Lifeline and/or High Cost programs must file and certify the FCC Form 481 on an annual basis. Service providers that only participate in Mobility Fund Phase I are exempt from this process. The form gathers information

about a carrier's financials and operations, which USAC uses to validate service provider support.

Form 481 also includes a supply chain certification, which requires carriers to certify that no universal service support is being used to purchase, rent, lease, obtain or maintain any equipment or services produced or provided by any company designated by the FCC.

USAC hosted a [webinar](#) on May 23, 2024, detailing the Form 481 process, including changes to the form for the current filing window.

### **Filing System Now Open**

Service providers can log into [One Portal](#) to access and certify the FCC Form 481. This filing is due July 1, 2024. The [FCC Form 481 template](#) (PDF version), [filing instructions](#), and all necessary [upload templates](#) are available on the USAC website.



## **Lifeline Program Compliance Reminder: Available Resources for Service Providers**

To ensure Lifeline service providers have the resources they need to successfully comply with Lifeline program requirements, USAC has compiled the following educational materials and resources.

Service providers new to the Lifeline program should review the following USAC resources:

- Lifeline's [Get Started](#) webpage,
- Lifeline's [Join Lifeline as an ETC](#) webpage,
- Lifeline's [Systems](#) webpage, and
- Lifeline's [Service Provider Toolkit](#) (outlines information on how service providers can get set up in Lifeline's systems, participate in the program, and find assistance).
- For additional information on program rules and requirements, all service providers should:
  - Review the [federal rules](#) governing the Lifeline program, and
  - Visit Lifeline's [Rules and Requirements](#) webpage.

## **June Webinar: Using the Lifeline Claim System (LCS)**

Join us on Wednesday, June 12 for our next Lifeline program webinar to learn more about how to utilize the LCS.

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

[Register](#)



## June 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 \(NV\)](#) Maintenance Schedule pages.

### System Maintenance

#### June 21

NV, NLAD, Lifeline Claims System (LCS), Affordable Connectivity Claims System (ACCS) and the Representative Accountability Database (RAD) will be unavailable due to a scheduled monthly maintenance starting Friday, June 21 at 10:00 p.m. until 3:00 a.m. ET on Saturday, June 22.

## 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.

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