



PUBLIC NOTICE

Federal Communications Commission
445 12th St., S.W.
Washington, D.C. 20554

News Media Information 202 / 418-0500
Internet: <https://www.fcc.gov>
TTY: 1-888-835-5322

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WIRELINE COMPETITION BUREAU ANNOUNCES THE NEXT NATIONAL LIFELINE ELIGIBILITY VERIFIER LAUNCHES IN EIGHT STATES, THREE TERRITORIES AND THE DISTRICT OF COLUMBIA

WC Docket No. 11-42

By this Public Notice, the Wireline Competition Bureau (Bureau) announces the soft launch date for the National Lifeline Eligibility Verifier (National Verifier) in Alaska, American Samoa, Delaware, the District of Columbia, Maine, the Northern Mariana Islands, Rhode Island, and the U.S. Virgin Islands.¹ The Bureau also announces the full launch of the National Verifier in Missouri, North Carolina, Pennsylvania, and Tennessee.

Soft Launch – February 6: Alaska, American Samoa, Delaware, the District of Columbia, Maine, the Northern Mariana Islands, Rhode Island, and the U.S. Virgin Islands

The soft launch for Alaska, American Samoa, Delaware, the District of Columbia, Maine, the Northern Mariana Islands, Rhode Island, and the U.S. Virgin Islands will take place on February 6, 2019. The soft launch period will allow Eligible Telecommunications Carriers (ETCs) to become familiar with the National Verifier and adjust and test their systems and business processes before use of the National Verifier becomes mandatory. During the soft launch, only ETCs will have access to the National Verifier. ETCs will also have access to a pre-production test environment in the National Verifier to improve their ability to conduct sample transactions and train their employees for readiness.² If an ETC uses existing eligibility processes to enroll subscribers during the soft launch period, the ETC must comply with the Commission's existing rules for eligibility determinations.³

ETCs in Alaska, American Samoa, Delaware, the District of Columbia, Maine, the Northern Mariana Islands, Rhode Island, and the U.S. Virgin Islands should not begin any recertifications for Lifeline subscribers as of February 6, 2019 and should finish any currently open recertifications for Lifeline subscribers in these states, territories and the District of Columbia no later than April 12, 2019. In addition, USAC will begin reverification of existing Lifeline subscribers in these states, territories and the District of Columbia during the soft launch period. USAC will use the National Verifier to re-verify the eligibility of consumers that already participate in the Lifeline program.⁴ Any consumer whose eligibility cannot be verified in this process will be de-enrolled from the program. The reverification

¹ See *Lifeline and Link Up Reform and Modernization et al.*, Third Report and Order, Further Report and Order, and Order on Reconsideration, 31 FCC Rcd 3962, 4021, para. 165 (2016) (*2016 Lifeline Order*) (directing the Bureau to “issue a notification to all interested participants providing information about effective dates and any other relevant obligations” as USAC deploys the National Verifier in each state).

² In contrast to the service provider portal available during the soft launch, to which ETCs should only submit true data for consumers seeking to apply in the Lifeline program, the pre-production environment allows ETCs to use test data that does not reflect actual Lifeline applicants.

³ See 47 CFR §§ 54.410(a), 54.410(b)(1), 54.410(c)(1), 54.410(d), 54.410(g).

⁴ See USAC, Lifeline National Verifier Plan, WC Docket Nos. 11-42, 17-287, 09-197 and 10-90 (filed July 31, 2018).

process will continue after the full launch date to verify that subscribers in the National Verifier for these four states, three territories, and the District of Columbia are eligible to receive Lifeline service.

Full Launch – March 5, 2019: Missouri, North Carolina, Pennsylvania, and Tennessee

In addition, effective March 5, 2019, the National Verifier will fully launch in Missouri, North Carolina, Pennsylvania, and Tennessee. Starting on the full launch date of March 5, 2019, ETCs in these four states will be required to use the National Verifier to make eligibility determinations for all consumers applying for Lifeline service and must cease using legacy eligibility processes for prospective Lifeline subscribers. USAC will continue after March 5, 2019 to verify that subscribers in the National Verifier for these four states are eligible to receive Lifeline service through the process that was initiated during the soft launch on December 4, 2018.⁵ In addition, annual recertification will now be conducted by the National Verifier for all Lifeline consumers in these four states.

As of the full launch date of March 5, 2019, consumers in Missouri, North Carolina, Pennsylvania, and Tennessee can begin to check their eligibility for Lifeline service directly by using the National Verifier consumer portal available at CheckLifeline.org. The consumer portal is available in both English and Spanish language versions. Consumers, as well as service providers, will also be able to mail Lifeline program forms and documentation to USAC for manual review. Consumers and service providers can obtain the Lifeline program application form by going to CheckLifeline.org and clicking on “use a paper form.” Forms sent by mail should be sent to:

USAC Lifeline Support Center
P.O. Box 7081
London, KY 40742

Outreach and Training

USAC will be conducting ongoing outreach and training for ETCs in the relevant states, territories, and the District of Columbia during the soft launch, and ETCs can also access the pre-production test environment during the soft launch. To ensure that ETCs continue to be supported during the transition to the National Verifier, USAC will also be contacting ETCs in the relevant states, territories, and the District of Columbia to provide details regarding additional training opportunities. Informational resource materials regarding the National Verifier are also available on USAC’s website.⁶

For further information, please contact Allison Jones at (202) 418-1571, of the Wireline Competition Bureau’s Telecommunications Access Policy Division.

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⁵ Wireline Competition Bureau Announces the Launch of the National Lifeline Eligibility Verifier in Four Additional States, WC Docket No. 11-42, Public Notice, DA 18-1201 (WCB Nov. 27, 2018).

⁶ See <https://www.usac.org/li/tools/national-verifier/how-to-use.aspx>