



GOVERNMENT OF PUERTO RICO

Puerto Rico Telecommunications Bureau

PUBLIC NOTICE

May 22, 2020

The Federal Communications Commission (FCC) issued a Public Notice today announcing the launch of the National Lifeline Eligibility Verifier for all new enrollments to the federal Lifeline program for residents of Puerto Rico. (DA 20-550 in Spanish and English)

Starting on June 23, 2020 eligible telecommunications carriers operating in Puerto Rico will be required to use the National Verifier to determine eligibility for all customers applying for Lifeline service.

Carriers in Puerto Rico have been testing the National Verifier system for several months. The federal agency responsible for this system is the Universal Service Administration Company (USAC). USAC is scheduling two training sessions for Puerto Rico carriers in June and will notify the carriers directly. Providers should participate in this training to resolve any unforeseen issues related to the National Verifier for Puerto Rico.

Current Puerto Rico Lifeline customers do not need to take any action at this time to preserve their federal and Puerto Rico Lifeline support. USAC uses a three-step process to determine eligibility of existing Lifeline customers. First, USAC will recertify existing customers through the National Verifier system. Second, if USAC cannot reverify a customer using the relevant databases used for eligibility, it will contact the customer's provider to verify eligibility, providers will have 45 days to provide necessary information to USAC. And third, only after carrier-provided information is insufficient to determine continued eligibility of a customer, USAC will seek eligibility information from customers and customers will have 60 days to provide this information to USAC. If recertification is not successful after these three steps, USAC would notify customers they are not eligible for federal Lifeline support. USAC estimates it will take until early 2021 to complete the recertification process for residents of Puerto Rico. The FCC emphasized in its Public Notice that all reverification and recertification activities will be conducted consistent with any waiver order issued by the Wireline Competition Bureau. These waivers are intended to keep Lifeline subscribers connected during the COVID-19 pandemic.

The Telecommunications Bureau of Puerto Rico (Bureau) will work with carriers to closely monitor the National Verifier system in Puerto Rico and will report to the FCC any problems carriers experience.

The Bureau appreciates the FCC's ongoing efforts to make the National Verifier rollout in Puerto Rico a success. The Bureau and the FCC recognize there may be challenges with the National Verifier system and the recertification process. In the event considerable harm is seen using the National Verifier, the Bureau is prepared to request the FCC to waive its de-enrollment rules for a period of time, thereby



ensuring that no Lifeline customers will lose Lifeline support on account of challenges faced by Lifeline subscribers during this year or because of problems with the National Verifier system.

Customers or carriers with questions about the National Verifier or Lifeline support may contact the Bureau through Mr. Roberto Miranda email address: rmiranda@jrtp.pr.gov .



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Telecommunications Bureau

