



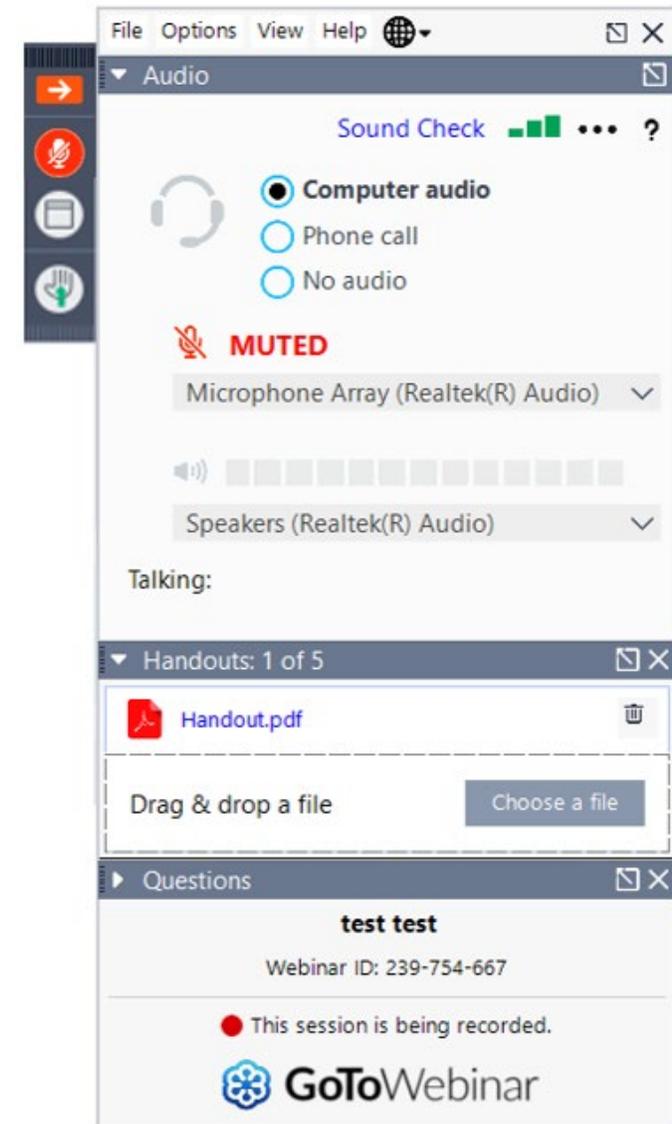
Recertification Office Hours

Lifeline Program

February 17, 2026

Housekeeping

- This office hours session is being recorded.
- Audio is available through your computer's speakers.
- The audience will remain on mute.
- Enter questions at any time using the “**Questions**” box.
- If your audio or slides freeze, restart the webinar.
- A copy of the slide deck is in the “**Handouts**” section of the webinar panel.



Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions.

Thank you for your support.

Meet Our Team

Linnita Hosten

Senior Communications Specialist

Elizabeth Dewey

Senior Communications Specialist

Agenda

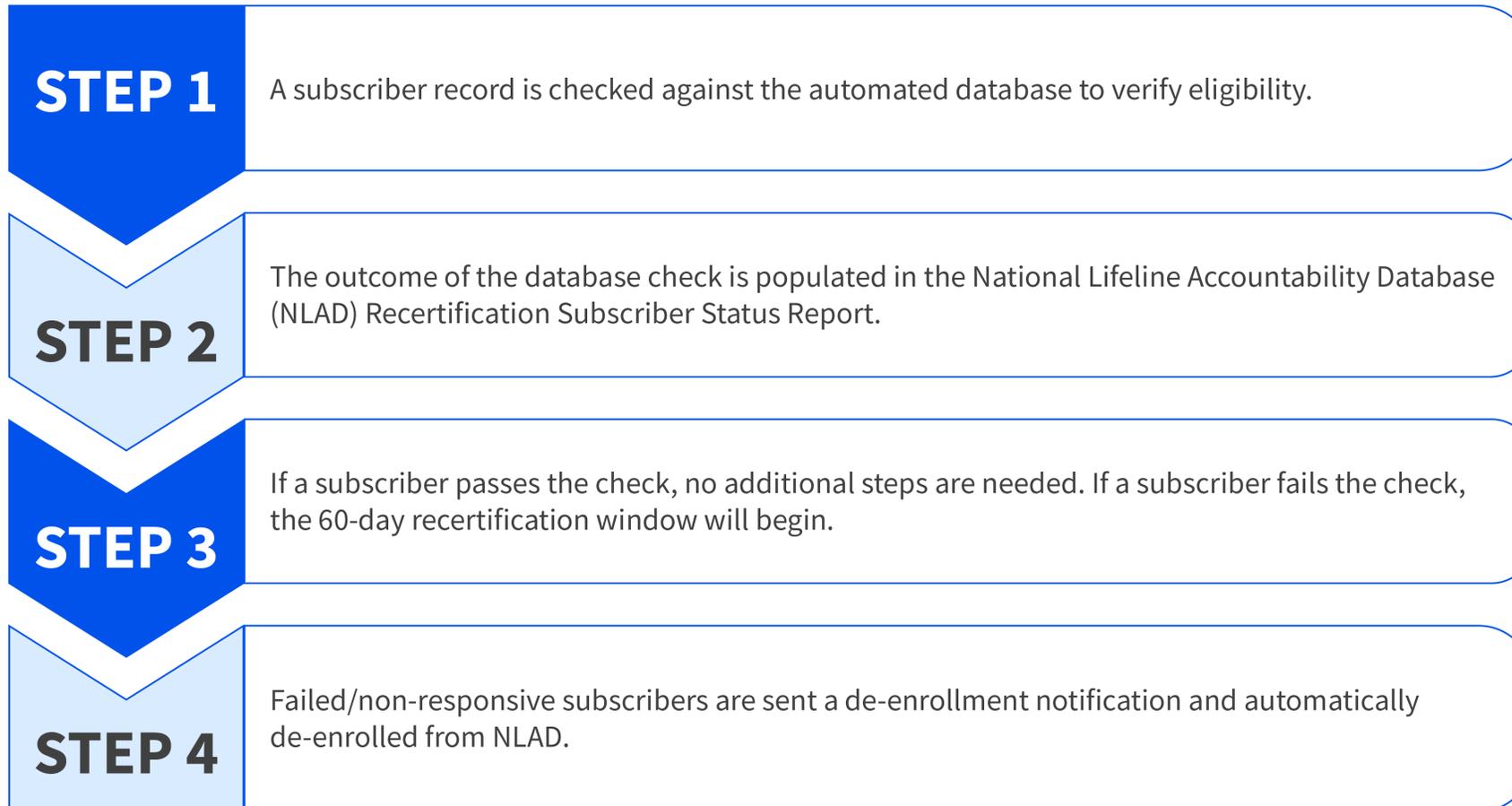
- Recertification Overview
 - Methods to Recertify
 - Recertification Outcome
 - De-Enrollment
- Recertification Reports
- Frequently Asked Questions (FAQs)
- Resources

Recertification Overview

Recertification Overview

- Recertification is an annual requirement for all Lifeline subscribers to ensure that they are still eligible for the Lifeline benefit. 2026 recertification began on **Monday, February 16, 2026**.
- The eligibility for subscribers in all states who qualified through the National Verifier process and are enrolled in NLAD will be checked.
 - This includes California broadband only consumers who qualified through the National Verifier process and are enrolled in NLAD.
- USAC will announce at a later time when recertification will begin for the remaining California consumers who were previously determined eligible by the California Public Utilities Commission (CPUC).

Recertification Overview



Recertification Overview

Methods to Recertify

- When eligibility cannot be automatically verified, there are two types of recertification applications and processes:
 - R-Application** - Requires Recertification Form
 - D-Application** - Requires Recertification Form and proof documentation
- See chart on the right for the specific methods to recertify.

R-Application (RXXXXX-XXXXX)	D-Application (DXXXXX-XXXXX)
Requires only completion of the Recertification Form	Requires completion of Recertification Form and proof documentation
 Recertify by Mail	 Recertify by Mail
 Recertify Online <ul style="list-style-type: none"> National Verifier Consumer Portal 	 Recertify Online <ul style="list-style-type: none"> National Verifier Consumer Portal National Verifier Service Provider Portal National Verifier Eligibility Check API
 Recertify via Interactive Voice Response (IVR)	

Recertification Overview

Recertification Outcome

- Subscribers will receive notifications about their successful or unsuccessful recertification status based on their chosen recertification method.
 - If a subscriber recertified online or via the Interactive Voice Response (IVR), an immediate confirmation of their submission will be received.
 - If a subscriber recertified via mail, a mailed notification will be sent shortly after the successful recertification is processed.

Note: Only subscribers that are required to recertify will receive outreach.

Recertification Overview

De-Enrollment

- If a subscriber does not successfully recertify by the end of their 60-day recertification window, they will be automatically de-enrolled from NLAD five business days after their recertification window closes.
- Service providers will be notified via an automated email (sent to the ETC Administrator user role) of all de-enrollments for failed/non-responsive subscribers through the Failed Recertification De-enroll Report in NLAD.
 - The email notification will indicate de-enrollments have occurred in one or more of the service provider's Study Area Codes (SACs) and direct them to check the report for more information.

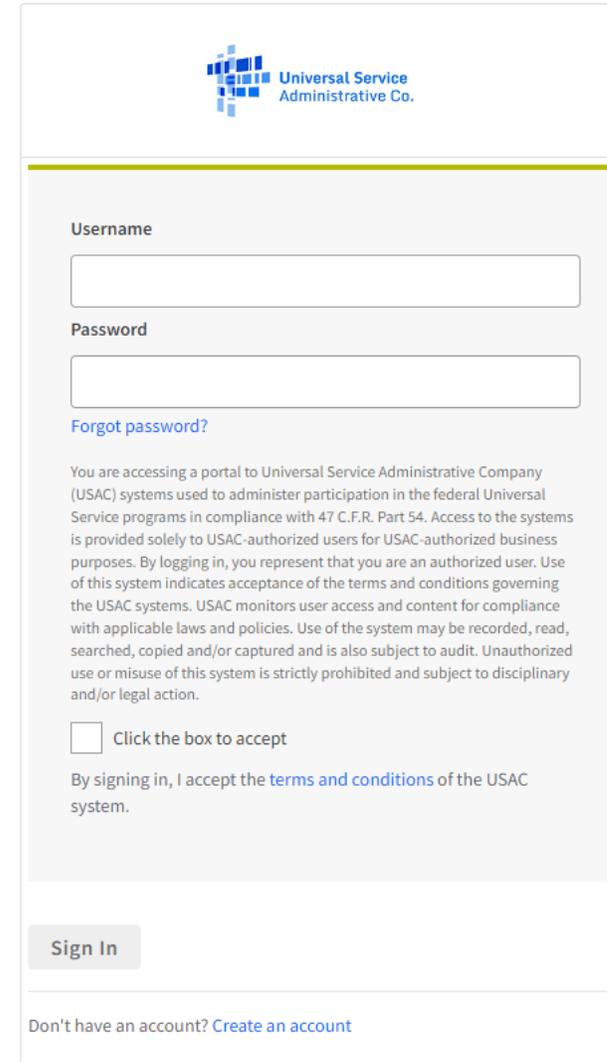
Questions?

Recertification Reports

Recertification Reports

Sign in to One Portal

- Access NLAD through USAC's [One Portal](#).



The screenshot shows the sign-in page for the USAC One Portal. At the top right is the USAC logo and the text "Universal Service Administrative Co.". Below this is a horizontal line. The main content area is a light gray box containing the following elements:

- Username**: A text input field.
- Password**: A text input field.
- [Forgot password?](#): A blue link.
- You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.
- Click the box to accept
- By signing in, I accept the [terms and conditions](#) of the USAC system.

At the bottom of the gray box is a **Sign In** button. Below the gray box, there is a link: "Don't have an account? [Create an account](#)".

Recertification Reports

Sign in to One Portal

- Once logged in to One Portal, select NLAD.

The screenshot shows the dashboard for the Universal Service Administrative Co. The header includes the company name and a 'Sign Out' button. The user is logged in as 'LifelineComms497@test.com'. The main content is divided into three sections: 'Upcoming Dates', 'Lifeline', and 'Help?'. The 'Upcoming Dates' section lists three events: 'February 2026 Monthly Webinar' on 02/11/2026, 'Recertification Office Hour' on 02/17/2026, and 'March 2026 Monthly Webinar' on 03/11/2026. The 'Lifeline' section is highlighted with a green border and contains five items: 'National Lifeline Accountability Database (NLAD)', 'National Lifeline Accountability Database Staging Environment', 'Lifeline Claims System (LCS)', 'FCC Form 555', and 'API Access Agreement'. The 'Help?' section includes links for 'Send us a message' and 'Call us'.

Universal Service Administrative Co. Sign Out

LifelineComms497@test.com

Dashboard

Upcoming Dates

02/11/2026 **February 2026 Monthly Webinar**

02/17/2026 **Recertification Office Hour**

03/11/2026 **March 2026 Monthly Webinar**

Lifeline

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline reimbursement.

National Lifeline Accountability Database Staging Environment - The NLAD staging environment allows Lifeline providers to test system features.

Lifeline Claims System (LCS) - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

FCC Form 555 - The FCC Form 555 reports company recertification results. All Lifeline service providers must complete their form(s) annually on or before January 31.

API Access Agreement - Complete service provider API access agreements and make updates. The API Access Agreements are required for API access.

Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

Recertification Reports

Recertification Subscriber Status Report

- Reports are located under '**Tools & Resources**'.
- The **Recertification Subscriber Status Report** outlines the status of subscribers as they progress through the recertification process under their SAC.

The screenshot displays the National Lifeline Accountability Database (NLAD) interface. The header includes the Universal Service Administrative Co. logo and the title "National Lifeline Accountability Database". Navigation tabs for "Claims", "Account Management", and "Tools & Resources" are visible, with "Tools & Resources" being the active tab. Below the navigation, a breadcrumb trail reads "USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports". The main heading is "Reports", with a link to "Instructions". The form contains four dropdown menus: "Report Type" (set to "Recertification Subscriber Status Report"), "SAC(s)" (set to "Select SAC(s)"), "Type" (set to "Recertified"), and "Report Format" (set to "Display on web page (limited to first 500 responses)"). A blue "Submit" button is located at the bottom right of the form.

Recertification Reports

Recertification Subscriber Status Report (Continued)

- Results from the report will include records for all subscribers that began and/or completed the recertification process between the dates selected.
- Key sections of the report include:
 - Recertification Status:** Displays the status of the subscriber's recertification requirement.
 - Sub Recert Deadline:** The deadline date by which the subscriber is required to complete recertification.

The screenshot shows the NLAD interface. At the top, there is a blue header with the Universal Service Administrative Co. logo and the title "National Lifeline Accountability Database". Below the header, there are navigation tabs for "Subscriber Management", "Account Management", and "Tools & Resources". The "Tools & Resources" tab is active. Below the navigation, there is a breadcrumb trail: "USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Recertification Subscriber Status Report". The main heading is "Recertification Subscriber Status Report". Below the heading, there is a summary text: "The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV." There is a blue button labeled "Export to CSV" with a download icon. Below the summary, it says "Displaying 1-25 of 500 records" and there is a link for "Instructions". The table below has the following columns: "Recertification Status", "SAC", "Subscriber ID", "ETC General Use", "Last Name", "Sub Recert Deadline", "Eligibility Docs Required", "Eligibility Docs Accepted", "Eligibility Doc Rejection Reason", and "Address Resolution Required". The table contains three rows of data, all with "In-Progress" status and "Not received" for "Eligibility Docs Accepted".

Recertification Status	SAC	Subscriber ID	ETC General Use	Last Name	Sub Recert Deadline	Eligibility Docs Required	Eligibility Docs Accepted	Eligibility Doc Rejection Reason	Address Resolution Required
In-Progress							Not received		N
In-Progress							Not received		N
In-Progress							Not received		N

Recertification Reports

Recertification Subscriber Status Report (Continued)

- Additional report sections include:
 - **Recertification Status:** Displays the status of the subscriber's recertification requirement.
 - **Sub Recert Deadline:** The deadline date by which the subscriber is required to complete recertification.
 - **Eligibility Docs Required:** Indicates if the subscriber must submit documentation to verify their Lifeline eligibility.

The screenshot shows the National Lifeline Accountability Database interface. At the top, there is a blue header with the Universal Service Administrative Co. logo and the title 'National Lifeline Accountability Database'. Below the header, there are navigation tabs for 'Subscriber Management', 'Account Management', and 'Tools & Resources'. The 'Tools & Resources' tab is active. Below the navigation, there is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Recertification Subscriber Status Report'. The main heading is 'Recertification Subscriber Status Report'. Below the heading, there is a summary text: 'The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.' There is a blue button with a download icon and the text 'Export to CSV'. Below the summary, it says 'Displaying 1-25 of 500 records' and there is a link for 'Instructions'. The table below has the following columns: 'Recertification Status', 'SAC', 'Subscriber ID', 'ETC General Use', 'Last Name', 'Sub Recert Deadline', 'Eligibility Docs Required', 'Eligibility Docs Accepted', 'Eligibility Doc Rejection Reason', and 'Address Resolution Required'. The table contains three rows of data, all with 'In-Progress' in the 'Recertification Status' column and 'Not received' in the 'Eligibility Docs Accepted' column. The 'Eligibility Doc Rejection Reason' column contains 'N' for all three rows.

Recertification Status	SAC	Subscriber ID	ETC General Use	Last Name	Sub Recert Deadline	Eligibility Docs Required	Eligibility Docs Accepted	Eligibility Doc Rejection Reason	Address Resolution Required
In-Progress							Not received		N
In-Progress							Not received		N
In-Progress							Not received		N

Recertification Reports

Recertification Subscriber Status Report (Continued)

- Also included in the report:
 - **Eligibility Docs Required:** Indicates if the subscriber must submit documentation to verify their Lifeline eligibility.
 - **Eligibility Doc Rejection Reason:** Specifies the reason for the rejection of the submitted documentation.
 - **Address Resolution Required:** Indicates if the subscriber needs to correct address errors on their recertification application.

The screenshot shows the National Lifeline Accountability Database interface. At the top, there is a blue header with the Universal Service Administrative Co. logo and the title 'National Lifeline Accountability Database'. Below the header, there are navigation tabs for 'Subscriber Management', 'Account Management', and 'Tools & Resources'. The 'Tools & Resources' tab is active. The main content area shows the breadcrumb 'USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Recertification Subscriber Status Report'. The report title is 'Recertification Subscriber Status Report'. Below the title, there is a summary text: 'The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.' There is a blue button labeled 'Export to CSV' with a download icon. Below the summary, it says 'Displaying 1-25 of 500 records' and there is a link for 'Instructions'. The table has the following columns: 'Recertification Status', 'SAC', 'Subscriber ID', 'ETC General Use', 'Last Name', 'Sub Recert Deadline', 'Eligibility Docs Required', 'Eligibility Docs Accepted', 'Eligibility Doc Rejection Reason', and 'Address Resolution Required'. The table contains three rows of data, all with 'In-Progress' status and 'Not received' for 'Eligibility Docs Accepted' and 'Address Resolution Required'.

Recertification Status	SAC	Subscriber ID	ETC General Use	Last Name	Sub Recert Deadline	Eligibility Docs Required	Eligibility Docs Accepted	Eligibility Doc Rejection Reason	Address Resolution Required
In-Progress							Not received		N
In-Progress							Not received		N
In-Progress							Not received		N

Failed Recertification Reports

Failed Recertification De-Enroll Report

- The **Failed Recertification De-Enroll Report** lists all subscribers de-enrolled from NLAD due to failing recertification.

The screenshot displays the National Lifeline Accountability Database (NLAD) interface. At the top, the Universal Service Administrative Co. logo is visible on the left, and the text "National Lifeline Accountability Database" is centered. Below this, there are three main navigation tabs: "Subscriber Management", "Account Management", and "Tools & Resources". A breadcrumb trail at the bottom of the header reads: "USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Failed Reverification De-Enroll Report".

The main content area is titled "Reports" in blue text, with a small "Instructions" link to its right. Below the title is a form with three sections:

- Report Type:** A dropdown menu with "Failed Reverification De-Enroll Report" selected.
- SAC(s):** An empty dropdown menu.
- Report Format:** A dropdown menu with "Display on web page (limited to first 500 responses)" selected.

A blue "Submit" button is located at the bottom right of the form area.

Failed Recertification Reports

Failed Recertification De-Enroll Report (Continued)

- Results from the report will include subscriber records that have been de-enrolled between the dates selected.
- Key sections of the report include:
 - **Application ID:** The number used to identify a subscriber's recertification application.
 - **Sub Recert Deadline:** The deadline date by which the subscriber was required to complete recertification.

The screenshot displays the National Lifeline Accountability Database interface. At the top, there is a blue header with the Universal Service Administrative Co. logo and the title "National Lifeline Accountability Database". Below the header, there are navigation links for "Subscriber Management", "Account Management", and "Tools & Resources". A breadcrumb trail shows the path: "USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Failed Recertification De-Enroll Report". The main heading is "Failed Recertification De-Enroll Report". Below this, a text block explains that the table provides a summary of data and offers instructions on how to view details for a specific subscriber or export the entire report to CSV. An "Export to CSV" button is visible. To the right, there is a link for "Instructions". Below the text, a table header is shown with columns: "NLAD Transaction Date", "De-Enrollment Code", "Transaction Type", "ETC General Use", "Application ID", "Study Area Code", "Last Name", "Subscriber ID", "Anniversary Date", and "Sub Recert Deadline". The table body is currently empty, displaying "No records available".

Frequently Asked Questions (FAQs)

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Question	Answer
<ul style="list-style-type: none">• Is recertification still based on anniversary dates?	<ul style="list-style-type: none">• No, the use of anniversary dates for recertification was eliminated by the 2019 Lifeline Order. Currently it serves to track when a consumer was initially enrolled. If they de-enroll and re-enroll, the anniversary date will reset.• When possible, USAC takes the last time a subscriber's eligibility was checked into consideration when initiating recertification.

Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none">• When does the 2026 recertification process start?• How can I check the status of a subscriber's recertification?	<ul style="list-style-type: none">• Starting Monday, February 16, 2026, USAC began automated eligibility database checks to verify Lifeline subscribers due for recertification. These checks will be conducted daily throughout the year.• You can review the Recertification Subscriber Status Report or the Failed Recertification De-Enroll Report.

Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none"><li data-bbox="203 714 1121 813">• How long do consumers have to complete recertification?<li data-bbox="203 1042 1121 1092">• Why might a subscriber fail recertification?	<ul style="list-style-type: none"><li data-bbox="1299 635 2305 849">• Consumers will have approximately 60 days to complete recertification through a manual process after they are notified that they failed the automated database check.<li data-bbox="1299 899 2305 1170">• A subscriber may fail if they do not provide the necessary documents or if their application expires before being approved. If this happens, they will be de-enrolled within five business days of the application's expiration.

Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none">What are the different recertification application types and the methods available for recertifying?	<p>R-Application (RXXXXX-XXXXX) Requires only the completion of the Recertification Form. Methods: Recertify by Mail Recertify Online (National Verifier Consumer Portal) Recertify via Interactive Voice Response (IVR)</p> <p>D-Application (DXXXXX-XXXXX) Requires completion of the Recertification Form and submission of proof documentation. Methods: Recertify by Mail Recertify Online (National Verifier Consumer Portal, National Verifier Service Provider Portal, National Verifier Eligibility Check API)</p>

Resources

Resources

USAC offers help and support in multiple ways.

- Visit USAC's [Recertification](#) page for information on the recertification process.
- Email LifelineProgram@usac.org for general technical support and additional information on processes, rules, and program requirements.

Lifeline Monthly Newsletter

- [Subscribe](#) to the Lifeline monthly newsletter for program updates, reminders, and announcements

 Universal Service Administrative Co. Subscription Center

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Lifeline <input type="checkbox"/> Program Newsletter <input type="checkbox"/> NLAD Bulletin <input type="checkbox"/> Consumer Advocates	

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Next Webinar

[Register](#) for the next Lifeline webinar.

- **Date:** March 11, 2026
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** How to Apply for Lifeline

How to Apply for Lifeline

 March 11, 2026  03:00 pm – 04:00 pm ET

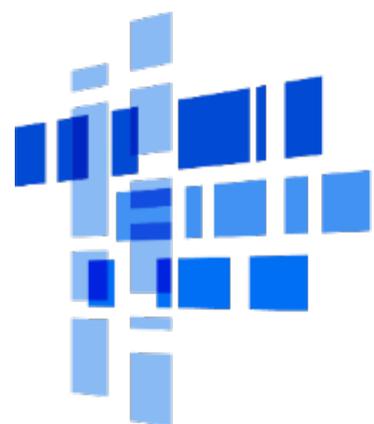
Intended Audience: Consumers & Consumer Advocates

This webinar provides consumers and consumer advocates with step-by-step guidance on how to apply for the Lifeline benefit.

[Register](#)

Thank You!





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