Lifeline

Lifeline Newsletter - November 2026

November 24, 2026

National Verifier Enhancements

On **December 10, 2026**, USAC will release several system enhancements to the National Verifier. These updates include visual and content improvements to pages consumers see when required to submit proof of eligibility documentation, as well as updated messaging and descriptions. These changes are available for service providers to test in the staging environment as of **November 18, 2026**.

For more information on these enhancements, please refer to the bulletin released on November 11.

FCC Form 555 Due February 1, 2027

The 2026 FCC Form 555, or Annual Lifeline Eligible Telecommunications Carrier Certification Form, is due by **February 1, 2027**. This form is used for the annual recertification process and non-usage reporting for the Lifeline program. The form must be submitted electronically to USAC via One Portal, which will open on December 9, 2026. USAC will notify stakeholders when the 2026 FCC Form 555 becomes available.

In preparation for the opening of the submission window, service providers should:

- Register for the FCC Form 555 December Lifeline webinar, and
- Ensure they have One Portal login credentials. If providers need assistance with their One Portal account, they can email CustomerSupport@usac.org.

Support Center Operating Schedule Through Year-End

The Lifeline Support Center will be closed on the following days: November 26, 2026, December 25, 2026, and January 1, 2027. Additionally, Lifeline applications requiring manual review will not be reviewed and approved on these days.

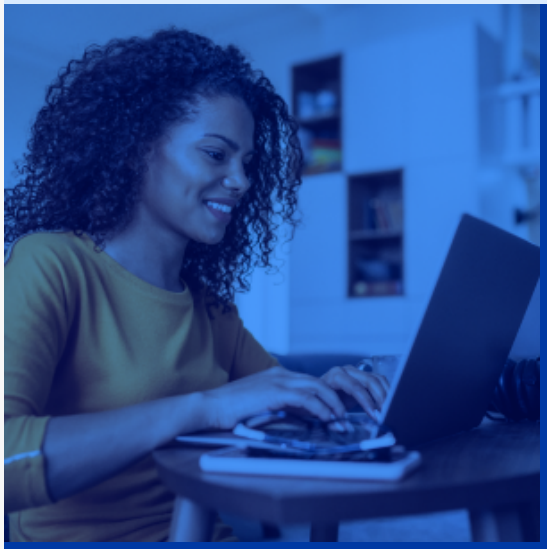
Lifeline Program Compliance Reminder: Reimbursement for Offering Lifeline

Universal Service support for providing Lifeline shall be provided directly to an Eligible Telecommunications Carrier (ETC) based on the number of actual qualifying low-income customers listed in the National Lifeline Accountability Database that the ETC serves directly as of

the first of the month per 47 CFR § 54.407(a).

For each qualifying low-income consumer receiving Lifeline service, the reimbursement amount shall be a maximum of the federal support amount. The ETC's universal service support reimbursement shall not exceed the carrier's rate for that offering, or similar offerings, subscribed to by consumers who do not qualify for Lifeline.

To claim reimbursement, an ETC must certify that the carrier is following all Lifeline program rules. Carriers must also keep accurate records of the revenue they forgo by providing Lifeline, in the format required by the program administrator, and provide those records when requested per 47 CFR 54.407(e).



December 2026 Webinar: Completing the Annual FCC Form 555

Join us on December 9, 2026, for our next Lifeline program webinar. We will provide a detailed overview of how to complete the annual Eligible Telecommunications Carrier (ETC) Certification Form, the FCC Form 555. Register for the December 2026 monthly webinar. Recordings of previous webinars are available on our Webinars page.

Register

December Maintenance Schedule

As part of continual system improvements, USAC conducts system maintenance. Scheduled maintenance dates are available on the National Lifeline Accountability Database (NLAD) Maintenance Schedule and the National Verifier Maintenance Schedule pages.

System Maintenance

December 18

Due to scheduled monthly maintenance, National Verifier, NLAD, Lifeline Claims System (LCS), and Representative Accountability Database (RAD) will be unavailable from **Friday, December 18, 2026, at 10 p.m. until 3 a.m. ET on Saturday, December 19, 2026**.

Need Help? Contact Us!

For questions about Lifeline, including technical issues and program resources or rules, email LifelineProgram@usac.org. Review all appropriate program contacts on USAC's Lifeline Contact Us webpage.