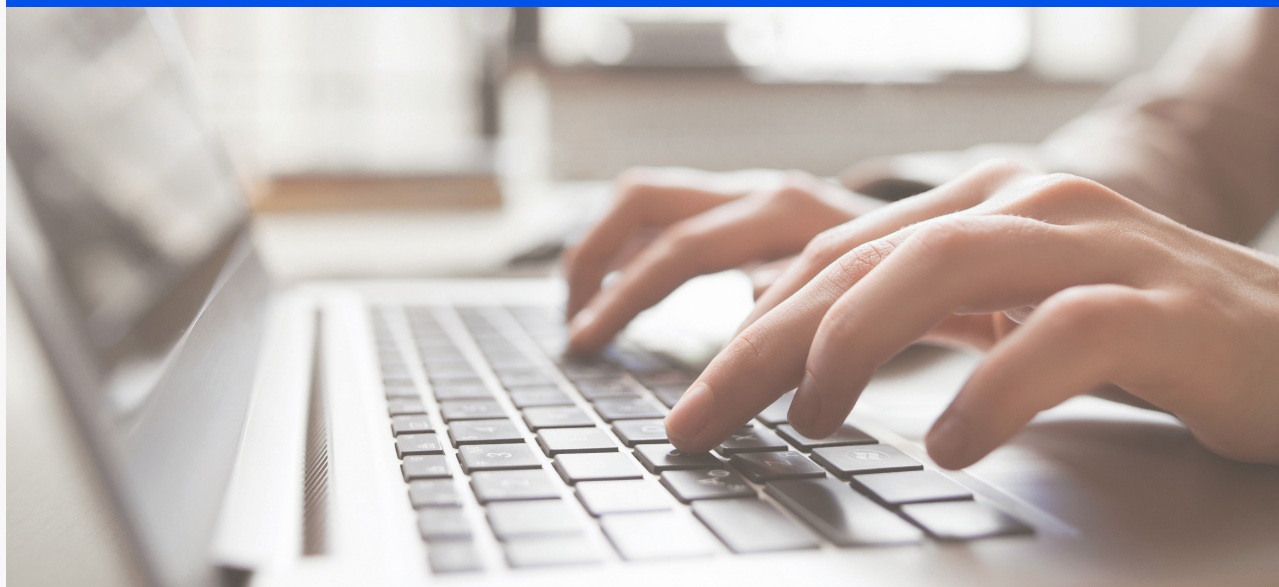




Lifeline

Lifeline Newsletter - December 2025

December 30th, 2025



Reminder: FCC Form 555 Due February 2, 2026

The 2025 FCC Form 555 (Annual Lifeline ETC Certification Form) is available for completion in [One Portal](#). This form is used for the annual recertification process and non-usage reporting for the Lifeline program. The form must be submitted to USAC in One Portal by **Monday, February 2, 2026**.

A copy of the FCC Form 555 must also be filed in the FCC's [Electronic Comment Filing System](#), referencing Docket 14-171 in the "Proceedings" field, and with relevant state and Tribal governments.

For additional support in completing the form, service providers are encouraged to reference the resources below:

- FCC Form 555: [December 2025 Lifeline webinar](#)
- [FCC Form 555 User Guide](#)
- [FCC Form 555 Supplemental Information](#)
- [FCC Form 555 Demo](#)
- [FCC Form 555 FAQs](#)

For One Portal login assistance, please email CustomerSupport@usac.org.

Reminder: Keep Companies Near Me Information Up to Date

Providers should maintain up-to-date and accurate information with USAC, including details on where they offer Lifeline-supported service. This information is used in USAC's [Companies Near Me tool](#) to help consumers find and sign up with providers that offer service in their area.

Consumers rely on the tool to find a list of every service provider that participates in the program for a given city, state, or ZIP code. Each provider listing includes the provider's website, customer support phone number, and type of service offered.

Requesting Companies Near Me Updates

Providers should email LifelineProgram@usac.org with the subject line 'Companies Near Me Update' to provide the following:

- Updates to website URL, customer support phone number, and type of service offered.
- Updates to ZIP codes where Lifeline-supported service is offered.

USAC may also periodically contact providers to confirm the accuracy of information displayed on the tool.

Support Center: Operating Schedule Through Year-End

The Lifeline Support Center will be closed on January 1, 2026. Additionally, Lifeline applications requiring manual review will not be reviewed and approved on this day.

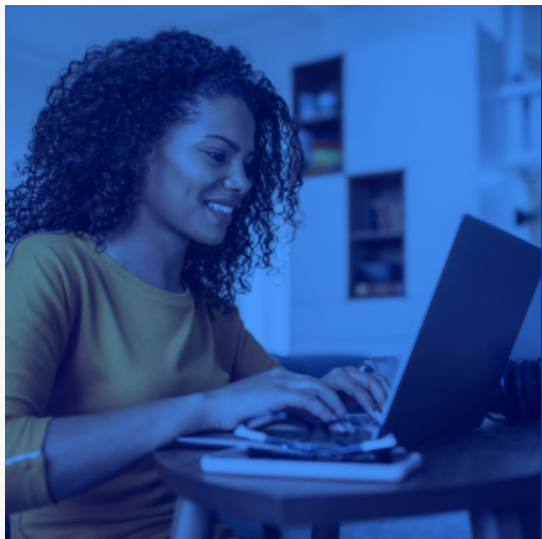


Lifeline Program Compliance Reminder: Reimbursement for Offering Lifeline

Universal Service support for providing Lifeline service 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 equal 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 rules and has valid certification/recertification forms for every subscriber claimed. 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\(e\)](#).



January 2025 Webinar: National Verifier 101

Join us on Wednesday, January 14, 2026 at 3 p.m. ET for our next Lifeline program webinar reviewing how service providers can help consumers apply for the Lifeline benefit through the National Verifier.

[Register](#) for the January 2026 monthly webinar. Recordings of previous webinars are available on our [Webinars](#) page.

[Register](#)



January 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 Maintenance Schedule](#) pages.

Monthly System Maintenance

National Verifier, NLAD, Lifeline Claims System (LCS), and RAD will be unavailable due to scheduled monthly maintenance from **Friday, January 23, 2026, at 9 p.m. until 12 p.m. ET on Saturday, January 24, 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.

This email was sent to: bob.mcwilliams@usac.org. Please do not reply to this email.

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