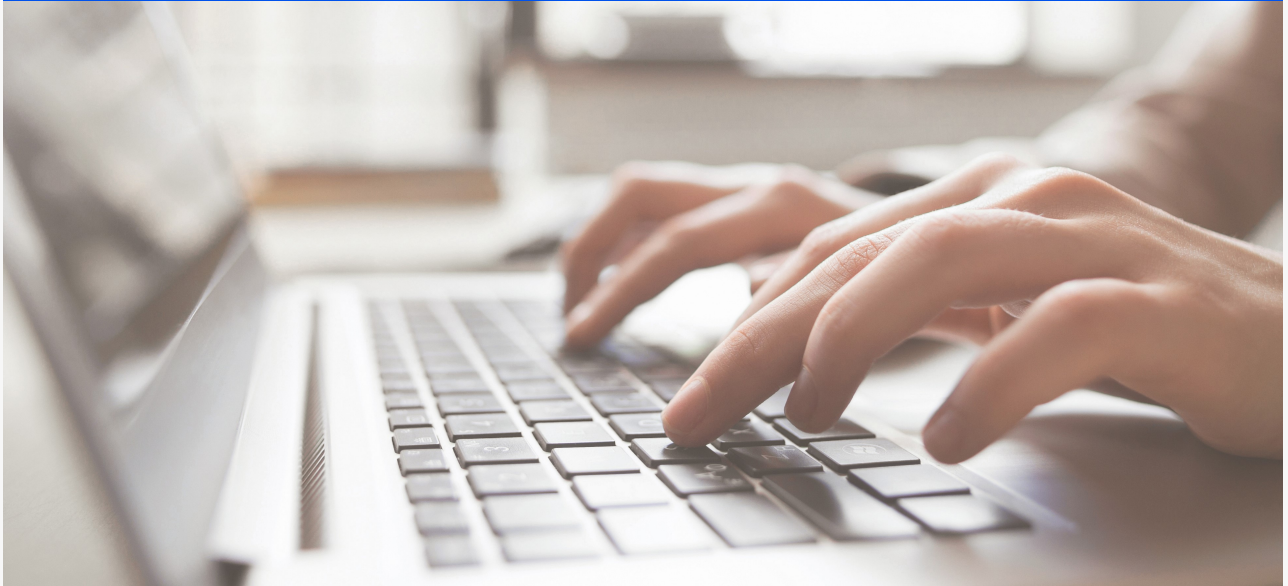




Lifeline

Lifeline Newsletter - July 2026

July 30th, 2026



Improved Representative ID Retrieval in RAD

On July 14, 2026, USAC released an update to the Representative Accountability Database (RAD) granting representatives additional methods to retrieve their Representative ID — either via email or via a personally identifiable information (PII) match workflow.

Enhanced Email Workflow

Representatives who choose to verify their identity using their email address will have the option to retrieve their Representative ID by accessing their email or answering security questions. If security questions are the selected choice, once successfully answered, the representative will immediately see their Representative ID displayed on the page.

PII Match Workflow

If a representative does not remember the email address they used to register for their Representative ID, RAD now includes a personal information match workflow to locate a representative's ID using their first and last name, date of birth, address, and the last four digits of their Social Security Number. International representatives should leave the Social Security Number field blank. If the personal information entered matches the representative's record, they will immediately see their Representative ID on the page.

California Subscribers Continued Eligibility Begins Early August

Under direction of the Federal Communications Commission (FCC) and pursuant to the [FCC OIG Advisory Regarding Deceased and Duplicate Lifeline Subscribers](#), USAC will be initiating a

continued eligibility process for federal subscribers who were previously determined eligible by the California Public Utility Commission (CPUC). The continued eligibility process is anticipated to start in early August, and subscribers must complete the process within 60 days. This continued eligibility process fulfills the 2026 recertification process for subscribers in California.

USAC will issue a bulletin once the California continued eligibility process starts and will host a provider-facing Office Hour session on [August 26, 2026](#). In the meantime, service providers are encouraged to thoroughly review our [June 16, 2026](#) bulletin on the California continued eligibility process.

FCC Announces Updated Minimum Service Standards and Voice-Only Phase-Out Extension

On July 1, 2026, the Wireline Competition Bureau (Bureau) released an [Order](#) extending the phase-out of Lifeline support for voice-only service. The \$5.25 per month Lifeline support amount for eligible consumers receiving qualifying voice service will remain available until December 1, 2027.

The Bureau also paused the increase of Lifeline minimum service standard for mobile and fixed broadband data capacity for an additional year, retaining the 4.5 GB and 1280 per month capacity standard for mobile and fixed broadband respectively until December 1, 2027.

On July 29, 2026, the Bureau released a [Public Notice](#) announcing the fixed broadband usage allowance will continue to be 1280 GB per month. These standards will continue until December 1, 2027.

The Bureau also announced that the minimum service standard for mobile voice service will remain at 1000 minutes per month.

These updates reflect the Bureau's commitment to ensure qualifying consumers have continued access to robust and affordable phone and/or internet service.

Deadline Approaching: Update FCC Form 498 with SAM.gov Registration and UEI

Beginning **August 10, 2026**, USAC will start using the banking information in SAM.gov to remit Lifeline disbursements. All Lifeline service providers must have an active SAM.gov registration including a bank account and must have added their Unique Entity Identifier (UEI) to their FCC Form 498 in E-File to receive disbursements.

Service providers who have not completed the SAM.gov registration process and added their UEI to E-File can submit invoices, but their payments will be held until these steps are completed.



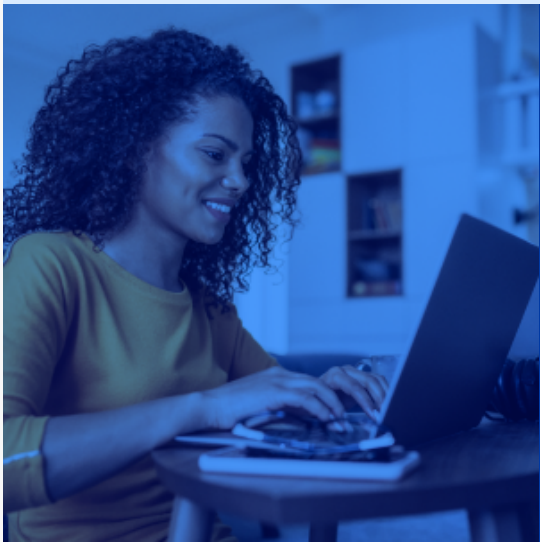
Lifeline Program Compliance Reminder: Complete RAD Annual Agreement

RAD is a registration system that validates the identities of service provider representatives who perform transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier. All registered representatives must agree to the terms and conditions of USAC's Lifeline systems each year.

Representatives can complete the annual agreement at any time by visiting LifelineRAD.org.

USAC will email representatives a notification 30 days before their annual agreement deadline. Notifications will be sent only to representatives who have not already completed their agreement.

- An individual will receive up to three (3) reminders to complete their annual agreement.
- These notifications will be emailed to the address that the representative submitted during registration.
- The emails will include a link that the representative must select to complete the annual agreement process.
- These reminders will end once the representative has completed the annual agreement process.



August 2026 Webinar: How to Apply for the Survivor Benefit

Join us on Wednesday, August 12, 2026 at 3 p.m. ET for our next Lifeline program webinar for an overview of how survivors of domestic violence, human trafficking, and related crimes can apply to receive an emergency Lifeline benefit.

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

[Register](#)



August 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. In addition to the regularly scheduled August monthly maintenance, USAC will be conducting two ad-hoc maintenances.

Ad Hoc Maintenance, August 4, 2026

The National Verifier and National Verifier API will be unavailable due to ad-hoc system maintenance from **Tuesday, August 4, 2026, at 9 p.m. until 10 p.m.** National Lifeline Accountability Database (NLAD) functions that require the National Verifier will also be affected (e.g., enroll or transfer transactions).

System Maintenance, August 21, 2026

National Verifier, NLAD, LCS, and RAD will be unavailable due to scheduled monthly maintenance from **Friday, August 21, 2026, at 10 p.m. until 3 a.m. ET on Saturday, August 22, 2026.**

Ad Hoc Maintenance, August 28, 2026

National Verifier, NLAD, LCS, and RAD will be **unavailable for an extended period** due to ad-hoc system maintenance from **Friday, August 28, 2026, at 9 p.m. until 12 p.m. ET on Saturday, August 29, 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.