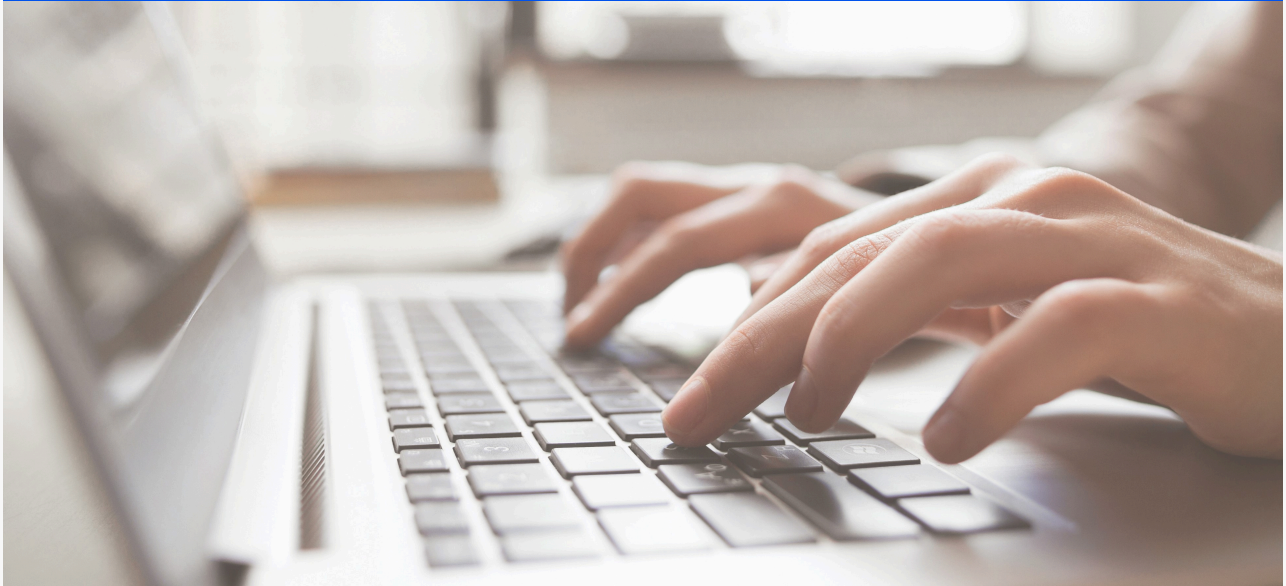




Lifeline

Lifeline Newsletter - October 2026

October 29, 2026



Reminder: Provider Billing Must Include Amount Charged and Amount Passed Through

Service provider billing documentation must clearly indicate the amount charged to the subscriber and the amount of Lifeline support that is being passed through to the consumer. These billing details should match the information in the corresponding claims submitted for reimbursement.

Reminder: Recognize and Report Email Phishing Attacks

October marks Cybersecurity Awareness Month, and USAC is taking an opportunity to remind service providers to remain alert to phishing emails that could put account credentials, subscriber information, or other sensitive information at risk.

Phishing emails are designed to appear as though they come from a trusted person or organization as a way to prompt recipients to respond. Service providers are encouraged to stay informed of emerging phishing tactics and have proactive measures in place to help protect the Lifeline program and the consumers it supports.

Newer Phishing Tactics

- AI-written emails that sound convincing and are error-free
- Fake login portals that mimic Microsoft, Google, or banking sites
- QR-code phishing that redirects to malicious pages

- Deepfakes using realistic voices or videos of trusted people

Common Phishing Signs

Common signs include a message creating urgency or fear (e.g., “Your account will be locked”), generic greetings, and suspicious attachments (unexpected Word, Excel, or ZIP files). Remember that correct grammar, familiar logos, and professional language do not confirm a message is necessarily legitimate.

How to Stay Safe

- Use caution with urgent or unexpected requests.
- Hover over links to check the destination before clicking. Do not click if the destination is unfamiliar or suspicious.
- Verify login prompts by navigating directly to the website.
- Report suspicious messages.

If you receive a message claiming to be from USAC but you are concerned that it is phishing, email WhistleblowerReports@usac.org.

Support Center: Operating Schedule Through Year-End

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

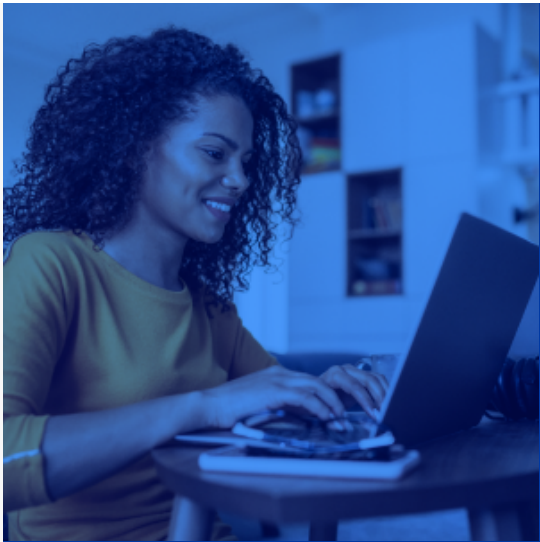


Lifeline Program Compliance Reminder: Reimbursement for Offering Lifeline

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 (NLAD) 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. Additionally, [47 CFR § 54.407\(b\)](#) states that the ETC's universal service support reimbursement shall not exceed the ETC'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 it is following all rules and has valid certification/recertification forms for every subscriber claimed. Providers 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\(e\)](#).



November 2026 Webinar: Navigating the National Lifeline Accountability Database (NLAD)

Join us on **Wednesday, November 18, 2026**, for our next Lifeline program webinar reviewing how to navigate the NLAD.

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

[Register](#)



November 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.

System Maintenance

National Verifier, NLAD, Lifeline Claims System (LCS), and Representative Accountability Database (RAD) will be unavailable due to scheduled monthly maintenance from **Friday, November 20, 2026, at 10 p.m. until 3 a.m. ET on Saturday, November 21, 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.