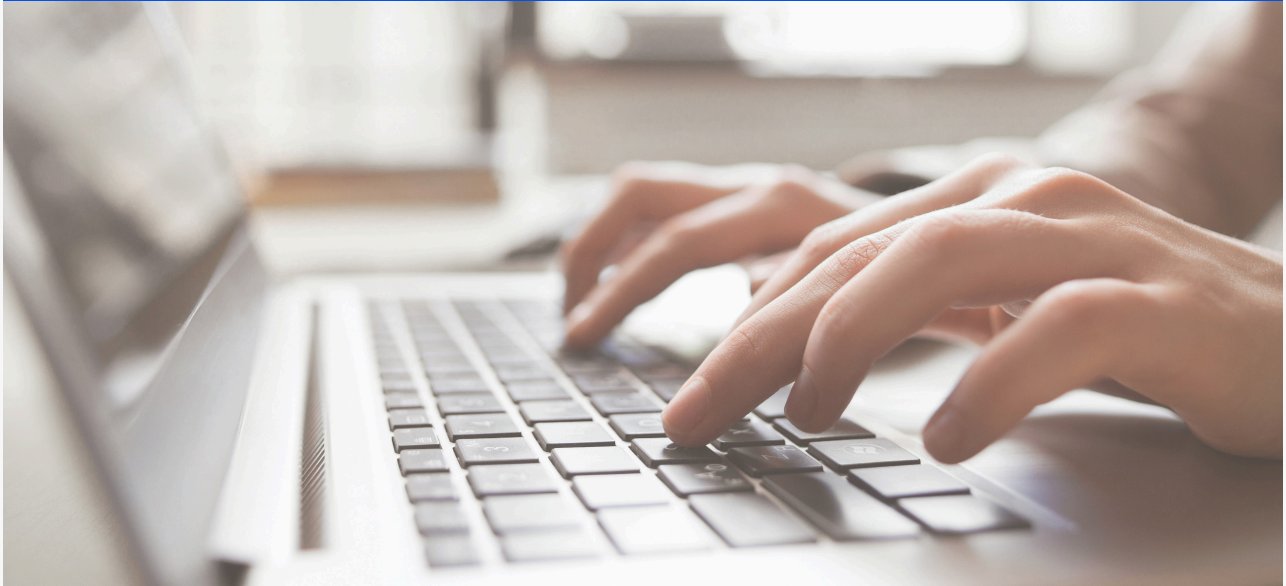




Lifeline

Lifeline Newsletter - September 2026

September 30th, 2026



Reminder: Maintain Accurate Designation Orders

Eligible telecommunications carriers (ETCs) are required to maintain accurate and up-to-date information with USAC, including details on current designation orders, service areas, compliance plans (if applicable), and company contact information. ETCs are also reminded to only enroll subscribers in their designated service areas as per their state commission or the Federal Communications Commission (FCC) designation orders.

If any changes are made to a provider's business model, providers should inform the corresponding [state commission](#), [FCC](#), and USAC in a timely manner. To update USAC, email LifelineProgram@usac.org.

Review Latest Training: Common Audit Findings

On Wednesday, September 9, 2026, the Lifeline team hosted a training on [program compliance](#). Service providers are encouraged to review the recording to ensure understanding of service provider responsibilities, common audit findings and strategies for preventing them, and audit and compliance resources available to support ongoing program adherence.

USAC Transition to SAM.gov Banking Information

On September 8, 2026, USAC transitioned to utilizing SAM.gov banking information to remit payment for all Universal Service Fund (USF) invoices.

Payments Will Be Held

All service providers must have a valid bank account associated with their SAM.gov registration. USF program participants who have not registered with SAM.gov or added their Unique Entity Identifier (UEI) to the FCC Form 498 should do so promptly. Entities that have not completed the process can submit invoices, but their payments will be held until these steps are completed.

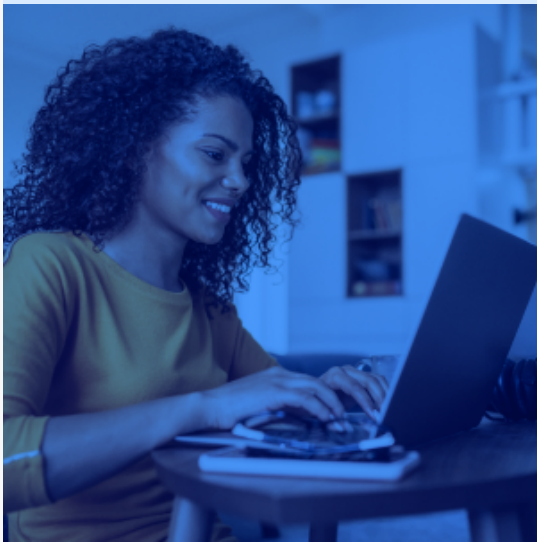
If a payment is held, USAC will send an email to the remittance contact for that USF program notifying them of the hold with the subject line "Action Required: Your Payment is on Hold."

For questions about a held payment, contact the USAC Customer Service Center at CustomerSupport@USAC.org. To learn more about USAC's transition to using SAM.gov payment data for USF invoices, visit USAC's [SAM.gov UEI Requirement](#) website.



Lifeline Program Compliance Reminder: Keep the National Lifeline Accountability Database (NLAD) Up to Date

The National Lifeline Accountability Database (NLAD) confirms that a consumer has qualified through the National Verifier and prevents subscribers from claiming more than one Lifeline program benefit. Service providers are not allowed to claim reimbursement for a consumer unless the consumer is entered in NLAD. In accordance with [47 C.F.R. § 54.409](#), service providers must update NLAD every time a consumer's status changes, including changes to subscriber information (e.g., service providers must update NLAD within ten (10) business days of receiving any change to the subscriber's information, such as a change of address).



October 2026 Webinar: How to Apply for Lifeline

Join us on **Wednesday, October 14, 2026 at 3 p.m. ET** for our next Lifeline program webinar reviewing step-by-step guidance on how consumers can apply for the Lifeline benefit.

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

[Register](#)



October 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, October 16, 2026, at 10 p.m. until 3 a.m. ET on Saturday, October 17, 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.