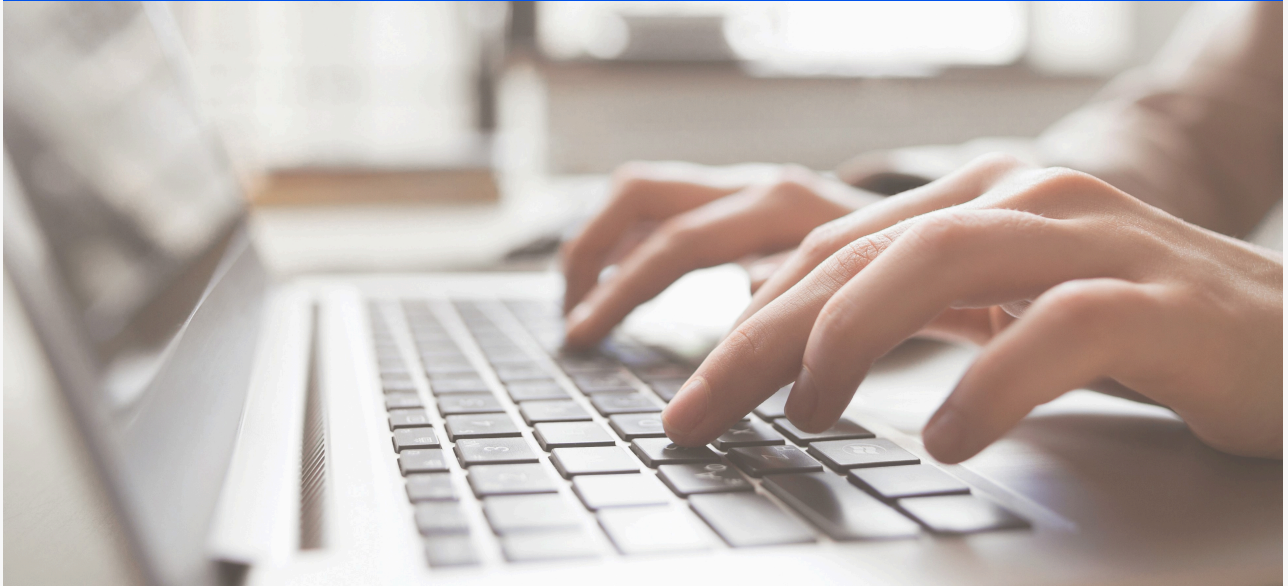




Lifeline

Lifeline Newsletter - November 2025

November 20th, 2025



FCC Form 555 Due February 2, 2026

The 2025 FCC Form 555, or Annual Lifeline Eligible Telecommunications Carrier Certification Form, is due on **Monday, February 2, 2026**. 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 USAC's [One Portal](#) which will open on December 10, 2025. USAC will notify stakeholders when the 2025 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](#).
- 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

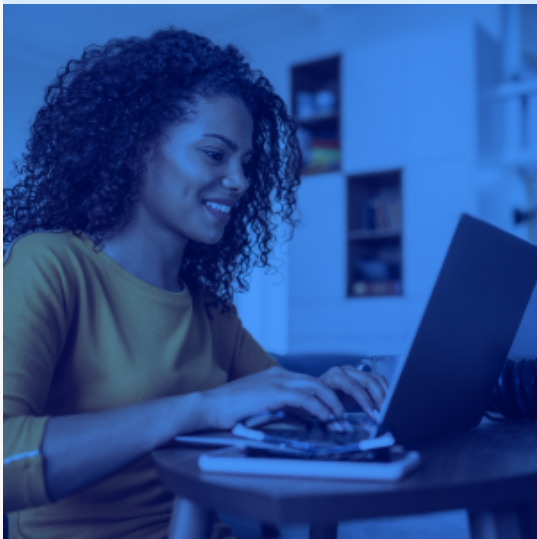
The Lifeline Support Center will be closed on the following days: November 27 and December 25, 2025, and January 1, 2026. Additionally, Lifeline applications requiring manual review will not be reviewed and approved on these days.



Lifeline Program Compliance Reminder: Obtaining Consent

Service providers must obtain consumer consent prior to enrolling or transferring a Lifeline subscriber in the National Lifeline Accountability Database (NLAD) [47 CFR 54.404\(b\)\(9\)](#). Providers may use a contract or other similar documentation to prove the consumer's consent and intent to sign up for the Lifeline service. Providers must retain documentation to demonstrate the consumer's intent to apply their Lifeline benefit to the service received from the new service provider.

Prior to obtaining consent, the provider must describe to the consumer (using clear, easily understood language) the specific information being submitted, that the information is being submitted to the administrator of the Lifeline program, and that failure to provide consent will result in the consumer being denied the Lifeline service. Consent is required every time an enrollment or transfer is initiated. Providers may not rely on older consent given for a previous enrollment.



December 2025 Webinar: Completing the Annual FCC Form 555

Join us on Wednesday, December 10, 2025 at 3 p.m. ET for our next Lifeline program webinar to learn how to complete the annual FCC Form 555.

[Register](#) for the December 2025 monthly webinar. Recordings of previous webinars are available on our [Webinars](#) page.

[Register](#)



December 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 (NV), NLAD, Lifeline Claims System (LCS), and the Representative Accountability Database (RAD) will be unavailable due to scheduled monthly maintenance

from **Friday, December 19, 2025, at 9 p.m. until 2 a.m. ET on Saturday, December 20, 2025.**

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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