



Lifeline

California Subscribers Continued Eligibility Slated for August

June 16, 2026

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 August, and subscribers must complete the process within 60 days. This continued eligibility process will take the place of the recertification process for subscribers in California for 2026. California subscribers whose eligibility was determined by the National Verifier will not undergo continued eligibility.

USAC will issue further communications to announce the exact start date for the continued eligibility process for California subscribers and will offer a provider training session on [July 8, 2026, at 3 p.m. ET](#). At this time, service providers are encouraged to inform and educate California subscribers about USAC and the continued eligibility process, but should not share specific timelines, as those are subject to change.

Overview

The continued eligibility process confirms whether existing Lifeline subscribers remain eligible for the Lifeline benefit. California Lifeline subscribers who are required to undergo the continued eligibility process will have 60 days to respond to outreach from USAC, instead of the standard 30-day response window.

Subscribers will first be checked against automated databases to verify their eligibility, identity, address, duplicate address information, and to confirm they are not deceased. If USAC is unable to automatically confirm the subscriber's information, USAC will contact the subscriber by email or mail with instructions on how to complete the process.

Subscribers who fail to complete the process or provide sufficient documentation by the deadline will be de-enrolled from the National Lifeline Accountability Database (NLAD) within five business days after the end of their 60-day window. De-enrolled subscribers may re-apply for the benefit on LifelineSupport.com, by mail, or with the assistance of a service provider.

Continued Eligibility Subscriber Status Report

USAC will be initiating the process in batches. Service providers will be able to use the Continued Eligibility Status Report in NLAD to identify and track California subscribers undergoing continued eligibility. The report will be updated daily.

Service Provider Outreach

Service providers may receive two email notices from NLAD regarding their California subscribers undergoing the continued eligibility process:

1. An initial notice that one or more California subscribers are undergoing the continued eligibility process for a given Study Area Code (SAC)
2. If applicable, a second notice identifying California subscribers who were de-enrolled for failing to complete the process

Training & Resources

USAC will host a training on [July 8, 2026, at 3 p.m. ET](#) to go over the California continued eligibility process. In the process. In the meantime, service providers are encouraged to review our [Continued Eligibility](#) page for a general overview of the continued eligibility process but should note that California subscribers will have 60 days to complete the process, instead of 30 days.

Connect With 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.