



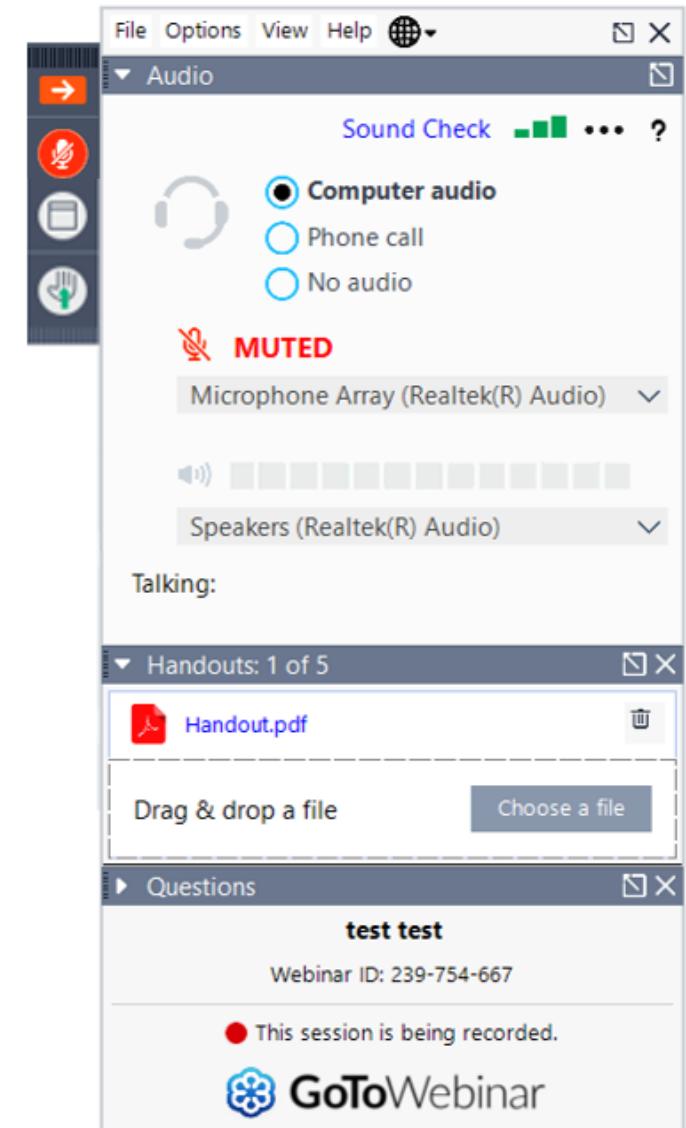
# **California Order Office Hours**

January 29, 2026

## **Lifeline Program**

# Housekeeping

- This webinar is being recorded
- Audio is available through your computer's speakers
- The audience will remain on mute
- Enter questions at any time using the “**Questions**” box
- If your audio or slides freeze, restart the webinar
- A copy of the slide deck is in the “**Handouts**” section of the webinar panel



# Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support!

# Meet Our Team

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Senior Manager of Program  
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# Agenda

- FCC Order on California
- Transition of Existing Subscribers to NLAD
- Upcoming Changes to the Claims Process
- Companies Near Me

# FCC Order on California

## Summary

- On November 20, 2025, the Wireline Competition Bureau (Bureau) of the Federal Communications Commission (FCC) issued an [Order](#) announcing changes to the federal Lifeline program in California.
- **Effective February 1, 2026**, California Lifeline service providers will use the National Verifier to determine eligibility and the National Lifeline Accountability Database (NLAD) to enroll eligible consumers.
  - All new consumers must apply online at [LifelineSupport.org](#), by mailing in a completed [paper application](#), or with the assistance of their service provider.
  - Once their application is approved, service providers must use NLAD to enroll them in the federal Lifeline program.
- California service providers are encouraged to thoroughly review the Order for additional details and become familiar with the Lifeline program rules as outlined in [47 C.F.R. Sections 54.400-423](#).

# Transition of Existing Subscribers to NLAD (1/2)

## What is Happening

- On February 1, the California Public Utilities Commission (CPUC) will send USAC the final federal Lifeline subscriber snapshot for the January 2026 data month.
- USAC will conduct its own data checks and validations before uploading data to NLAD.
  - In cases of duplicate subscribers, the record with the most recent enrollment date will remain enrolled. USAC will notify affected service providers of any de-enrollments.
  - It will take several business days to upload the data, USAC notify service providers once the process is complete.

# Transition of Existing Subscribers to NLAD (2/2)

## What is Happening

- Providers will begin seeing subscribers in the Detail Active Subscriber Report in NLAD and may start performing transactions.
  - Uploads may occur in stages; providers should re-check their subscribers after USAC confirms all uploads are complete.
- The March 1 snapshot (February 2026 data month) will be based on subscribers enrolled in NLAD.

# Upcoming Changes to the Claims Process

## What Else You Need to Know

- On February 26, USAC will release changes to the Lifeline Claims System (LCS):
  - Providers will no longer be able to update the "Service Type" column (O) in the claims template.
    - **Corrections to the service type must be filed and certified before February 26.** This applies to original claims or revisions for the January 2026 data month and prior data months.
  - Providers will file claims through the "File or Revise Claim" section in LCS. The "Opt-Out File or Revise Claim" section will no longer be used for filings claims for subscribers in California.
  - The "Corrected" column (R) will be removed from the claims template.

# Keeping Companies Near Me Up To Date

- Providers should maintain up-to-date information with USAC, including where they offer Lifeline-supported services.
- This information is used in USAC's [Companies Near Me](#) tool to help consumers find and sign up with providers that offer service in their area.
- Email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) with the subject line “Companies Near Me Update” to provide the following:
  - Updates to website URL, customer support phone number, and type of service offered
  - Updates to ZIP codes where Lifeline-supported service is offered

# Questions?

# Lifeline Monthly Newsletter

- Subscribe to the Lifeline monthly newsletter for program updates, reminders, and announcements



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#### High Cost

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#### Service Providers

FCC Form 499 (Contributors)

#### Lifeline

Program Newsletter  
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# Next Webinar

[Register](#) for the next Lifeline webinar.

- **Date:** February 11, 2026
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** Lifeline Claims Systems 101

## Lifeline Claims System 101

 February 11, 2026  03:00 pm – 04:00 pm ET

### Intended Audience:

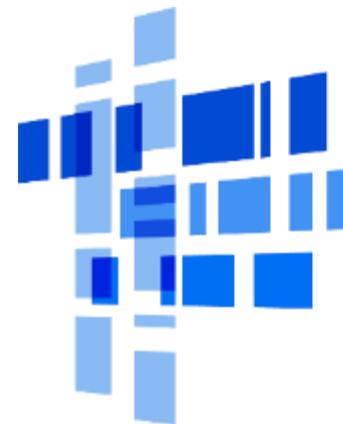
Service Providers

This webinar provides an overview of the Lifeline Claims System (LCS) and the processes service providers must follow to successfully submit, certify, and revise claims.

# Questions?

# Thank You!





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