



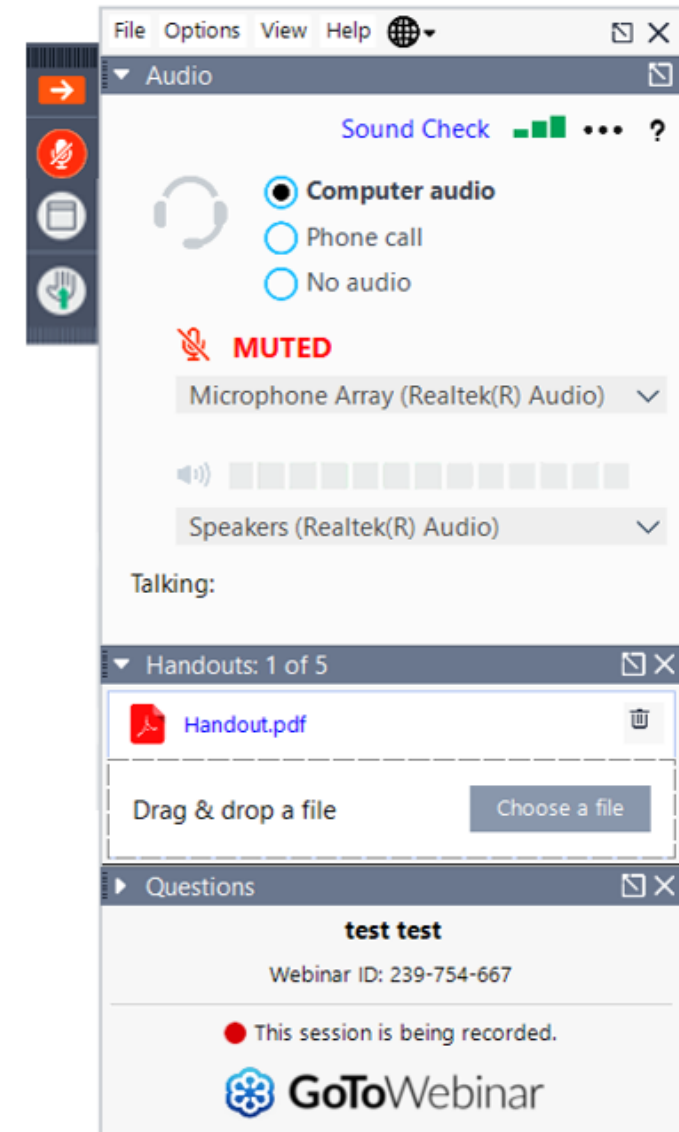
California Order Office Hours

January 29, 2026

Lifeline Program

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- Audio is available through your computer's speakers
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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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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 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?

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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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