



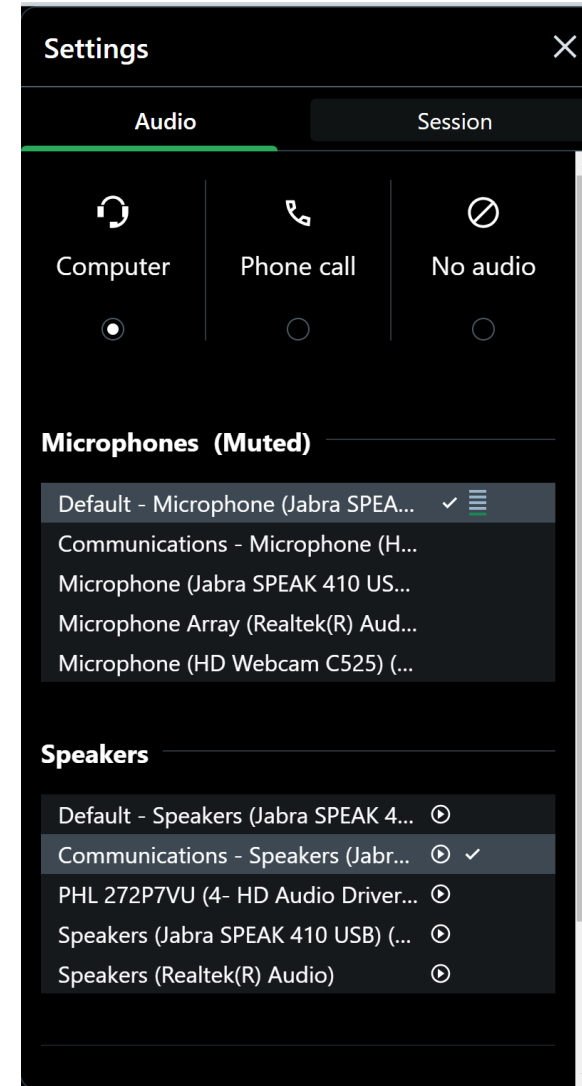
California Continued Eligibility

Lifeline Program

July 8, 2026

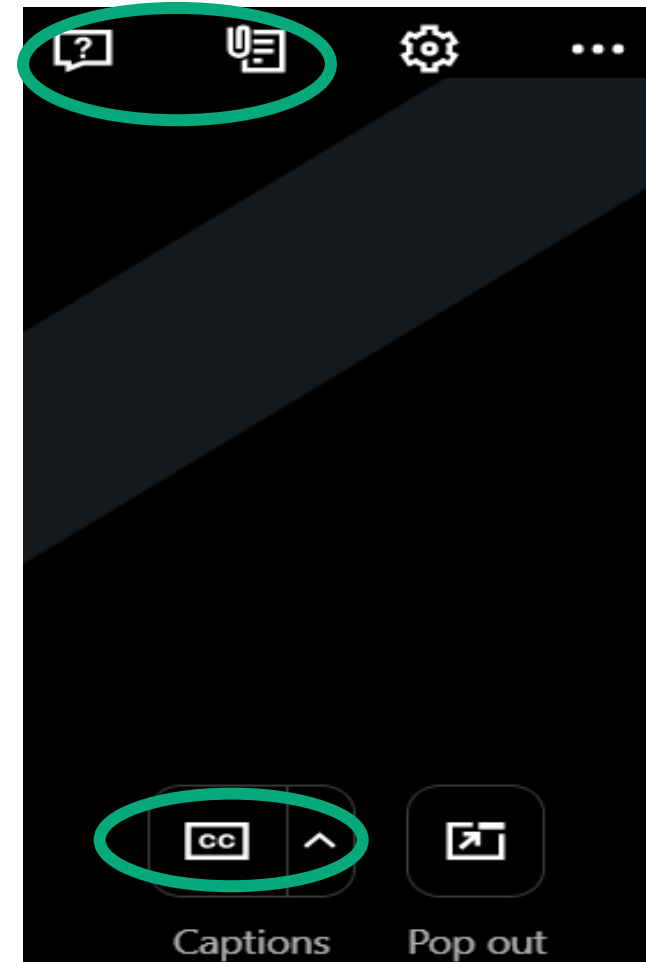
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Housekeeping

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 - You control the font size and color on CC.
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Meet Our Team

Elizabeth Dewey

Senior Communications Specialist

Teodora Dimitrov

Manager of Communications

Agenda

- Announcements
- California Continued Eligibility Overview
- Completing California Continued Eligibility
- Continued Eligibility Status Report
- FAQs
- Resources

Announcements

Announcements

SAM.gov UEI Requirement

- Beginning August 2026, USAC will begin using SAM.gov banking information to remit payment for all Universal Service Fund (USF) invoices.
- All service providers must have an active SAM.gov Unique Entity Identifier (UEI) on their FCC Form 498 and must have a valid bank account associated with their UEI.
- When registering in SAM.gov, service providers must use the same Taxpayer ID Number (TIN) that they used when registering for their FCC Registration Number (FCC RN).
- For more information, see the [SAM.gov UEI Requirement webpage](#).

California Continued Eligibility Overview

California Continued Eligibility

Overview

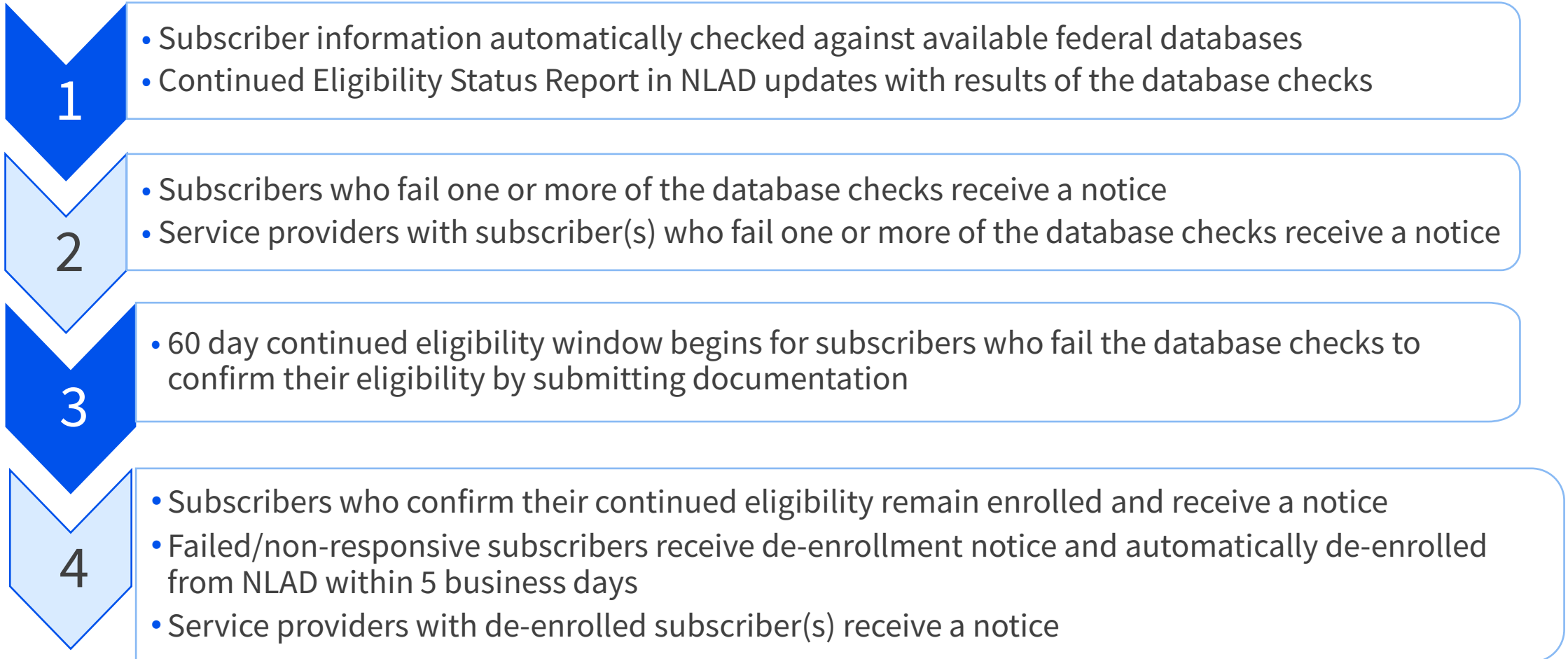
- Under direction of the Federal Communications Commission (FCC) and pursuant to the [FCC OIG Advisory Regarding Deceased and Duplicate Lifeline Subscribers](#), USAC will be initiating a continued eligibility process (CE) for federal Lifeline subscribers who were previously determined eligible by the California Public Utility Commission (CPUC).
- 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).

California Continued Eligibility

Overview

- California continued eligibility is expected to start August 2026, and subscribers must complete the process **within 60 days**.
 - This process fulfils the 2026 recertification requirement for affected subscribers in California.
 - California subscribers whose eligibility was determined by the National Verifier will not undergo the continued eligibility process.
 - Continued eligibility confirms subscriber information through the National Verifier and, if necessary, applicable supporting documents.
- USAC will be running affected subscribers through the continued eligibility process in daily batches.
- Service providers will be able to use the **Continued Eligibility Status Report** in the National Lifeline Accountability Database (NLAD) to track subscribers.

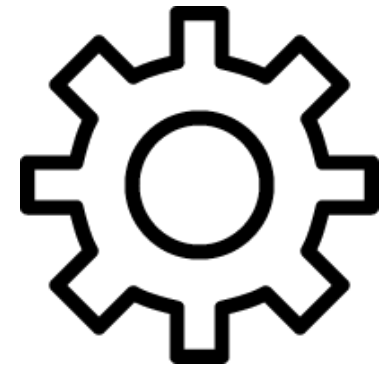
Timeline



California Continued Eligibility

Automated Database Checks

- Subscribers will first be checked against automated databases to verify their:
 - Eligibility
 - Identity
 - Address
 - Duplicate Address
 - Deceased Status
- If USAC **cannot** automatically confirm the subscriber's information, USAC **will contact** the subscriber by email or mail with instructions on how to complete the process.
- If USAC **can** automatically confirm the subscriber's information, there will **not** be any further action for the subscriber, and they will remain enrolled in the program.



Subscriber Notices

Overview

- If a subscriber needs to complete the continued eligibility process, two notices will be sent to the subscribers via **email or mail** (if no email is available).
 1. The initial notice will contain **instructions** on how to complete the continued eligibility process.
 2. The second notice will inform the subscriber on the **outcome** of the continued eligibility process.
- Subscribers who do not need to take an action will not receive any outreach from USAC and will remain enrolled in the program.

California Continued Eligibility

Failed Continued Eligibility

- 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.org, by mail, or with the assistance of a service provider.

Notices to Service Providers

Notifications

- Service providers may receive two different emails from NLAD to help track the status of their California subscribers undergoing the continued eligibility process.
 - **“NLAD Notice – Continued Eligibility Check”** will indicate when one or more subscribers is undergoing continued eligibility. This email will be sent to each Study Area Code (SAC) where one or more subscribers must complete the continued eligibility process.
 - **“NLAD Notice – Lifeline Notice De-enrollment for Failed Continued Eligibility Check”** will indicate when a subscriber has been de-enrolled for failing to complete the continued eligibility process.

Completing California Continued Eligibility

Completing California Continued Eligibility

Overview

Option 1:

Online

- The Lifeline subscriber visits LifelineSupport.org from any computer or mobile device to complete their continued eligibility application and upload any required documentation.

Option 2:

Mail

- The subscriber fills out and signs the [Lifeline Application Form](#) ([Spanish](#)) included in the mail outreach from USAC.
- The subscriber mails the application and supporting documentation to the Lifeline Support Center.

Option 3:

With a Participating Company

- Service providers may submit a continued eligibility application on the subscriber's behalf (with the subscriber's consent) using the National Verifier [service provider portal](#).
 - This is an in-person interaction where the service provider asks the consumer questions in an interview-style approach.
 - The consumer must sign and certify the application.
- Subscribers may also complete this through their provider's website, if the provider uses the [National Verifier API](#).

Completing California Continued Eligibility

Subscriber Information

- Regardless of how subscribers choose to complete the continued eligibility process, they will need to enter their information **exactly as it is listed on the notice they receive from USAC:**
 - First & Last Name
 - Home Address
- Subscribers will also be asked to provide information that **must match what is already in their NLAD subscriber record:**
 - Date of Birth
 - Last 4 digits of their SSN (or Tribal ID if applicable)

Completing California Continued Eligibility

Online Process

- To complete the continued eligibility process [online](#), subscribers will need to enter their information **exactly as it is listed on the notice they receive from USAC:**
 - First & Last Name
 - Home Address
- Subscribers will be asked to create an account:
 - After creating an account, subscribers can access their application and will be prompted to upload the [required documentation](#).
 - They will need to complete the required certifications and sign their name to submit their application.

Completing California Continued Eligibility

Online Review

- After providing the required documents that will be used to confirm their continued eligibility, subscribers will be asked to review their information and then certify their submission.
- Once a subscriber's continued eligibility documents have been submitted, they will be notified that their documents are under review and what to do if they need to provide additional information.

Completing California Continued Eligibility

Mail Process

- Subscribers can complete the continued eligibility process by mail if they prefer.
- A cover sheet and an application will be mailed to subscribers with their initial notice if USAC does not have an email address on file for the subscriber.
- They can mail a completed [cover sheet](#) and copies of their documentation to the Lifeline Support Center at:

Lifeline Support Center

PO Box 1000

Horseheads, NY 14845

Completing California Continued Eligibility

Supporting Documents

- Subscribers may be asked to submit documents that confirm the following:
 - Proof of Income or Program Participation
 - Proof of Date of Birth
 - Proof of Social Security Number (last 4 digits) or Tribal ID number
 - Proof of Emancipation (if under 18 years old)
 - Proof of Life
 - Proof of Address
- Subscribers can use the [Acceptable Documentation Guide](#) ([Spanish](#)) to learn what documents they need to provide.

Completing California Continued Eligibility

Outcome

- Subscribers who successfully complete the continued eligibility process will receive a notice and remain enrolled as a Lifeline subscriber.
- Subscribers who **do not** successfully complete the continued eligibility process will receive a de-enrollment notice and be **de-enrolled** from NLAD within 5 business days after their 60-day resolution window.

Questions?

Continued Eligibility Status Report

Continued Eligibility Status Report

Reporting

- Service providers will be able to review the **Continued Eligibility Status Report** in NLAD.
- The report will include the following:
 - Subscriber information
 - Subscriber Application ID, Continued Eligibility Deadline Date, and errors to be resolved
 - Subscriber de-enrollment information (if applicable)
- The report will update daily, as USAC processes subscribers in batches.
- The **Continued Eligibility Deadline Date** on the report for CA subscribers will be 60 days from when the subscriber was checked against the database (instead of the standard 30 days).

Continued Eligibility Status Report

Report Filters

Below is a list of filters providers can apply when pulling the Continued Eligibility Status Report:

- **SAC:** Providers can pull the data for all study area codes (SACs) or filter by specific SACs.
- **CE Type:** Indicates what the subscriber's continued eligibility was triggered by,
 - Address Update
 - Deceased Check
 - Adhoc: All subscribers in California undergoing the continued eligibility process will have this type on the report.

Continued Eligibility Status Report

Report Filters

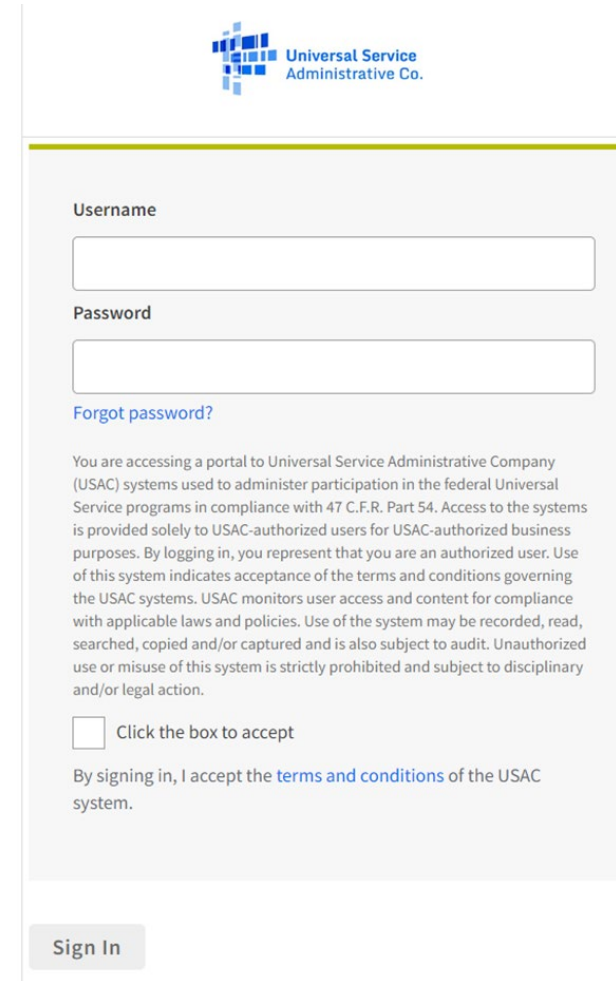
Below is a list of filters providers can apply when pulling the Continued Eligibility Status Report:

- **Continued Eligibility Start Date:** Providers can pull the data for all dates by leaving this filter blank or can filter by a specific start date.
- **Status:** Indicates the status of the subscriber's continued eligibility application.
 - Confirmed Eligibility: Subscribers who successfully completed the continued eligibility process.
 - In Progress: Subscribers who are currently undergoing the continued eligibility process.
 - De-enrolled Failed Continued Eligibility: Subscribers de-enrolled for failing the continued eligibility process.

Continued Eligibility Status Report

One Portal

- Access NLAD online through USAC's [One Portal](#).



The screenshot shows the login interface for the Universal Service Administrative Company (USAC) One Portal. At the top right is the USAC logo. Below it, there are input fields for 'Username' and 'Password'. A link for 'Forgot password?' is located below the password field. A large block of text provides a disclaimer about the portal's use, stating that access is for authorized users only and that usage is subject to audit. Below this text is a checkbox for accepting the terms and conditions. At the bottom right is a 'Sign In' button.

Universal Service
Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

☐ Click the box to accept

By signing in, I accept the [terms and conditions](#) of the USAC system.

Sign In

Continued Eligibility Status Report

Lifeline

- Once logged into One Portal, select **Lifeline**.



Universal Service
Administrative Co.

Sign Out

barwright@netzero.net

Dashboard

Beginning August 2026, USAC will use SAM.gov banking information to remit payment for all Universal Service Fund (USF) invoices. All service providers and E-Rate participants who use the BEAR invoicing method to receive USF disbursements must have an active SAM.gov Unique Entity Identifier (UEI) on their FCC Form 498 and must have a valid bank account associated with their UEI. For more information, see the [SAM.gov UEI Requirement webpage](#).

Upcoming Dates

06/26
2026

Submit CAF ICC
Data

07/01
2026

ACAM and
Alaska Plan FCC
Form 507

07/01
2026

Form 481 Due

High Cost

Lifeline

Rural Health Care

Service Providers

Payment
Recovery
Payments

Return Funding

Note: Make USF
contributions by going to
Manage FCC Forms 499.

Help?

Continued Eligibility Status Report

NLAD

- Then select **National Lifeline Accountability Database (NLAD)**.

 Upcoming Dates

06/26 2026 [Submit CAF ICC Data](#)

07/01 2026 [ACAM and Alaska Plan FCC Form 507](#)

07/01 2026 [Form 481 Due](#)

[see full calendar](#)

High Cost

Lifeline

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline reimbursement.

National Lifeline Accountability Database Staging Environment - The NLAD staging environment allows Lifeline providers to test system features.

Lifeline Claims System (LCS) - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

FCC Form 555 - The FCC Form 555 reports company recertification results. All Lifeline service providers must complete their form(s) annually on or before January 31.

Continued Eligibility Status Report

Tools & Resources

- Select **Tools & Resources** from the megamenu.
- Then select **Reports**.

The screenshot shows the top navigation bar of the National Lifeline Accountability Database (NLAD). The bar is blue with the Universal Service Administrative Co. logo on the left, the title 'National Lifeline Accountability Database' in the center, and a notification bell icon on the right. Below the bar are three main menu items: 'Subscriber Management', 'Account Management', and 'Tools & Resources', which is highlighted with a green border. Below the menu is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Tools & Resources'. The main heading 'Tools & Resources' is displayed in blue. A list of links follows, with the first link, 'Reports', highlighted with a green border. The list includes: 'Reports - Review reports on Lifeline subscribership and activity.', 'Tribal Lands Eligibility Verification - Check if a subscriber's address is on Tribal lands. For information purposes only.', 'User Guide - Information on using the NLAD system.', 'NLAD API Specification - Learn how to connect to NLAD by API.', 'NV API Specification - Learn how to connect to the National Verifier by API.', 'NV API ISA - Required agreement to connect to USAC's systems by API.', 'Field Descriptions - Detailed information on required fields in NLAD.', and 'Training Videos - Review information on using NLAD.'

Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management Account Management **Tools & Resources**

USAC Home | Lifeline Program | NLAD | Tools & Resources

Tools & Resources

- **Reports** - Review reports on Lifeline subscribership and activity.
- [Tribal Lands Eligibility Verification](#) - Check if a subscriber's address is on Tribal lands. For information purposes only.
- [User Guide](#) - Information on using the NLAD system.
- [NLAD API Specification](#) - Learn how to connect to NLAD by API.
- [NV API Specification](#) - Learn how to connect to the National Verifier by API.
- [NV API ISA](#) - Required agreement to connect to USAC's systems by API.
- [Field Descriptions](#) - Detailed information on required fields in NLAD.
- [Training Videos](#) - Review information on using NLAD.

Continued Eligibility Status Report

Continued Eligibility Report

- From the drop-down menu, service providers can select the **Continued Eligibility Status Report**.
- Service providers can use this report to track the continued eligibility status of their subscribers.

Reports

[Instructions](#)

Report Type

Continued Eligibility Status Report

Summary Transaction Report

Detail Transaction Report

Summary Resolution Status Report

Detail Resolution Status Report

Recertification Subscriber Status Report

Failed Recertification De-Enroll Report

Reverification Subscriber Status Report

Failed Reverification De-Enroll Report

Continued Eligibility Status Report

Continued Eligibility Status Report

CE Type

- Providers can filter by **CE Type**.
- California subscribers will be listed under **Adhoc**.

Reports

[Instructions](#)

Report Type

Continued Eligibility Status Report

SAC Optional

CE Type Optional

☐ Select All

☐ Address Update

☐ Deceased Check

☐ Adhoc

Status Optional

Confirmed Eligibility

Report Format

Display on web page (limited to first 500 responses)

Submit

Continued Eligibility Status Report

CE Status

- Providers can filter by **Status**.
 - Confirmed Eligibility
 - In Progress
 - De-enrolled Failed Continued Eligibility

Reports

[Instructions](#)

Report Type

Continued Eligibility Status Report

SAC Optional

CE Type Optional

Continued Eligibility Start Date Optional

MM/DD/YYYY

Status Optional

☐ Select All

☐ Confirmed Eligibility

☐ In Progress

☐ De-enrolled Failed Continued Eligibility

Submit

Continued Eligibility Status Report

- Service providers can export the report to a CSV file to see a full version with additional fields.

Continued Eligibility Status Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

 **Export to CSV**

 **Instructions**

Application ID	Continued Eligibility Type	Continued Eligibility Status	SAC	Subscriber ID	Last Name	First Name	ETC General Use	Continued Eligibility Start Date	Continued Eligibility Deadline Date	Failed Continued Eligibility Deenroll Date
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Continued Eligibility Status Report

- When service providers export the report to a CSV file, they will be able to see the resolution field columns that indicate different errors (columns W to AD).
- If a resolution field is marked “**Yes**” then a subscriber will need to upload [documentation](#) to resolve that error.
- If a resolution field is marked “**No**” then a subscriber will not need to upload documentation to resolve that error.

W	X	Y	Z	AA	AB	AC	AD
Eligibility Resolution Required	TPIV DOB Resolution Required	TPIV Identity Not Found Resolution Required	TPIV SSN4 Resolution Required	TPIV Deceased Resolution Required	AMS Resolution Required	Duplicate Address Resolution Required	Under 18 Resolution Required
No	No	No	No	Yes	No	No	No
No	No	No	No	Yes	No	No	No
No	No	No	No	Yes	No	No	No
No	No	No	No	Yes	No	No	No

Continued Eligibility Status Report

Review the resolution required columns on the Continued Eligibility Status Report in NLAD.

Resolution Required	Required Documentation
Eligibility	• Proof of income or program participation (may require submission of new Lifeline application)
TPIV DOB	• Proof of date of birth
TPIV Identity Not Found	• Proof of last 4 digits of Social Security Number or Tribal ID number • Proof of date of birth
TPIV SSN4	• Proof of last 4 digits of Social Security Number or Tribal ID number

Note: Refer to the [Acceptable Documentation Guide](#) for a list of documents that can be used to resolve these errors.

Continued Eligibility Status Report

Review the resolution required columns on the Continued Eligibility Status Report in NLAD.

Resolution Required	Required Information
TPIV Deceased	• Proof of life (must be dated within last three months) • Proof of last 4 digits of Social Security Number or Tribal ID number • Proof of date of birth
AMS	• Proof of address
Duplicate Address	• Lifeline Household Worksheet
Under 18	• Proof of emancipation

Note: Refer to the [Acceptable Documentation Guide](#) for a list of documents that can be used to resolve these errors.

Questions?

FAQs

FAQs

California Continued Eligibility

Question 1:

What subscriber information will be checked during the continued eligibility process?

Answer 1:

USAC will be checking eligibility, identity, address, duplicate address, and whether the subscriber is deceased for all affected California subscribers.

FAQs

California Continued Eligibility

Question 2:

Why are federal California Lifeline subscribers undergoing continued eligibility?

Answer 2:

Under guidance from the FCC and in furtherance of the [FCC OIG Advisory Regarding Deceased and Duplicate Lifeline Subscribers](#), USAC is conducting continued eligibility to all federal California subscribers who were previously determined eligible for the benefit by the CPUC.

FAQs

California Continued Eligibility

Question 3:

Will USAC be requesting documents from the CPUC?

Answer 3:

No, USAC will not be collecting documentation that subscribers may have previously submitted to the CPUC. Subscribers who need to submit documents will receive notice from USAC with instructions on how to complete the process.

FAQs

California Continued Eligibility

Question 4:

Will California subscribers need to undergo recertification in 2026 in addition to continued eligibility?

Answer 4:

No, California subscribers will not need to undergo recertification in 2026. The continued eligibility process fulfills the 2026 recertification requirement for affected subscribers.

FAQs

California Continued Eligibility

Question 5:

How will providers know which California subscribers are undergoing continued eligibility?

Answer 5:

USAC will send initial outreach to the ETC Administrator user role in NLAD and any other users the ETC added as an email recipient on NLAD notices.

- The outreach will inform the provider that subscribers in the SAC are undergoing continued eligibility, and they will need to refer the Continued Eligibility Status Report in NLAD to see the specific subscribers.
- The Continued Eligibility Status Report will be updated daily.

FAQs

California Continued Eligibility

Question 6:

How should providers use the Continued Eligibility Status Report?

Answer 6:

Providers should use the Continued Eligibility Status Report in NLAD to identify and track subscribers who are undergoing continued eligibility. The report is updated daily, as USAC processes subscribers in batches.

Once a subscriber appears on the report, providers can see their Continued Eligibility Start Date, their fixed Deadline Date, and what information the subscribers need to confirm. Providers should check the report regularly and use the deadline information to support subscribers.

FAQs

California Continued Eligibility

Question 7:

Should providers be advising California subscribers to contact the Lifeline Support Center now to complete continued eligibility?

Answer 7:

No. Providers should not direct subscribers to call the Lifeline Support Center at this time. Service providers are encouraged to educate California subscribers about USAC and the upcoming continued eligibility process.

Subscribers should contact the Lifeline Support Center after they **receive USAC's outreach and only if they have questions or need assistance completing the process.**

Questions?

Resources

Resources

Continued Eligibility

- Visit our [Continued Eligibility](#) webpage for information on the standard continued eligibility process. Note that affected California subscribers will have a 60-day completion window instead of 30 days.
- Email LifelineProgram@usac.org for technical support and additional information on processes, rules, and requirements.
- Visit Lifeline's [Webinars](#) page to review past trainings and register for upcoming events.

August Webinar

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

- **Date:** August 12, 2026
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** How to Apply for the Survivor Benefit

Webinars

Join us to learn about Lifeline program updates, including Lifeline program rules and orders, guidance about compliance and filings, the National Verifier (NV), and the National Lifeline Accountability Database (NLAD).

[Sign up](#)  for the Lifeline program newsletter to receive webinar announcements via email.

Upcoming Trainings

[How to Apply for the Survivor Benefit](#)

 August 12, 2026  03:00 pm – 04:00 pm ET

Lifeline Monthly Newsletter

- [Subscribe](#) to the Lifeline monthly newsletter for program updates, reminders, and announcements.

Subscribe

Fill out and submit the form below to sign up for one or several of our newsletters and/or listservs, or [manage your subscriptions](#).

Your Information

First Name

Last Name

Email

Choose Program

E-Rate

☐ News Brief

Tribal Stakeholders

☐ Tribal Nation Newsletter

High Cost

☐ Detailed HUBB Updates
☐ Program Updates

Lifeline

☐ Program Newsletter
☐ NLAD Bulletin
☐ Consumer Advocates

Rural Health Care (RHC) Program

☐ Healthcare Connect Fund (HCF) Program (Consortia)
☐ Healthcare Connect Fund (HCF) Program (Individual HCPs)
☐ Telecom Program

Service Providers

☐ FCC Form 499 (Contributors)

Subscribe

Reset

Thank You!





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