



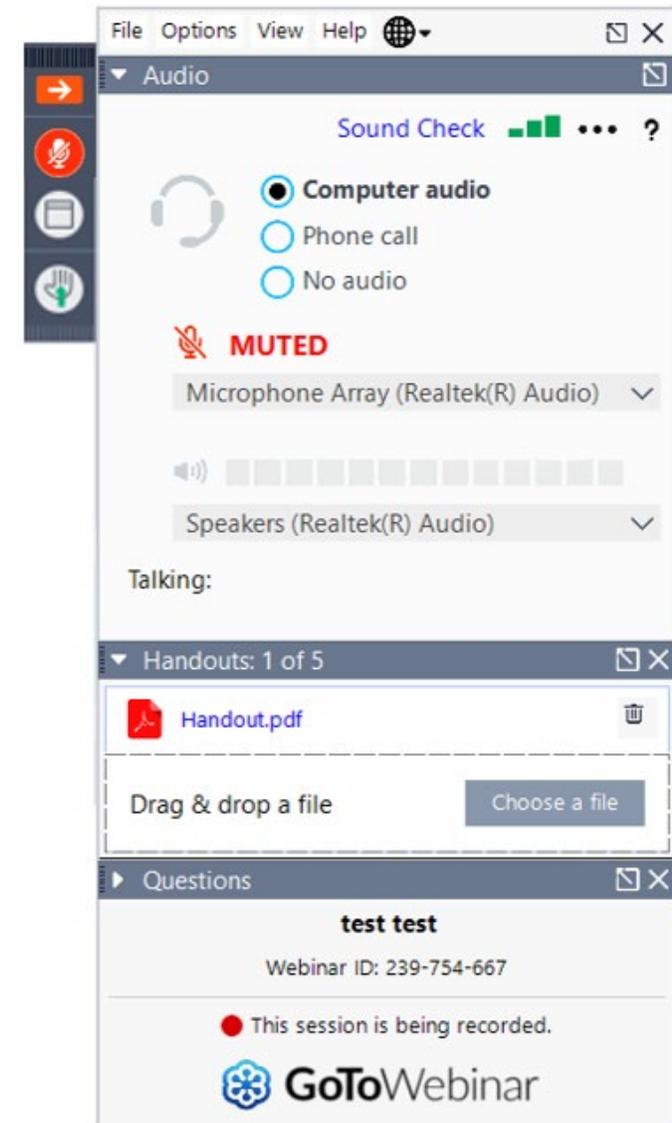
Lifeline Claims System 101

February 11, 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

Elizabeth Dewey

Senior Communications Specialist

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Senior Communications Specialist

Agenda

- Announcements
- Lifeline Claims Overview
- Filing Claims
- Certifying Claims
- Revising Claims
- Resources

Announcements

FCC Order on California Process Changes

Summary

- On November 20, 2025, the Wireline Competition Bureau (Bureau) of the FCC issued an [Order](#) announcing changes to the federal Lifeline program in California.
- **As of February 1, 2026**, California Lifeline service providers need to use the National Verifier to determine eligibility and perform duplicate checks for consumers, and the National Lifeline Accountability Database (NLAD) to enroll eligible consumers.
 - New consumers can apply online at LifelineSupport.org, submit a completed [paper application](#) by mail, or apply directly through 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.

Recertification

Annual Requirement

- Recertification is an annual requirement for all active Lifeline subscribers that ensures they are still eligible for the benefit.
- Beginning **February 16, 2026**, USAC will initiate automated eligibility database checks to verify eligibility for Lifeline subscribers who are due for recertification.
 - These database checks will be run daily throughout the year.
 - USAC will announce when recertification will begin for the remaining California consumers who were previously determined eligible by the California Public Utilities Commission (CPUC) at a later date.
- USAC will host an office hours session on the recertification process on [February 17](#)

Lifeline Claims Overview

Lifeline Claims Overview

- The [Lifeline Claims System \(LCS\)](#) is the online filing system that service providers use to receive reimbursements for offering Lifeline-supported services to eligible consumers.
- After providing eligible consumers with Lifeline-supported service, a service provider must submit a claim to receive reimbursement.
- Service providers must submit one reimbursement claim for each month they are claiming support through LCS.
- Service providers have up to one year after the data month to submit original claims and upward revisions. Downward revisions are accepted at any time.

Lifeline Claims Overview

Reimbursement

- Service providers must submit one reimbursement claim for each month they claim support, even if there are no subscriber changes within the last month.
- A snapshot is taken in the National Lifeline Accountability Database (NLAD) on the 1st of the month that shows the total number of subscribers eligible for reimbursement for the prior month.
 - *Example:* A snapshot taken on February 1, 2026, shows the subscribers eligible for reimbursement for the January 2026 data month.
- Claims certified by the 8th of the month are processed for reimbursement in the same month.
- In the case of opt-out states, Oregon and Texas, service providers can only claim subscribers listed on the file in LCS provided by their state [Public Utility Commission \(PUC\)](#).

Lifeline Claims Overview



Review Claims

Complete Claims
Template

Certify Claims

Download and review the list of subscribers eligible for reimbursement.

Populate and submit the claims template with necessary information about subscribers.

Certify claims submission within one year of the snapshot date (taken on 1st of the month.)

Lifeline Claims Overview

Omitting Subscribers

- Service providers are required to provide a reason code for all unclaimed subscriber records.
- Reason codes should accurately reflect the reason a subscriber is not claimed in a particular month.

Code	Description
U1	Signed up for Lifeline, no usage yet
U2	Subscriber is in a non-usage cure period (snapshot date falls within the 15-day cure period)
U3	Subscriber lost eligibility but was not de-enrolled prior to snapshot
U4	Subscriber's account is suspended
U5	Failed to match subscriber in ETC's internal system
U6	Other

Lifeline Claims Overview

Pass Through Requirement

- Service providers are required to pass through the full benefit amount to qualifying consumers.
 - **Standard Benefit:** Monthly discount up to \$9.25 for internet and bundled service and up to \$5.25 for phone service.
 - **Enhanced Tribal Benefit:** Monthly discount up to an additional \$25 for consumers living on Tribal lands.

Filing Claims

Filing Claims

User Accounts and Responsibilities

497 Officer
 <ul style="list-style-type: none">• Must certify reimbursement claims, and can upload, modify, and submit claims.

497 User
 <ul style="list-style-type: none">• Can upload, modify, and submit claims, but cannot certify claims.

Eligible Telecommunications Carriers (ETCs) that participate in Lifeline:

- The 497 Officer and 497 User roles are assigned and managed in E-File, which can be accessed through USAC's [One Portal](#) system.

Filing Claims

Log In

- Once logged in to [One Portal](#), select **Lifeline Claims System (LCS)**.
 - LCS users must have 497 Officer or 497 User credentials to access LCS.

The screenshot shows the dashboard of the Universal Service Administrative Co. The header includes the company logo and name, and a 'Sign Out' button. The main content is divided into three columns:

- Upcoming Dates:** A calendar icon followed by two entries: '02/11 2026 February 2026 Monthly Webinar' and '03/11 2026 March 2026 Monthly Webinar'.
- Lifeline:** A section with an upward arrow icon containing three items:
 - National Verifier:** All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).
 - National Lifeline Accountability Database (NLAD):** Service providers enroll Lifeline or EBBP 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 or EBBP reimbursement.
 - National Lifeline Accountability Database Staging Environment:** The NLAD staging environment allows Lifeline and EBBP providers to test system features.
 - Lifeline Claims System (LCS):** Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System. (This item is highlighted with a green border in the original image.)
- Program Recovery Payments:** A section with a 'Return Funding' button and a note: 'Note: Make USF contributions by going to Manage FCC Forms 499.' Below this is a 'Help?' section with a 'Send us a message' link and a 'Call us' number: '(888) 641-8722'.

Filing Claims

- From the **File or Revise Claim** section, providers can file an original claim or a revision.
 - Select the data month, year, and filing type.
 - Search results will generate in the **SAC Status** section based on the applied filters.
 - Select **Continue** to begin filing.

Note: The claims template is typically available for download after 11:30 a.m. ET on the 1st of the month.

USAC Home | Lifeline Program | NLAD | Claims

File or Revise Claim | Opt-Out File or Revise Claim | Certify Claim | Subscriber SAC Change | Filing History

[Instructions](#)

Select a month to file or revise a claim.

Month	Year	Filing Type
April	2025	Original

April 2025

SAC Status	
Not Started	426
Partial Upload	0
Uploaded	1
Ready to Certify	0
Certified	0

[Continue](#)

Filing Claims

- Search results will generate in the Study Area Code (SAC) Status section based on the filters below:
 - **Not started:** SAC(s) available to file an original claim in LCS.
 - **Partial Upload:** SAC(s) for which subscriber data was partially uploaded.
 - **Uploaded:** SAC(s) for which subscriber data was successfully uploaded in LCS with no errors.
 - **Ready to Certify:** SAC(s) with uploaded data in LCS ready to be certified by the 497 Officer.
 - **Certified:** SAC(s) with uploaded data in LCS that were certified by the 497 Officer.
- Select **Continue** to begin filing.

The screenshot shows the 'LifeLine' portal for the Universal Service Administrative Co. The navigation bar includes 'USAC Home | Lifeline Program | NLAD | Claims' and a menu with 'File or Revise Claim', 'Opt-Out File or Revise Claim', 'Certify Claim', 'Subscriber SAC Change', and 'Filing History'. The 'File or Revise Claim' page features a 'File or Revise Claim' header with an 'Instructions' link. Below this is a form titled 'Select a month to file or revise a claim.' with three dropdown menus: 'Month' (set to April), 'Year' (set to 2025), and 'Filing Type' (set to Original). Underneath the form is a table for 'SAC Status' for 'April 2025' and a 'Continue' button.

SAC Status	
Not Started	426
Partial Upload	0
Uploaded	1
Ready to Certify	0
Certified	0

[Continue](#)

Filing Claims

- Select **Download Original filing template**.
 - The template includes subscriber data from the NLAD subscriber snapshot report, which is taken on the 1st of the month.
 - Subscriber data can be pulled for a specific SPIN/SAC.

File or Revise Claim Opt-Out File or Revise Claim Certify Claim Subscriber SAC Change Filing History

File Claim [Instructions](#)

December 2025
Filing Data
 Last updated 01/12/26 11:41 AM EST

Upload Data
 File format must be .csv

[Download Original filing template](#)

[Upload File](#)

Subscriber Counts

Displaying 1-5 of 429 records

SPIN	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Tribal Link-up
			Not Started	252	0	0	0	252	0	0
			Not Started	14113	0	0	0	14113	0	0
			Not Started	7730	0	0	0	7730	0	0
			Not Started	15602	0	0	0	15602	0	0
			Not Started	7	0	1	0	8	0	0

Show records/page [Download to review uploaded data](#)

[Back To Search](#) [View Support Summary](#)

Filing Claims

- Complete the claims template with the required information for each subscriber record.
 - Review the [LCS Upload Field Descriptions](#) for details on how to populate the claims template.
- Save as a **.csv** file.
- Select **Upload File** to submit the claims template.

File or Revise Claim Opt-Out File or Revise Claim Certify Claim Subscriber SAC Change Filing History

File Claim [Instructions](#)

December 2025
Filing Data
 Last updated 01/12/26 11:41 AM EST

Upload Data

File format must be .csv [Download Original filing template ?](#)

Upload File

Subscriber Counts

Displaying 1-5 of 429 records

SPIN	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Tribal Link-up
			Not Started	252	0	0	0	252	0	0
			Not Started	14113	0	0	0	14113	0	0
			Not Started	7730	0	0	0	7730	0	0
			Not Started	15602	0	0	0	15602	0	0
			Not Started	7	0	1	0	8	0	0

Show records/page of 86 pages

[Download to review uploaded data ?](#)

[Back To Search](#) [View Support Summary](#)

Filing Claims

- After each successful upload, the **Subscriber Counts** table updates to reflect the latest uploaded claims.
- View a detailed report by clicking on the **Download to review uploaded data** link.
- Select **View Support Summary** to review all SAC(s) that were successfully uploaded in LCS for the selected data month.

File or Revise Claim Opt-Out File or Revise Claim Certify Claim Subscriber SAC Change Filing History

File Claim [Instructions](#)

December 2025
Filing Data
 Last updated 01/12/26 11:41 AM EST

Upload Data
 File format must be .csv [Download Original filing template ?](#)

[Upload File](#)

Subscriber Counts

Displaying 1-5 of 429 records

SPIN	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Tribal Link-up
			Not Started	252	0	0	0	252	0	0
			Not Started	14113	0	0	0	14113	0	0
			Not Started	7730	0	0	0	7730	0	0
			Not Started	15602	0	0	0	15602	0	0
			Not Started	7	0	1	0	8	0	0

Show records/page of 86 pages

[Download to review uploaded data ?](#)

[Back To Search](#) [View Support Summary](#)

Filing Claims

- Unsuccessful uploads will display an error message. Download the error file to review the failure(s).
- To resolve the error(s), make the necessary changes and reupload the claims file.
 - Be sure the updated claims file contains all subscriber records, including the records that were previously successfully submitted.

The screenshot shows a navigation bar with five items: "File or Revise Claim" (underlined), "Opt-Out File or Revise Claim", "Certify Claim", "Subscriber SAC Change", and "Filing History". Below the navigation bar is a "File Claim" section with a blue header and a document icon labeled "Instructions". Underneath is a "December 2025 Filing Data" section with the text "Last updated 01/12/26 11:41 AM EST". A pink error banner contains a warning icon, the word "Error", and the message: "There are some errors in the file you last uploaded. Please make necessary changes and upload the file again. Download the error file: [01_20_2026_1050_error.csv](#)". Below the error banner is an "Upload Data" section with the text "File format must be .csv" and a blue "Upload File" button. To the right of the button is a link "Download Original filing template" with a question mark icon.

Filing Claims

- From the **Support Summary** page, users can select filings to submit to the 497 Officer to certify.
 - Select the claims that are ready to be submitted and enter required contact information.
 - Select **Submit Claims to Certify**.

File or Revise Claim Opt-Out File or Revise Claim Certify Claim Subscriber SAC Change Filing History

File Claim [Instructions](#)

December 2025 Support Summary

Select the SACs that are ready to be submitted to the company officer for certification

Displaying 1-1 of 1 records (filtered from 1 total records) Uploaded

<input type="checkbox"/>	SPIN	SAC	Name	Status	LifeLine	Tribal Link-up	Total Support	Support Details
<input type="checkbox"/>				Uploaded	\$774	\$0	\$774	View

Show 5 records/page < 1 > of 1 pages

Please fill out the following information in case we need to contact you with any questions about your claim.

Contact Name Phone Number

Contact E-mail Address

Address 1

Address 2

City State ZIP Code

Home [Back To Subscriber Counts](#) [Submit Claims to certify](#)

Questions?

Certifying Claims

Certifying Claims

Only a 497 Officer can certify claims.

- As a 497 Officer, navigate to the **Certify Claim** section.
- Select the month and year to certify original claims and revisions.
- Review the SAC Status section which includes the status of original and revised claims.
 - **Ready to Certify:** SAC(s) with uploaded data in LCS ready to be certified by the 497 Officer.
 - **Certified:** SAC(s) with uploaded data in LCS that have been certified by the 497 Officer.
- Select **Continue** to begin certifying original and/or revised claim(s).

USAC Home | Lifeline Program | NLAD | Claims

File or Revise Claim | Opt-Out File or Revise Claim | **Certify Claim** | Subscriber SAC Change | Filing History

[Instructions](#)

Certify Claim

Select a month to certify.

Month	Year
December	2025

December 2025

SAC Status

Ready to Certify	1
Certified	0

[Continue](#)

Certifying Claims

- Select the claims that are ready to certify.
- Select **View** under the Support Details column to confirm the information.

LifeLine

USAC Home | Lifeline Program | NLAD | Claims

[File or Revise Claim](#)
 [Opt-Out File or Revise Claim](#)
 [Certify Claim](#)
 [Subscriber SAC Change](#)
 [Filing History](#)

Certify Claim

[Instructions](#)

December 2025 Claims to Certify

Select the SACs that are ready to be certified

Displaying 1-1 of 1 records (filtered from 1 total records) Ready to Certify ▾ Search 🔍

	SPIN	SAC	Name ▾	Status	LifeLine	Tribal Link-up	Total Support	Support Details
<input type="checkbox"/>				Ready to Certify	\$774	\$0	\$774	View PDF

Show 5 ▾ records/page < 1 > of 1 pages

Certifying Claims

- Review the **Certify and Sign** page.
 - Sign at the bottom of the page.
 - Select **Certify Claims**.

Note: Claims **must be certified** (not just uploaded) by the 8th (or next business day if the 8th falls on a weekend or holiday) to receive payment at the end of the same month.

Certify and Sign.

I certify that my company is in compliance with all of the Lifeline program rules, and, to the extent required, have obtained valid certifications for each subscriber for whom my company seeks reimbursement.

I certify that my company will pass through the full amount of all Non-Tribal and Tribal federal Lifeline support for which it seeks reimbursement, as well as all applicable intrastate Lifeline support, to all qualifying low-income subscribers by an equivalent reduction in the subscriber's monthly bill for supported service, or by offering a pre-paid wireless plan that complies with the appropriate minimum service standards contained in 47 CFR §54.408.

Based on the information known to me or provided to me by employees responsible for the preparation of the data being submitted, I certify under penalty of perjury that the data has been examined and reviewed and is true, accurate, and complete.

I acknowledge the Fund Administrator's authority to request additional supporting information as may be necessary.

Persons willfully making false statements on this form can be punished by fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. §1001.

Date
01/20/2026

Officer Name

Officer Title

[Back To Search](#)

[Certify Claims](#)

Revising Claims

Revising Claims

A **revision** is when the provider submits and certifies an original filing but then makes changes to it in a later filing period.

- Service providers use the same filing process as original claims for revisions.
- Revisions are available beginning the first day of the next filing period after an original claim is certified.
- From the **File or Revise Claim** page, select the data month and year.
 - Select **Revision** for the Filing Type.
- Select **Continue** to begin a revision.

Universal Service Administrative Co. LifeLine

USAC Home | Lifeline Program | NLAD | Claims

File or Revise Claim | Opt-Out File or Revise Claim | Certify Claim | Subscriber SAC Change | Filing History

[Instructions](#)

Select a month to file or revise a claim.

Month	Year	Filing Type
November	2025	Revision

November 2025

SAC Status	
Ready to Revise	0
Partial Upload	0
Uploaded	1
Ready to Certify	0
Certified	0

[Continue](#)

Revising Claims

- From the **File or Revise Claim** section, download the most recent filing template to begin a revision.
 - The template will include the most recent certified claims data.
- Edit the template and select **Upload File** to begin a revision.
 - Only subscribers with revisions should be included in the revised template.
 - Upward and downward revisions can be made in the same file.
 - Upward revisions are only allowed within one year of the snapshot, there is no time restriction for downward revisions.

File or Revise Claim Opt-Out File or Revise Claim Certify Claim Subscriber SAC Change Filing History

Revise Claim [Instructions](#)

November 2025
Filing Data
 Last updated 01/06/26 2:26 PM EST

Upload Data
 File format must be .csv

[Download Original filing template](#)

[Upload File](#)

Subscriber Counts

Displaying 1-1 of 1 records (filtered from 1 total records) Revision in Progress

SPIN	SAC	Name	Status	Non-Tribal Last Claimed	Non-Tribal Revised Claim	Tribal Last Claimed	Tribal Revised Claim	Total Last Claimed	Total Revised Claim	Revised Tribal Link-up
			Uploaded	165	165	0	0	165	165	0

Show records/page < 1 > of 1 pages

[Download to review uploaded data](#)

[Back To Search](#) [View Support Summary](#)

Revising Claims

- Unsuccessful uploads will display an error message. Download the error file to review the failure(s).
- To resolve the error(s), make the necessary changes and reupload the claims file.
 - Be sure the updated claims file only includes revised subscriber data.

The screenshot shows a navigation bar with five tabs: 'File or Revise Claim' (active), 'Opt-Out File or Revise Claim', 'Certify Claim', 'Subscriber SAC Change', and 'Filing History'. Below the navigation bar, the main heading is 'Revise Claim' with an 'Instructions' link. The section is titled 'November 2025 Filing Data' and shows it was last updated on 01/06/26 at 2:26 PM EST. An error message is displayed: 'Error: There are some errors in the file you last uploaded. Please make necessary changes and upload the file again. Download the error file: 01_20_2026_1149_error.csv'. Below the error message, the 'Upload Data' section indicates the file format must be .csv and provides a 'Download Original filing template' link and an 'Upload File' button.

Questions?

Resources

- For more information on the LCS view:
 - [Lifeline Claims System \(LCS\)](#)
 - [Lifeline Claims System User Guide](#)
 - [Reimbursement FAQs](#)
 - [LCS Upload Field Descriptions](#)
- Watch these instructional videos:
 - [How to Submit Claims in LCS in NLAD States](#)
 - [How to Submit Claims in LCS in NLAD Opt-Out States](#)
- Email Form497@usac.org for questions about claims and disbursements.

Lifeline Monthly Newsletter

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

 Universal Service Administrative Co. Subscription Center

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
<input type="text"/>	<input type="text"/>
Email	
<input type="text"/>	

Choose Program

E-Rate <input type="checkbox"/> News Brief	Rural Health Care (RHC) Program <input type="checkbox"/> Healthcare Connect Fund (HCF) Program (Consortia) <input type="checkbox"/> Healthcare Connect Fund (HCF) Program (Individual HCPs) <input type="checkbox"/> Telecom Program
Tribal Stakeholders <input type="checkbox"/> Tribal Nation Newsletter	Service Providers <input type="checkbox"/> FCC Form 499 (Contributors)
High Cost <input type="checkbox"/> Detailed HUBB Updates <input type="checkbox"/> Program Updates	
Lifeline <input type="checkbox"/> Program Newsletter <input type="checkbox"/> NLAD Bulletin <input type="checkbox"/> Consumer Advocates	

Subscribe Reset

Office Hours

[Register](#) for our office hours session.

- **Date:** February 17, 2026
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** Recertification Office Hours

Recertification Office Hours

 February 17, 2026  03:00 pm – 04:00 pm ET

Intended Audience: New and existing service providers

This office hour offers an overview of the annual Lifeline recertification process for service providers. Subject matter experts will explain each step of the process and provide guidance on the following topics:

- An overview of the annual recertification process for Lifeline subscribers
- The methods available for consumers to complete recertification
- The de-enrollment process for subscribers who do not successfully recertify
- How to access and interpret recertification reports to monitor subscriber status
- FAQs and available resources

Next Webinar

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

- **Date:** March 11, 2026
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** How to Apply for Lifeline

[How to Apply for Lifeline](#)



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

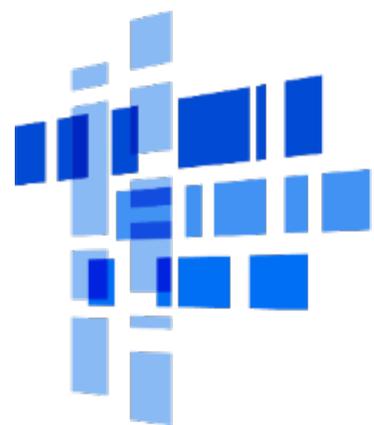
Intended Audience: Consumers & Consumer Advocates

This webinar provides consumers and consumer advocates with step-by-step guidance on how to apply for the Lifeline benefit.

[Register](#)

Thank You!





**Universal Service
Administrative Co.**