



2026

NaLA Annual Conference

Belgrove Resort & Spa - West Palm Beach, FL

October 21-22, 2026

Program



2026
NaLA Annual
Conference



2026 Conference Sponsors



Lifeline Enrollment Solutions
& Retention Sciences



2026
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2026

NaLA Annual Conference

Welcome To West Palm Beach



To Contents ➡

NaLA Vision

“In America, every person should have access to essential communication services.”

NaLA Mission

“We support the providers, distributors, participants, and supporters of Lifeline through education, cooperation, and advocacy.”



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Conference



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Letter From The Chairman

★★★★★★★★★★

Welcome to West Palm Beach and the 2026 National Lifeline Association Annual Conference.

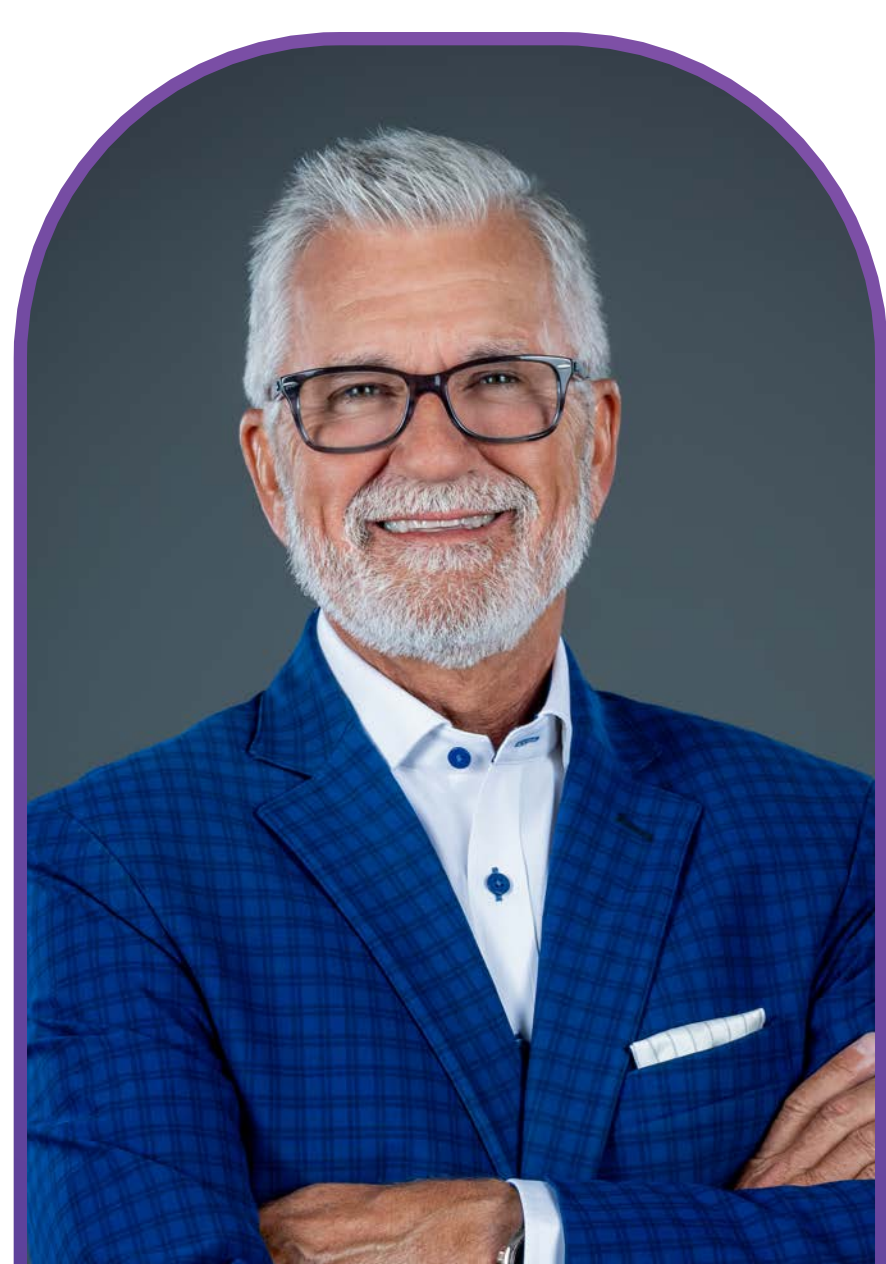
Our mission to bridge the digital divide has never been more important. As our keynote speaker, Ron Hall, reminds us, the connectivity we provide is about more than technology. It's about dignity, access, and opportunity. And none of that is possible unless it's affordable. For millions of households, Lifeline is the difference between staying connected and going without.

This year brings major regulatory change, from stricter identity verification at the FCC and USAC to California's new tiered LifeLine plans. Keeping Lifeline strong means understanding these shifts, adapting quickly, protecting program integrity, and keeping service affordable for the consumers who depend on it.

NaLA isn't just reacting to change; we're shaping it. This year, you'll get an inside look at our advocacy on Capitol Hill and how we're building bipartisan support for affordable connectivity and the program's future. What we learn together will lay the groundwork for our 2027 goals.

Make the most of our time here. Learn from our speakers, ask questions, and connect with the sponsors whose solutions help move our industry forward.

Thank you for your dedication to our shared mission. Here's to a productive and inspiring conference.



David B. Dorwart
Board Chairman
NaLA





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Affordable Product Collection

All the Features You Need, at a Price You'll Love



Smooth
Performance



Long-lasting
Battery



Powered by Android™
(Go edition)



Clear View



Flexible Storage



Fast Charging



Diverse Choices to Meet Your Different Needs
4G and 5G



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Board Members



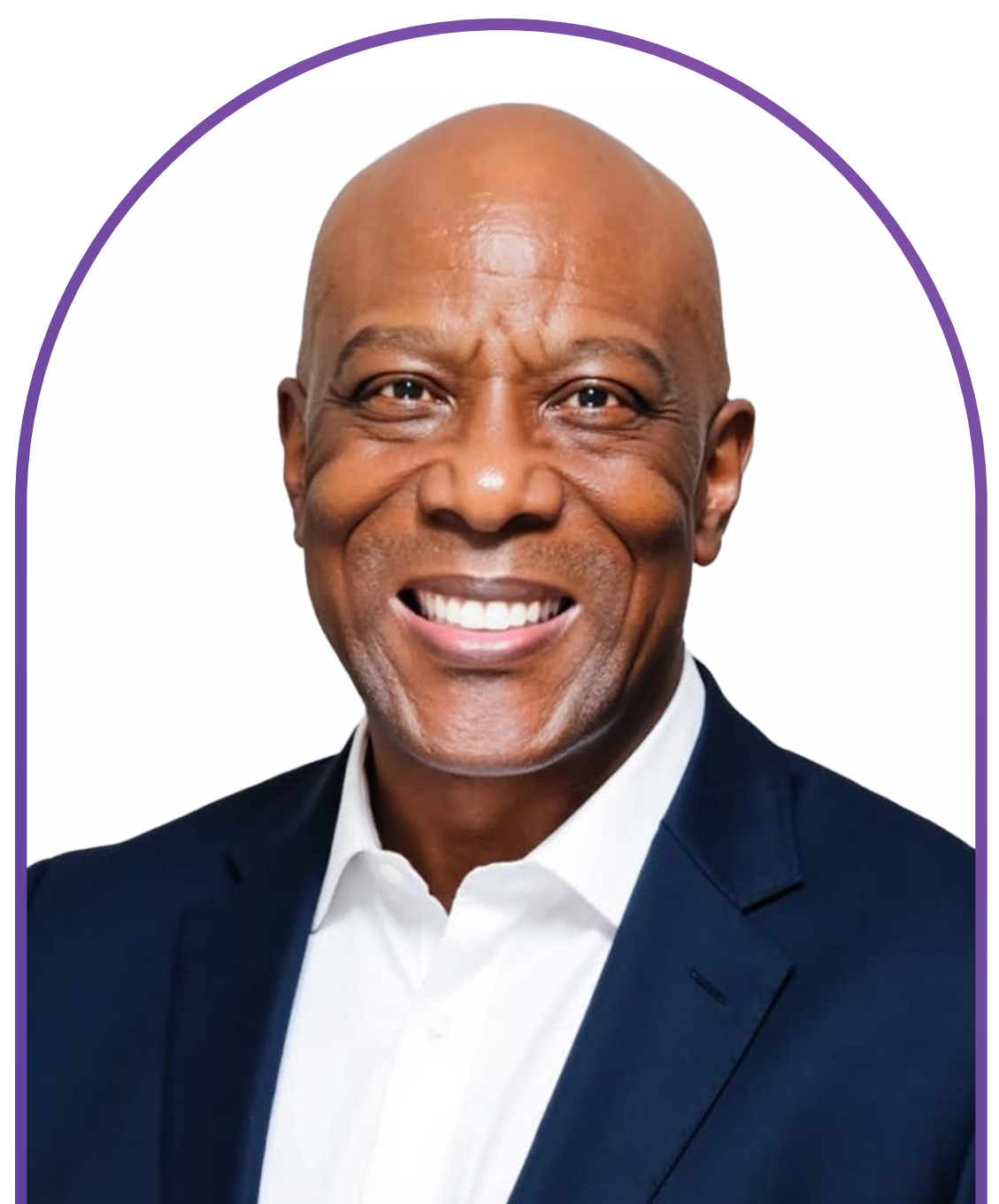
David B. Dorwart
Board Chairman
NaLA



Chuck Campbell
Board Member
CGM



Jose Cortes
Board Member
Telecom Service Bureau Inc.



Anthony D. Fields
Board Member
Verizon Wireless



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Board Members



JD Hilzendager
Board Member
ViaOne Services



Danielle Perry
Board Member
TruConnect



Brendan Rineer
Board Member
AT&T



Calen Schultz
Board Member
Performance Culture
Consulting



Proud to support **NaLA and its Members**

Through advocacy, representation, strategic advice and compliance counseling, Nelson Mullins partners daily with NaLA and its members to help realize the goal of sustainably affordable access to essential communications services through Lifeline and Universal Service Fund (USF) reform.



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nelsonmullins.com
202.689.2949





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Support Staff & Volunteers

The NaLA conference is possible because of the hard work and dedication of this team!



Lynn Martin
Conference Director



Jen Christopher
Conference Coordinator



Jordan Axt
VP of Marketing & PR



Volunteers



Sofia
Amoroso



Chelsea
Boylan



Nahalia
Clarke



Sullivan
Demarest



Vicki McNabb
McIntosh



Lee
Schafer



Paula
Sprabary



A stylized map of the United States with state abbreviations. The map is overlaid on a background image of a person's face and hands. The states are colored in shades of purple and pink, with some states like MT, OR, IL, NM, AK, and HI in a lighter shade.

D.C. Fly-In Team

The NaLA team spends long days on The Hill having critical conversations with the nation's leaders.



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**National Lifeline
Association**





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Conference Overview



Wednesday | Day One

1 : 0 0 pm - 6 : 0 0 pm	Exhibitor Set-Up
3 : 0 0 pm - 6 : 0 0 pm	Registration
6 : 0 0 pm - 10 : 0 0 pm	Welcome Party



Thursday | Day Two

7 : 4 5 am - 8 : 4 5 am	Breakfast
9 : 0 0 am - 10 : 4 5 am	Morning Sessions
10 : 4 5 am - 10 : 5 5 am	Break
11 : 0 0 am - 12 : 0 0 pm	Morning Talks
12 : 0 0 pm - 1 : 0 0 pm	Lunch & Networking
1 : 0 0 pm - 2 : 0 0 pm	Keynote by Ron Hall
2 : 0 0 pm - 2 : 1 0 pm	Break
2 : 1 5 pm - 4 : 0 0 pm	Afternoon Talks
4 : 0 0 pm - 5 : 0 0 pm	Happy Hour

Morning Agenda



Afternoon Agenda





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NAC Committee Members

★★★★★★★★★★



Kristi Brown
Committee Co-Chair
Performance Culture
Consulting



Calen Schultz
Committee Co-Chair
Performance Culture
Consulting



Stephen Alexander
Committee Member
PayGO Distributors



Michael Fries
Committee Member
Goodnight Marketing



NAC

NATIONAL AGENT
COALITION

NAC Highlights | 2:15 pm - 2:45pm

Read Description →



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NaLA Blogs

Keeping Members Up-To-Date On Industry
News, Trends, & Funding Updates

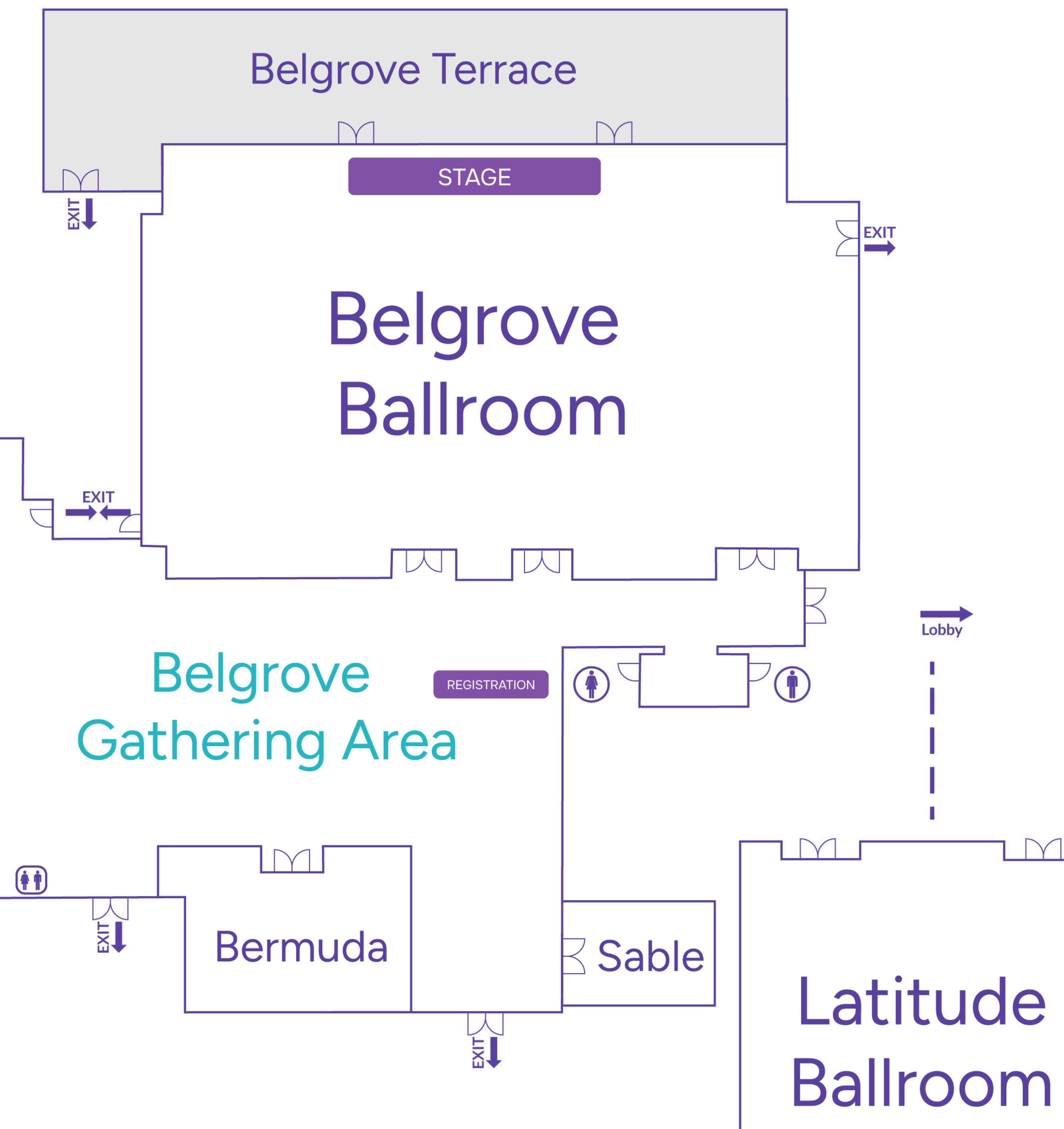




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Hotel Map



Latitude Ballroom

- Breakfast & Lunch

Belgrove Gathering Area

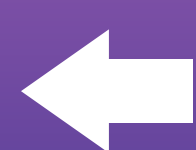
- Registration
- Exhibitors & Networking

Belgrove Terrace

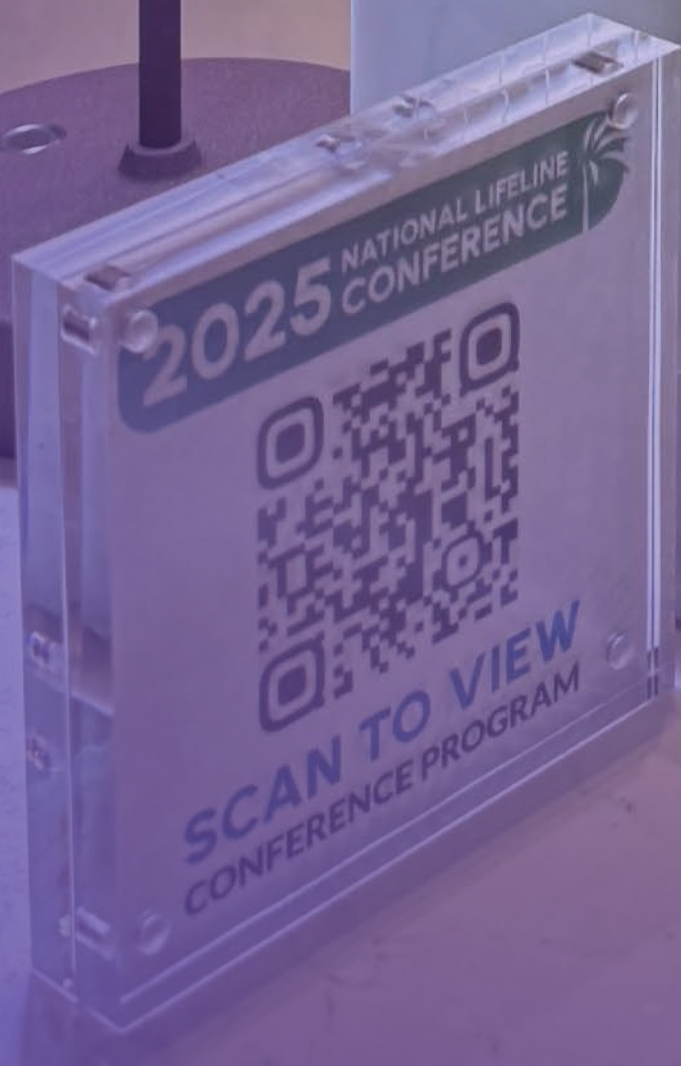
- Welcome Party
- Happy Hour

Belgrove Ballroom

- Conference Talks & Panels



To Contents





Connecting Communities. Empowering Lives.

The complete platform for Lifeline providers,
from enrollment to compliance, billing and beyond.



End-to-End Platform



Automated Eligibility



Regulatory Compliance



Inventory & SIM
Management



Multi-Channel
Enrollment



Real-Time Analytics

One Platform. Endless Possibilities.



telgoo5.com



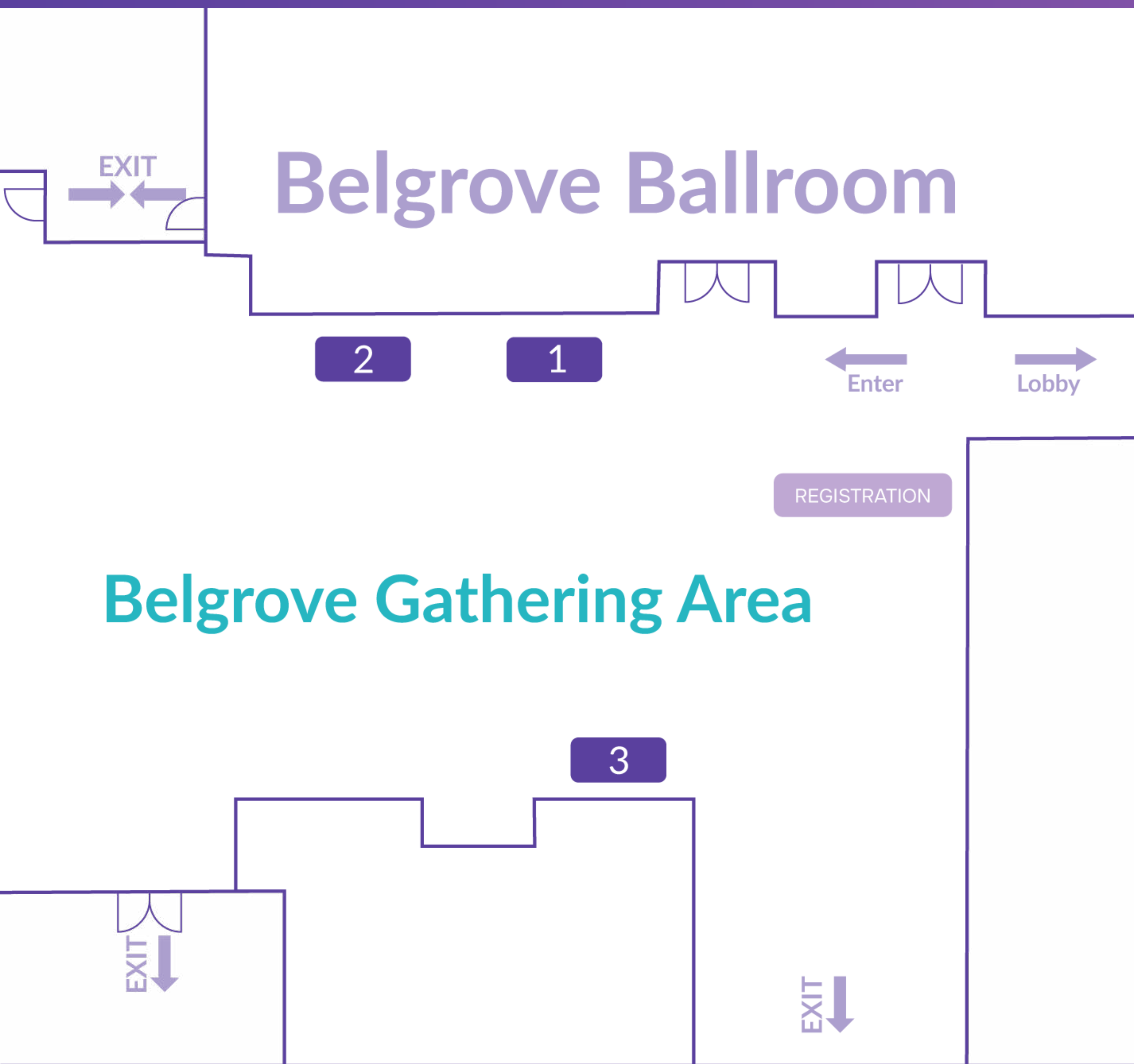
sales@telgoo5.com



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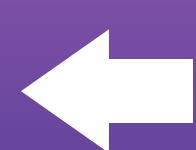
2026 Exhibitors



1- American Network Solutions
Device Supplier

2- Foxx Development
Device Supplier

3- Ron Hall
Keynote, Author, Philanthropist, and more!



To Contents



Thank you NaLA Members and Volunteers
for all your hard work!



Lifeline Enrollment Solutions
& Retention Sciences

Retention Begins with Compliance-Focused Enrollment



Morning Agenda

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

7 : 4 5 a m - 8 : 4 5 a m

Breakfast

Latitude Ballroom

9 : 0 0 a m - 9 : 3 0 a m

Opening Remarks

Belgrove Ballroom

9 : 3 0 a m - 9 : 4 5 a m

RAGAC Update

Belgrove Ballroom

9 : 4 5 a m - 10 : 1 5 a m

Office Inspector
General Introduction

Belgrove Ballroom

10 : 1 5 a m - 10 : 4 5 a m

Legal Updates

Belgrove Ballroom

10 : 4 5 a m - 10 : 5 5 a m

Break

11 : 0 0 a m - 12 : 0 0 p m

Funding At Work

Belgrove Ballroom

12 : 0 0 p m - 1 : 0 0 p m

Lunch & Networking

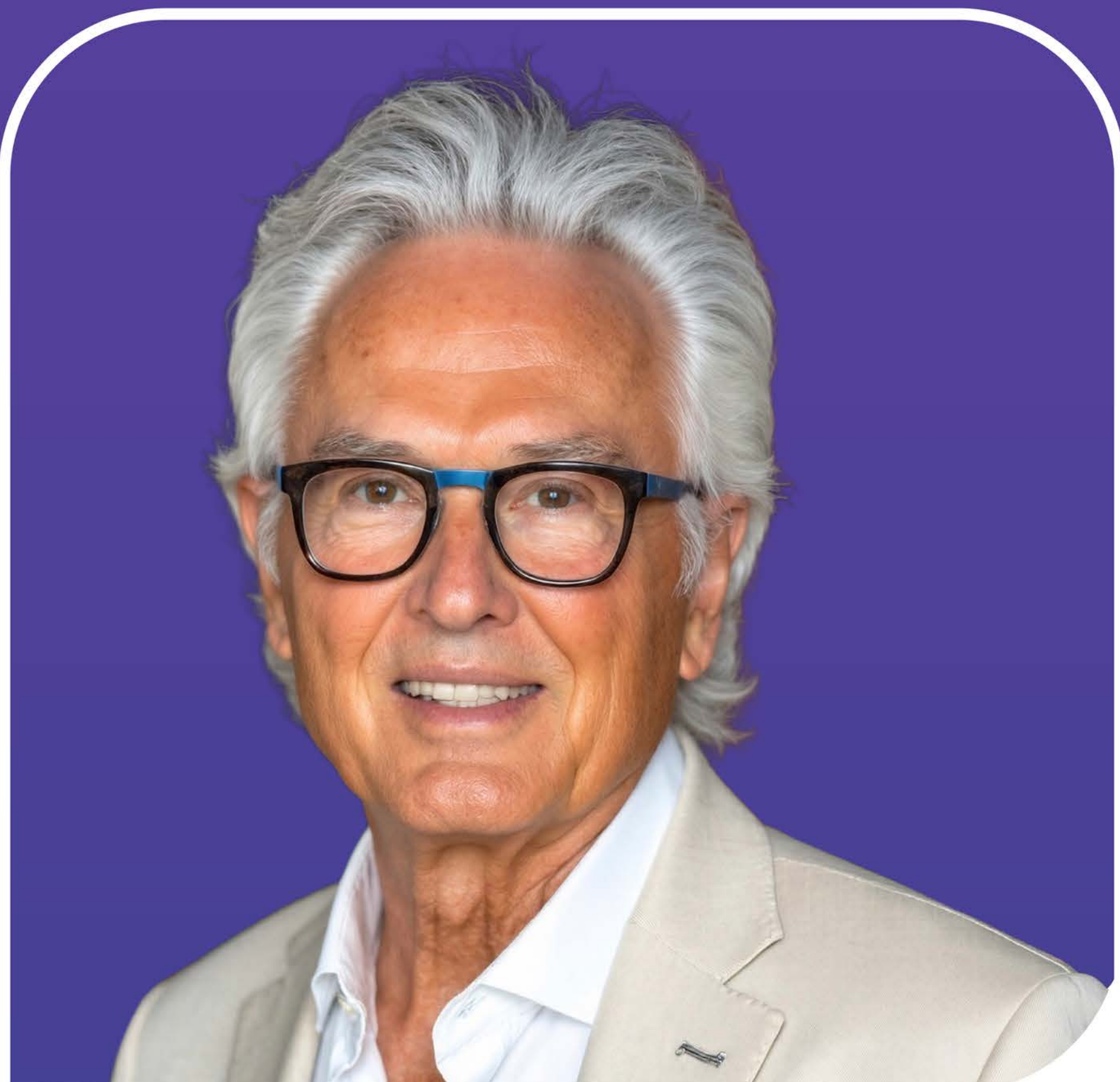
Latitude Ballroom



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Keynote Speaker



Ron R. Hall

Get Inspired!

1:00 pm - 2:00 pm

Author of the bestselling book and motion picture *Same Kind of Different as Me*, Ron Hall has raised over \$100 million for underserved communities and dedicated his life to uplifting homeless and underserved populations.

At this year's Conference, Ron's powerful message reminds us that bridging the digital divide is fundamentally about giving individuals access, opportunity, and dignity.

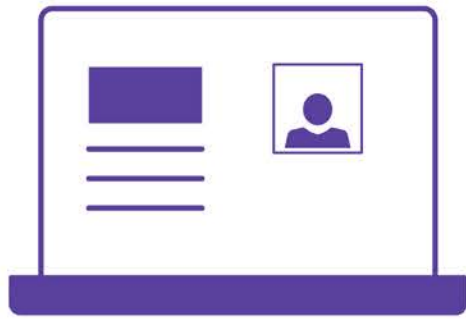


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same kind
of different
As me
Foundation

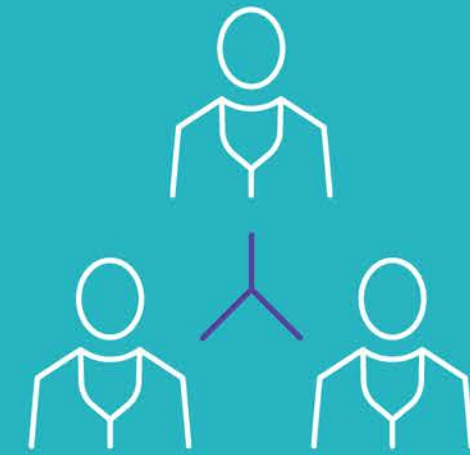
Exclusive Perks For Funders

Only available to active funding members.



Job Board

Source directly from the Lifeline industry talent pool.



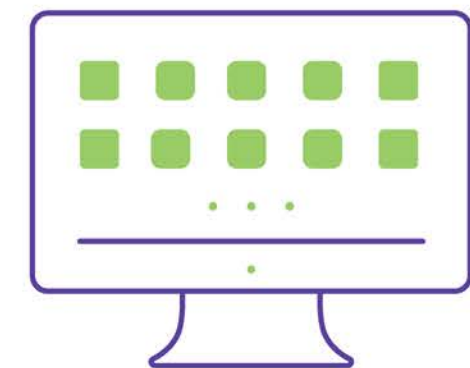
Member Directory

Easily find & contact other funding members.
(members control account visibility)



Agent Rating System

Invest in people who take pride in their work.



Resource Library

Access documents exclusive to funding members.



National Lifeline
Association



LifeLine Distribution Opportunities



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Afternoon Agenda

12 : 0 0 pm - 1 : 0 0 pm

Lunch & Networking

Latitude Ballroom

1 : 0 0 pm - 2 : 0 0 pm

Keynote Speech

Belgrove Ballroom

2 : 0 0 pm - 2 : 1 0 pm

Break

2 : 1 5 pm - 2 : 4 5 pm

NAC Highlights

Belgrove Ballroom

2 : 4 5 pm - 3 : 1 5 pm

Fireside Chat

Belgrove Ballroom

3 : 1 5 pm - 3 : 4 5 pm

Sponsor Highlights

Belgrove Ballroom

3 : 4 5 pm - 4 : 0 0 pm

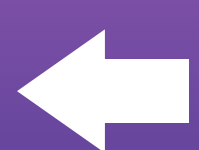
Closing Remarks

Belgrove Ballroom

4 : 0 0 pm - 5 : 0 0 pm

Happy Hour

Belgrove Terrace



To Contents

Don't Miss Our Exclusive Happy Hour At 4:00 pm!

Join Us For An Evening Of: Drinks • Networking • Bites





National Agent Network

- Industry-leading results
- Teams throughout the country
- Multiple Campaigns/Products

PayGO
distributors

paygodistributors.com



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Activities In The Area



Further Than 10 Mins

Worth Avenue

Worth Ave., Palm Beach, FL 33480

Luxury shopping, art galleries, cafés, and iconic Palm Beach architecture.

Less Than 10 Mins

Rosemary Square

Rosemary Ave., West Palm Beach, FL 33401

Outdoor shopping, restaurants, live entertainment, and seasonal events.

On-Site Amenities

Dutchman's Pipe Golf

Luxury Spa

Multiple Pools

Restaurant and Bar



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More Revenue More Retention



Drive Additional Margin



Reduce Churn



Follow NaLA Socials!

Stay up-to-date on Lifeline news, lobbying, & funding updates, plus so much more!



TAP
HERE

TAP
HERE



@NaLAlifeline



TAP
HERE

TAP
HERE



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National Lifeline
Association



Morning Talks & Panels

★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Read More

RAGAC Update

9:30 am - 9:45 am

Read More

FCC Office of Inspector General

9:45 am - 10:15 am

Read More

Legal Updates

10:15 am - 10:45 am

Read More

Funding At Work

11:00 am - 12:00 pm



***Your
dependable
partner for
wireless devices
and a bridge to
all ODM/OEMs
for over
10 years.***

***Scan here for more
information***





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Afternoon Talks & Panels



Read
More

Keynote Speech

1:00 pm - 2:00 pm

Read
More

NAC Highlights

2:15 pm - 2:45 pm

Read
More

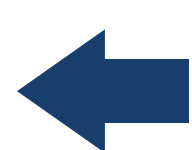
Fireside Chat

2:45 pm - 3:15 pm

Read
More

Sponsor Highlights

3:15 pm - 3:45 pm



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RAGAC Committee Update

9:45 am - 10:15 am

Join Danielle Perry, Chairwoman of the Regulatory and Government Affairs Committee (RAGAC), for an introduction to the committee and an inside look at its latest priorities. You'll learn about the strategic vision and key initiatives shaping NaLA's regulatory goals, and how they affect your business.



Danielle Perry
TruConnect

- JD Hilzendager | Assist Wireless
- Alex Rodriguez | CGM
- Jen Rose | i-wireless
- Kristi Brown | Performance Culture Consulting



Talks



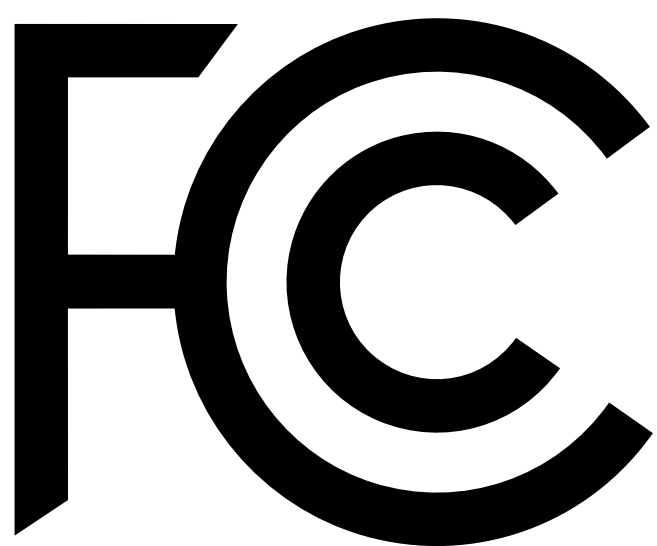
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FCC Office of Inspector General

Introduction

9:45 am - 10:15 am

Jeremiah Kirstein of the FCC Office of Inspector General (OIG) introduces the office to the NaLA audience. He'll cover who the OIG is, what it does, and how it works, including its hotline. This session will also highlight major program risks and the areas the OIG is focusing on, and wrap up with audience Q&A.



Talks



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Federal & California Legal Updates

10:15 am - 10:45 am

This session gives an overview of the latest federal and California regulatory developments affecting Lifeline. It covers the work of the FCC, USAC, and CPUC regarding enrollment and program integrity, emerging technologies, and key rule changes providers should prepare for.

Attendees will also hear about current issues facing the program. These include stricter eligibility and identity verification, increased enforcement around duplicate subscribers, rising Universal Service Fund contribution rates, and California's move to new tiered LifeLine plans.



JD Hilzendager
Assist Wireless

→ John Heitmann | Nelson Mullins

→ Josh Guyan | Nelson Mullins



Talks



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Funding At Work

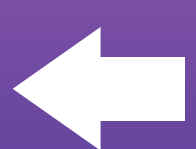
11:00 am - 12:00 pm

Lifeline's future is being decided in Washington, and NaLA members are helping shape it. John Heitmann, Kim Bayliss, Norm Lent, JD Hilzendager, Danielle Perry, and Jordan Axt go behind the scenes of NaLA's work on Capitol Hill: the meetings with lawmakers, the push for expanded funding, and the lobbying and PR strategies that keep Lifeline strong and accessible. Expect an insider's view of the fight and practical ways to get involved yourself.



Jordan Axt
ViaOne Services

- Kim Bayliss | Klein Johnson Group
- Norm Lent | Klein Johnson Group
- JD Hilzendager | Assist Wireless
- John Heitmann | Nelson Mullins
- Danielle Perry | TruConnect



Talks



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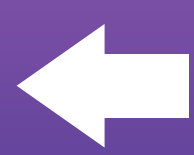


Keynote Speech

1:00 pm - 2:00 pm

Author of the bestselling book and motion picture *Same Kind of Different as Me*, Ron Hall has shared his transformative, barrier-breaking friendship with Denver Moore, a homeless former sharecropper. Since then, Ron has raised over \$100 million for underserved communities and dedicated his life to uplifting homeless and underserved populations.

At this year's NaLA Conference, Ron brings a powerful message of purpose-driven service, compassion, and human connection—reminding us why bridging the digital divide is fundamentally about providing dignity, access, and opportunity to every individual.



Talks



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NAC Highlights

2:15 pm - 2:45 pm

Learn how the National Agent Coalition (NAC) supports the independent distributors and enrollment representatives who bring Lifeline to consumers in person. As a self-regulating body working alongside NaLA, the NAC sets standards that strengthen compliance, protect program integrity, and help the businesses behind in-person enrollment succeed. This session explains how it works and why it matters for the industry.



Kristi Brown

Performance Culture
Consulting

- Calen Schultz | Performance Culture Consulting
- Stephen Alexander | PayGO Distributors
- Michael Fries | Goodnight Marketing
- John Heitmann | Nelson Mullins



Talks



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Fireside Chat

2:45 pm - 3:15 pm

Danielle Perry sits down with NaLA's Washington advisors Izzy Klein of the Klein Johnson Group and Tommy Binion of OnMessage Public Strategies for a candid conversation about the political road ahead for Lifeline. They'll talk about how the upcoming election could reshape Congress, what a shift in power would mean for the program, and how to build stronger bipartisan support. Along the way, attendees will see how NaLA's advocacy team works behind the scenes and what it will take to keep moving forward in 2027



Danielle Perry
TruConnect

→ **Tommy Binion** | OnMessage Public Strategies

→ **Izzy Klein** | Klein Johnson Group



Talks



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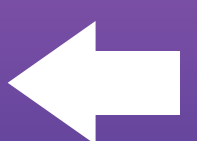
Sponsor Highlights

3:15 pm - 3:45 pm

Jordan Axt leads a lively group conversation with this year's conference sponsors. He'll ask each of them what they offer, what sets them apart, and how their products and services can help Lifeline providers grow revenue, work more efficiently, and stay competitive. The sponsors will also share why supporting NaLA and its mission matters to them. Attendees will come away with a clear picture of which solutions fit their business and who to connect with post-conference.



Lifeline Enrollment Solutions
& Retention Sciences



Talks

Thank You For Joining Us

Oct 22 - West Palm Beach, FL

See You Next Year!



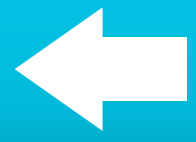
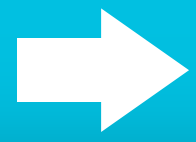
Contents

Afternoon
Agenda



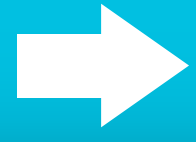
Talks

Exhibitors



Morning
Agenda

Hotel Map



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National Lifeline
Association



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Thank You To Our Amazing Funders!

