



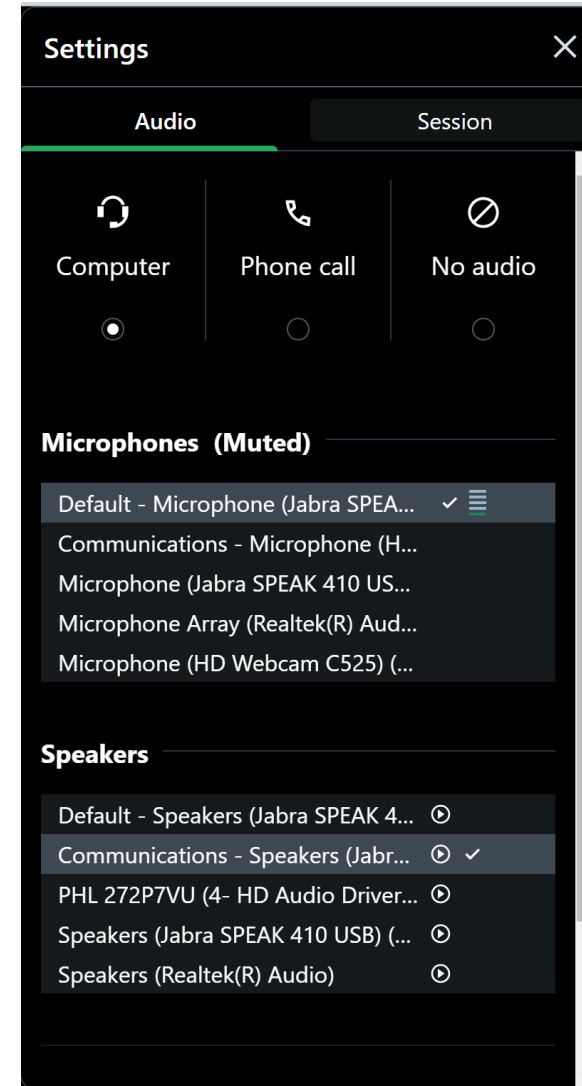
How to Apply for the Survivor Benefit

Lifeline Program

August 12, 2026

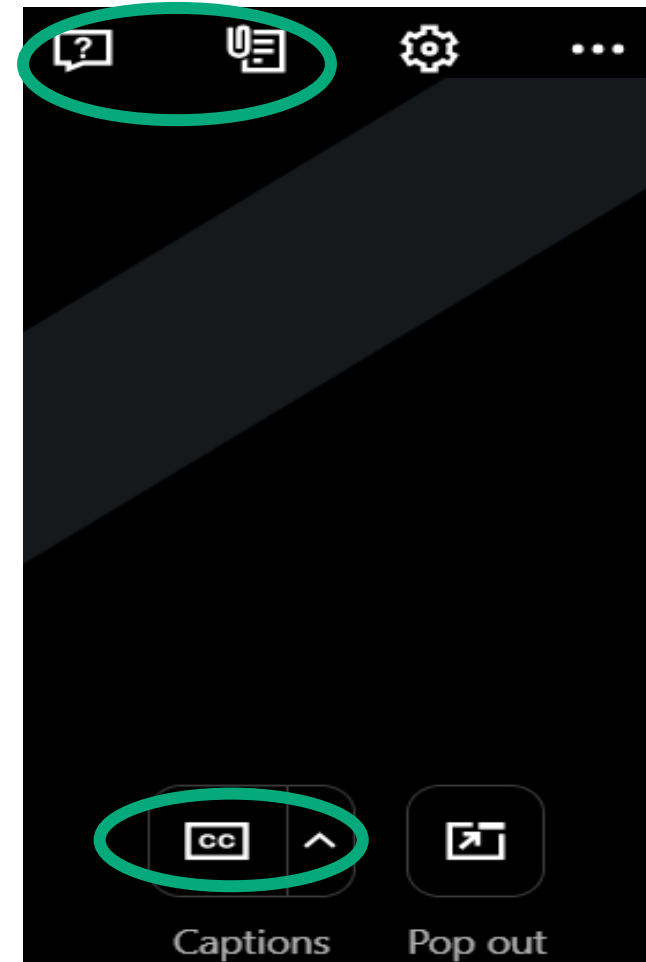
Housekeeping

- This webinar is being recorded.
- Audio is available through your computer's speakers.
- Double check your speaker settings.
- Make sure you are connected to a source that works.
- The audience is muted.
- If your audio or slides freeze, restart the webinar.



Housekeeping

- A copy of the slide deck is in the **Materials** section of the webinar panel.
- Enter questions at any time using the **Questions** box.
- **Attendees control their own captioning.**
 - You control the font size and color on CC.
 - Toggle CC off and on at your preference.



Meet Our Team

Oladotun Adio

Communications Specialist

Linnita Hosten

Senior Communications Specialist

Agenda

- Announcements
- Lifeline Survivor Benefit
- Protecting Survivor Information
- How to Apply
- Providing Additional Information
- Continued Eligibility
- Resources

Announcements

Announcements

Relief to Lifeline Participants Affected by Bavi Weather Events

- On July 8, 2026, the Wireline Competition Bureau (WCB) of the Federal Communications Commission (FCC) released an [Order](#) that temporarily waives the non-usage, de-enrollment for non-usage, and recertification requirements under the Lifeline rules for participants in the Affected Disaster Areas in Guam and the Commonwealth of the Northern Mariana Islands.
- The waiver period under this Order runs through August 31, 2026.
- See the [July 9, 2026](#), bulletin for more information.

Announcements

FCC Announces Updated Minimum Service Standards and Voice-Only Phase-Out Extension

- On July 1, 2026, WCB released an [Order](#) extending the phase-out of Lifeline support for voice-only service. The \$5.25 per month Lifeline support amount for eligible consumers receiving qualifying voice-only service remains available until December 1, 2027.
- WCB also paused the increase of Lifeline minimum service standards for mobile and fixed broadband data, retaining the 4.5 GB and 1280 GB per month capacity standards respectively until December 1, 2027.
- WCB also announced that the minimum service standard for mobile voice service will remain at 1000 minutes per month.

Announcements

FCC Announces Conditional Forbearance on Lifeline Voice Obligations

- On July 9, 2026, WCB issued a [Public Notice](#) announcing a list of counties in which conditional forbearance, where certain service providers will no longer be required to offer Lifeline-supported voice service, applied. The conditional forbearance is effective **September 8, 2026**.
- This forbearance only applies to Eligible Telecommunication Carriers (ETCs) with designations that enable them to receive both High Cost and Lifeline support.
- **Lifeline-only ETCs must continue to provide voice service as required.**
- See the [July 22, 2026](#), bulletin for more information.

Lifeline Survivor Benefit

Lifeline Survivor Benefit

Overview

- Under the [Safe Connections Act \(SCA\)](#), survivors who request a line separation and are experiencing financial hardship can qualify and receive emergency Lifeline support for up to six months.
 - Survivors include anyone 18 years or older against whom a covered act has been committed or allegedly committed, or someone caring for a person against whom a covered act has been committed or allegedly committed.
 - A **covered act** includes, but is not limited to, crimes such as domestic violence, dating violence, sexual assault, stalking, human trafficking, sex trafficking, abuse in later life, child abuse and neglect, child maltreatment, economic abuse, and elder abuse.

Lifeline Survivor Benefit

Overview

- Eligible consumers can receive a monthly discount on qualifying phone, internet, or bundled services.
 - Qualifying survivors can receive a discount of up to **\$9.25** per month on phone, internet, or bundled services.
 - Qualifying survivors on Tribal lands can receive an additional \$25 for a total discount of up to **\$34.25** per month on phone, internet, or bundled services.
 - After six months, qualifying survivors may receive the standard Lifeline benefit of up to \$9.25 for qualifying internet or bundled services, or \$5.25 per month for phone (voice-only) services (or up to \$34.25 or \$30.25 respectively for those on Tribal lands), if they qualify under Lifeline's general eligibility requirements.

Lifeline Survivor Benefit

How to Qualify – Existing Lifeline Criteria

- Survivors who attempt a line separation request and can confirm their financial hardship may qualify for the survivor benefit by meeting any of the following [existing Lifeline criteria](#):

1

Household income

At or below 135 percent of the [Federal Poverty Guidelines](#).

2

Participation in certain federal assistance programs

Such as SNAP, Medicaid, Supplemental Security Income, federal housing assistance, or Veterans Pension and Survivors Benefit.

3

Participation in certain Tribal assistance programs

Such as Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy Families (Tribal TANF), or the Food Distribution Program on Indian Reservations (Only available to households that live on Tribal lands).

Lifeline Survivor Benefit

How to Qualify – SCA-Specific Criteria

- Survivors can also confirm their financial hardship under additional **SCA-specific criteria** if any of the following apply:

1

Household income

At or below 200 percent of the [Federal Poverty Guidelines](#).

2

Participation in any of the following programs

Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), Free and Reduced-Price School Lunch or School Breakfast Program, including enrollment at a Community Eligibility Provision (CEP) school or school district, Federal Pell Grant recipient in the current award year.

Lifeline Survivor Benefit

Required Documentation

- **Survivors will need to provide proof of an attempted line separation request from their mobile phone company to receive emergency support from Lifeline.**
 - The survivor's phone company must respond to this request within two business days with either an email, text message, or letter acknowledging the survivor's request.
 - A line separation document **must include** the survivor's name, the name of the phone company, and be dated within the last 12 months.

Protecting Survivor Information

Protecting Survivor Information

Privacy Protection

- USAC works to ensure the privacy of all consumer data in its systems and applies heightened scrutiny to survivors' data.
- When survivors apply, they decide how USAC can reach them – either by **email, text, phone, or mail** – and can change their selection anytime by contacting the [Lifeline Support Center](#).
 - USAC contacts survivors based on their selected communication preferences, where possible.
- Only a limited group of designated personnel has access to survivors' information.

Questions?

How to Apply

How to Apply

Application Options

- Survivors have **two options** on how to apply for the benefit:

01

Apply Online

- Visit LifelineSupport.org from any computer or mobile device to complete the electronic application and upload any required documentation.

02

Apply by Mail

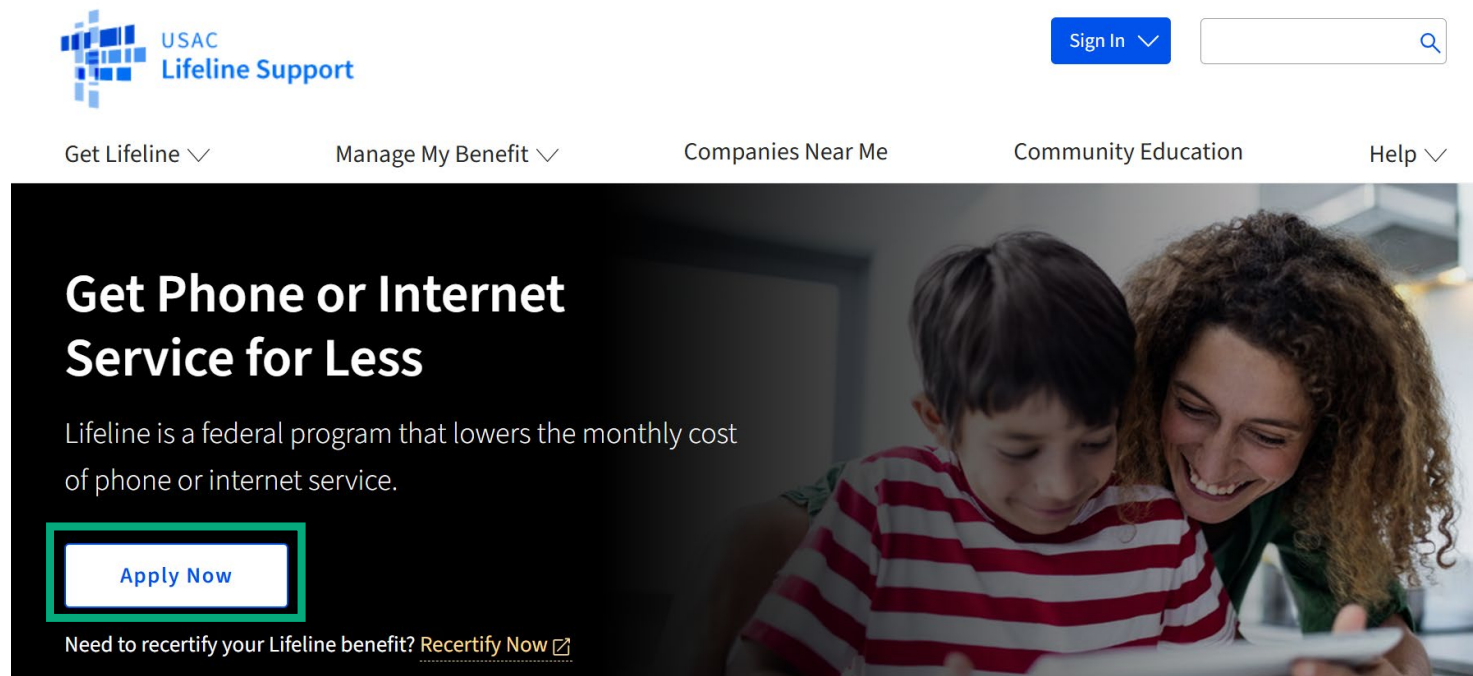
- Fill out an application ([English](#) or [Spanish](#)).
- Mail the application and supporting documentation to the Lifeline Support Center:
 - PO Box 1000
Horseheads, NY 14845

[Online](#) and [paper](#) application instructions are available in 10 languages.

How to Apply

Apply Online

- Survivors can apply for the survivor benefit at LifelineSupport.org.
- They should select “**Apply Now**” to start their application.

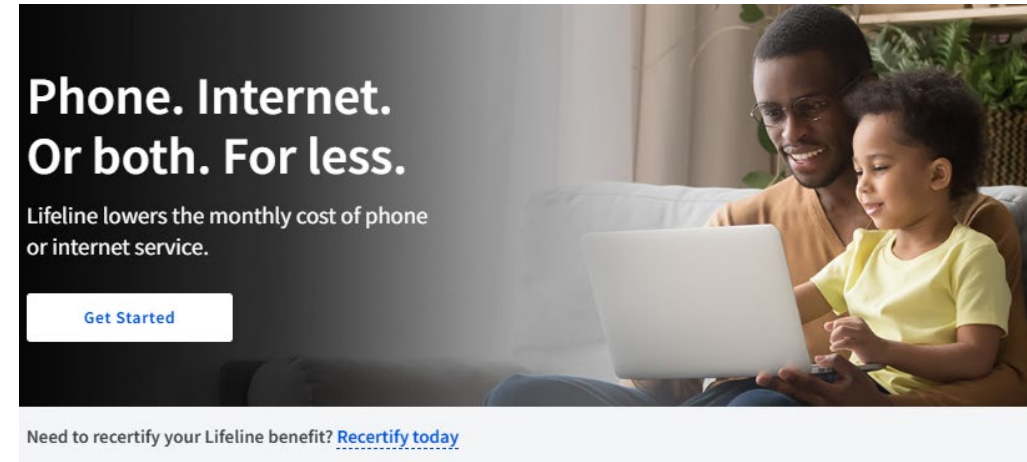


How to Apply

Apply Online

- Survivors will be redirected to the application landing page.
- On the landing page, they should select “**how to qualify as a survivor**” to begin their application.

Note: This is the simplest way for a consumer to begin their survivor benefit application.



What are the program benefits?

Standard Lifeline Benefit

Phone, internet, or bundled service monthly discount up to \$9.25 for eligible subscribers.

Enhanced Tribal Benefit

Phone, internet, or bundled service monthly discount up to \$34.25 for those eligible subscribers living on Tribal lands.

How can I qualify?

- You, or your child or dependent are enrolled in government programs like Medicaid, SNAP, or others, or,
- Based on your household income

Learn more about [how to qualify](#).

Are you a survivor of domestic violence or human trafficking?

We provide additional safeguards to protect your information during the application process.

Learn more about [how to qualify as a survivor](#).

How to Apply

Apply as a Survivor

- The application will begin with an overview of the survivor benefit.
- To apply under the survivor status, survivors should select "**Yes**" and then click "**Continue.**"

Apply as a Survivor

The Safe Connections Act of 2022 for qualifying survivors ?

What to expect as a survivor:

- You will be able to select how you want us to reach out to you – either by mail or email. To avoid an abuser seeing your data, we will not send communications that reveal critical information such as your address.
- You will need to provide documentation verifying your line separation request. ?
- Only a limited group of designated personnel will have access to your information.
- The survivor benefit period lasts for 6 months if you qualify.

Would you like to apply under this survivor status?

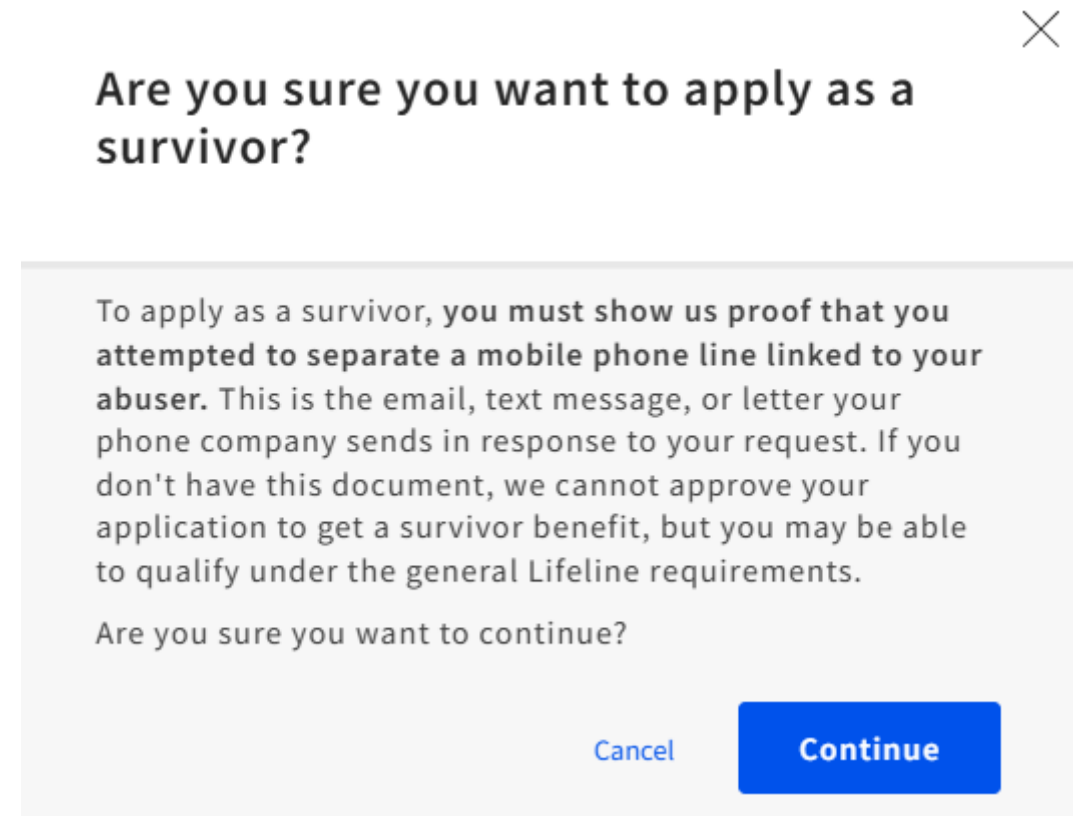
- ☐ Yes, I'm a survivor and can provide official line separation request documentation.
- ☐ No, I do not want to apply as a survivor and would like to continue with my application under the Lifeline program's typical requirements.

Continue

How to Apply

Apply as a Survivor

- After selecting “**Yes**” on the previous screen, survivors will be shown a pop-up message to confirm they want to apply as a survivor.
- The pop-up message asks them to confirm they understand they will need to provide proof of an attempted line separation request.
- If they wish to proceed with the application, they can select “**Continue.**”



How to Apply

Personal Information

- Survivors will be asked to provide the following information:
 - Their first and last name as it appears on official documentation
 - Their date of birth
 - Their SSN4 or Tribal ID number
 - Their home address

Fill out your information

We will only use this information to see if you are eligible for a discount on your phone, internet, or bundled service.

What is your full legal name?

The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name

Middle Name (Optional)

Last Name(s)

If you have multiple last names put them all into the box below.

What is your date of birth?

Month

Day

Year

How do you want us to check your identity?

We'll use this information to see if you're eligible. It won't affect your credit status.

☒ **Social Security Number (SSN)**

Enter the last four digits of your Social Security Number.

Last 4 digits of your SSN

XXX - XX -

☐ **Number on Tribal ID**

Enter your Tribal Identification Number.

What is your home address?

It cannot be a P.O. Box.

Street Number and Name

Apt, Unit, etc.

City

State

Zip Code

How to Apply

Personal Information

- The home address a survivor enters does not have to be a current address.
 - They can enter an address from the last six months.
 - They can also enter a mailing address later in the application where outreach can be sent (if they indicate mail is their preferred method of contact).

What is your home address?
It cannot be a P.O. Box.

Street Number and Name	Apt, Unit, etc.	
123 Street Road		
City	State	Zip Code
Your City or Town	Choose ▼	00000

How to Apply

Personal Information

- Survivors will be asked if they qualify for the benefit through themselves or through a child or dependent.
 - While Survivors must be at least 18 years of age, they may establish Lifeline eligibility if their child participates in a qualifying public assistance program.
- The survivor will select "**No**" if they qualify by themselves or "**Yes**" if they qualify through their child or dependent.
- Once the survivor provides this information, they should click "**Next**".

Do you qualify for Lifeline through your child or a dependent?

If you do not qualify on your own, you can sign up for Lifeline through your child or dependent if they participate in any of the qualifying programs.

☒ No, I qualify by myself. ☐ Yes, I qualify through my child or dependent.

[Back](#)

[Next](#)

How to Apply

Child or Dependent's Information

- If a survivor qualifies through a dependent or child, they will be asked to provide that person's information.
 - This information should be as it appears on official documentation.
- Once they provide this information, the survivor should select “**Next**” to continue.

Fill out your child or dependent's information

We'll use this information to see if you are eligible through your child or dependent.

What is their full legal name?

The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name

Middle Name (Optional)

Last Name(s)

If they have multiple last names put them all into the box below.

What is their date of birth?

Month

Day

Year

How do you want us to check their identity?

We'll use this information to see if they're eligible. It won't affect their credit status.

☐ **Social Security Number (SSN)**

Enter the last four digits of their Social Security Number.

☐ **Number on Tribal ID**

Enter their Tribal Identification Number.

[Back](#)

[Next](#)

How to Apply

Create Account

- Survivors must create a username and password to set up an account and sign in.
 - Their username can be an email address or a unique ID.
 - Their password should be a mix of letters, numbers, and symbols.

Create Your Account

Making an account will let us keep your information safe. It will also let you save it and come back to it any time.

Choose your username.

Choose something you can easily remember like your email address or your name in some form. Save this information somewhere secure because you will need to use it again.

Username

Choose your password.

Make sure it is something you can remember. Save this information somewhere secure because you will need to use it again.

Password Requirements

- ⚠ At least 8 characters long
- ⚠ At least 1 capital letter
- ⚠ At least 1 number (0-9)
- ⚠ At least 1 special character (!@#\$%^&*)
- ⚠ No restricted phrases [?](#)

Password

☐ Show Password

Confirm Password

Type the same password again.

☐ Show Password

How to Apply

Create Account

- Survivors should select how they would like USAC to contact them about their benefit by choosing either:
 - Email
 - Mail
 - Phone
 - Text
- Survivors should provide their contact information:
 - Email address (required)
 - Phone number (optional)
 - Mailing address (if it is different from their home address)

What is your preferred way to be contacted?

We will send you information about your Lifeline application and benefits to the location you select.

- ☐ Email
- ☐ Mail
- ☐ Phone
- ☐ Text

Your Contact Information

What is your email address?

We will use your email to send you important reminders and information about your application and enrollment.

☐ I want to provide an alternate email.

What is your phone number? (Optional)

By providing a phone number, you consent to letting USAC contact you at that phone number via artificial or prerecorded voice message or text for important reminders and updates about your Lifeline benefit. For text messages, message and data rates may apply. Text STOP to end messages.

Do you want to provide a mailing address? (Optional) ?

☐ Yes, my mailing address is different than home address

How to Apply

Create Account

- Survivors can also choose their preferred language (optional).
 - English
 - Spanish
 - Both
- Survivors must agree to the National Verifier system's Terms & Conditions by checking the box.
- To continue with their application, they must click "**Submit.**"

What is your preferred language? (Optional)

We will send you outreach about the status of your application in the language(s) you select.

☐ English

☐ Español

☐ Both

Terms & Conditions

☐ By checking this box, I accept the [terms and conditions](#) of the National Verifier system.

Back

Submit

Questions?

How to Apply

Account Homepage

- Next, survivors should select "**Start Lifeline Application**" on their account homepage.

Welcome SURVIVING

The National Verifier is a tool to help you confirm your eligibility for the Lifeline program.

[My Profile](#)

[Get Started](#) [Need Help?](#)

Do you need to start an application?

To start an application for Lifeline, select *Start Lifeline Application*.

Do you already have an application?

You can check the My Applications table below to see if you already have an application. To return to an incomplete application, select the “Return to Application” button. If you need to edit an application, please review the “Need Help” section.

My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

[Return to Application](#)

[Start Lifeline Application](#)

How to Apply

Qualifying Programs

- Survivors must state how they qualify by selecting all the programs in which they participate.
- If they do not participate in any of the listed programs, they can also qualify based on income or through a child or dependent.
- Survivors who do not qualify through standard Lifeline eligibility criteria can select *“I don’t think I participate in any of these programs, show me more programs available to me as a survivor”* to be shown more qualifying programs.

Confirm your program participation

Which of the following programs do you participate in?

Check all that apply.

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Housing Assistance [?](#)
- ☐ Veterans Pension and Survivors Benefit Programs
- ☐ Tribal Specific Program (only choose if you live on Tribal lands)
- ☒ I don't think I participate in any of these programs, show me more programs available to me as a **survivor**.
- ☐ I don't think I participate in any of these programs, I may qualify through my **income**.
- ☐ I don't participate in any of these, but I have a **child or dependent** who may. [?](#)

Additional programs available to you as a survivor (Check all that apply.)

- ☐ Federal Pell Grant
- ☐ Free and Reduced-Price School Lunch or Breakfast Program
- ☐ USDA Community Eligibility Provision (CEP) School
- ☐ Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

How to Apply

Review Your Information

- Survivors can now review the information they entered and make corrections by selecting "**Edit**".
 - The survivor's address will be masked for security purposes.
- Survivors should review the consent statement and check the box to confirm that the information they provided will be used to check their eligibility.
- To continue, the survivor must select "**Submit**."

Review Your Information

Before we check if you qualify for Lifeline, make sure your information is right.

Double check the information below.

Full Legal Name:	Surviving Survivor	 Edit
Date of Birth:	January 1, 2000	
Last 4 Numbers of SSN:	1234	

The information you gave us will be used to check if you qualify for Lifeline. Please confirm that it is okay.

- ☐ By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving Lifeline.

[Back](#)

[Submit](#)

How to Apply

Proof of Line Separation Request

- All survivors **must** provide proof of an attempted line separation request from their mobile phone company to qualify for emergency Lifeline support.
- The survivor should select "**Yes**" and then click "**Next.**"

Share proof of your line separation request if applying as a survivor

Do you have confirmation of your line separation request? ?

When you call your phone company to separate a line, they will provide confirmation of your request.

- ☒ **Yes, I can provide documentation for my line separation request**
Select this option to apply for the survivor benefit. You must have confirmation of a legitimate line separation request from your phone company, or be able to get one to qualify.
- ☐ **No, I can't provide documentation for a line separation request**
You may still qualify for the standard Lifeline benefit. In the future if you want the survivor benefit, you will need to submit a new application.

Back

Next

How to Apply

Proof of Line Separation Request

- The uploaded proof of an attempted line separation request must include:
 - The survivor’s name
 - A date within the last 12 months
 - The name of the phone company
- A line separation request can be:
 - An email
 - A text message
 - A letter
- The certification statements must be initialed, and the survivor should click “**Next**” to continue.

Share proof of your line separation request

When applying for Lifeline, we will need proof that you asked your phone company to separate a phone line that you shared with an abuser.

The phone company's documentation will confirm that you made the request.

Your document must include

1. Your name
2. A date within the last 12 months
3. The name of your phone company

Here are common examples

- An email
- A text message
- A letter

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose file

Type your initials below to certify

Initial

I certify that I have received documentation from my service provider that I submitted a legitimate line separation request, and I am submitting my application with evidence of that documentation.

Initial

I understand that by qualifying for Lifeline through the Safe Connections Act (SCA), I am eligible for the benefit for 6 months. I understand that once the 6 month benefit period is over, I may qualify for Lifeline through participation in another qualifying program or by confirming my initial income is at or below 135% of the Federal Poverty Guidelines.

What if I don't have proof that I received a line separation?



How can I edit my information?



Back

Next

How to Apply

Agreement Page

- Survivors must initial each box and consent to each statement by signing electronically with their first and last name.
- Once the survivor clicks "**Submit**," their application is finished.

Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

I agree, under penalty of perjury, to the following statements:

Initial

I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Initial

I agree that if I move I will give my service provider my new address within 30 days.

Initial

I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:

1.

I, or the person in my household that qualifies, do not qualify through a government program or income anymore.

2.

Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

Initial

I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit. [?](#)

Initial

I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and /or receiving the Lifeline Program benefit. I understand that if this information is not provided to the Lifeline Program Administrator, I will not be able to get Lifeline benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the Lifeline Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get a Lifeline Program benefit.

Initial

All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

Initial

I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Your Signature

Type your full legal name below

Surviving Survivor

☐ I understand this is a digital signature, and is the same as if I signed my name with a pen.

Back

Submit

How to Apply

Approved Application

- Once the application has been reviewed, the survivor will be informed whether they have been approved for Lifeline.
- They will need to follow the instructions and sign up with a participating phone or internet company by the deadline provided on the application.

Contact a phone or internet company to get your benefit

You're approved to get your survivor benefit through the Lifeline program.

What to do next

If you already have service

Contact your phone or internet company and say, "I have been approved for the survivor benefit through the Lifeline program and would like to apply it to my service."

If you don't currently have service

[Find a phone or internet company](#) that can provide service to your address and say, "I have been approved for the survivor benefit through the Lifeline program and would like to sign up for service."

Application ID
Q80549-24163

Do you live on Tribal lands?



Need to find an internet company near you?



What happens at the end of the survivor benefit period or if I need to transfer phone or internet companies?



Does my state offer additional Lifeline benefits?



How to Apply

Enroll With a Company

- Survivors can use USAC's [Companies Near Me](#) tool to find a provider to enroll with.
- To find a company, the survivor will have to:
 - Enter their zip code or city and state.
 - Select Lifeline under Program.
 - Select "**Search**" to receive a list of their local providers.

Companies Near Me

This tool can help you find companies in your area that offer [Lifeline](#), which can reduce the cost of your phone or internet service by providing a monthly discount.

Find a Company

Enter Your Zip Code

Example: 12345

OR

Enter Your City and State

Select a Program:

☐ Lifeline

Search

Clear Results

Providing Additional Information

Providing Additional Information

Outcome of Eligibility Check

- If USAC is unable to verify a survivor's eligibility, the survivor will receive specific information on what could not be confirmed and what additional documentation they will need to provide.
- To update their application, they should select "**Next.**"

We need more information to see if you qualify

A few things happened:

- We couldn't find your address; please show us where you live on a map.
- We couldn't verify who you are; please attach a photo of a document that shows your identity information.
- We couldn't confirm your eligibility; please attach a photo of a document that shows you (or your child or dependent) participate in a government assistance program or your income.
- We couldn't confirm your eligibility; please attach a photo of a document that shows confirmation of your line separation request.

What to do next

You need to provide additional information in order to qualify for the Lifeline program.

Providing Additional Information

Confirm Address

- Survivors may be asked to confirm their address by clicking on the map and moving a pin to their address.
- The latitude and longitude coordinates will automatically be filled in once the pin is placed.

Find your address on the map below

We couldn't find your address, please show us where you live on the map.

How to find your address on the map

To show us where you live, click on the map to move the pin to your address. The pin will automatically fill in the longitude and latitude coordinates of your address.



To move the map, click on the map, hold down, and move it until you find your area.



Click on the zoom buttons to zoom in and out.



When you find where you live on the map, click the spot on the map to place the pin.



To move the pin, click a new spot on the map.



Latitude

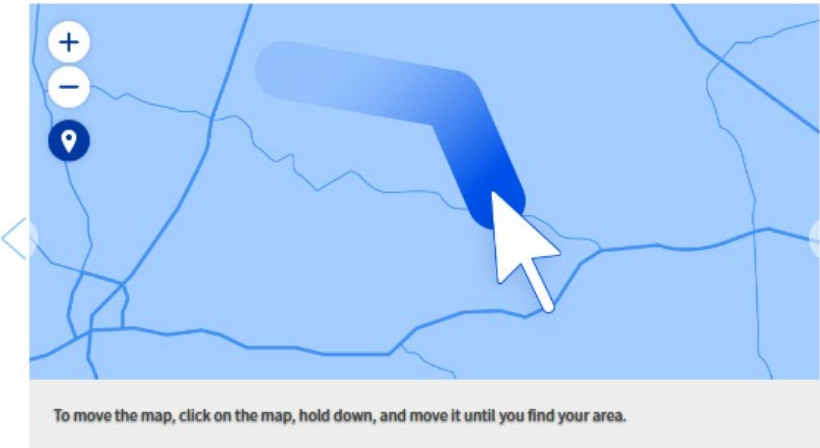
Longitude

Back

Next

Having trouble with the map?

To show us where you live, click on the map to move the pin to your address. The pin will automatically fill in the longitude and latitude coordinates of your address.



Your coordinates will automatically be filled in once the pin is placed. You can also find your latitude and longitude coordinates using [Google Maps](#). If you need help please reference the [instructions](#) for using Google Maps.

How can I edit my information or add a child or dependent?

Providing Additional Information

Proof of Eligibility

- If a survivor's eligibility cannot be confirmed, they will need to select one of two options:
 - They can provide income documentation (pay stubs, last year's tax return, or a Social Security statement).
 - They can provide a document showing they participate in a qualifying program (e.g., SNAP, Medicaid).

Share more information to see if you qualify

With your help, we can confirm you qualify in a few more steps.

Do you have a document that shows your income?

- ☒ Yes. I have a document such as pay stubs, last year's tax return, or a social security statement.
- ☐ No. But I have a document that shows I (or my child or dependent) participate in a program such as SNAP or Medicaid.

Back

Next

Providing Additional Information

Proof of Program Participation

- If the survivor chooses to prove participation in a qualifying program, they must select the program they qualify through and may need to provide a document demonstrating their participation.
- If they do not participate in any programs shown on the first screen, the survivor can select “*I don’t think I (or my child or dependent) participate in any of these programs. Show me more programs available to survivors*” **OR** “*I don’t think I (or my child or dependent) participate in any of these programs. I may qualify through my income*” option.

Share proof of your program participation

Which program do you, your child or dependent take part in?

You must provide proof of participation for the program you choose.

☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ?

☐ Medicaid

☐ Supplemental Security Income (SSI)

☐ Federal Housing Assistance ?

☐ Veterans Pension and Survivors Benefit Programs

☐ Tribal Specific Program (only choose if you live on Tribal lands)

☐ I don't think I (or my child or dependent) participate in any of these programs. Show me more programs available to **survivors**.

☐ I don't think I (or my child or dependent) participate in any of these programs, but I may qualify through my **income**.

Back

Next

Share proof of your program participation

Please answer these questions to submit new documents.

You must provide proof of participation for the program you choose.

☐ Federal Pell Grant

☐ Free and Reduced-Price School Lunch or Breakfast Program

☐ USDA Community Eligibility Provision (CEP) School

☐ Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

☐ I (or my child or dependent) participate in one of these programs, but I can not provide proof at this time.

☐ I don't think I (or my child or dependent) participate in any of these programs, but I may qualify through my **income**.

You will have until **August 31, 2026** to complete this section so we can determine whether you qualify for Lifeline. If you do not complete this by then, you will need to come back to this site and fill this form out again.

Back

Next

Providing Additional Information

Proof of Program Participation

- The document uploaded to show the survivor's program participation must include:
 - Their name or their child or dependent's name
 - The name of the program
 - The name of the issuing agency
 - An issue date within the last 12 months or expiration date in the future

Document Requirements

Provide a document that includes:

- Your name, or your dependent's name
- The name of the qualifying program, such as SNAP
- The name of the government, Tribal entity, or program administrator that issued the document
- An issue date within the last 12 months or expiration date (in the future)

Document examples:

- Benefit award letter
- Statement of benefits
- Benefit verification letter
- Screenshot of online benefits portal

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose file

You will have until **August 31, 2026** to complete this section so we can determine whether you qualify for Lifeline. If you do not complete this by then, you will need to come back to this site and fill this form out again.

Back

Next

Providing Additional Information

Proof of Income

- If a survivor qualifies through their income, they will be asked to list how many people live in their household.
 - A household consists of people who share income and expenses (e.g., a married couple who live together are one household with two people).
- The survivor will then answer a few questions about their annual income.

Share more information to see if
you qualify based on income

You may qualify if your annual income meets certain requirements.

How many people live in your household? ?

Number of people in my household:

Back

Next

Providing Additional Information

Proof of Income

- The survivor's uploaded income documentation must include:
 - Their name or their child or dependent's name
 - Their annual income (may be proven through documents showing income for three months in a row)
 - An issue date within the last 12 months

Share proof of your income to qualify as a survivor

Your document must include:

1. Your name, or your child or dependent's name
2. Your annual income is at or below \$29,214
3. An issue date within the last 12 months

Here are common examples

- Your prior year's state, federal, or Tribal tax return
- Current annual income statement from your job
- A Social Security statement of benefits
- An unemployment or worker's compensation statement of benefits
- A Federal or Tribal notice letter of participation in General Assistance
- A divorce decree or child support award
- An official document with a date in the last 12 months showing your annual income. Or official documents showing your income for three months in a row. This could be pay stubs that are dated within the last 12 months.

Providing Additional Information

Proof of SSN

- Survivors may be required to upload documents to verify their Social Security Number (SSN).
- Documents must include:
 - The survivor's first and last name
 - The last 4 digits of their SSN

Share proof of your Social Security number (SSN)

Your document must include:

- Your first and last name:
Surviving Survivor
- The last four digits of your Social Security number:
xxx-xx-1234

Here are common examples:

- A Social Security Card
- A Social Security Benefit Statement (SSA-1099)
- A W-2 from the last 2 years
- A prior year's state, federal, or Tribal tax return

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose a file

Back

Next

Providing Additional Information

Proof of Date of Birth

- Survivors may need to upload documents to verify their date of birth.
- These documents must include:
 - The survivor's first and last name
 - Their date of birth

Share proof of your date of birth

Your document must include:

- Your first and last name:
Surviving Survivor
- Your date of birth:
January 1, 2000

Here are common examples:

- A Driver's license that is not expired
- A U.S. passport that is not expired
- A U.S. birth certificate
- A U.S. government, military, state, or Tribal issued ID that is not expired
- A Certificate of Naturalization, Certificate of U.S. Citizenship, or Permanent Resident Card

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

[Choose a file](#)

Providing Additional Information

Proof of Life

- Survivors may be asked to upload documents that confirm they are alive.
- Documentation must include:
 - The survivor's first and last name
 - An issue date within the last three months

Share proof of life

Your document must include:

- Your first and last name:
Survivor Test
- An issue date within the last three months

Here are common examples:

- A current utility bill
- A paystub
- A mortgage or lease statement
- A retirement or pension statement of benefits
- A notarized letter that confirms your identity and that you are alive

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose file

Back

Next

Providing Additional Information

Document Review

- Survivors who are required to submit more documentation will receive a message that notes USAC is reviewing their documents.
- Once the review is complete, the survivor will receive an email or mail notification about the status of their application.
 - If a survivor's information cannot be confirmed, they will receive instructions on how to submit additional documentation.
 - If their application is approved, they will receive instructions on what to do next to start receiving the benefit.

We are reviewing your documents

It generally takes about 15 minutes, but could be up to 2 days.

We'll email you when our review is complete. You can check the status of your application at any time on your [account homepage](#).

Application ID:

Q80549-24163

Need Help? Contact the Lifeline Support Center at [\(800\) 234-9473](tel:8002349473) or at LifelineSupport@usac.org

Continued Eligibility

Continued Eligibility

Overview

- Once a survivor receives emergency support for three months, they will go through a [continued eligibility](#) process to determine if they qualify for the Lifeline program.
 - If a consumer initially qualified through the existing Lifeline program requirements, they will not have to complete this process.
 - If a consumer qualified through the SCA-specific requirements, they will receive outreach from USAC on how to complete this process.
 - If a consumer lives in Oregon or Texas, they will not complete this process and will be de-enrolled after receiving emergency support for six months.
- Subscribers will receive outreach from USAC (based on their preferred contact method) and must submit the required documentation to show they qualify for the Lifeline program within **75 days**.
 - If they do not complete the continued eligibility process successfully, they will be de-enrolled after receiving emergency support for six months.
- Review the [SCA Continued Eligibility webinar](#) for more on how USAC conducts this process for survivors.

Questions?

Resources

Resources

- Visit Lifeline's consumer website: LifelineSupport.org.
- Visit [Lifeline's webinar page](#) to watch past trainings.
- Email LifelineSupport@usac.org for general questions and assistance.
- Call the Lifeline Support Center at **(800) 234-9473**.
 - Available via telephone 7 days a week from 9 a.m. to 9 p.m. ET
 - Only a limited number of individuals will be able to assist survivors with their inquiries in order to protect survivors and their information.

Survivor Resources

- Below are a list of resources designed specifically to support survivors who would like to participate in Lifeline:
 - [Survivor Benefit](#) (webpage for program information and how survivors can apply)
 - [SCA Webinars](#) (webpage listing all SCA webinars)
 - [Survivor Benefit Flyer](#) (resource to inform consumers about the survivor benefit)
 - [Application Instructions](#) (available in 10 languages)

September Webinar

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

- **Date:** September 9, 2026
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** Lifeline Program Compliance

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

Lifeline Program Compliance

 September 09, 2026  03:00 pm – 04:00 pm ET

Intended Audience: Service providers

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!





Universal Service
Administrative Co.