



## Agenda for Lifeline's Q1 Tribal Training and Open Forum

March 9, 2022

Dear Tribal Leader,

The Lifeline program is excited to announce that we will be hosting a virtual Tribal training where Tribal Nations can provide feedback about the Universal Service Administrative Company's (USAC) processes. The Lifeline program, which is administered by USAC under the policy guidance of the Federal Communications Commission (FCC), offers a monthly discount of up to \$9.25 toward phone or internet services for eligible consumers and up to \$34.25 for eligible consumers living on Tribal lands.

Additionally, qualifying residents of Tribal lands can receive reimbursement for the full cost of starting service with certain phone or internet companies at their primary residence, up to \$100, through Lifeline's Tribal Link Up benefit.

This year, USAC will continue to host free quarterly Lifeline trainings for Tribal partners (e.g., Tribal governments and government agencies and nonprofits serving Tribal communities) to enhance collaboration with Tribal communities. Lifeline's next Tribal training will feature an overview of the Lifeline program, updates, and an open forum to discuss how the Lifeline program can better serve the Tribal communities.

We highly value your feedback and we hope to have participation from your Tribal Nation. We are asking for your help by sharing information outlined below about the Lifeline program and our upcoming Training opportunities with your networks of Tribal programs.

Lifeline's Q1 Tribal training is on **Wednesday, March 16, 2022, from 3 p.m. to 4 p.m. ET.**

### Agenda

During this interactive training session, USAC's Lifeline subject matter experts will provide attendees with important updates to ensure that Tribal partners remain informed and have the tools and information they need to more effectively help eligible Tribal consumers apply

for Lifeline service.

The goal of the training is to ensure that attendees:

- Understand how to assist consumers with applying for the Lifeline program.
- Have an open forum where attendees can provide feedback to USAC.

The training content will discuss:

- Program Overview
  - USAC Introduction
  - Lifeline Program
  - National Verifier Overview
- Open Forum
  - Are you aware of any challenges facing consumers when applying for the Lifeline program's enhanced Tribal Benefit? If so, what kind?
  - Based on the information in this training or a previous experience, how might USAC improve the application and/or manual review process?
  - What tools do you need to help raise awareness about the Lifeline program's enhanced Tribal Benefit or Tribal Trainings?
- Tribal Resources

## Register now

To attend, fill out the information on the event's [registration page](#).

## More about Lifeline

Educational resources for Tribal consumers are available on Lifeline's consumer website [LifelineSupport.org](https://www.lifelinesupport.org):

- Review the Lifeline [Tribal Toolkit](#) and [Tribal Flyer](#).
- Training videos and more resources are available on the [Lifeline Support Community Outreach](#) page.

Review the presentation of the [Tribal Q4 Training: Apply for Lifeline via mail](#).

### Questions or Suggestions?

Contact USAC Tribal Liaison, Kraynal Alfred, at [TribalLiaison@usac.org](mailto:TribalLiaison@usac.org) or (202) 572-5733.