



## 2022 Lifeline Program's Tribal Feedback Initiative

May 2, 2022

Dear Tribal Leader,

On behalf of the Lifeline program, we are reaching out to request your Tribal Nation's feedback about the Universal Service Administrative Company's (USAC) implementation of the Lifeline program, and to request your help in sharing this request with any Tribal partners serving your community (e.g., representatives or officials of Tribal governments and government agencies and nonprofits). In March, USAC's Lifeline program hosted a Tribal training and open forum where participants were welcomed to provide feedback about USAC's implementation of the Lifeline program. Because we continually strive to improve the Lifeline experience, we believe the inclusion of your Tribal Nation's voice is critical, and participation is easy.

### Providing Feedback

Send an email to [Lifelineprogram@usac.org](mailto:Lifelineprogram@usac.org) with any written feedback and/or schedule a phone call.

Below are suggested questions to start the conversation, but participants are empowered to share anything they feel we can learn from knowing:

- Are you aware of any challenges facing consumers when working with USAC's systems to apply for the Lifeline program's Enhanced Tribal Benefit? If so, what kind?
- What would you like USAC's Lifeline program to cover on our next Tribal training?
- 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?

We look forward to our continued partnership with Tribal Nations this year and beyond.

About Lifeline

The Lifeline program, administered by USAC under the policy oversight of the Federal Communications Commission (FCC), offers a monthly discount of up to \$9.25 toward phone, internet or bundled 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.

USAC's Lifeline program hosts quarterly Tribal Training. The next Tribal training will be hosted on June 15, 2022.

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

- Review the Lifeline [Tribal Toolkit](#) and [Tribal Flyer](#).
- Training videos and more resources are available on the [Lifeline Support Community Outreach](#) page.
- Watch a recording of the [Tribal Q1 Training: Open Forum](#).

### **Questions or Suggestions?**

Contact USAC Tribal Liaison at [TribalLiaison@usac.org](mailto:TribalLiaison@usac.org).