



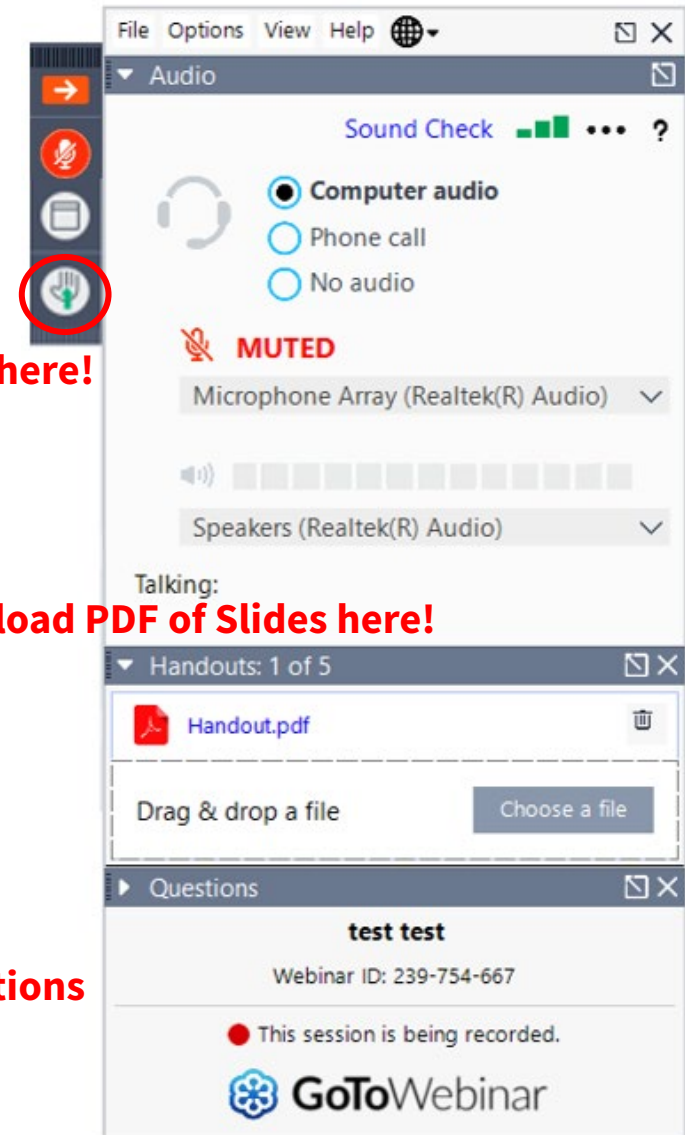
# How to Apply as a Survivor

Tribal Training

December 10, 2024

# Housekeeping

- Use the “Audio” section of the GoToWebinar control panel to select an audio source and connect to sound.
  - Turn on your computer’s speakers, or
  - Use the call-in instructions in your confirmation email.
- All participants are on mute.
- Use the “**Raise Your Hand**” button to be unmuted and ask a question to the team!



Raise your hand here!

Download PDF of Slides here!

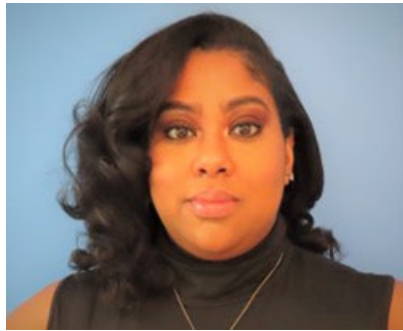
Ask questions here!

# 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 and appreciate your understanding.

**Please be aware that this webinar is being recorded.**

# Meet Our Team



**Winta Woldu**

Communications Specialist | Lifeline



**Gem Shandiin Labarta**

Tribal Liaison | Shared Services

# Agenda

- Introduction
  - USAC Overview
- Announcements
- Survivor Benefit
- How to Apply
- Resolving Common Errors
- Protecting Consumer Information
- Continued Eligibility
- Resources

# Introduction

# Upcoming Tribal Webinars

- Tribal Library E-Rate Advocacy Program (T-LEAP) Kick-Off and Q&A – December 17, 2024, at 4 p.m. ET – [Register](#).
- E-Rate - January 14, 2025, at 4 p.m. ET – [Register](#).

# One USAC

## Overview

- The Universal Service Administrative Company (USAC) is an independent, not-for-profit organization designated by the Federal Communications Commission (FCC) as the permanent administrator of the Universal Service Fund (USF) and its four programs.
  - The USF aims to ensure that all people in the United States have access to quality, affordable connectivity service.
  - The FCC develops policies and regulations for the Lifeline program and provides guidance to USAC.
  - USAC administers the Lifeline program and educates stakeholders on processes, systems, and rules and requirements.



### Lifeline Program

Discounted phone and internet service to eligible low-income consumers.



### E-Rate Program

Funding for broadband services to eligible schools and libraries.



### Rural Health Care Program

Funding for telecom and broadband services for eligible rural health care providers.



### High Cost Program

Reduced rates for telecom and broadband services in eligible high-cost areas.



# Announcements

# Announcements

## Hurricane Helene Waiver Ended

- On **October 1, 2024**, the Wireline Competition Bureau (WCB) adopted an [Order](#) that temporarily waived non-usage, de-enrollment for non-usage, and annual recertification requirements for participants that required federal disaster assistance in areas eligible for such assistance.
- The affected disaster areas subject to the waiver included areas in the following states:
  - Alabama, Florida, Georgia, North Carolina, South Carolina, Tennessee, and Virginia.
- The waiver period under this order was through November 30, 2024.
- Consumers residing in the affected disaster areas and who were subject to the non-usage rules have 30 days (which began on December 1, 2024) to use their Lifeline service.
- If the consumer does not use their service during the 30-day period, the 15-day notice period will begin on December 31, 2024.

# Announcements

## Helene Weather Events Order

- On **October 2, 2024**, the FCC adopted an [Order](#) allowing consumers affected by Hurricane Helene, Tropical Storm Helene, and Post-Tropical Cyclone Helene (collectively referred to as the Helene Weather Events) who are participating in FEMA's Individuals and Households Program (IHP) to qualify for and enroll in the Lifeline program.
- The waiver also confirmed consumers enrolled in Disaster SNAP (D-SNAP) will be treated like regular SNAP recipients and may qualify for the Lifeline benefit.
- Affected consumers are permitted to enroll using the waiver until April 2, 2025.

# Announcements

## Hurricane Milton Waiver

- On **October 9, 2024**, the WCB adopted an [Order](#) temporarily waiving the non-usage, de-enrollment for non-usage, and annual recertification requirements for participants requiring federal disaster assistance in in parts of Florida eligible for such assistance.
- The waiver period under this order is through December 15, 2024.
- WCB also temporarily waived the Lifeline non-usage and annual recertification requirements for 60 days following any future Emergency or Major Disaster Declarations through the end of 2024 for subscribers in affected areas. This waiver applies to events such as hurricanes, typhoons, tropical storms, tropical cyclones, and wildfires.

# Announcements

## Hurricane Milton Order

- On **October 10, 2024**, the FCC adopted an [Order](#) allowing consumers who are participating in FEMA's IHP because of Hurricane Milton to qualify and enroll in the Lifeline program.
- Affected Hurricane Milton consumers are permitted to enroll in Lifeline using the order through April 10, 2025.
- This Order will also apply to any other hurricanes, typhoons, tropical storms, or tropical cyclones (collectively referred to as tropical weather systems) that result in a Presidential Emergency or Major Disaster Declaration that occurs within the next six months. Once a covered disaster is declared, the waiver will remain in effect for six months from the date of declaration.

# Announcements

## Lifeline Updates and Materials

- On **October 10, 2024**, USAC updated its systems and the Lifeline application ([English](#) and [Spanish](#)) to add FEMA's IHP as a Lifeline qualifying criteria for those impacted by recent disasters.
- New materials have been developed to support individuals in disaster-impacted areas access Lifeline support.
  - Consumers affected by recent disasters can visit:
    - [Disaster Assistance Webpage](#)
  - Training on how consumers can qualify through FEMA's IHP:
    - [Disaster Assistance Office Hours](#)

# Survivor Benefit

# Survivor Benefit

## Overview

- Under the [Safe Connections Act](#) (SCA), survivors of domestic violence, human trafficking, and related crimes, as well as individuals caring for those against whom such acts were committed, can receive discounted phone, internet, or bundled services through the Lifeline program.
- On August 29, 2024, the FCC issued a [Public Notice](#) announcing that service providers must comply with the rules allowing survivors to receive emergency Lifeline support.



# Survivor Benefit

## Key Terms

- **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.

# Survivor Benefit

## Emergency Lifeline Support for Survivors

- As of September 4, 2024, survivors who attempt a line separation request and are experiencing financial hardship may qualify for and receive emergency Lifeline support for up to six months.
  - Qualifying survivors can receive a discount of up to \$9.25 on phone, internet, or bundled services.
  - Qualifying survivors residing on qualifying Tribal lands can receive a discount of up to \$34.25 on phone, internet, or bundled services.
  - After six months, qualifying survivors may apply for the standard Lifeline benefit of up to \$9.25 for qualifying internet or bundled services or up to \$5.25 per month for phone (voice-only) services.

**Questions?**

# How to Apply

# How to Apply

## Application Options

Survivors have **two options** for how to apply to the Lifeline program:

### Option 1:

#### Apply Online

- Visit [LifelineSupport.org](https://LifelineSupport.org) from any computer or mobile device to complete the electronic application and upload any required documentation.
  - [Online application instructions](#) are available in 10 languages.

### Option 2:

#### Apply by Mail

- Fill out an application ([English](#) and [Spanish](#)).
  - [Paper application instructions](#) are available in 10 languages.
- Mail the application and supporting documentation to the Lifeline Support Center.
  - P.O. Box 1000  
Horseheads, NY 14845

# How to Apply

## Access the Lifeline Application

- Survivors can apply for emergency Lifeline support at [LifelineSupport.org](https://LifelineSupport.org).
- They'll select "**Apply Now**" to start their application.

USAC  
Lifeline Support

Sign In

Get Lifeline Manage My Benefit Companies Near Me Community Education Help

### Get Connected to Phone or Internet Service

Lifeline is a federal program that lowers the monthly cost of phone or internet service.

Apply Now Recertify

# How to Apply Landing Page

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

**\*Note:** This is the most direct way for a consumer to apply as a survivor.

**Phone. Internet. Or both. For less.**

Lifeline lowers the monthly cost of phone or internet service.

[Get Started](#)

Need to recertify your Lifeline benefit? [Recertify today](#)

What are the program benefits?

<b>Standard Lifeline Benefit</b> Phone, internet, or bundled service monthly discount up to \$9.25 for eligible subscribers.	<b>Enhanced Tribal Benefit</b> Phone, internet, or bundled service monthly discount up to \$34.25 for those eligible subscribers living on Tribal lands.
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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](#).

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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

- Survivors can first review summarized information on applying for emergency Lifeline support.
- To apply under survivor status, survivors must select yes, and then click "**Continue**".

## Apply as a Survivor

### The Safe Connections Act of 2022 for qualifying survivors <sup>?</sup>

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. <sup>?</sup>
- 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 can I learn more about the Safe Connections Act of 2022?



What resources are available to me as a survivor?



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





# How to Apply

## Apply As a Survivor

- A consumer must confirm their intent to apply as a survivor.
- They will need to provide documentation of an attempted line separation request to qualify and be enrolled as a survivor after clicking "**Continue**".

Are you sure you want to apply as a survivor? ×

To apply as a survivor, you must show us proof that you attempted to separate a mobile phone line linked to your abuser. This is the email, text message, or letter your phone company sends in response to your request. If you don't have this document, we cannot approve your application to get a survivor benefit, but you may be able to qualify under the general Lifeline requirements.

Are you sure you want to continue?

Cancel

Continue

# How to Apply

## Personal Information

- Survivors will need to provide the following information:
  - Their first and last name as it appears on their 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 -

This is required if you're applying for Lifeline.

**Other government identification**

A photo of your Driver's License, passport, consular ID, birth certificate, or other government ID issued by the United States or another country.

**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**

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

[Back](#)

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# How to Apply

## Personal Information

- Survivors will be asked if they qualify for the benefit through themselves or through a child or dependent.
- The survivor will select no if they qualify by themselves or yes if they qualify through their child or dependent.
- Once they provide 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.

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# How to Apply

## Child or Dependent's Information

- If a survivor qualifies for emergency Lifeline support through a dependent or child, they will be asked to provide that person's information.
- 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.

**Last 4 digits of their SSN**  
XXX-XX-

This is required if you're applying for Lifeline.

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**Other government identification**  
A photo of their Driver's License, passport, consular ID, birth certificate, or other government ID issued by the United States or another country.

---

**Number on Tribal ID**  
Enter their Tribal Identification Number.

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# How to Apply

## Create Account

- Survivors must create a username and password and sign in.
  - Their username can be an email address or a unique ID.

## 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 to be contacted about their benefit by choosing either:
  - Mail
  - Email
  - Phone
  - Text
- Survivors should provide their contact information:
  - An email address (required),
  - Phone number (optional),
  - And their 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 may choose their preferred language - English, Spanish, or both.
- Survivors must agree to the "**Terms & Conditions**" by checking the box to continue with their application.

### What is your preferred language? (Optional)

We will send outreach to you about your Lifeline or ACP benefit in the language(s) you select.  
You may select more than one language.

- English
- Español
- Both

### Terms & Conditions

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

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Submit

# How to Apply

## Account Homepage

- Next, survivors select "**Start Lifeline Application**" on their account homepage to continue with their application.

## Welcome STRONG

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

[My Profile](#)

[Get Started](#)

[Need Help?](#)

### Start or return to your Lifeline 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](#)

[Start ACP Application](#)

Application Type	Application ID	Applicatic	Date	Status
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Start an application to see if you qualify.

### Don't See an Application?

Enter the full Application ID using the following format: Q12345-67890

Application ID

[Search](#)



# How to Apply

## Qualifying Programs

- Survivors must state how they qualify by selecting all the programs they participate in.
- If they do not participate in any of the listed programs, they can also qualify based on income or through a child or dependent.
- This list has been updated with a unique option for survivors where they can ask to be shown more qualifying programs, if they do not qualify through the standard Lifeline criteria.

## 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)
- FEMA's Individuals and Households Program (IHP) [?](#)
- 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)

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# How to Apply

## Qualifying Programs

- Survivors can select if they reside on Tribal lands or participate in a Tribal-specific program.

## 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)
- FEMA's Individuals and Households Program (IHP) [?](#)
- 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. [?](#)

Which Tribal specific programs do you have? (Check all that apply.)

- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Head Start (only if your household meets the Head Start income qualifying standard)

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# How to Apply

## Review Your Information

- Survivors then review and make corrections to the information they provided, which will be used to check their eligibility by selecting "**Edit**".
  - The survivor's address will be masked for security purposes.
- Survivors review the consent statement and check the box to confirm that USAC can use their information for the purpose of applying and receiving Lifeline.
- To continue, they 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:	Strong Survivor	<a href="#">Edit</a>
Date of Birth:	January 1, 1991	
Last 4 Numbers of SSN:	2346	

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.

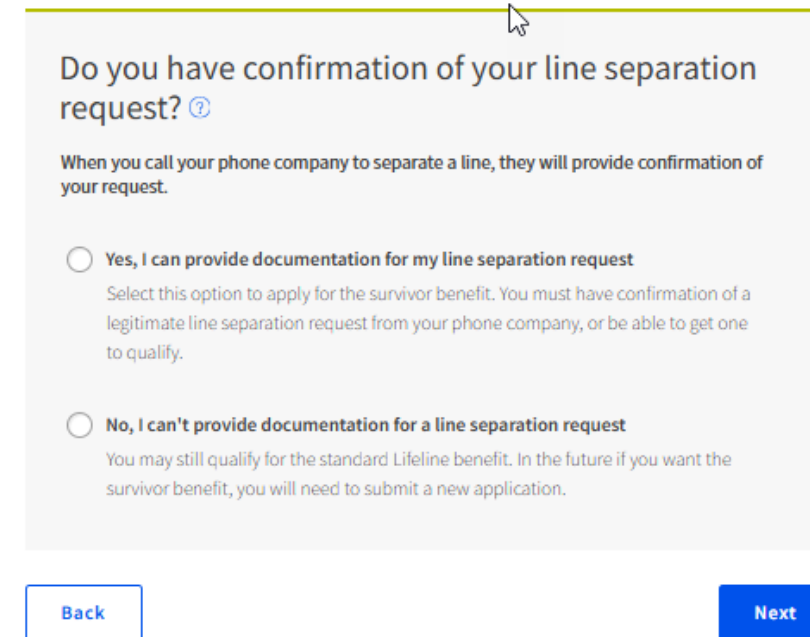
[Back](#)[Submit](#)

# How to Apply

## Proof of Line Separation

- All survivors are required to provide proof of an attempted line separation request from their mobile phone company to qualify for emergency support from Lifeline.
- 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.

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# How to Apply

## Proof of Line Separation Request

- The survivor's line separation request must be uploaded and include:
  - Their 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

### 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?](#)



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# How to Apply

## Agreement Page

- Survivors must initial each box and consent to the information in each statement by signing electronically with their first and last name.
- Once they click "**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.

Initial

My service provider may have to check whether I still qualify at any time. If I need to recertify my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

Initial

If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 54.400(e) of the Lifeline rules. [?](#)

### Your Signature

Type your full legal name below

Strong Survivor

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

Submit

# How to Apply

## Application Approved

- 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. **Sign up by**

### 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:  
**Q12593-45912**

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

## Confirm Tribal Benefit

- After qualifying for Lifeline, survivors can select "**Confirm Tribal Qualification**" to see if they qualify for the enhanced Tribal benefit.

**Live on Tribal lands?** Press the button below to see if you qualified for Tribal benefits:

**Confirm Tribal Qualification**

Confirmed Tribal:	<b>No</b>
Latitude:	<b>39.7703351517527</b>
Longitude:	<b>-103.2620242403591</b>
Coordinate Source:	<b>Automated</b>

**Need help?** Call the Lifeline Support Center at [1-800-234-9473](tel:1-800-234-9473)

**Note:** In order to qualify for the enhanced Tribal benefit, you must reside on qualifying Tribal lands.



# How to Apply

## Select a Company

- Survivors can use USAC's [Companies Near Me](#) tool to find a provider to enroll with.
- To find a company, they will have to:
  - Enter their zip code or city and state
  - 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.

If you previously received the Affordable Connectivity Program (ACP) benefit, you should check to see if you qualify for [Lifeline](#). Due to a lack of additional funding from Congress, the ACP stopped accepting new applications as of February 7, 2024. The last fully funded month of the ACP was April 2024, and the program has ended for now.

#### Find a Company

Enter Your Zip Code OR Enter Your City and State

Example: 12345

Select a Program:

Lifeline

**Questions?**

# Resolving Common Errors

# Resolving Common Errors

## Outcome of Eligibility Check

- If we are unable to verify a survivor's eligibility, they 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 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.

Next

# Resolving Common Errors

## 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.



Leaflet | Powered by Esri | DigitalGlobe, GeoEye, i-cubed, USDA, USGS, AEX, Getmapping, Aerogrid, IGN, IGP, swisstopo, a...

**Latitude**

**Longitude**

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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?

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

# Resolving Common Errors

## Proof of Eligibility

- If a survivor's eligibility cannot be confirmed, they will need to select one of two options:
  - They can provide proof of their income, such as pay stubs, last year's tax return, or a social security statement.
  - They can provide a document that confirms they participate in a qualifying program such as SNAP or 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.

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Next

You have until 1/9/2025 to complete this section. If you do not complete it by this date, you will need to submit a new application.

# Resolving Common Errors

## Proof of Eligibility

- If the survivor decides to share proof of program participation, they must select the program they qualify through and provide a document showing their participation.
- If they do not participate in any programs shown on the first screen, they can select "**show me more programs available to survivors**" or select the "**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)

FEMA's Individuals and Households Program (IHP) [?](#)

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**.

You will have until 1/9/2025 to provide more documents so we can determine whether you qualify for Lifeline. If we don't receive this information by then, you will need to come back to this site and fill this form out again.

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## 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 participate (or my child or dependent) 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 1/9/2025 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.

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# Resolving Common Errors

## Proof of Eligibility

- The document the survivor uploads to show their 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 1/9/2025 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.

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# Resolving Common Errors

## Proof of Eligibility - 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 is one household with two people).
- The survivor will then have to 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:

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# Resolving Common Errors

## Proof of Eligibility - Income

- The document they upload to show their income must include:
  - Their name or their child or dependent's name
  - Their annual income
  - 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 \$30,120
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.

### 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

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# Resolving Common Errors

## Proof of SSN

- Survivors may be required to upload documents to verify their Social Security Number (SSN).
- These documents must include:
  - Their 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:  
**Strong Survivor**
- The last four digits of your Social Security number:  
**xxx-xx-2468**

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

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You have until **January 9, 2025** to complete this section. If you do not complete it by this date, you will need to submit a new application.

# Resolving Common Errors

## Proof of Date of Birth

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

## Share proof of your date of birth

Your document must include:

- Your first and last name:  
**Strong Survivor**
- Your date of birth:  
**1/1/1991**

Here are common examples:

- A Driver's license that is not expired
- A Passport that is not expired
- A birth certificate
- A U.S. government, military, state or Tribal issued ID that includes your date of birth and is not expired
- A Certificate of Naturalization, Certificate of U.S. Citizenship, or Consular Matricular ID

### 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

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Next

You have until **January 9, 2025** to complete this section. If you do not complete it by this date, you will need to submit a new application.

# Resolving Common Errors

## Proof of Life

- Survivors may be asked to upload documents that confirm they are alive.
- These documents must include:
  - Their 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:  
**Strong Survivor**
- 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

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You have until **January 9, 2025** to complete this section. If you do not complete it by this date, you will need to submit a new application.

# Resolving Common Errors

## 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:

**Q21653-23692**

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

# Protecting Survivor Information

# Protecting Survivor Information

## Privacy Protection

- USAC works to ensure the privacy of all consumer data in its systems and will apply heightened scrutiny to survivors' data.
- When survivors apply, they will be able to decide how USAC can reach them – **either by email, phone, or mail**, and can change their status anytime by contacting the [Lifeline Support Center](#).
  - USAC will contact survivors based on their selected communication preferences **only**.
- Only a limited group of designated personnel will have access to survivors' information.
  - Survivor addresses are masked within the National Lifeline Accountability Database (NLAD), a secure system, in order to maintain confidentiality and ensure privacy.



# 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 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 California, Oregon, or Texas, they will not complete this process and will be de-enrolled after receiving emergency support for six months. They will need to re-apply with their state for the standard Lifeline benefit.
    - **Note:** Survivors in California who receive broadband only service and qualified for emergency support through a SCA-specific method, will undergo the continued eligibility process.

# Continued Eligibility

## Overview

- Survivors who must undergo continued eligibility will receive direct 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.

**Questions?**

# Resources

- **Consumers:**
  - Visit the [Survivor Benefit](#) page for program information, and how survivors can apply for Lifeline.
    - New [Survivor Benefit Flyer](#), a resource to inform consumers about the survivor benefit.
    - Find [Paper and Online](#) application instructions available on the tools page in 10 languages.
- **Consumer Advocates, State, Federal and Tribal Partners:**
  - Visit [usac.org/lifeline](https://usac.org/lifeline) for general information on Lifeline and the [Safe Connections Act page](#) for SCA-specific details.
  - USAC Tribal information, visit the [Tribal Nations webpage](#).
  - Lifeline webpage for Tribal partners: [Enhanced Tribal Benefit Page](#)
    - [Tribal Flyer](#)
    - [Tribal Toolkit](#)

# USAC Contact Information

- USAC's Tribal Liaison, Gem Shandiin Labarta, can answer questions and connect you to resources. Contact Gem at [TribalLiaison@USAC.org](mailto:TribalLiaison@USAC.org).
- Contact [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for technical questions, assistance, and general National Verifier inquiries. Be sure to **CC the [USAC Tribal Liaison](#) on all inquiries.**
- Consumers may contact the Lifeline Support Center by email at [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) or telephone at (800) 234-9473.
  - Phone support is available seven days a week from 9 a.m. to 9 p.m. ET.
  - To protect survivors and their information, only a select, limited number of individuals will be able to assist survivors.

**Thank You!**





**Universal Service**  
Administrative Co.