

# Helping Consumers Use the National Verifier

May 2020



Universal Service  
Administrative Co.

# Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- Enter questions at any time using the “Questions” box
  - There is a large audience signed in today. We will accept as many questions as possible!
- If your audio or slides freeze, restart the webinar
- Copy of the slide deck in the “handouts” section of webinar panel



## Today's Presenters



**Catie Miller**



**Delante Cherry**



**Linnita Hosten**



**Leah Sorini**

# Agenda

1. Overview
2. Apply Through Consumer Portal
3. Apply with a Paper Form
4. How to Get Help

# Overview

# Who is USAC?

## The Universal Service Administrative Company

- The Universal Service Fund exists to ensure that all people in the United States have access to quality, affordable connectivity services.
- USAC is an independent, not-for-profit organization designated by the Federal Communications Commission (FCC) as the permanent administrator of the Universal Service Fund and its four programs.

# The Mission of Universal Service

USAC works to ensure that all people in the United States have access to connectivity services through these four programs:

- High Cost Program
- Lifeline Program
- Rural Health Care Program
- Schools and Libraries Program (E-Rate)

# Lifeline Overview



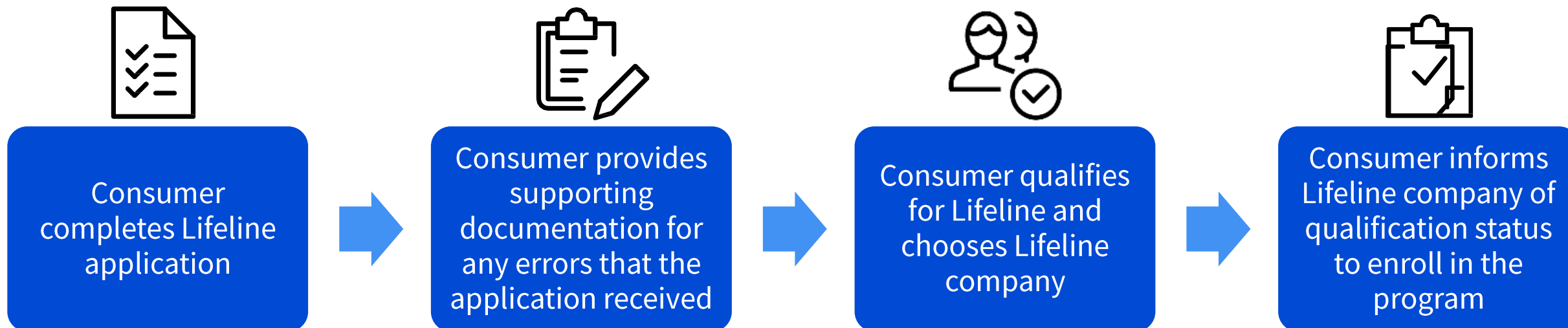
## Lifeline Program

Provides a monthly discount for eligible phone and internet services to eligible low-income consumers

- Lifeline offers a **monthly discount** on phone or internet service.
- All eligible consumers can receive a discount of up to \$9.25 per month.
- Consumers who live on qualifying Tribal lands can receive **enhanced support** of up to \$34.25 per month.
- Out of the seven million households that participate in Lifeline, about 274,000 of those receive enhanced support.



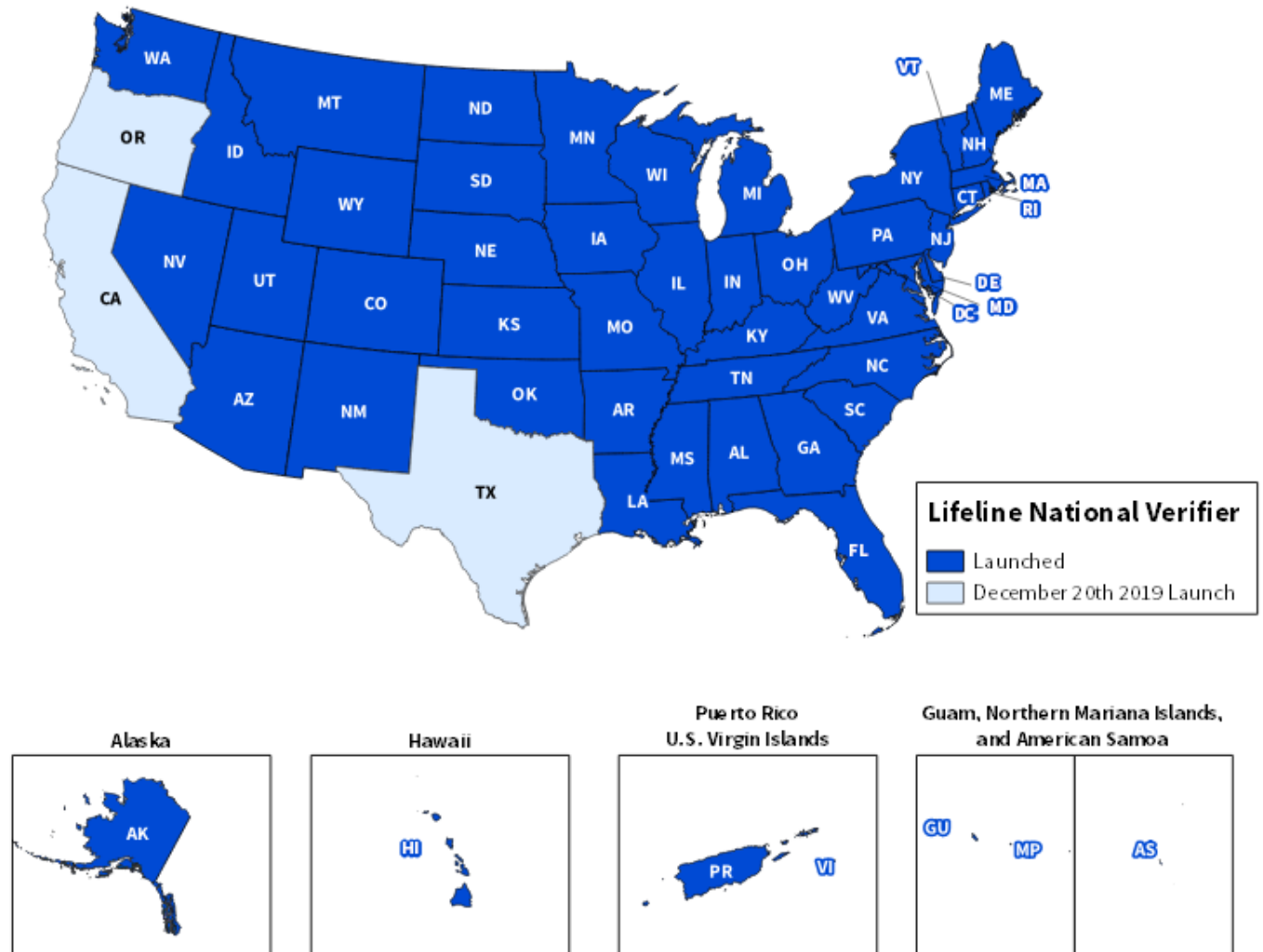
# Lifeline Application Process



# About the National Verifier

- The National Verifier (NV) checks a consumer's Lifeline eligibility.
- After eligibility is determined by the NV, a consumer selects a Lifeline-eligible phone or internet service in order to enroll in the program and receive service.
- The map shows all states where the NV has launched.

\* In Texas, Oregon, and California, the NV will rely on existing state eligibility processes.



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Updated: December 10th, 2019

# National Verifier

- All\* states and territories have launched in the National Verifier.
- Puerto Rico is in soft launch status, when service provider use of the National Verifier is optional. When the NV fully launches in the coming months, service providers will be required to use the NV, and the consumer portal will become available.
- California, Oregon, and Texas will continue to operate their eligibility verification and duplicate checking processes, and the National Verifier will perform reviews for program integrity purposes.
  - Consumers in these states will continue to apply for the federal Lifeline benefit through their state's application process.

# Ways to Use the National Verifier

## Option 1:

### Apply Through Consumer Portal

- The consumer visits [CheckLifeline.org](https://www.checklifeline.org) from any computer or mobile device to create an account and complete the electronic application.
- The consumer is found qualified to participate in the program by the National Verifier.
- The consumer contacts a service provider to enroll in Lifeline.

## Option 2:

### Apply by Mail

- The consumer fills out the National Verifier [Lifeline Application Form](#), [One-Per-Household Worksheet](#), and provides [proof of program eligibility](#) and proof of identity.
- The consumer mails in their documentation to the Lifeline Support Center or delivers it to their service provider.

## Option 3:

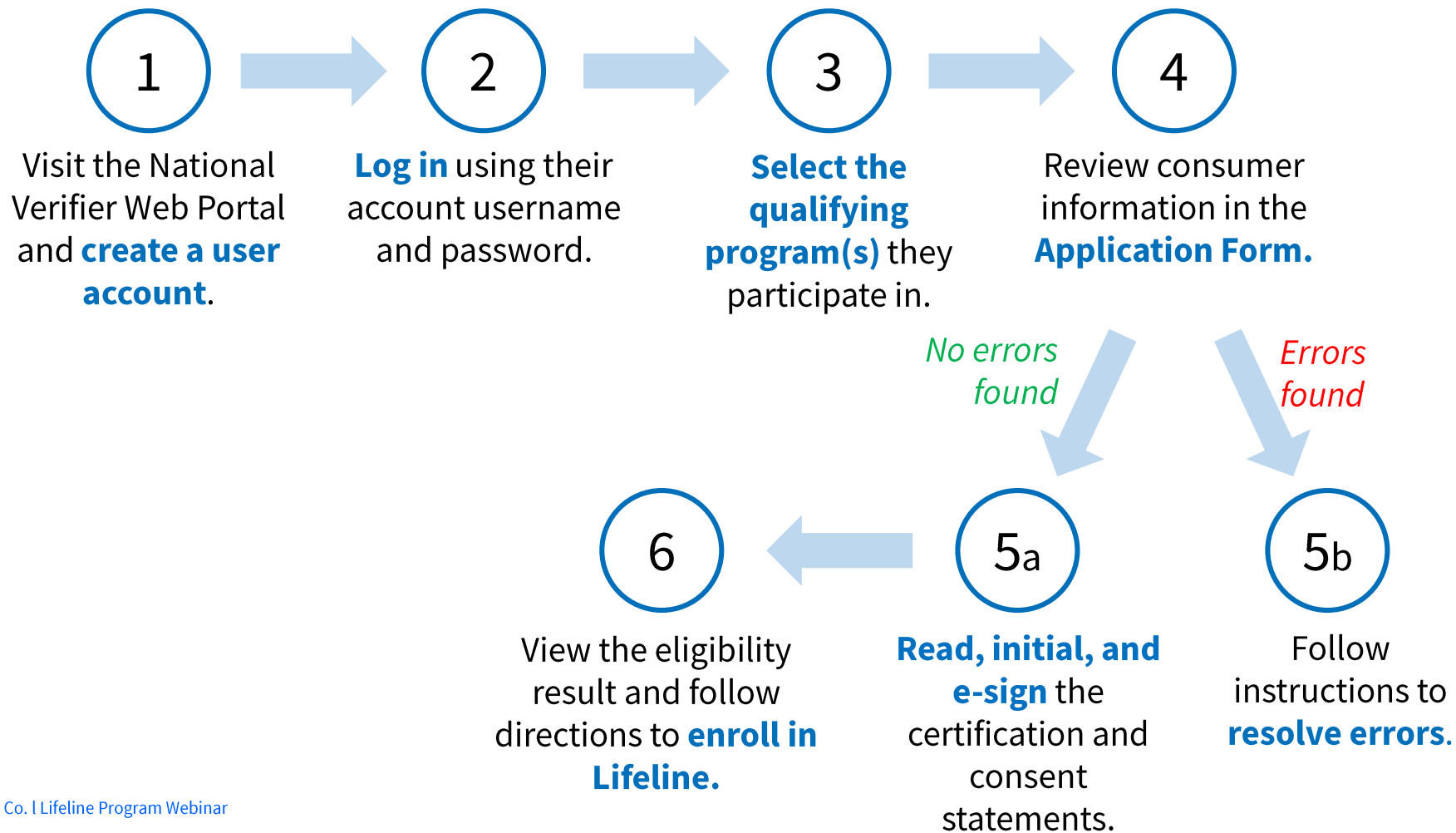
### Apply Through a Service Provider

- The consumer visits a service provider store or website
- The service provider will collect the consumer's information via the National Verifier service provider portal or service provider website.
- The consumer can find service providers in their area using the "[Companies Near Me](#)" tool on USAC's website.

# Apply Through Consumer Portal

# Apply Through Consumer Portal

## Consumer Process Overview





# Apply Through Consumer Portal

## Step 1: Create an NV Web Portal User Account

### Account Sign In

Lifeline National Verifier

English | Español

Consumer Sign In

## Qualify for Lifeline!

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. Qualifying is the first step to getting your Lifeline Benefit.

What is your state or territory?

Choose



Get Started

If you do not want to qualify online, you can use a paper form.

### Do you need to recertify?

If you already get Lifeline and received a notice that said you need to recertify, use the recertify button.

Recertify to keep Lifeline

### Are you a service provider?

If you are a service provider and need to qualify your customer for Lifeline, use the service provider portal.

Sign in as a Service Provider >

# Apply Through Consumer Portal

## Step 1: Create an NV Web Portal User Account

### Your Information

We will use this information to find out if you qualify for the Lifeline Program.

#### 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**

**Suffix** (Optional)

First and last name may only consist of letters, hyphens, spaces, and single quotes. The first name should be the consumer's legal name, not a nickname. The last name must be at least 2 characters.

Date of birth must be in the MM/DD/YYYY format.

#### What is your date of birth?

**Month**

**Day**

**Year**

# Apply Through Consumer Portal

## Step 1: Create an NV Web Portal User Account

The screenshot displays a web form for creating a user account. It is divided into two main sections by a horizontal line. The top section asks for the last 4 numbers of the Social Security Number (SSN) and includes a link to provide a Tribal Identification Number instead. The bottom section asks for the home address, with a note to avoid P.O. boxes. It contains fields for Street Number and Name, Apt. Unit, etc., City, State (a dropdown menu), and Zip Code. A 'Clear All' link is at the bottom left, and a 'Next >' button is at the bottom right, highlighted with an orange border. Three callout boxes provide additional instructions: one for the Tribal Identification Number, one for the address field (noting that descriptive addresses or geo-coordinates are acceptable), and one for the 'Next' button (stating all fields must be complete).

**What is your Tribal Identification Number?**

[I want to give my Social Security Number instead.](#)

**What are the last 4 numbers of your Social Security Number (SSN)?**

[I want to give my Tribal Identification Number instead.](#)

**What is your home address?**

The address where you will get service. Do not use a P.O. Box.

**Street Number and Name**

**Apt, Unit, etc.**

**City**

**State**

**Zip Code**

[Clear All](#)

[Next >](#)

The consumer can input a descriptive address if they don't have a street number, geo-coordinates can be used to identify the physical location.

All fields must be complete before pressing "Next."

# Apply Through Consumer Portal

## Step 1: Create an NV Web Portal User Account

The consumer will create their username and password and log in to the NV Web Portal.

### Part 1

## Create Your Account

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

The screenshot displays a two-column form for account creation. The left column, titled 'Choose your username.', includes a subtext 'Choose something that you can easily remember. If it helps, use your name in some form.' and a text input field labeled 'Username'. The right column, titled 'Choose your password.', includes a subtext 'Make sure it is something you can remember. It has to follow the requirements below.' and two text input fields labeled 'Password' and 'Confirm Password'. To the right of the password fields is a 'Password Requirements' section with four criteria, each preceded by an orange warning icon: 'At least 8 letters or numbers long', 'At least 1 capital letter', 'At least 1 number (0-9)', and 'At least 1 special character (!@#\$%^&\*)'.

**Choose your username.**  
Choose something that you can easily remember. If it helps, use your name in some form.

**Username**

**Choose your password.**  
Make sure it is something you can remember. It has to follow the requirements below.

**Password**

**Confirm Password**  
Type the same password again.

**Password Requirements**

- ⚠ At least 8 letters or numbers long
- ⚠ At least 1 capital letter
- ⚠ At least 1 number (0-9)
- ⚠ At least 1 special character (!@#\$%^&\*)

The consumer will see the username and password requirements. They will be notified if:  
1) A username is unavailable; 2) A username does not meet requirements; and/or 3) A password does not meet requirements.

# Apply Through Consumer Portal

## Step 1: Create an NV Web Portal User Account


Consumers will then be asked to provide answers to the security questions to help the consumer reset their password and / or username in the future, if necessary.

### **Part 2**

Help us secure your account. Choose 3 security questions that only you know the answers to.

Make sure you can remember these answers. These will help you get back into your account if you forget your username or password.


**Security Question 1**

Select one 

**Your Answer to Security Question 1**

---

**Security Question 2**

Select one 

**Your Answer to Security Question 2**

---

**Security Question 3**



**What is the best way to reach you?**

We will use this to contact you when you need to reset your password and to let you know when there are updates to your application status.

☒ Email ☐ Phone ☐ Mail

---

**What is your email address?**

# Apply Through Consumer Portal

## Step 2: Log in to the NV Web Portal

### Sign In To Your Account

✓ **Your account is created!**  
Please sign back in so we know it is still you and then you can complete the process.

If a **consumer forgets their username or password, they can reset them** by clicking these links.

They enter in their e-mail to recover their username or answer security questions to reset their password.

Note: Consumers will need to **complete a CAPTCHA** when they log in.

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

By signing in, I accept the [terms and conditions](#) of the National Verifier system.

☐ I'm not a robot



Sign In

### Don't Have an Account?

Find out if you qualify for the Lifeline program by creating an account.

[Create an Account](#)

### Print an application to mail in?

If you want to fill out the form on paper, you can [print a paper form](#) to mail in.



# Apply Through Consumer Portal

## Step 2: Log in to the NV Web Portal

Lifeline National Verifier

English | Español | Your Account

You are in the National Verifier Testing environment. This site is for training purposes only. For production use, please use the Production environment at [checklifeline.org](#).

### Welcome Jane Mary Smith

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

[Learn more about the Lifeline Program](#)

### 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](#)

Application ID	Application Created	Expiration Date	Status
Q42094-90971	02/06/2019	05/07/2019	Qualified

Submit new application

#### Apply or Transfer Your Service

Complete a new application if you'd like to sign up for Lifeline again or want to transfer your benefit to a different company.

Option to update address

#### Update Your Address

If you already get Lifeline but have moved recently, update your address here and let your company know as soon as possible.

#### Find a Company Near Me

[↗](#)

Lifeline is a federal benefit. If you are not happy with your Lifeline service, you can move to another phone or internet company.

# Apply Through Consumer Portal

## Step 3: Select the Qualifying Program

### Tell Us Which Program You Are In

To qualify for Lifeline, we need to know which government assistance program you are in.

The consumer should check the box next to **all** the programs that they are in.

#### Are you in any of these?

##### Check all that apply.

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Public Housing Assistance
- ☐ Veterans Pension and Survivors Benefit Programs
- ☐ Tribal Specific Program (only choose if you live on tribal lands)
- ☐ I don't participate in one of these programs, I want to qualify through my income.
- ☐ I am not in any of these, but my child or dependent is in one of these programs. (?)

[Back](#)[Next](#)

# Apply Through Consumer Portal

## Step 4: Review the Application Form

### 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:	Jane Mary Smith
Date of Birth:	March 10, 1959
Last 4 Numbers of SSN:	1234
Address:	123 Main Street, Apt 206 Chicago, IL 56789

Edit

The consumer can edit information if needed.

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 the Lifeline program benefit.

The consumer will need to **read and check the box** for the statement in order to proceed to the next page.

< Back

Next >

# Apply Through Consumer Portal

## Step 5a: Initial Statements and E-Sign



**A person assisting a consumer cannot initial or enter the e-signature for the consumer. The benefit recipient must be the one to enter their initials, even when applying with a Benefit Qualifying Person (BQP).**

The consumer must enter their first and last initials here.

### Agreement

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

I understand that it is against the law to lie on this form and agree, under penalty of perjury, to the following statements:

Initial

JS

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).

Scroll Down

...There are 9 total statements to initial.

### Your Signature

Type your full legal name (the same as you gave us before) below.

Jane Mary Smith



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

Back

Submit

# **Automatic Qualification**

## Apply Through Consumer Portal



# Apply Through Consumer Portal

## Step 6: Qualified, Next Steps | Follow Instructions to Enroll You Qualify for Lifeline

The consumer's "Qualified" eligibility result **will expire in 90 days**. They must **sign up with a service provider** by the listed date.

### Sign up for Lifeline by Apr 30, 2018 (Based on US Eastern Time)

You have 90 days from today to sign up for Lifeline with a phone or internet company.

#### How to sign up

1

Choose a company

Find one using the [list of service providers near you](#).

2

Tell them you qualified for Lifeline online, and ask them to sign you up.

#### Bring the following with you:

- A form of identification (like a driver's license)
- Your confirmation number: **N3B-2U1-23WN**

3

After they sign you up, you will start getting your phone or internet service.



# **Supporting Documentation**

## Apply Through Consumer Portal



# Apply Through Consumer Portal

## Providing Supporting Documentation

If a consumer receives any of the following errors, they can resolve them by submitting documentation or additional information to the portal:

Error		Document Required
TPIV (Identity Verification Error)	➡	Proof of identity
AMS (Address Verification Error)	➡	Proof of residential address
Duplicate Address	➡	Household Worksheet
Under 18	➡	Proof of emancipated minor
Program Eligibility	➡	Proof of program/income
Deceased Subscriber	➡	Proof of life

# Apply Through Consumer Portal

## Step 6: Resolve Errors– Address Error

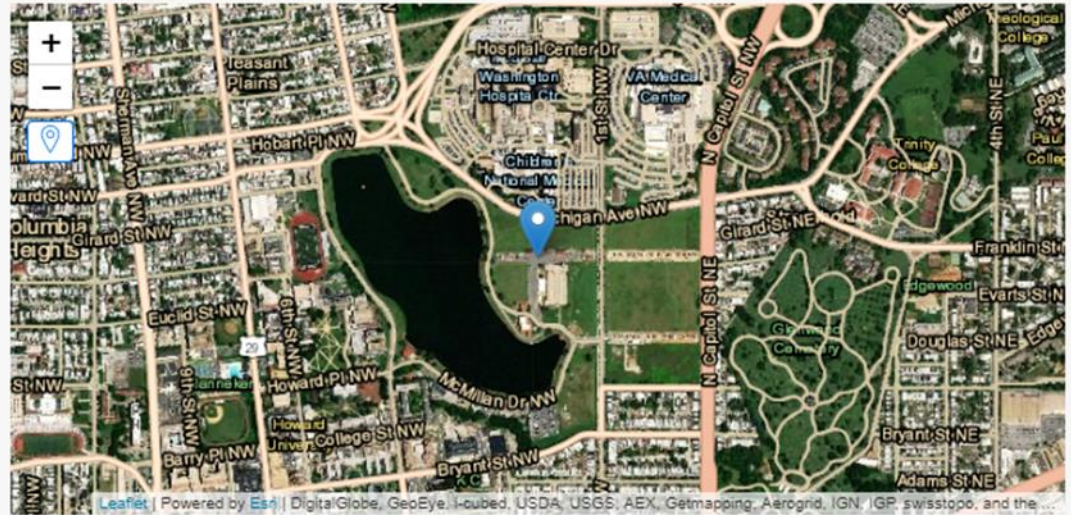
### We Didn't Recognize Your Address

The U.S. Postal Service could not find the address you gave us.

**Show us that your address is right.**

This is the information you gave us.

We need to confirm where you live on the map below. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.



Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude

38.92529

Longitude

-77.01403

Back

Next

# Apply Through Consumer Portal

## Step 5b: Resolve Errors– Program Eligibility

### We Need More Information

To qualify for Lifeline, you need to show that you qualify through a government assistance program or through your income.

The consumer must choose which of the **eligible programs** they participate in, if any. If the consumer is part of multiple programs, they **only need to choose one** that they have documentation for.

#### Are you in any of these?

You will need to show proof that you are in the program you choose.

##### Choose one.

- ☒ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Public Housing Assistance
- ☐ Veterans Pension and Survivors Benefit Programs
- ☐ Tribal Specific Program (only choose if you live on tribal lands)
- ☐ I don't participate in one of these programs, I want to qualify through my income.
- ☐ I am not in any of these, but my child or dependent is in one of these programs. ?

< Back

Next >

If you have questions about acceptable documentation visit our [website](#).

### Show That They Are in SNAP

The Supplemental Nutrition Assistance Program (SNAP) used to be called Food Stamps.

Their state might use a different name for SNAP. Look it up on this list of [SNAP names by state](#).

### We need to see a copy of one of these:

NOTE: All documents must be issued by the state or federal government.

- **Approval letter** that shows:
  - Name of the participant
  - Eligibility dates
- **Benefits statement or letter** that shows:
  - Name of the participant
  - Eligibility dates
- **Verification letter** that shows:
  - Name of the participant

#### Give us your documents.

Upload the file here

Choose file

Back

Next

# Apply Through Consumer Portal

## Step 5b: Resolve Errors – Program Eligibility

### We Need More Information

To qualify for Lifeline, you need to show that you qualify through a government assistance program or through your income.

#### Are you in any of these?

You will need to show proof that you are in the program you choose.

##### Choose one.

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Public Housing Assistance
- ☐ Veterans Pension and Survivors Benefit Programs
- ☒ Tribal Specific Program (only choose if you live on tribal lands)
- ☐ I don't participate in one of these programs, I want to qualify through my income.
- ☐ I am not in any of these, but my child or dependent is in one of these programs. (?)

If a consumer is eligible through a Tribal program, they must select the specific program and provide supporting documentation (i.e. Tribal letter) as proof.

#### Which tribal specific programs do you have? (Choose one.)

- ☐ Bureau of Indian Affairs General Assistance
- ☐ Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- ☐ Food Distribution Program on Indian Reservations (FDPIR)
- ☐ Tribal Head Start (only if you qualified for it through your income)

[Back](#)[Next](#)

# Apply Through Consumer Portal

## Step 5b: Resolve Errors– Program Eligibility

### We Need More Information

To qualify for Lifeline, you need to show that you qualify through a government assistance program or through your income.

**Are you in any of these?**

You will need to show proof that you are in the program you choose.

**Choose one.**

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Public Housing Assistance
- ☐ Veterans Pension and Survivors Benefit Programs
- ☐ Tribal Specific Program (only choose if you live on tribal lands)
- ☒ I don't participate in one of these programs, I want to qualify through my income.
- ☐ I am not in any of these, but my child or dependent is in one of these programs. ?

[< Back](#) [Next >](#)

### Show That You Qualify Through Your Income

**How many people live in your household?**

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ More than 8

[Back](#) [Next](#)

If the consumer qualifies based on their income, they can still submit documentation to prove their eligibility. But first, the consumer will need to answer a few questions. The first asks for the number of people who live in the consumer's household.



# Apply Through Consumer Portal

## Step 5b: Resolve Errors– Program Eligibility

Show That You Qualify Through  
Your Income

**How many people live in your household?**  
A household is a group of people who live together and share income and expenses (even if they are not related to each other).

☐ 1  
☐ 2  
☐ 3  
☒ 4  
☐ 5  
☐ 6  
☐ 7  
☐ 8  
☐ More than 8

**Is your annual household income the same or less than:**  
You can find this on your taxes under "Gross Annual Adjusted Household Income."

**\$34,763**

☐ Yes ☐ No

[Back](#) [Next](#)

**Is your annual household income the same or less than:**  
You can find this on your taxes under "Gross Annual Adjusted Household Income."

**\$34,763**

☐ Yes ☐ No

[Back](#) [Next](#)

Once the consumer answers how many people live in their household, they will need to confirm that their annual income is less than or equal to the number that displays. After selecting “Yes” or “No” based on the consumer’s response, they will then click the “Next” button.

# Apply Through Consumer Portal

## Step 5b: Resolve Errors– Program Eligibility

**If the consumer chose “Yes”,** they must submit proof of their income eligibility.

### Show That You Qualify Through Your Income

We need to see one of these:

- The prior year's state, federal, or Tribal tax return
- 3 pay stubs in a row (or a current income statement from your employer)
- Social Security statement of benefits
- Veterans Administration statement of benefits
- Unemployment or Workers' Compensation statement of benefits
- Federal or Tribal notice letter of participation in General Assistance
- Divorce decree
- Child support award, or
- Other official document containing income information

Give us your documents.

Upload the file here

Choose file

Back

Next

**If the consumer chose “No”,** they will not be able to prove eligibility through their income. They still have the option to prove their eligibility through a government program.

### You Do Not Qualify for Lifeline Based on Your Household Income

With a household of [4] you must have an annual income of less than or the same as [\$33,210].

Go to the Homepage

Do you participate in a government assistance program?

Such as SNAP (Food Stamps), Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance, Veterans Pension and Survivors Benefit Program, or a Tribal Specific Program.

☐ Yes ☐ No

# Apply Through Consumer Portal

## Step 5b: Resolve Errors

Give us your documents.

Upload the file here

**Choose file**

↑ pair-up.pptx (56394)

This upload could not be completed. Please ensure your file size is less than 10 MB and is one of the following file types: jpg, jpeg, png, pdf, gif and try again.

If a consumer submits a document that is not an acceptable file type or is bigger than 10MB, they will get an error indicating so.

**Note:** Consumers can upload photos taken with a phone and/or PDF files

# Apply Through Consumer Portal

## Step 5b: Resolve Errors – Pending Review

### We Are Checking Your Documents

We need to check your documents to make sure you qualify. When we finish, **this page will refresh** and tell you if you qualify for Lifeline.

Lifeline Support reviews applications 9 AM – 9 PM daily.

### This will take a few minutes.

If you need to leave and come back later, this page will be available until [mm/dd/yyyy].

#### If you qualify...

**You will have 90 days** to [find a company](#) and sign up for service.

#### If you do not qualify...

We'll ask you for more information or tell you what to do next. **You will have until [mm/dd/yyyy]** to send us the information or complete the next steps.

# Apply Through Consumer Portal

## Step 5b: Resolve Errors – Duplicate Subscriber

### Eligibility Result: “Already Enrolled in Lifeline.”

#### Our Records Show That You Already Have Lifeline

##### You are signed up with [company name].

If you don't have a Lifeline benefit now, you had one in the past and you are still in our system.

##### Decide if you want to:

###### Stay with [company].

If you are happy with the service you are getting, you do not need to do anything else.

If you need to start your service again, call them at [(xxx) xxx-xxxx]. You can also visit their website at [www.website.com](#).

###### Transfer your service.

1. Find a new company using the [list of phone or internet companies](#) near you.
2. Call or visit them, and ask them to transfer your service.

###### Cancel your benefit.

Call [company] at [(xxx) xxx-xxxx] and ask them to cancel your Lifeline benefit.

If you think this is fraud, call USAC.

If you think this message is wrong, call USAC at (800) 234-9473. For example:

- If you never had a Lifeline benefit and think someone else is using your information.
- If you think you already cancelled your benefit.

If the consumer received this eligibility error and would **like to transfer their Lifeline benefit**, they are able to complete this process with their new chosen service provider.

# **Apply with a Paper Form**

# Apply with a Paper Form

## Required Fields

- Consumers must complete all sections of the application.
- Write clearly, using black ink and capital letters.
- Required fields include:
  - Full name
  - Home address
  - Billing address (if different)
  - Date of birth
  - Last four digits of SSN or Tribal identification number
  - Name of qualifying program or number of household members

FCC FORM 5629  
Lifeline Program  
Application Form

OMB APPROVAL EDITION 3060-0819

2.  
Your  
Information

All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.

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  
Middle (optional)  
Last

What is your phone number (if you have one)?  
Month Day Year

What is your date of birth?  
Month Day Year

What is your email address (if you have one)?

What are the last 4 numbers of your Social Security Number (SSN) or Tribal Identification Number?  
If you do not have a SSN, what is your Tribal ID?

What is the best way to reach you?  
☐ email ☐ phone

FCC FORM 5629  
Lifeline Program  
Application Form

OMB APPROVAL EDITION 3060-0819

2.  
Your  
Information  
(continued)

Check if you are qualifying through a child or dependent in your household. If so, answer the following questions:

What is their full legal name?  
First  
Middle (optional)  
Last

What is their date of birth?  
Month Day Year

What are the last 4 numbers of their Social Security Number (SSN)?  
If they do not have a SSN, what is your Tribal Identification Number?

What is your home address? (The address where you will get service. Do not use a P.O. Box.)  
Street Number and Name  
Apt., Unit, etc. City  
State Zip Code

Is this a temporary address? ☐ Yes ☐ No Check if you live on Tribal Lands\* ☐

What is your mailing address? (Only fill this out if it is not the same as your home address.)  
Street Number and Name

FCC FORM 5629  
Lifeline Program  
Application Form

OMB APPROVAL EDITION 3060-0819

2.  
Your  
Information  
(continued)

Check if you are qualifying through a child or dependent in your household. If so, answer the following questions:

What is their full legal name?  
First  
Middle (optional)  
Last

What is their date of birth?  
Month Day Year

What are the last 4 numbers of their Social Security Number (SSN)?  
If they do not have a SSN, what is your Tribal Identification Number?

Universal Service Administrative Company | www.lifelinesupport.org  
Need help? Call the Lifeline Support Center at 1-800-234-9473

# Apply with a Paper Form

## Qualification

- Applicants must show how they qualify for the Lifeline Program, either through a government program or based on their income.
- Only one method – an eligibility program or income eligibility – is required.
- The income table is based on 135% of the Federal Poverty Guidelines. This table is updated annually, typically in January.

FCC FORM 5629

Lifeline Program  
Application Form

OMB APPROVAL EDITION 3060-0819

FC Universal Service  
Administrative Co.

### 3. Qualify for Lifeline

Fill out this section to show that you, your dependent, or someone in your household qualifies for Lifeline.

You can qualify through some government assistance programs or through your income (you do not need to qualify through both).

**Qualify through a government program:**

Check all programs that you or someone in your household have:

- ☐ Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)
- ☐ Supplemental Security Income (SSI)
- ☐ Medicaid
- ☐ Federal Public Housing Assistance (FPHA)
- ☐ Veterans Pension or Survivors Benefit Programs

Tribal Specific Programs

- ☐ Bureau of Indian Affairs (BIA) General Assistance
- ☐ Tribal Temporary Assistance for Needy Families (Tribal TANF)
- ☐ Food Distribution Program on Indian Reservations (FDPIR)
- ☐ Tribal Head Start (only households that meet the income qualifying standard)

Or

**Qualify through your income:**  
(Only fill this out if you do not qualify through a government program.)

Including you, how many people live in your household? (check one)	Is your income the same or less than the amount listed for your state and household size? (only check yes or no next to your household size)				
	All 48 States & DC (not Alaska and Hawaii)	Alaska	Hawaii	Yes	No
<input type="checkbox"/> 1	\$17,226	\$21,533	\$19,818	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 2	\$23,274	\$29,093	\$26,771	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 3	\$29,322	\$36,653	\$33,723	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 4	\$35,370	\$44,213	\$40,676	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 5	\$41,418	\$51,773	\$47,628	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 6	\$47,466	\$59,333	\$54,581	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 7	\$53,514	\$66,893	\$61,533	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 8	\$59,562	\$74,453	\$68,486	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> If more than 8, add this amount for each extra person:	Add \$6,048	Add \$7,560	Add \$6,953	<input type="checkbox"/> Yes	<input type="checkbox"/> No

**135% of the 2020 Federal Poverty Guidelines**  
\*The Federal Poverty Guidelines are typically updated at the end of January.

Page 5 of 8

Universal Service Administrative Company | [www.lifelinesupport.org](http://www.lifelinesupport.org)  
Need help? Call the Lifeline Support Center at 1-800-234-9473



# Apply with a Paper Form Signature

- Consumer must review and initial next to each statement
- Then, the consumer must sign and date the application at the bottom of the page



**A person assisting a consumer cannot initial or sign for the consumer. The benefit recipient must be the one to initial with their initials, even when applying with a BQP.**

FCC FORM 5629

Lifeline Program  
Application Form

OMB APPROVAL EDITION 3060-0819

FCC Universal Service Administrative Co.

### 4. Agreement

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

*You must initial next to each statement.*

☐ 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).

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

☐ 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).

☐ 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.

☐ I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.

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

☐ 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.

☐ My service provider may have to check whether I still qualify at any time. If I need to recertify (renew) 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.

☐ I was truthful about whether or not I am a resident of Tribal lands, as defined in section 2 of this form.

I consent to let USAC contact me at my Lifeline phone number for important reminders and updates to my Lifeline service. Message and data rates may apply. Text STOP to end messages.

**Signature**  **Today's Date**

Page 6 of 8

Universal Service Administrative Company | [www.lifelinesupport.org](http://www.lifelinesupport.org)  
Need help? Call the Lifeline Support Center at 1-800-234-9473

# Apply with a Paper Form

## Representative Information

- If a service provider enrollment representative assists a consumer with completing their application, the service provider enrollment representative will need to complete this section.
- If a service provider enrollment representative does not assist a consumer with completing their paper application, this page can be left blank.

FCC FORM 5629

Lifeline Program  
Application Form

OMB APPROVAL EDITION 3060-0819

FCC

Universal Service  
Administrative Co.

### 5. Agent Information

*Answer only if a sales  
person submits this form.*

**What is the agent's full legal name?**  
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First

Middle (optional)

Suffix (optional)

Last

**What is the agent's ID number?**

**What is the agent's date of birth?**

Month  Day  Year

Page 7 of 8

Universal Service Administrative Company | [www.lifelinesupport.org](http://www.lifelinesupport.org)  
Need help? Call the Lifeline Support Center at 1-800-234-9473

# Apply with a Paper Form Submission

- Consumers mail completed applications and associated documents to:  
**USAC Lifeline Support Center**  
**P.O. Box 7081**  
**London, KY 40742**
- USAC will send an eligibility decision via mail from the Lifeline Support Center.
- Most eligibility decisions will be made in 7 – 10 days.
- Consumers can call the Lifeline Support Center to check their application status at (800) 234-9473.

# Apply with a Paper Form

Tips for consumers applying via paper:

- If consumers have access to email, we encourage them to include this information on their application.
- Include copies of eligibility and identity documents as well as the one-per-household worksheet to reduce processing time.
  - The [household worksheet](#) can be found on [LifelineSupport.org](#)

**Questions?**

## COVID-19 Relief

The Lifeline Support Center remains fully operational

- **More flexibility for consumers.** The FCC has temporarily adjusted income eligibility documentation requirements to allow those who are recently unemployed to prove Lifeline eligibility. Additionally, USAC is now temporarily accepting driver's licenses or state identification cards that have recently expired, when needed to complete a Lifeline application.
- **Continued service for consumers.** The FCC issued orders that temporarily pause periodic program integrity reviews, as well as recertification, monthly usage, and other requirements to ensure consumers are not involuntarily de-enrolled from the Lifeline Program during the pandemic.

# How to Get Help


# Managing the Benefit

- **Address Update:** consumers must inform their company if they move or change residential addresses
  - If their company cannot automatically verify the consumer's new address, the consumer will need to verify it through the National Verifier
- **Transfer benefit:** consumers can switch to a different company by re-applying through the National Verifier



# Resources for Consumers

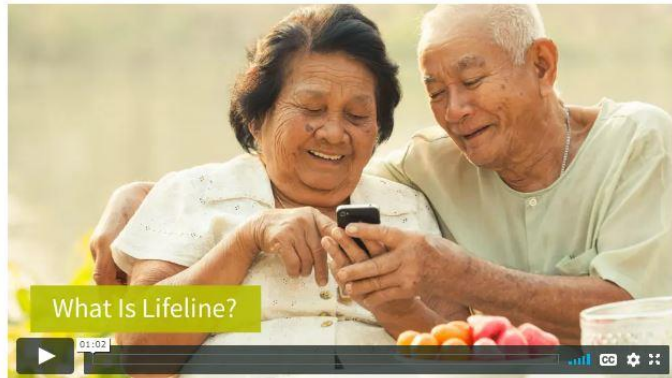
- Lifeline Support Center
  - (800) 234-9473
  - [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org)
  - 9 a.m.– 9 p.m. ET, Monday – Sunday
- [LifelineSupport.org](https://LifelineSupport.org)
  - Consumer instructions
  - National Verifier one-pagers
  - Consumer videos


[Apply Now](#)

## Lifeline Support

- Become a Customer
- Do I Qualify? ▾
- How to Apply ▾
- Companies Near Me ↗
- National Verifier
- How to Use it ▾
- Current Customers
- [Lifeline Rules & Rights](#)
- [Change My Company](#)
- Help ▾
- Community
  - [Tribal Lands](#)
  - [Community Outreach](#)

## Get Connected



What Is Lifeline?

Lifeline is a federal program that lowers the monthly cost of phone and internet. Eligible customers will get up to \$9.25 toward their bill. You can only use Lifeline for either phone or internet, but not both. To get Lifeline, [find a company](#) near you.

ⓘ Consumers in some states and territories can apply for Lifeline directly. To learn how click [here](#).

### Get Lifeline

[Do I Qualify?](#)

Determine income or program eligibility.

### Current Customers

[Change your Company](#)

Choose from local companies.

# Resources for Consumers

## Downloadable Flyers

### Lifeline

Receive up to \$9.25 off your phone or Internet service

Lifeline is a federal program that helps lower the cost of your monthly phone or Internet bill.\*

#### INDIVIDUAL ELIGIBILITY

You qualify for a discount if:

- You participate in any **ONE** of these government benefit programs:
  - Supplemental Nutrition Assistance Program (SNAP)
  - Medicaid
  - Federal Public Housing Assistance (FPHA)
  - Veterans Pension and Survivors Benefit
  - Supplemental Security Income (SSI)

— OR —

- Your income is at or below 135% of the federal poverty guidelines

#### HOUSEHOLD ELIGIBILITY

A household is a group of people that share income and expenses.

- You are only allowed to get **one** Lifeline discount per household.
- If you share housing, complete the **Household Worksheet**.
- The worksheet is available on our website, [www.LifelineSupport.org](http://www.LifelineSupport.org). You can also ask your Lifeline service provider.

\*If you live on federally recognized Tribal Lands, you may receive an additional discount towards your service.

#### THREE WAYS TO APPLY



**APPLY ONLINE** Find the online application at [CheckLifeline.org](http://CheckLifeline.org).

OR



**MAIL YOUR APPLICATION** Print an application from [www.LifelineSupport.org/National-Verifier](http://www.LifelineSupport.org/National-Verifier). Fill out and mail it with proof of eligibility to:  
Lifeline Support Center  
P.O. Box 7081  
London, KY 40742

OR



**CONTACT A PHONE OR INTERNET COMPANY** Find a company that provides Lifeline at [www.LifelineSupport.org](http://www.LifelineSupport.org). Click *Companies Near Me*.

#### HOW TO SHOW YOU ARE ELIGIBLE

You may need to show proof that you qualify for Lifeline, such as:

- A copy of your award letter **OR**
- A copy of pay stub or tax return to prove your income is at or below 135% of the federal poverty guidelines.



Universal Service Administrative Co.

**LIFELINE SUPPORT CENTER**  
(800) 234-9473 | 9 AM-9 PM ET | 7 DAYS PER WEEK  
[LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) | [www.LifelineSupport.org](http://www.LifelineSupport.org)

FCC USAC is an independent not-for-profit designated by the FCC.

Available for Public Use

Lifeline Support

Become a Customer

Do I Qualify? ▾

How to Apply ▾

Companies Near Me ↗

National Verifier

How to Use it ▾

Current Customers

Lifeline Rules & Rights

Change My Company

Help ▾

Community

Tribal Lands

Community Outreach




Community Outreach

Lifeline is a federal program that provides a monthly benefit of \$9.25 to reduce or eliminate the cost of phone/internet connectivity for eligible households.

- Consumer Education (print materials)
- Events
- Getting Started with Lifeline
- Help & Customer Support


About Lifeline



What is Lifeline?

What is Lifeline? | 1:07 minutes

Watch this video to learn about the Lifeline program, including how to qualify and what the benefit can be used for.



Lifeline 101 Webinar


Lifeline 101 Webinar | 31 minutes

Watch this introductory presentation for community advocates (originally aired November 17, 2016) to learn about the Lifeline Program and how to support qualifying customers.


Or, skip to Getting Started with Lifeline to learn more.

Consumer Education

Consumer advocacy groups, social service agencies, and other organizations that support Lifeline customers are welcome to print and distribute these publications in their communities:



Lifeline: How to Apply - Click to View ↗



Lifeline: Manage Your Benefit - Click to View ↗

Lifeline: How to Apply [Spanish] - Click to View ↗

Lifeline: Manage Your Benefit [Spanish] - Click to View ↗

LifelineSupport.org

# Resources for Consumers

## Downloadable Flyers

English

**Lifeline**

Lifeline is a federal program that helps lower the cost of your monthly phone or Internet bill.\*

**HOW TO KEEP YOUR BENEFIT**

**USE IT OR LOSE IT**  
If your mobile phone or Internet is free, use it at least **once every 30 days** to keep the benefit.

---

**RECERTIFICATION**  
Each year, Lifeline will conduct a check to ensure you still qualify for the benefit. We will review databases that can verify your participation in qualifying programs.

We will send you a letter asking you to renew your benefit **ONLY** if we are unable to confirm you are still eligible.

**What to do if asked to renew:**

- Call (855) 359-4299 **OR**
- Complete the form online at [CheckLifeline.org](https://www.CheckLifeline.org) **OR**
- Complete the Renewal form and mail it to:  
Lifeline Support Center  
P.O. Box 7081  
London, KY 40742

You may check your Lifeline Benefit status anytime by calling the Lifeline Support Center, (800) 234-9473.



**TRANSFER YOUR BENEFIT**  
You may change the phone or internet company registered with Lifeline at any time.

To do so:

- Talk to your new company to make the switch—some companies may have transfer costs.
- Reapply to Lifeline to confirm you are still eligible.
- Search for a phone or internet company at [www.LifelineSupport.org](https://www.LifelineSupport.org). Click *Companies Near Me*.

\* If you live on federally recognized Tribal Lands, you may receive an additional discount towards your service.

**LIFELINE SUPPORT CENTER**

**(800) 234-9473 | 9 AM-9 PM ET | 7 DAYS PER WEEK**

[LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) | [www.LifelineSupport.org](https://www.LifelineSupport.org)

Contact your phone or internet company about your phone, internet service, or bill.



 USAC is an independent not-for-profit designated by the FCC.

Available for Public Use

Spanish

**Lifeline**

Lifeline es un programa federal que puede reducir el coste mensual de su cuenta de teléfono o intranet.\*

**MANTENER SUS BENEFICIOS**

**ÚSALO O PERDERLO**  
Si su teléfono móvil o intranet es gratis, úselo al menos **una vez cada 30 días** para mantener su beneficio.

---

**RECERTIFICACION**  
Cada año, Lifeline realizará una verificación para asegurarse de que aún califica para su beneficio. Revisaremos las bases de datos que pueden confirmar su participación en programas de calificación.

Le enviaremos una carta pidiéndole que renueve su beneficios **SÓLO** si no podemos confirmar que aún es elegible.

**¿Que hacer si se le pide renovar?**

- Llame al (855)359-4299 **O**
- Complete el formulario en línea en [CheckLifeline.org](https://www.CheckLifeline.org) **O**
- Complete el formulario de renovación y envíelo por correo a:  
Lifeline Support Center  
P.O. Box 7081  
London, KY 40742

Puede verificar su estado de beneficios Lifeline en cualquiera momento llamando al Lifeline Support Center, (800) 234-9473.



**TRANSFIERE SU BENEFICIO**  
Puede cambiar la compañía telefónica o de internet que tiene con Lifeline en cualquier momento.

Para hacerlo:

- Hable con su nueva compañía para hacer el cambio—compañías pueden tener costes de transferencia.
- Vuelva a aplicar a Lifeline para confirmar que aún eres elegible.
- Busque una compañía que ofrezca Lifeline en [www.LifelineSupport.org](https://www.LifelineSupport.org). Haga clic en *Companies Near Me*.

\* Si vive en tierras tribales reconocidas por el gobierno federal, puede recibir un descuento adicional en su servicio.

**LIFELINE SUPPORT CENTER**

**(800) 234-9473 | 9 AM-9 PM ET | 7 DÍAS DE LA SEMANA**

[LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) | [www.LifelineSupport.org](https://www.LifelineSupport.org)

Comuníquese con su compañía de teléfono o de internet si tiene preguntas sobre su teléfono, servicio de internet o factura.



 USAC es una organización independiente sin fines de lucro designada por la FCC.

Disponible Para Uso Público

**Questions?**

# Lifeline National Verifier

- Thank you for joining us!
- Keep watching the consumer web page for more updates
  - [www.LifelineSupport.org](http://www.LifelineSupport.org)
- Want to stay up to date on Lifeline?
  - Sign up for the [Lifeline newsletter](#)
- Need help? Contact us!
  - [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org)



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