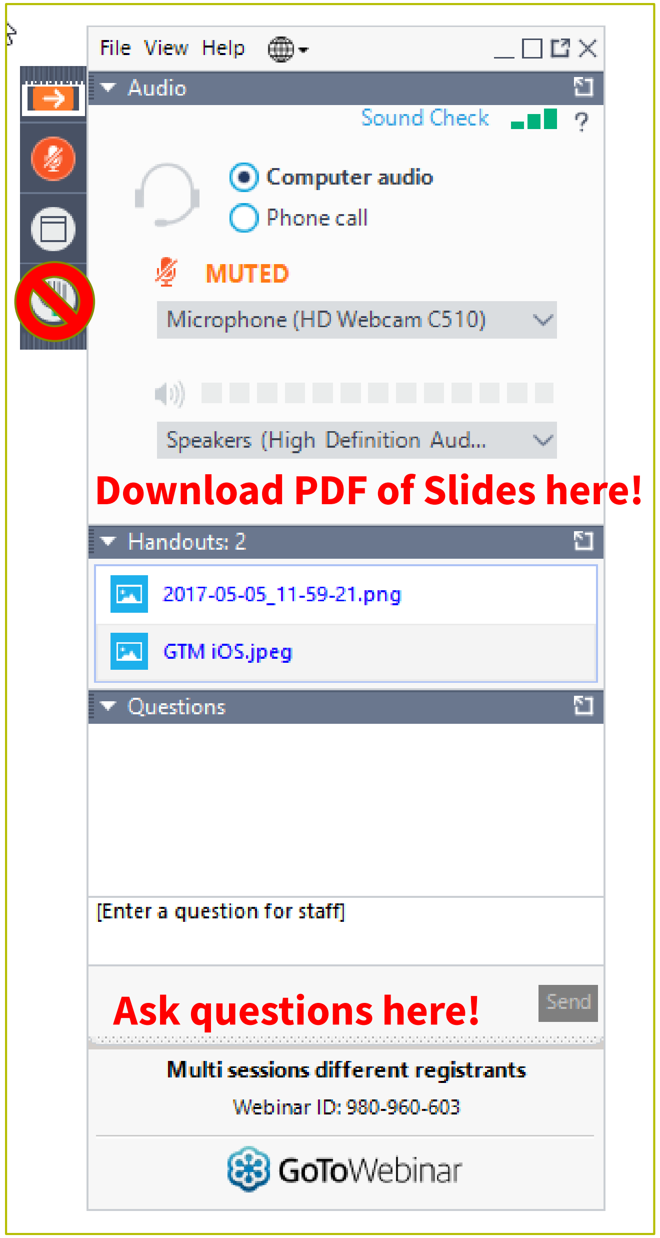
May 2021 Monthly Webinar

National Verifier (NV) 101

Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- Enter questions at any time using the "**Questions**" box
- If your audio or slides freeze, restart the webinar
- A copy of the slide deck is in the "**Handouts**" section of webinar panel



Meet Our Team

Linnita Hosten

Senior Communications Specialist
| Lifeline

Linnita develops external communications and creates content about Lifeline systems and program changes

linnita.hosten@usac.org

Delante Cherry

Communications Specialist
| Lifeline

Delante develops internal and external communications

delante.cherry@usac.org

Leah Sorini

Senior Communications Specialist
| Lifeline

Leah develops external communications, including website content, email campaigns, and training materials

leah.sorini@usac.org

Objectives

At the end of the session, you will…

…be able to:

- Create user accounts and credentials
- Create a National Verifier (NV) application
- Check the status of an application
- Submit documentation using the NV
- Submit documentation with a service provider
- Submit documentation by mail

…understand:

- The basic functions of the NV system

Agenda

- Program Updates
- NV System Overview
- Resources

Program Updates

Program Updates

COVID-19 Relief - Non-Usage Requirement Expired May 1

- Service providers are required to send cure notices to subscribers who, as of May 1, 2021, have not used their service in the previous 30 days
- Service providers are encouraged to perform outreach to notify subscribers that the non-usage waiver has expired
  - Due to the waiver ending, service providers **must** initiate the 15-day notice period
  - Going forward, the non-usage requirement is no longer suspended and is in effect to the same extent it was prior to the FCC's COVID-19 waivers
- More information is available on USAC's Lifeline COVID-19 Response webpage

Program Updates

COVID-19 Relief - Some Changes Expire on June 30, 2021

On February 24, 2021, the FCC released a waiver to ensure low-income consumers continue to have access to affordable communications services needed for telemedicine, telework, and online learning during the ongoing COVID-19 health emergency

From now through **June 30, 2021**:

- Recertification is on hold for all subscribers with anniversary dates between April 14, 2020, and September 28, 2021
- Reverification activity is on hold
- Consumers will continue to have flexibility related to the documentation they can use to demonstrate income eligibility

Program Updates

COVID-19 Relief - Some Changes Expire on June 30, 2021

From now through **June 30, 2021**:

- Service providers can continue to provide Lifeline service to eligible Lifeline consumers living in **rural areas on Tribal lands** - even before those consumers have submitted certain supporting documentation to complete their Lifeline application
    - Consumers have 45 days to submit documentation to maintain their benefit and cannot be claimed by the service provider until they have an approved National Verifier application

National Verifier (NV) System Overview

National Verifier System Overview

- An overview of the National Verifier (NV) system, including how to:
    - Create user accounts and credentials
    - Create an NV application- Service Provider Portal
    - Check the status of an application
    - Submit documentation
    - Submit documentation with service provider assistance
    - Submit documentation by mail

National Verifier Overview

- The National Verifier is a centralized application system that determines a consumer's Lifeline program eligibility
- After qualifying for Lifeline, the consumer's service provider must enter them in the National Lifeline Accountability Database (NLAD) to enroll them in the Lifeline program
- Use of the National Verifier is required in all 56 states and territories (with the exception of the NLAD opt-out states: Texas, Oregon, and California, where the National Verifier leverages the state administrator Lifeline eligibility verification process)

Application Process

Ways to Use the NV

Option 1:
Apply Online

- The consumer visits CheckLifeline.org
- Online application is accessible from any computer or mobile device

Option 2:
Apply by Mail

- The consumer fills out the Lifeline Application Form
  - English Form
  - Spanish Form
- The consumer mails the application and supporting documentation to the Lifeline Support Center

Option 3:
Apply Through a Service Provider

- The consumer may apply with the assistance of a service provider
- Service providers may submit an online application on the consumer's behalf using the NV service provider portal (also available at CheckLifeline.org), or
- Through the National Verifier Eligibility Check API if the service provider has elected to use that option

Application Process

Path 1

Input

Enter consumer data – name, SSN4, DOB, address – into the National Verifier; initial certifications

→

National Verifier searches for consumer in State/Federal databases and NLAD

↓

If consumer eligibility record is found, consumer is approved

→

Result

Service provider uses the National Verifier's eligibility approval to enroll the consumer in NLAD

Application Process
Path 2

Input

Enter consumer data – name, SSN4, DOB, address – into the National Verifier; initial certifications

National Verifier searches for consumer in State/Federal databases and NLAD

If consumer eligibility record is not found, documentation is required

Upload requested documentation

National Verifier agent reviews documents

If documentation is acceptable, consumer is approved

Result

Service provider uses the National Verifier's eligibility approval to enroll the consumer in NLAD

Create User Accounts and Credentials

Create User Accounts and Credentials

Service provider administrators (called “ETC Admins”) can grant National Verifier service provider portal access to their employees using the NLAD system

- Each National Verifier user must have unique login credentials, **users are not permitted to share accounts**
- **Service providers with NLAD credentials can use the same credentials** to access and use the National Verifier service provider portal
- **ETC Agent** role is designed for enrollment representatives who will need access to the National Verifier service provider portal but do not need NLAD access
- **USAC does not limit the number of NLAD sub-accounts a service provider can create**
- Service provider representatives who perform transactions in the NV or NLAD must first register for a Representative ID through the Representative Accountability Database (RAD)
- USAC will track account activity in the NV through Representative IDs

Create User Accounts and Credentials
User Accounts Types & Permissions

There are **four** different types of service provider user accounts within NLAD that map to two NV service provider portal account types

NLAD Account Types	NV SP Portal Account Types	NLAD Access	Check Eligibility	Upload Supporting Documents	View Dashboard of Applications Submitted for Review
ETC Admin	ETC Admin	X	X	X	X
ETC Analyst					
ETC Ops					
ETC Agent	ETC Agent		X	X	X

Create User Accounts and Credentials

Step-by-Step Process

The process for creating NV credentials is the same as creating NLAD subaccounts:

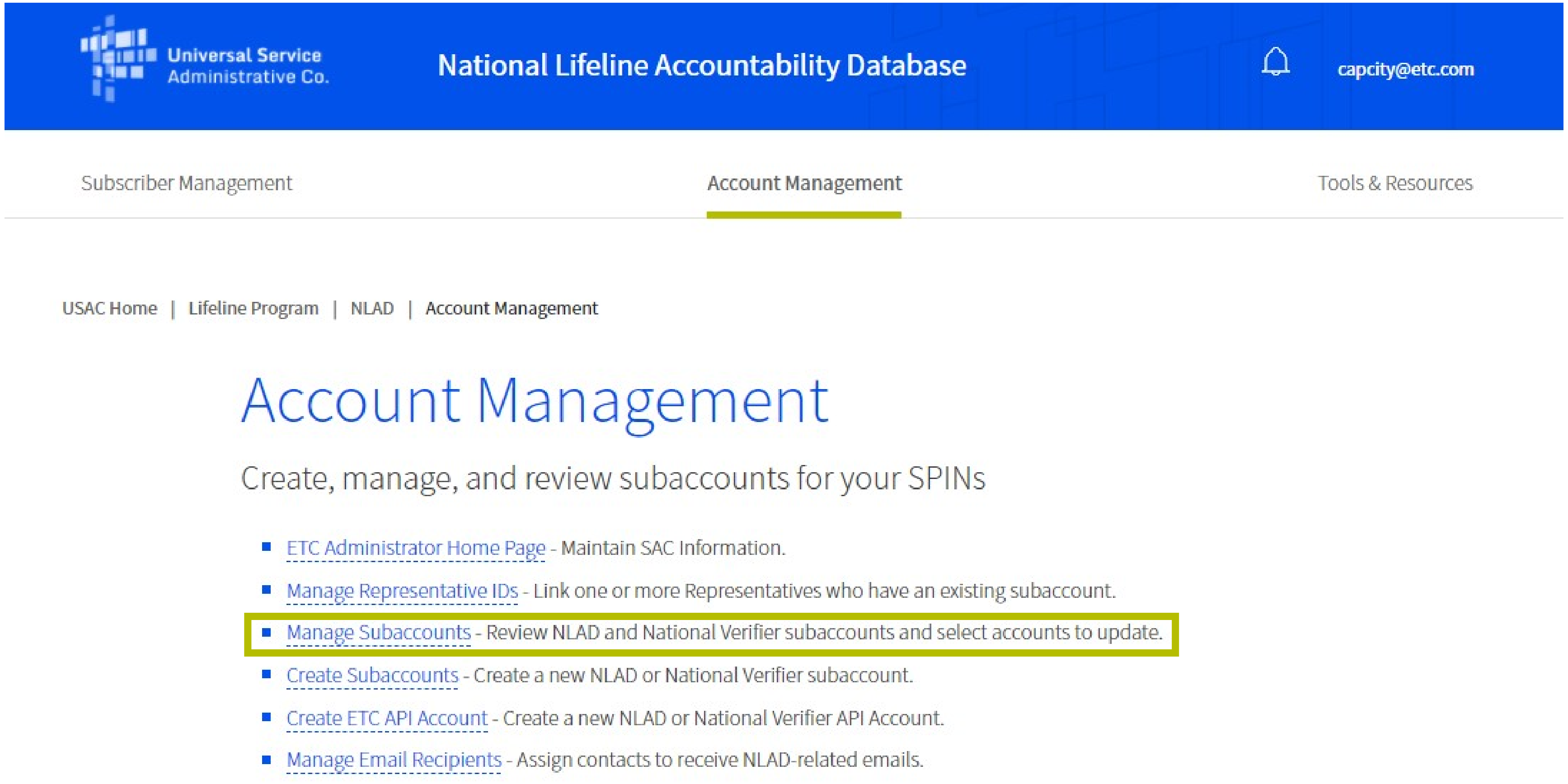
1. In NLAD, the ETC Admin will **select the “Manage Subaccounts"** link from the “Account Management” section

2. **Enter** the user's **email address** and **click “Search”** to locate the user information. If an account is found, skip to step 4

3. If no account is found, **enter the new user's information** (name, phone number, RepID)

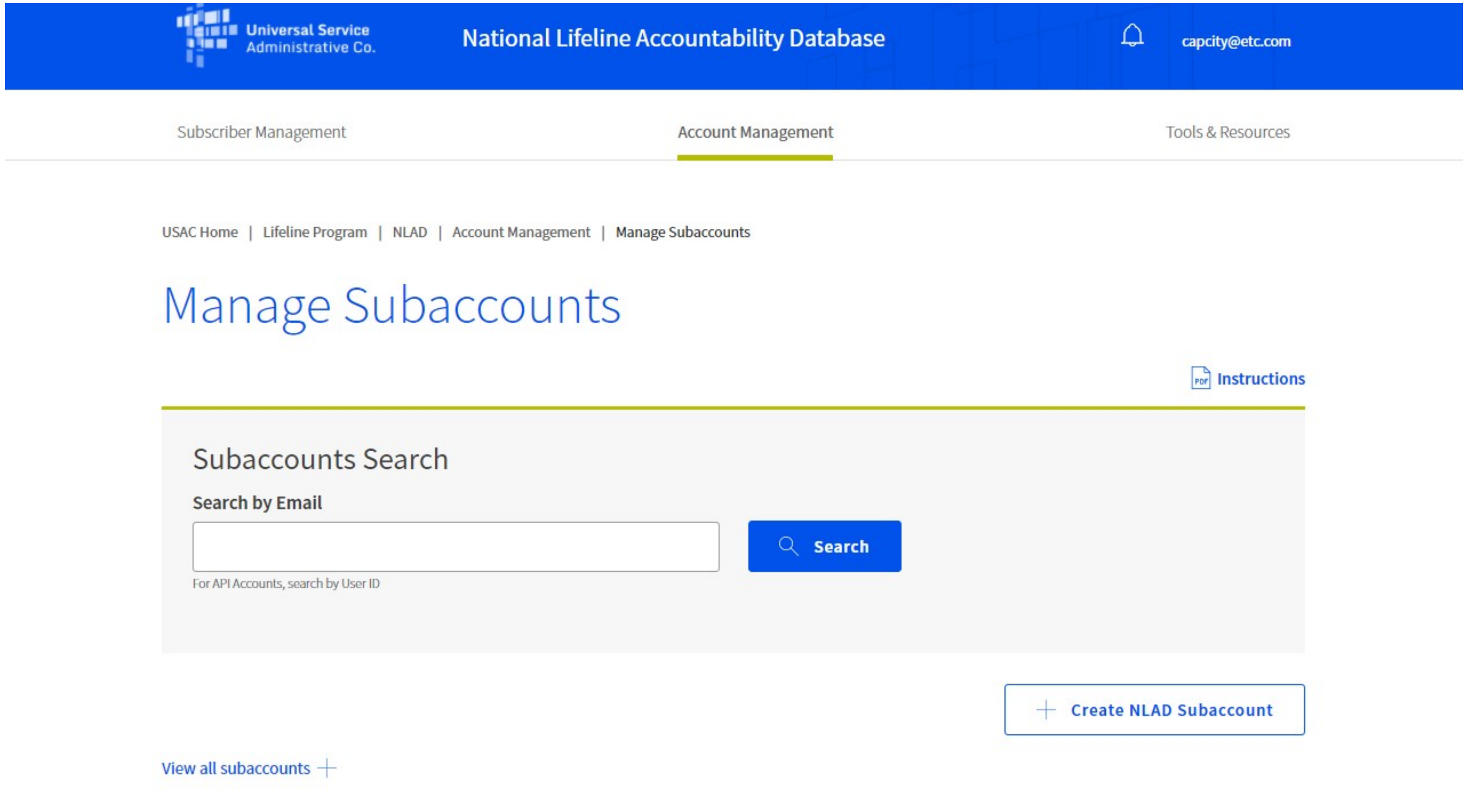
4. **Select** the desired user **role from the drop-down menu** (e.g. ETC Agent) and **click “Submit”**

Create User Accounts and Credentials



Create User Accounts and Credentials
Enter User Email Address

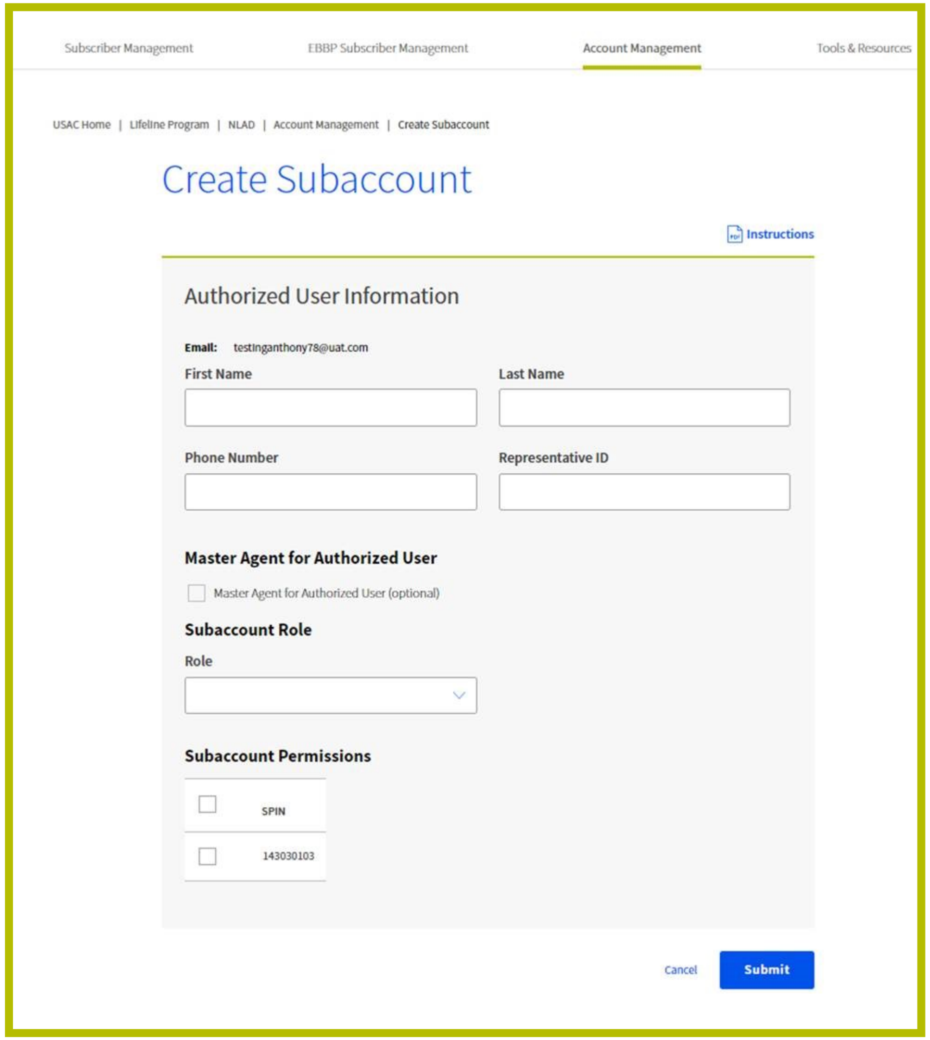
- Enter, confirm, and submit the email address of the new authorized user



Create User Accounts and Credentials

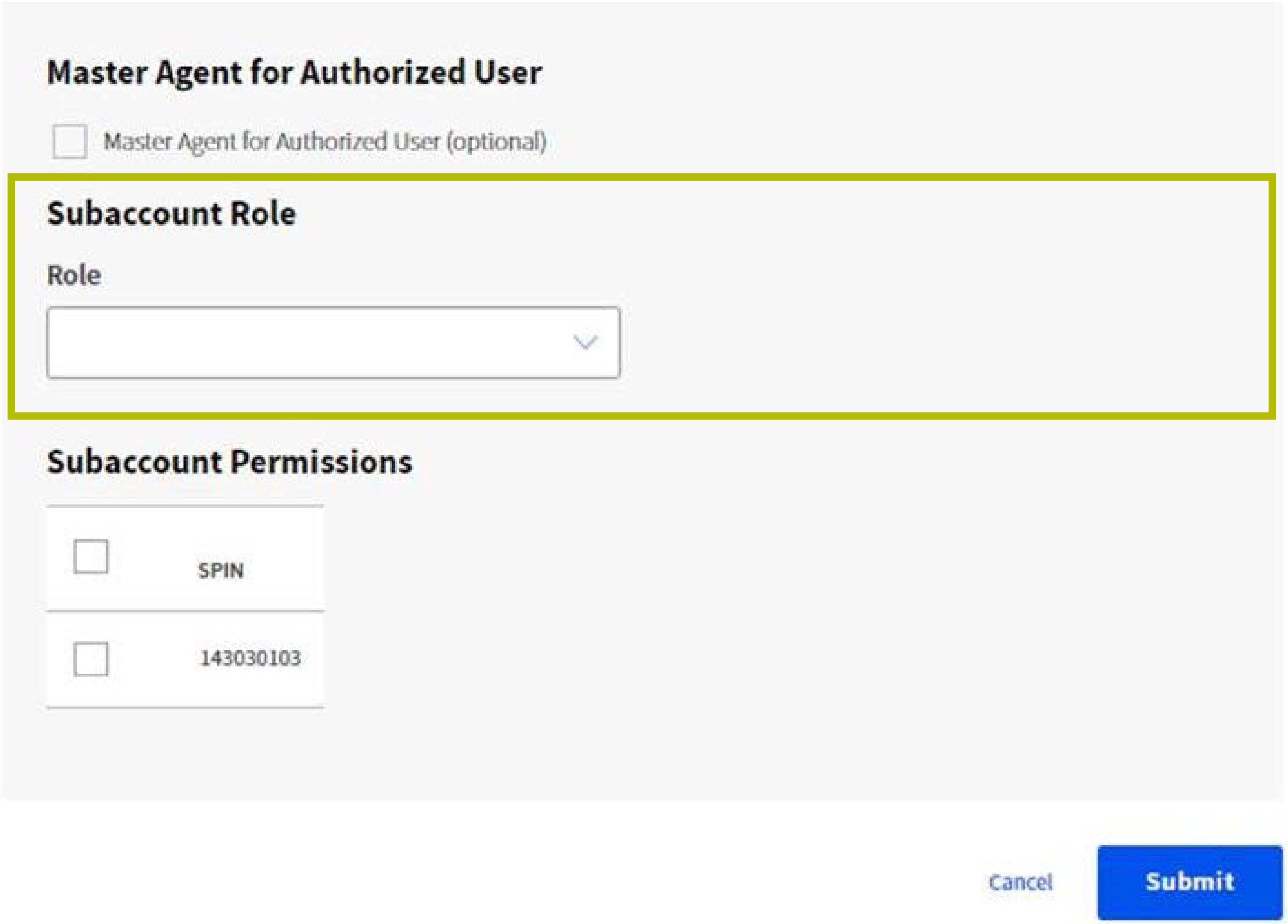
Enter the New User Information

- **First Name**: The user's first name. This field also accepts the SPACE character and special characters
- **Last Name**: The user's last name. This field also accepts the SPACE character and special characters
- **Phone Number**: The user's phone number (number must be exactly ten numeric characters long)
- **Representative ID**: The representative's REPID
- **Master Agent**: (optional): The first and last name and Representative ID of the Master Agent associated with the authorized subaccount



Create User Accounts and Credentials

Select the User Role



Create User Accounts and Credentials

User Roles/Account Types

Account Type	NLAD Access	National Verifier Access
ETC Analyst	The user can perform subscriber transactions, query subscriber data, create and view reports, and submit resolution requests	The user can request eligibility checks, documentation uploads, and status checks of consumers
ETC Operations	The user can query subscriber data, create and view reports, and submit resolution requests	The user can request eligibility checks, documentation uploads, and status checks of consumers
ETC Agent	No access with this account	The user can request eligibility checks, documentation uploads, and status checks of consumers

Questions?

Create an NV Application

Create an NV Application – Service Provider Portal

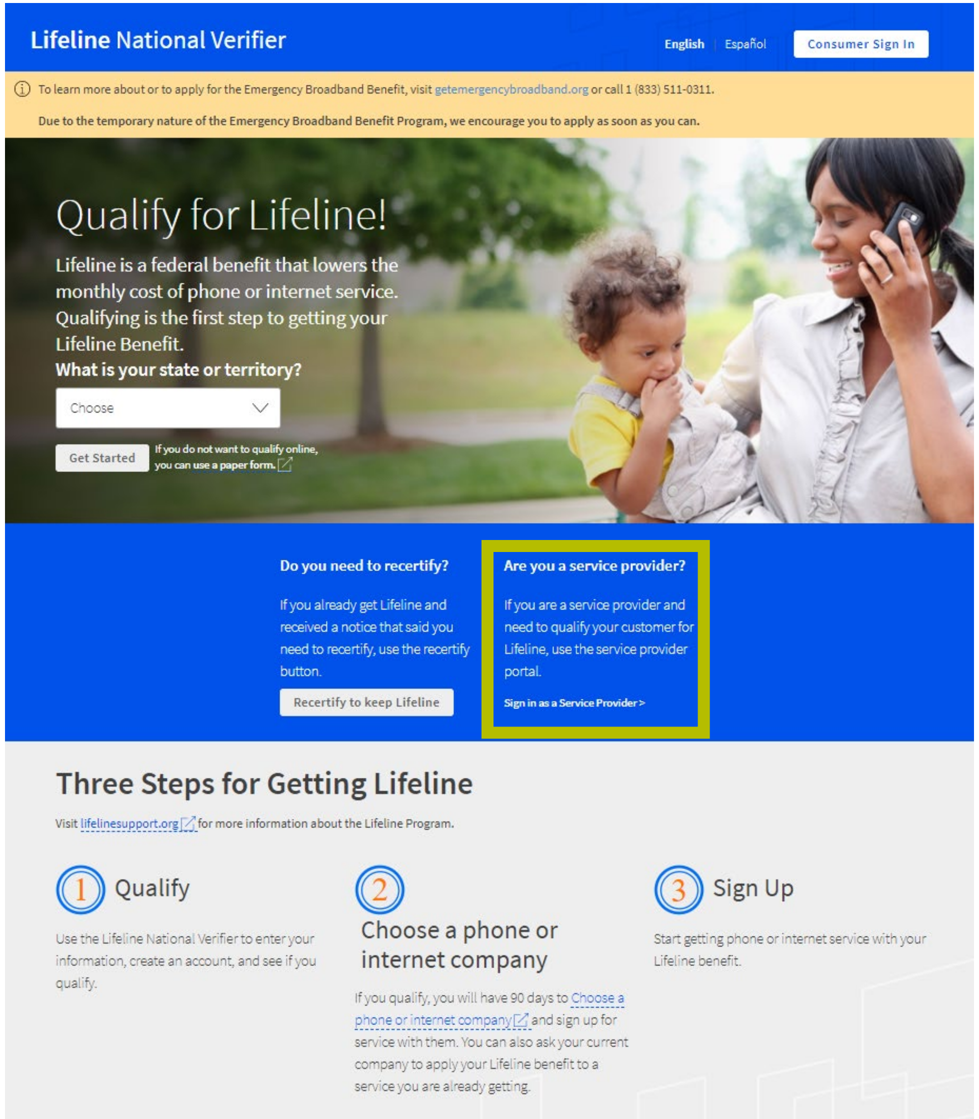
Step-by-Step Process

1. **Sign into your service provider account** on the National Verifier homepage
2. **Click** on **"Start Lifeline Application"** on the service provider dashboard
3. **Enter the subscriber's information** (name, date of birth, SSN4, and address)
4. **Select** the subscriber's **qualifying program(s)**
5. Review the subscriber's information
6. **Ask** the subscriber to **initial and e-sign the application**

Create an NV Application – Service Provider Portal

CheckLifeline.org

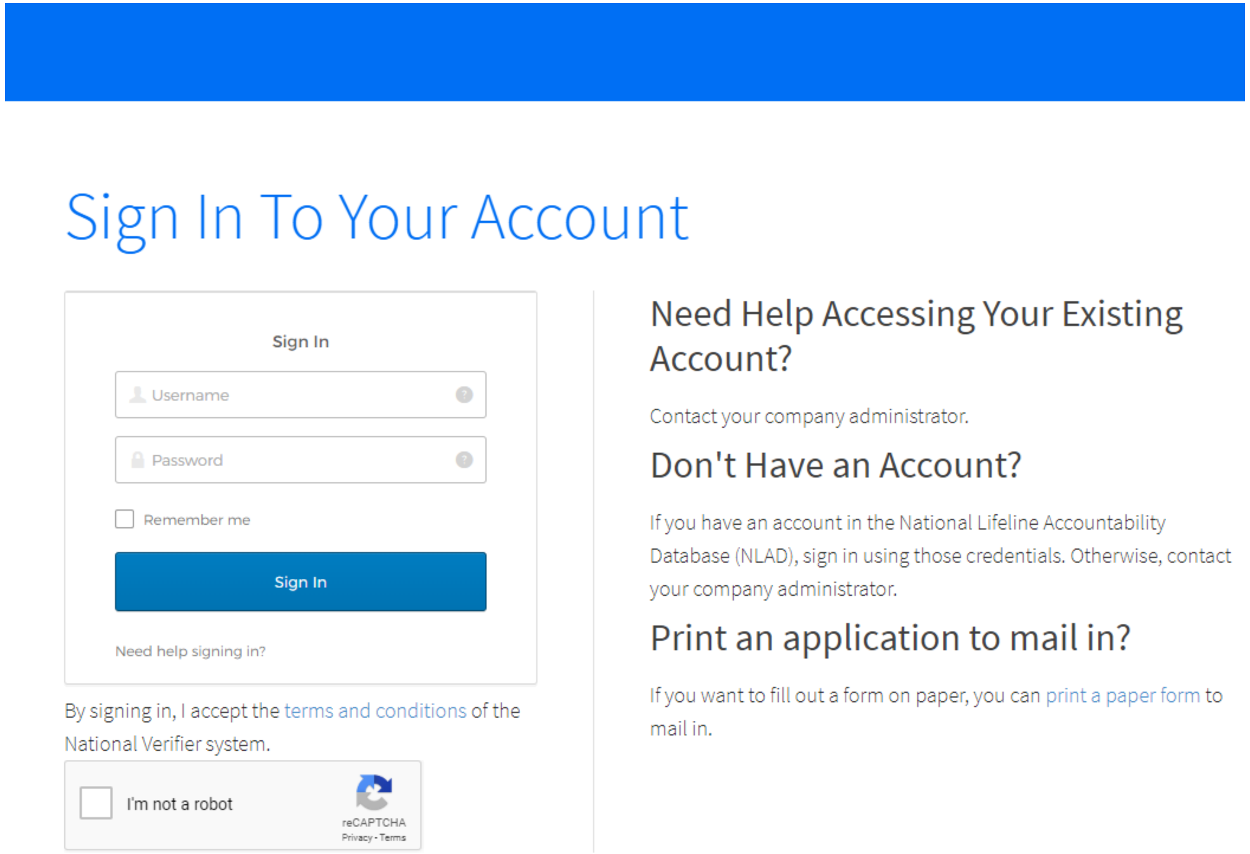
The National Verifier is available online at CheckLifeline.org



Create an NV Application – Service Provider Portal

Step 1: Service Provider Account Sign-In

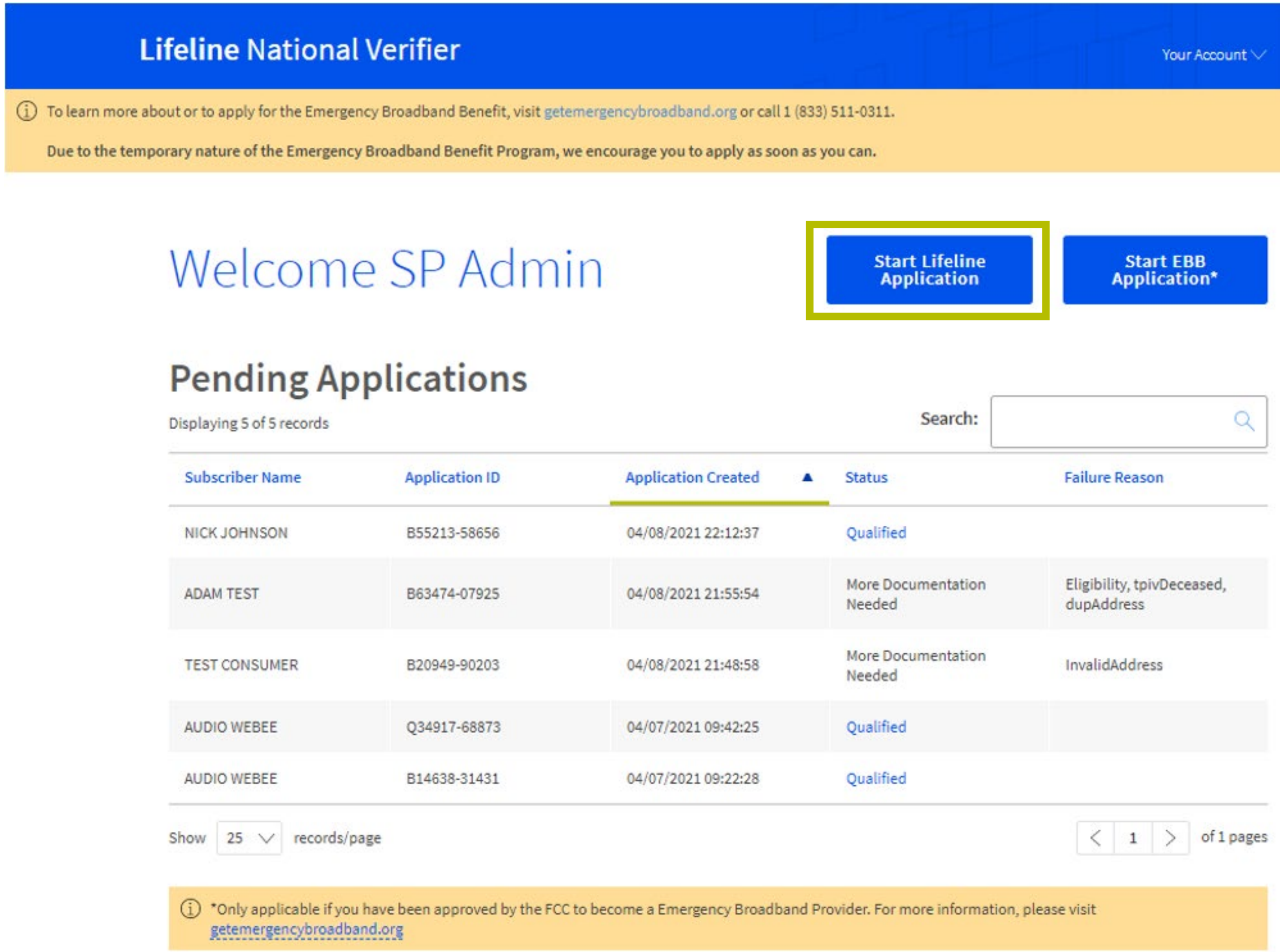
Note: Service provider representatives should not allow their browsers to store their NV service provider portal username and password. They must enter their username and password each time they log in



Create an NV Application – Service Provider Portal

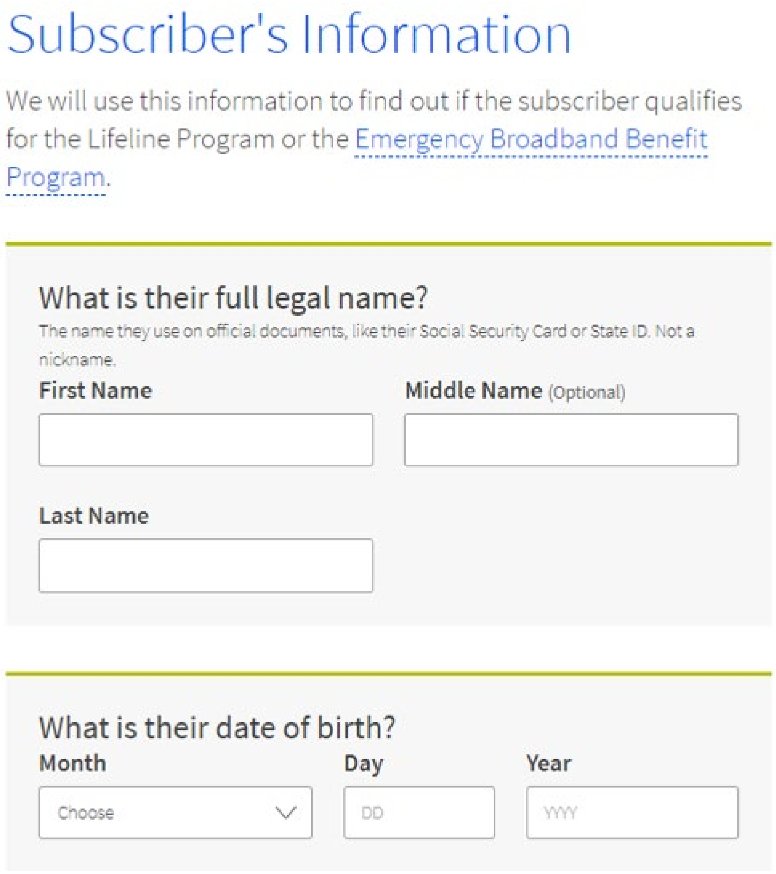
Step 2: Start Lifeline Application

Service providers can assist a consumer start a new application by clicking the "**Start Lifeline Application**" button on the dashboard



Create an NV Application – Service Provider Portal

Step 3: Enter in the Subscriber's Information



Subscriber's Information

We will use this information to find out if the subscriber qualifies for the Lifeline Program or the Emergency Broadband Benefit Program.

What is their full legal name?

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

First Name

Middle Name (Optional)

Last Name

What is their date of birth?

Month

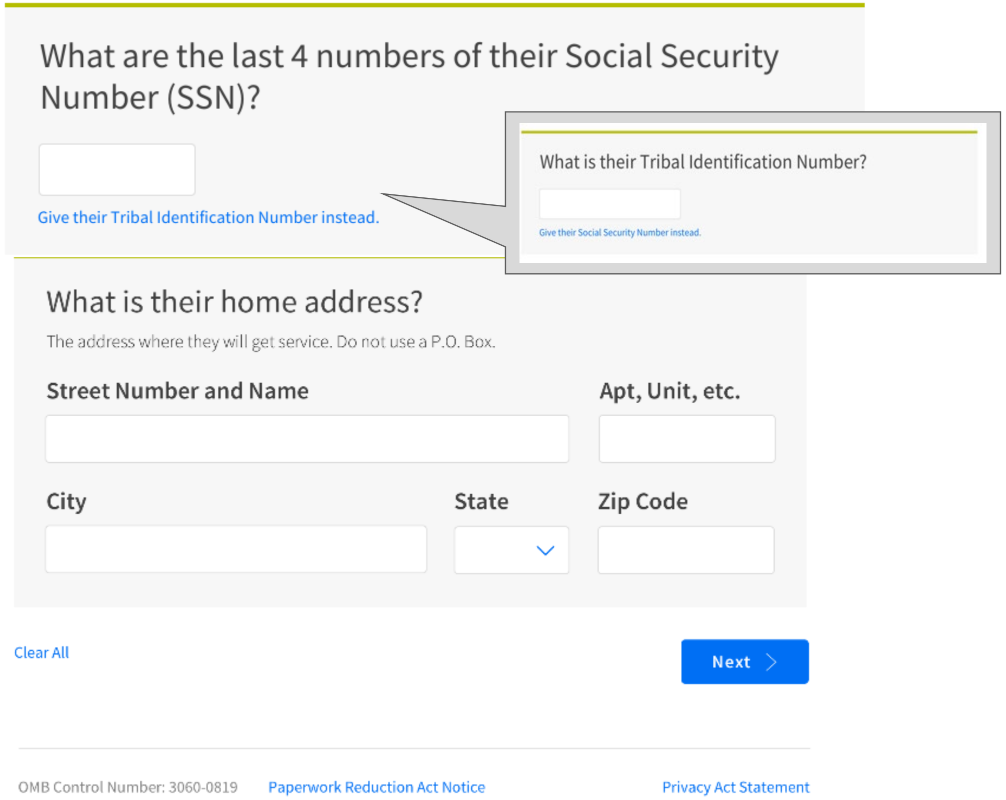
Choose

Day

DD

Year

YYYY



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

Give their Tribal Identification Number instead.

What is their Tribal Identification Number?

Give their Social Security Number instead.

What is their home address?

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

Street Number and Name

Apt, Unit, etc.

City

State

Zip Code

Clear All

Next

OMB Control Number: 3060-0819

Paperwork Reduction Act Notice

Privacy Act Statement

Note: A consumer can find the last four numbers of their Social Security number on their Social Security card, tax returns, W-2, and bank statements. A consumer can find their Tribal ID number on their Tribal ID card or relevant documentation

Create an NV Application – Service Provider Portal

Step 4: Tell Us How They Qualify

Tell Us Which Program They Are In

We will use this information to find out if the subscriber qualifies for the Lifeline Program or the Emergency Broadband Benefit Program.

Are they 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 they live on Tribal lands)
- [ ] They don't participate in one of these programs, and want to qualify through income
- [ ] They are not in any of these programs, but their child or dependent is in one of these programs ?

They may be asked to submit documents about the program(s) they select.

Back

Next

Create an NV Application – Service Provider Portal

Step 5: Review the Subscriber's Information

Review the Subscriber's Information

Before we check if they qualify for Lifeline or the Emergency Broadband Benefit, make sure they check and see that their information is right.

Double check the information below.

Full Legal Name:	Fake Data	Edit
Date of Birth:	April 1, 2000	
Last 4 Numbers of SSN:	4567	
Address:	456 MAIN STREET GOTHAM, NY 11111	

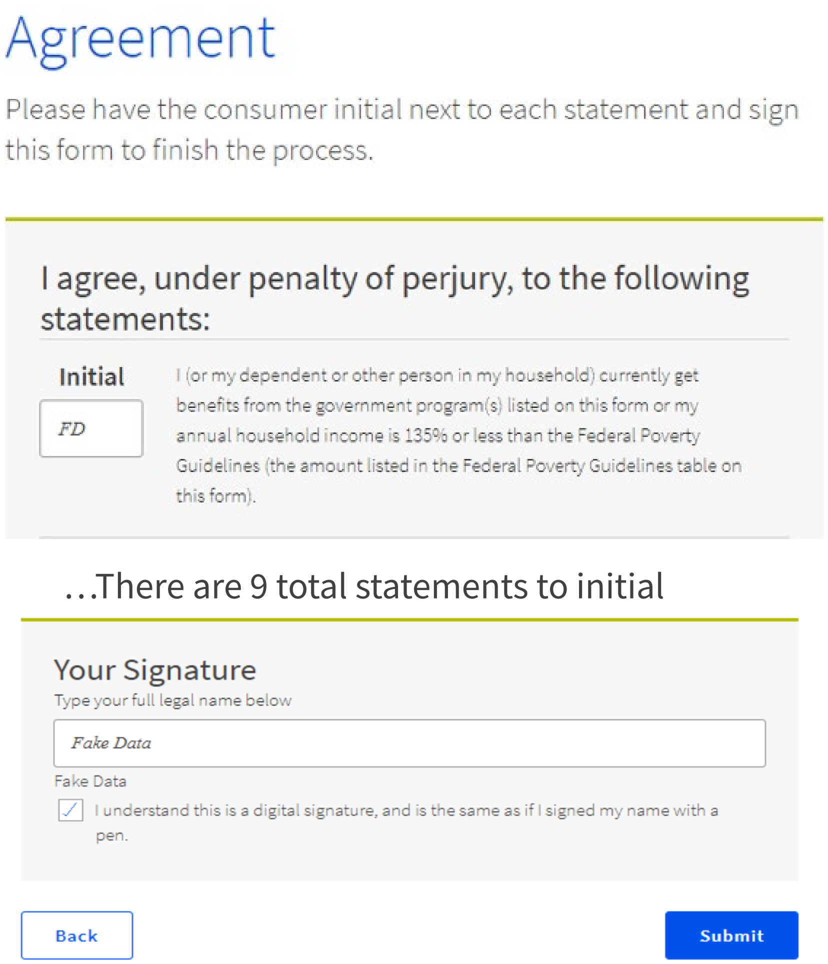
Ask the subscriber to confirm that it is okay for us to use their information to check if they qualify for Lifeline or the Emergency Broadband Benefit.

☑ 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 or the Emergency Broadband Benefit.

Back | Submit

Create an NV Application – Service Provider Portal

Step 6: Subscriber's Agreement



Agreement

Please have the consumer initial next to each statement and sign this form to finish the process.

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

Initial

FD

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).

…There are 9 total statements to initial

Your Signature

Type your full legal name below

Fake Data

Fake Data

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

Back

Submit

Scroll Down

It is critical that the consumer understands and consents to the information in each statement

The representative cannot initial the boxes on the form or enter the e-signature for the consumer. The benefit recipient must be the one to initial, even when applying with a Benefit Qualifying Person (BQP)

After submission is complete, user will be redirected to the page corresponding to eligibility application status (i.e. Qualified, Already Enrolled in Lifeline, and Pending Review)

Check the Status of a NV Application

Check the Status of a NV Application

Once a service provider has assisted a consumer in submitting an application, they will be able to see all pending applications they have submitted

Welcome Service Provider Agent

Start Lifeline Application

Start EBB Application*

Pending Applications

Displaying 25 of 95 records

Search:

Subscriber Name	Application ID	Application Created ▲	Status	Failure Reason
EXAMPLE CONSUMER	Q42672-86146	04/20/2021 11:26:22	More Documentation Needed	Eligibility
FIRST LAST	Q22073-11925	04/20/2021 11:16:17	More Documentation Needed	Eligibility, dupSub, tpivDeceased
TEST EXAMPLE	Q22549-24821	04/20/2021 11:13:54	Pending Review	Eligibility, dupSub, tpivSSN4
CONSUMER TEST	Q74850-33554	04/19/2021 17:54:18	Qualified	

Note: If an application is in **"More Documentation Needed"** status, service provider representatives must select "Start Lifeline Application" and **re-enter the consumer's PII** to retrieve the current application

Check the Status of a NV Application

Service provider representatives can use the **search function** to find a consumer's application. They can search by entering a consumer's First Name, Last Name, or Application ID

If the consumer's application has an error that requires submitting documentation, the service provider representative will see a "**More Documentation Needed**" status corresponding to the consumer's name

Welcome Service Provider Agent

Start Lifeline Application

Start EBB Application*

Pending Applications

Displaying 25 of 95 records

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CONSUMER TEST	Q74850-33554	04/19/2021 17:54:18	Qualified	

Questions?

Poll

Submit Documentation

Submit Documentation

Overview

When a consumer's information cannot be verified, the consumer can submit documentation to resolve the error. Documentation can be submitted online through the consumer or service provider portal or mailed to the Lifeline Support Center

- **Service providers can help the consumer** submit required documents directly through the **NV Service Provider Portal, or by mail**
- Submitting documentation to resolve application errors initiates a manual review process by agents at the Lifeline Support Center
- Consumers can **check their application status** or **enrollment status** online through the consumer portal, by contacting the Lifeline Support Center, or by checking with their service provider through whom they initially submitted their application

Submit Documentation

Application Errors

If a consumer receives one or more of the errors below, they will need to submit documentation to resolve the error

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

More information on acceptable documentation can be found **here**

Submit Documentation with Service Provider Assistance

Submit Documentation with Service Provider Assistance

1. If a consumer requests assistance from a service provider representative to correct an error or upload documentation, the service provider can help via their NV service provider portal account
2. The representative will need to click "**Start Lifeline Application**" and follow the same steps as when creating a new application to then enter the consumer's PII and retrieve the consumer's application errors

Welcome Service Provider Agent

Start Lifeline Application

Start EBB Application*

Pending Applications

Displaying 25 of 95 records

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CONSUMER TEST	Q74850-33554	04/19/2021 17:54:18	Qualified	

Submit Documentation with Service Provider Assistance

Uploading Documentation

We Could Not Confirm That They Are in One of These Programs

To qualify for Lifeline, the subscriber needs to give us more information.

Which program do they want to qualify through?

They will need to show proof that they are in the program they choose.

Choose one.

- (selected) 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 they live on Tribal lands)
- They don't participate in one of these programs, and want to qualify through income
- They are not in any of these programs, but their child or dependent is in one of these programs ?

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 proof of SNAP participation such as an award letter or a benefit statement.

SNAP eligibility documents should include the **consumer's full legal name** (or the BQP's legal name), the **program name** and must be **issued within the past 12 months** (or have an expiration date in the future).

More information about acceptable SNAP eligibility documents can be found on USAC's website.

NOTE: All eligibility documents must be issued by the state, federal or local government, Tribal organization or their authorized agent.

Give us your documents

Files must be less than 10 MB in size and of the following file types: jpg, jpeg, png, pdf, or gif

Choose file

Back | Save | Next

Submit Documentation with Service Provider Assistance

File Restrictions

When submitting documents as a part of the document submission process, consumers and service provider representatives should be mindful of document file restrictions

Accepted file types:

- .JPG
- .JPEG
- .PNG
- .PDF
- .GIF

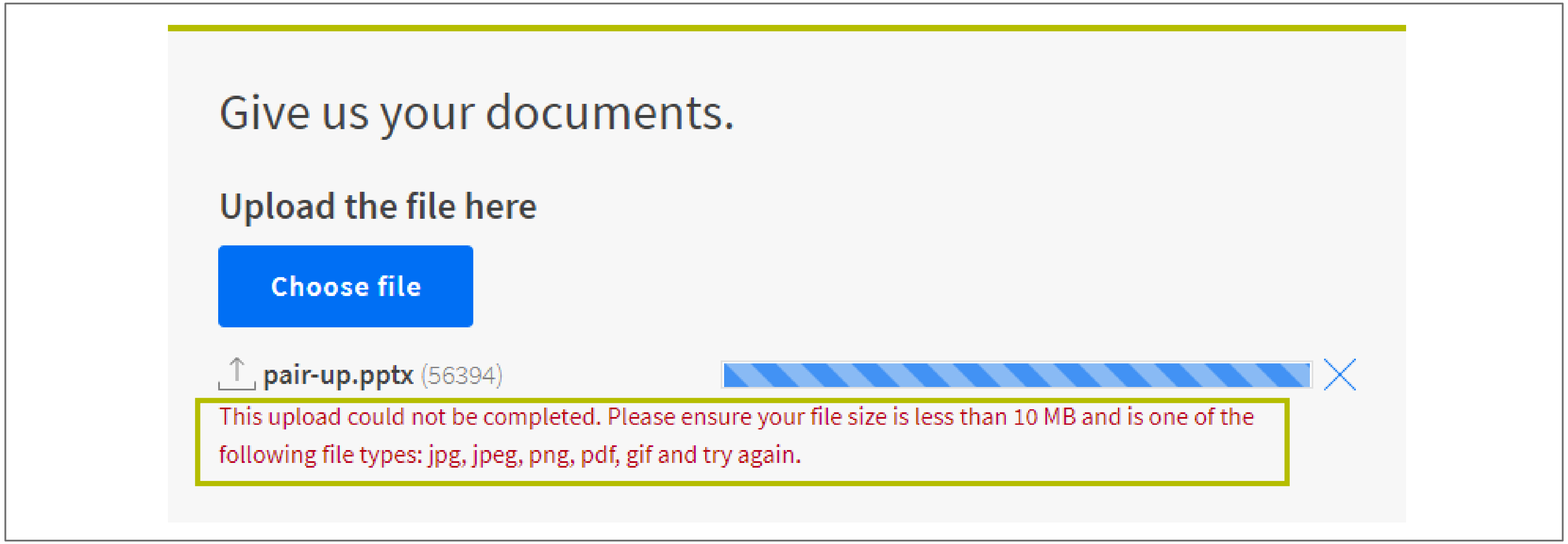
File Size:

Files must also be 10MB or smaller in size.

Submit Documentation with Service Provider Assistance

Document Upload Error Message

If a document is not of an acceptable file type or size, **the system will display an error message**



Submit Documentation with Service Provider Assistance

Initial Consent Statements

The service provider representative must ensure the consumer understands, agrees to, and initials next to each of the following consent statements in order after uploading their documentation:

Agreement

Please have the consumer initial next to each statement and sign this form to finish the process.

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

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

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

Initial FD — **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 FD — 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.

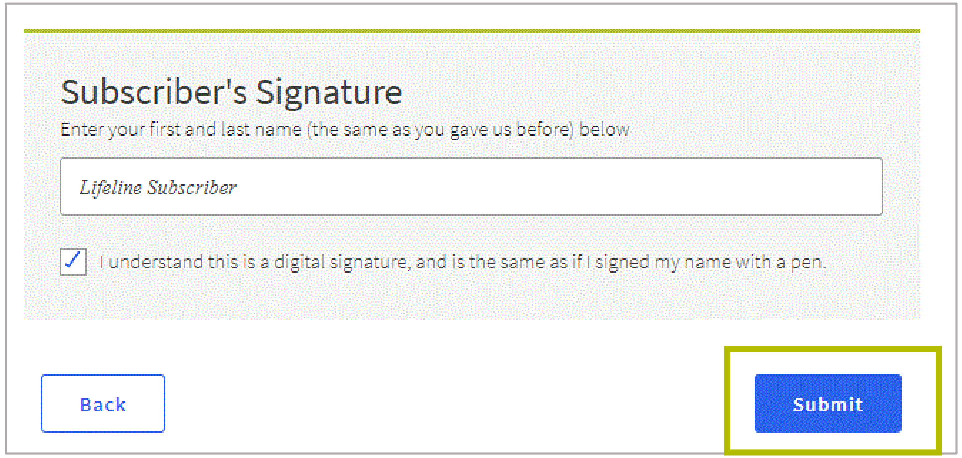
Initial FD — If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 54.400(e) of the Lifeline rules.

! It is critical that the consumer understands and consents to the information on this page. **A person assisting the consumer in submitting their application <u>cannot</u> initial the boxes on the form or enter the e-signature for the consumer**

Submit Documentation with Service Provider Assistance

Enter E-Signature

- After the consumer initials each consent statement, they must sign the application by entering in their name
- The consumer’s signature will serve as an e-signature, and they must check the box acknowledging they understand their digital signature acts as a written signature on paper



After the consumer signs, the service provider representative clicks “**Submit**” **to conclude the document submission process.** The consumer’s status will update to **“Pending Review”**

Submit Documentation with Service Provider Assistance

Documentation Review

- After the service provider representative uploads the consumer's documents, the system will display the message on the right regarding the manual review process
- The service provider representative can check the consumer's status through their NV service provider portal account dashboard

We Are Checking Their Documents

We need to check their documents to make sure they qualify. When we finish, **the status on your account dashboard will change.**

This will take a few minutes.

Please come back when the status changes on your account dashboard

The Lifeline Support Center hours are 9 a.m. - 9 p.m. ET, Monday - Sunday. If you're using the system outside of those hours, please check back today or tomorrow morning after 9 a.m. ET to see if they qualify for Lifeline.

If they qualify...

You will have 90 days to enroll Lifeline Subscriber in NLAD.

If they do not qualify...

We'll ask for more information or tell you what to do next. **You will have until 3/23/2019 (Based on US Eastern Time)** to send us the information or complete the next steps.

Submit Documentation with Service Provider Assistance

Review Eligibility Status – More Documentation Needed

If the Lifeline Support Center determines the documents provided are insufficient and rejects them, the service provider representative will see the applicant's eligibility status update to "**More Documentation Needed**" on the dashboard

Welcome Service Provider Agent

Start Lifeline Application

Start EBB Application*

Pending Applications

Displaying 25 of 95 records

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Submit Documentation with Service Provider Assistance

Review Eligibility Status - Qualified

If the consumer is eligible, the service provider representative will see the applicant's eligibility status update to "**Qualified**" on the dashboard. They can then enroll the consumer in NLAD

Welcome Service Provider Agent

Start Lifeline Application

Start EBB Application*

Pending Applications

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Questions?

Submit Documentation by Mail

Submit Documentation by Mail
Overview

- Consumers can resolve errors in their Lifeline application by mailing in copies of required documentation
- A Lifeline program Cover Sheet must be attached to the document copies and it should include the consumer's last name and application ID
- Consumers can mail **copies of documents** to:

    Lifeline Support Center
    P.O. Box 7081
    London, KY 40742

- More information on acceptable documentation can be found [here]

Universal Service Administrative Co.

Lifeline Program

COVER SHEET
PORTADA

Return this COVER SHEET with copies of your documentation and any completed forms to:
Incluye esta PORTADA junto con copias de tu documentación y otros formularios completados a:

Universal Service Administrative Company
Lifeline Support Center
P.O. Box 7081
London, KY 40742

DO NOT MAIL ORIGINAL DOCUMENTATION.
Only send photocopies or pictures of documentation.

NO ENVÍES DOCUMENTACIÓN ORIGINAL POR CORREO.
Solo envía fotocopias o imágenes de la documentación.

Consumer Application ID: ____________________

Consumer Last Name: ______________________

Eligibility errors cannot be resolved by calling the Lifeline Support Center

Submit Documentation by Mail
Eligibility Decision

Once the consumer mails in their documents and the information is received, the Lifeline Support Center will conduct a manual review and update the consumer’s eligibility decision

- The consumer will receive notice of the eligibility decision via email (if an email address was provided) or by mail

The consumer can also check the status of their Lifeline application by calling the Lifeline Support Center or by checking with the service provider representative through whom the consumer initially submitted their application

Poll

NV Resources

NV Resources

- More information can be found on the National Verifier section of our website:
  - NV Maintenance Schedule and Release Notes

- Contact LifelineProgram@usac.org for technical questions and assistance and general NV inquiries

Learn More About Lifeline

- Sign up for Lifeline email updates and upcoming events
- Need help? Contact us!
  - General inquiries: LifelineProgram@usac.org

Questions?

Thank You!

Take Our Survey

- We want to hear about your webinar experience
- Expect an email from invites@mailer.surveygizmo.com with a unique survey link in 1-2 business days
- We appreciate your feedback

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