Tribal Q3 Webinar

How to Apply for Lifeline
Housekeeping

- Audio is available through your computer’s speakers
- The audience will remain on mute
- Enter questions at any time using the Q&A box
- If your audio or slides freeze, restart the webinar
- Participants received a copy of the slide deck via email, in the one week reminder
Annotations and Feedback Features
Meet Our Team

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Kraynal coordinates Tribal outreach across USAC.

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Winta Woldu
Communications Specialist | Lifeline

Winta creates website content and training for consumer advocates, consumers, and service providers.
Agenda

• Lifeline Program Refresher
• How to Apply for Lifeline
• Program Changes and Reminders
• Support
Today’s Objectives

• The webinar will focus on how consumers can apply for Lifeline
• The goal of this webinar is to familiarize attendees with the necessary steps to complete a Lifeline application so that they may help eligible consumers apply for the program
Lifeline Program Refresher
Each Organization Helps Support the Lifeline Program's Objectives

- Universal Service Administrative Company (USAC) administers the Lifeline program and educates stakeholders on processes, systems, and rules and requirements
- The Federal Communications Commission (FCC) develops policies and regulations for the Lifeline program and provides guidance to USAC
- Tribal partners include Tribal governments, agencies, and nonprofits serving Tribal communities
  - Tribal partners collaborate with USAC to educate consumers about Lifeline and assist eligible consumers with Lifeline program processes
Lifeline Benefit

• Monthly discount up to $9.25
• Eligible residents of Tribal lands can receive an enhanced monthly discount up to $34.25
• The Lifeline discount may apply to only one of the service types:
  • Qualifying fixed service (phone or internet, or the internet/phone service in a bundled package) or
  • Mobile service (phone or internet, or the internet/phone service in a bundled package)
• **Link Up:** a Tribal lands one-time benefit up to $100 for initial connection costs
National Verifier (NV): Centralized Application System

Online – Apply at CheckLifeline.org

By Mail – Print application

Through a Service Provider – Find a company using the Companies Near Me tool
Review Previous Tribal Webinars

• For a full review of the first two quarterly webinars

  • Watch the [webinar recordings](#)

• Download the [Tribal Q1 Webinar: Lifeline Program Overview](#)

• Download the [Tribal Q2 Webinar: How to Resolve Application Errors](#)
How to Apply for Lifeline
Step One: Start Application

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.  

Consumer visits CheckLifeline.org, chooses the state or territory where they live, and selects “Get Started”

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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 →
Step Two: Submit Personal Information

Your Information

We will use this information to find out if you qualify for the Lifeline Program or the Emergency Broadband Benefit 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

What is your date of birth?

Month

Day

Year

Consumer enters their **first** and **last legal name**
Step Two: Submit Personal Information

Identity Verification

Please select your form of identification from one of the following:

○ Social Security Number
  If you would like to verify your identity using your Social Security Number, please enter the last four digits of your Social Security Number (SSN4).
  Last 4 digits of your SSN

  * Social Security Numbers are not required to participate in the Emergency Broadband Benefit Program, but using a Social Security Number will process your application the fastest. A Social Security Number is required if you are applying for Lifeline.

○ Tribal ID Number
  If you have and would like to use a Tribal Identification Number to verify your identity, please enter it below.
  Tribal Identification Number

Consumers applying for Lifeline must enter their SSN4 or Tribal ID Number.
Step Two: Submit Personal Information

What is your home address?
The address where you will get service. Do not use a P.O. Box.

**Street Number and Name**

| Red House in the Middle Of Town | Apt, Unit, etc. |

| City | State | Zip Code |

| Sample Town | WA | 12345 |

Consumer may enter a descriptive address or the intersection near where they reside if they don’t have a street number and/or name.

Do you qualify for Lifeline or the Emergency Broadband Benefit through your child or a dependent?

If you do not qualify on your own, you can sign up for the Lifeline or the Emergency Broadband Benefit 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.

Consumer selects if they qualify through themselves or through a benefit qualifying person (BQP, i.e., a dependent).
Step Three: Create Account

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 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

Password Requirements
1. At least 8 characters long
2. At least 1 capital letter
3. At least 1 number (0-9)
4. At least 1 special character (!@#$%^&*)
5. No restricted phrases

Confirm Password
Type the same password again.

Your Contact Information
What is your email address?

example@email.com

I want to provide an alternate email.

What is your phone number? (Optional)

I have a mailing address that is different than my home address.
Step Three: Create Account – Alternate Email

- The consumer may provide an alternate email address
- The consumer may include someone like a caseworker or family member as their alternate contact
- The alternate contact will receive any status or application updates that the consumer receives

Your Contact Information

What is your email address?

[ ] I want to provide an alternate email.

What is your alternate email address? (Optional)

Use this option for a secondary contact person such as a caseworker or family member. Make sure the person whose email address is provided is aware. You agree that any communications sent to your primary email will also be sent to this alternate email.

example@email.com

What is your phone number? (Optional)

[ ] I have a mailing address that is different than my home address.
Step Four: Log In

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.

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 an application on paper, you can print a Lifeline form or an Emergency Broadband Benefit form to mail in.
Step Five: Select Eligibility

Welcome TEST TEST

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

My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

To see if you qualify, click "Apply for Emergency Broadband."

Select “Start Lifeline Application”

Tell Us Which Program You Are In

To qualify for Lifeline or the Emergency Broadband Benefit, we need to know which government assistance program you 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.

You may be asked to submit documents about the program(s) you select.

Next
Step Five: Review Information

Review Your Information

Before we check if you qualify for Lifeline or the Emergency Broadband Benefit, make sure your information is right.

Double check the information below.

Consumer information will populate here to review

The information you gave us will be used to check if you qualify for Lifeline or the Emergency Broadband Benefit. 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 or the Emergency Broadband Benefit.

Back Submit
Step Six: Verify Address

• If the consumer entered a descriptive address, the consumer will be able to use the mapping tool to provide additional details

• The map will try to locate the consumer’s home
  • The consumer can move the pin around to locate where they live
  • The coordinates automatically populate
Step Seven (a): Certify and Sign

- The consumer must be the person who is certifying to each statement by entering their first and last initial in each box and signing their application by entering their name.
Step Seven (b): Confirmation Screen

You Qualify for Lifeline

Sign up for Lifeline by 9/29/2021 (Based on US Eastern Time)

How to sign up

1. Choose a company

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

Live on Tribal lands? Tweak the button below to see if you qualify for Tribal benefits.

Consumer’s address and Tribal information will display here

Consumer’s Application ID will display here

Need help? Call the Lifeline Support Center at 1-800-234-0070

If you do not sign up by 9/29/2021 (Based on US Eastern Time) you will need to come back to this site and fill this form out again.
Step Eight: Contact a Lifeline Provider

- After a consumer successfully completes the Lifeline application and qualifies for Lifeline, they must contact a service provider so that the company can enroll them in the program.
- Consumers can use the Lifeline’s Companies Near Me tool to search for providers that serve their area.
Step Eight: Contact a Lifeline Provider

- Consumers type in their zip code or city and state to find a list of Lifeline companies, the companies’ contact information, and service types offered.

- The Lifeline service provider will then enroll that consumer in Lifeline so they can start receiving the discounted service.
Application Timeline and Contact from USAC

• USAC will contact the consumer based on the same method they used to apply
• If a consumer applied online and does not need to submit any additional information, a screen will populate letting them know if they qualified, usually within minutes
Application Timeline and Contact from USAC

• If a consumer applied online and they need to submit more information, a screen will populate asking the consumer to provide additional information to qualify for Lifeline
  • The consumer will click the “upload” button on the screen and attach any documentation that meets the requirements or complete the prompts that appear
• If a consumer needs to submit more information and they applied online, the information will be reviewed in order it was received
  • An update is usually available with 24 hours
Questions?
Program Changes and Reminders
Reminder: COVID-19 Waivers End September 30, 2021

• On June 28, 2021, the FCC extended the waivers governing recertification, reverification, general de-enrollment, and income documentation through September 30, 2021

• On June 28, 2021, the FCC also extended the waiver regarding documentation requirements for subscribers residing in rural areas on Tribal lands through September 30, 2021

• Reminder: Waiver governing FCC’s Lifeline non-usage rule ended May 1, 2021

• USAC will continue to temporarily accept driver’s licenses or state identification cards that have expired on or after March 1, 2020, when needed to complete any Lifeline applications
Changes to Eligible Services on December 1, 2021

Increase in Broadband Minimum Service Standards

• Lifeline broadband minimum service standards will increase on December 1, 2021:
  • Mobile broadband usage allowance will be 18 GB per month
  • Fixed broadband usage allowance will be 1,229 GB per month
• The Bureau did not provide an update to broadband speed minimum service standards:
  • Mobile broadband speed will remain 3G
  • Fixed broadband speed will remain at 25 MB download and 3 MB upload
• Where Lifeline voice-only service is still available after December 1, 2021, the minimum service standard for mobile voice service will also remain unchanged, at 1,000 minutes per month
Changes to Eligible Services on December 1, 2021

Lifeline Voice-Only Services Phase-Out

- In the 2016 Lifeline Order, the FCC outlined a shift in the Lifeline program towards a greater focus on supporting broadband services for Lifeline eligible consumers, including
  - A transition period to phase-down support for voice-only Lifeline services before reimbursement for such services decreases to $0 on December 1, 2021
  - An exception to a complete phase-down allowing for $5.25 in Lifeline reimbursement per subscriber per month beginning December 1, 2020, and continuing after the December 1, 2021 final phase-down, for qualifying voice-only services provided to Lifeline subscribers in Census blocks where there is only one Lifeline provider
Questions?
Support
USAC’s Websites

- USAC has two websites available:
  - Lifeline’s **consumer** website: [LifelineSupport.org](http://LifelineSupport.org)
  - USAC’s Lifeline website for service providers, state and federal partners, consumer advocates, and **Tribal partners**: [usac.org/lifeline](http://usac.org/lifeline)
Application Process Resources

- Resources about the Lifeline application process:
  - Watch the How to Apply Online video
  - Download the Tribal Flyer
  - Download the Tribal Toolkit
Upcoming Quarterly Tribal Webinars

- All webinars from 3 p.m. to 4 p.m. ET
  - Lifeline Tribal Webinar – Q4 on **Wednesday, December 1, 2021**
  - Lifeline’s 2022 quarterly Tribal webinars will be announced at a later time
Lifeline Support Center

• Email: LifelineSupport@usac.org

• Call: (800) 234-9473
Lifeline Support Center

- **Hours:** seven days a week, from 9 a.m. to 9 p.m. ET

- **Support:**
  - Consumers with disabilities who need help submitting a Lifeline application may contact the support center for assistance
  - The Lifeline Support Center can assist consumers in 200 different languages (in addition to English and Spanish)
Questions?
USAC Tribal Liaison

For Tribal Partners

• If you do not know where to direct your inquiry for any USAC program
  • The USAC Tribal Liaison can help guide you to public resources, call centers, or program teams
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
Thank You!