

# **Tribal Q3 Webinar**

How to Apply for Lifeline



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 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



## Kraynal Alfred

Tribal Liaison | USAC

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

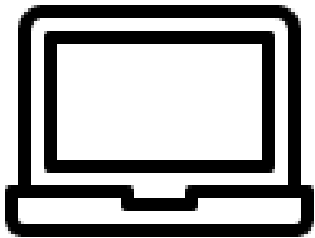
## Each Organization Helps Support the Lifeline Program's Objectives

- 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](https://www.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



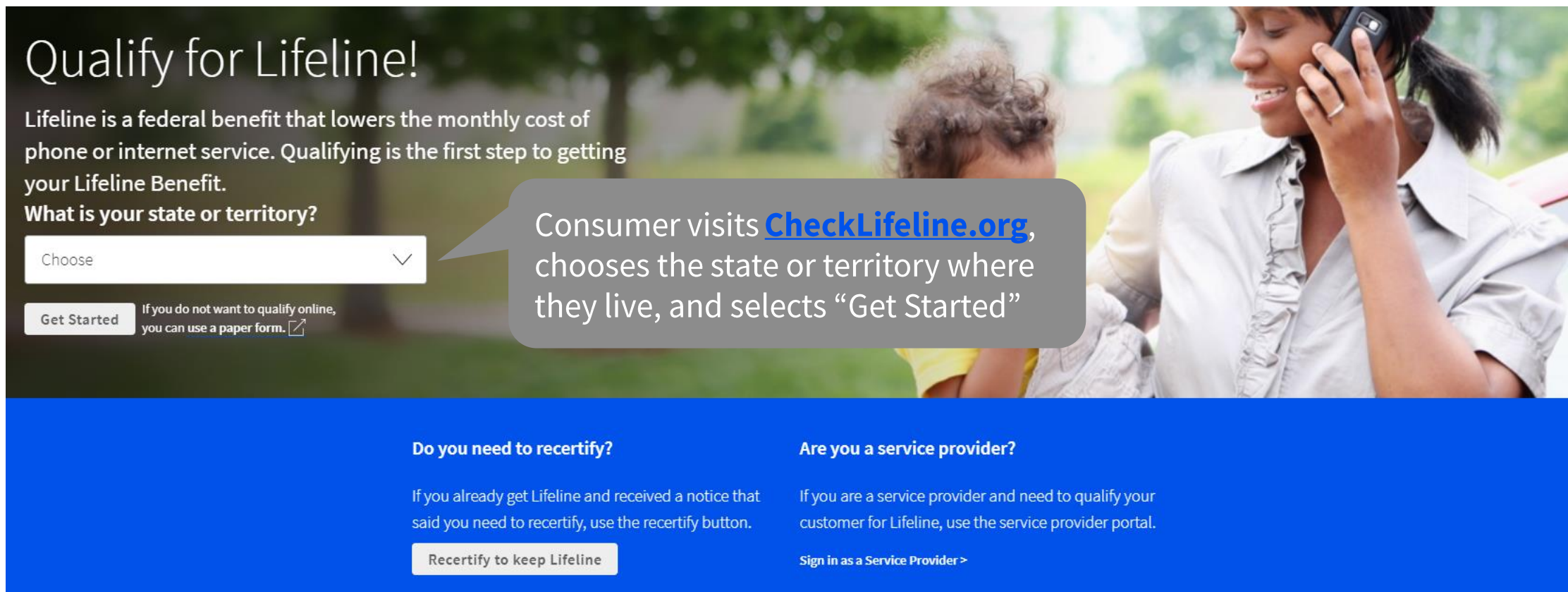
- Watch the [webinar recordings](#)



- 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](https://www.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

Consumer enters their **first** and **last legal name**

What is your date of birth?

Month

Choose

Day

DD

Year

YYYY

# 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

Sample Town

State

WA

Zip Code

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**)

Next

# 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**

**Confirm Password**

Type the same password again.

Password Requirements

- ⚠ At least 8 characters long
- ⚠ At least 1 capital letter
- ⚠ At least 1 number (0-9)
- ⚠ At least 1 special character (!@#\$%^&\*)
- ⚠ No restricted phrases ?

### 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 characters long
- ⚠ At least 1 capital letter
- ⚠ At least 1 number (0-9)
- ⚠ At least 1 special character (!@#\$%^&\*)
- ⚠ No restricted phrases ?

### 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.

**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.

[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.

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

Start Lifeline Application

Return to Application

Application Title	Application ID	Application Created	Expiration Date	Status
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Please select "Transfer Your Service" to qualify for Lifeline.

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.

Back

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

Full Legal Name:

Date of Birth:

Last 4 Numbers of SSN:

Address:

 Edit

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](#).

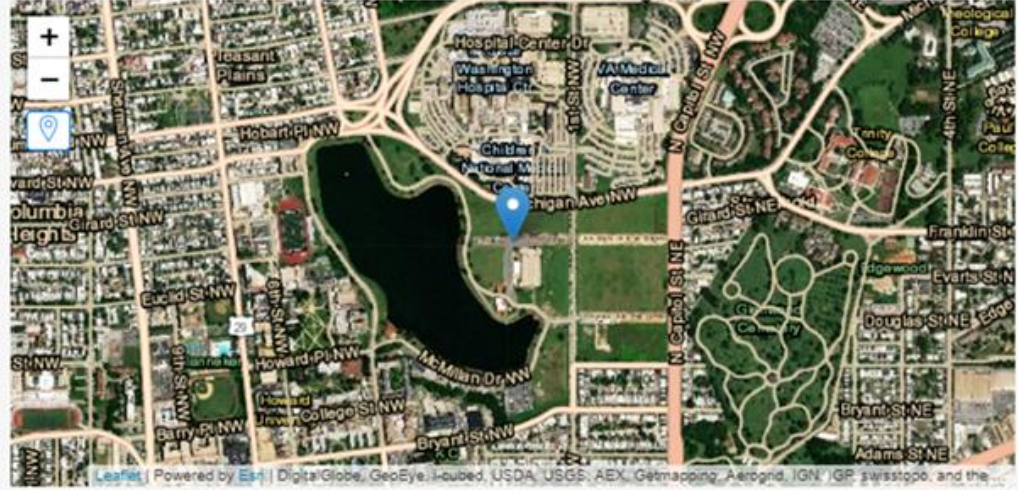
Back

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

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	Longitude
<input type="text" value="38.92529"/>	<input type="text" value="-77.01403"/>

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

# 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

## Agreement

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

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

Initial

I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Initial

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

Initial

I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:

1. I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
2. Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

Initial

I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit. [?](#)

## Your Signature

Type your full legal name below

Test Test

☐

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

[Back](#)

[Submit](#)

# 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

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

Full Legal Name:	
Address:	
<hr/>	
Application ID:	

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

Consumer's address and Tribal information will display here

Confirm Tribal Qualification

Confirmed Tribal:	Yes
Latitude:	
Longitude:	
Coordinate Source:	Consumer

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

Consumer's Application ID will display here

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

**!** 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 [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

### Companies Near Me

This tool can help you find companies in your area that offer [Lifeline](#) and/or the [Emergency Broadband Benefit Program \(EBB Program\)](#) service. These programs can reduce the cost of phone or internet service by providing a monthly discount.

To learn more about these programs and learn if you qualify for a discount, visit [Lifeline's Do I Qualify?](#) page or the [Emergency Broadband Benefit Program's Do I Qualify?](#) page.

EBB Program service providers may operate their own eligibility process, so consumers should contact the company for more information.

#### Find a Company

Enter Your Zip Code

Example: 12345

OR

Enter Your City and State

Search

[Clear Results](#)

# 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](https://LifelineSupport.org)
- USAC's Lifeline website for service providers, state and federal partners, consumer advocates, and **Tribal partners**: [usac.org/lifeline](https://usac.org/lifeline)

# Application Process Resources

- Resources about the Lifeline application process:

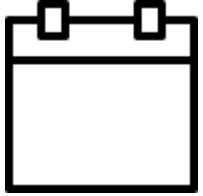


- Watch the [How to Apply Online](#) video



- 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](mailto: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)

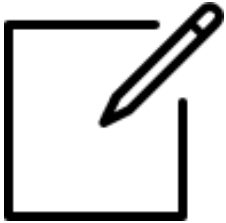
# Questions?

# 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@mailersurveygizmo.com](mailto:invites@mailersurveygizmo.com) with a unique survey link in 1-2 business days
- We appreciate your feedback

**Thank You!**





**Universal Service**  
Administrative Co.