

Q4 Lifeline Training for Tribal Partners

How to Apply by Mail

December 1, 2021



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

- Program Overview
- National Verifier Overview
- How to Apply by Mail
- Gain Tribal Agency Access to the National Verifier (NV)
- Resources

Objectives

At the end of the session, you will...



...be trained in:

- The basic functions of the Lifeline program
- How to apply to the Lifeline program using a paper application



...be able to:

- Assist consumers with applying for the Lifeline program Gain Tribal agency access to the National Verifier (NV)

Program Overview

Introduction

- 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

Lifeline Benefit

- All eligible program participants can receive a discount of up to \$9.25 per month
- Program participants who live on qualifying Tribal lands can receive enhanced support of up to \$34.25 per month
- Discount may apply to qualifying fixed **or** mobile services
 - Can be applied to voice, broadband, or bundled services that meet the minimum service standards
- **Link Up:** a Tribal lands one-time benefit up to \$100 for initial set up fees at residences in specific areas



A monthly discount for phone or internet service for eligible low-income consumers

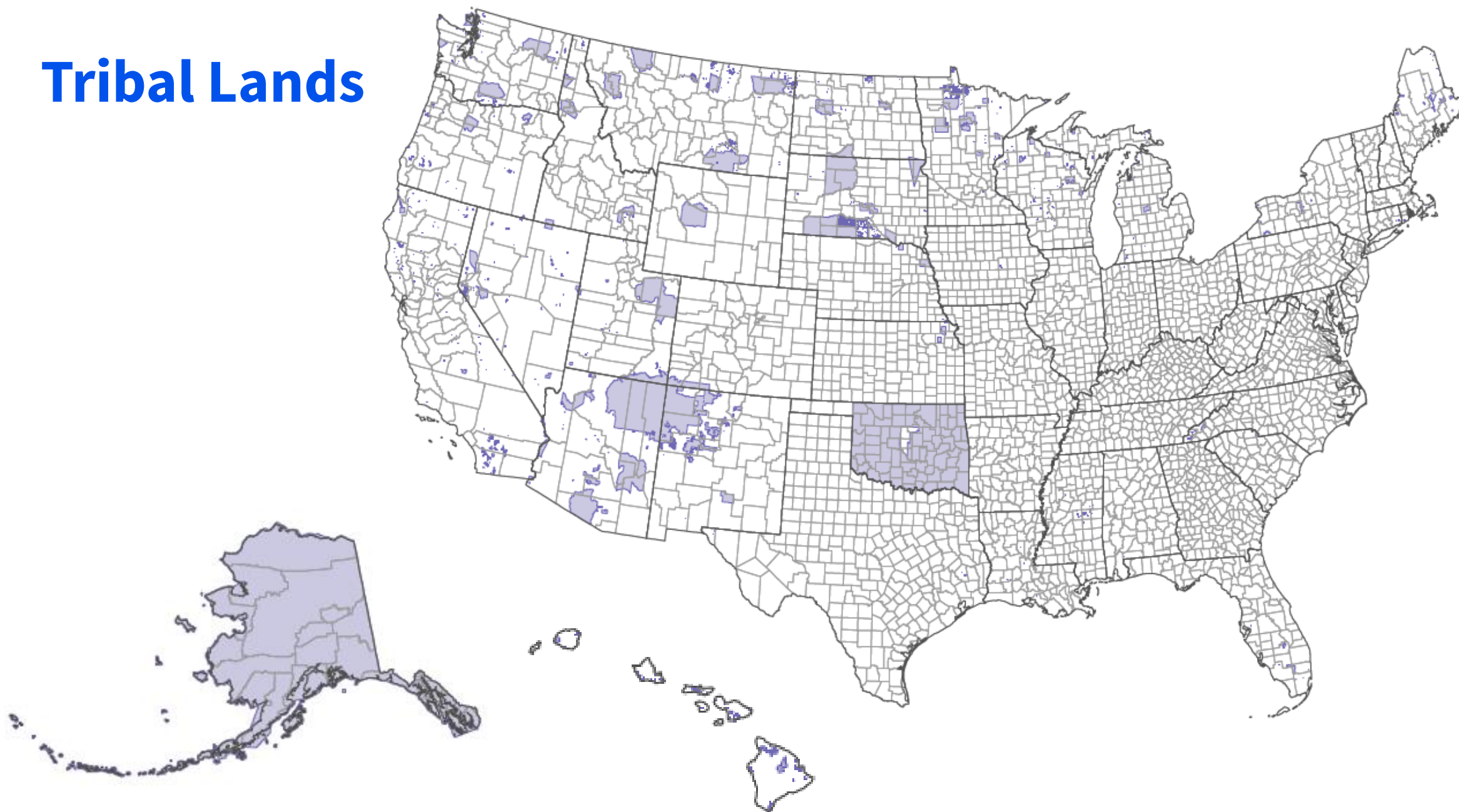
Tribal Partnerships

- 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.

Tribal Lands

- Definition for “Tribal lands” used by Lifeline program ([47 CFR 54.400\(e\)](#)):
 - “For purposes of this subpart, ‘Tribal lands’ include any federally recognized Indian tribe’s reservation, pueblo, or colony, including former reservations in Oklahoma;
 - Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments;
 - Hawaiian Home Lands – areas held in trust for Native Hawaiians by the state of Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 July 9, 1921, 42 Stat. 108, seq., as amended;
 - **And any land designated as such by the Commission for purposes of this subpart pursuant to the designation process in § 54.412.”**

Tribal Lands



National Verifier Overview

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)

Methods to Apply

Consumers may apply through the NV using **one** of the three options:

Option 1:

Apply Online

- The consumer visits [CheckLifeline.org](https://www.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

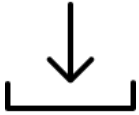
Option 3:

Apply Through a Service Provider or Tribal Partner

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

How to Apply by Mail

Obtaining the Paper Application



- Visit LifelineSupport.org to download and print a copy; or



- Contact USAC's Lifeline Support Center to request a paper application in the mail
 - **Email:** LifelineSupport@usac.org
 - **Call:** (800) 234-9473

Completing Paper Application

- Consumers must complete all sections of the [application](#) (excluding page 7)
- Write clearly, using black ink and capital letters
- Consumers enter the same information they would include on the online application

The image displays three overlapping copies of the FCC Form 5629, Lifeline Program Application Form. The forms are titled "FCC FORM 5629 Lifeline Program Application Form" and "OMB APPROVAL EDITION 3060-0829". The visible sections include:

- Section 2: Your Information** (Page 2 of 8): This section contains fields for "What is your full legal name?", "What is your phone number?", "What is your date of birth?", "What is your email address?", "What are the last 4 numbers of your Social Security Number (SSN)?", and "What is the best way to reach you?".
- Section 2: Your Information (continued)** (Page 3 of 8): This section contains fields for "What is your home address?", "What is your mailing address?", "Is this a temporary address?", and "Check if you live on Tribal Land?".
- Section 2: Your Information (continued)** (Page 4 of 8): This section contains fields for "Check if you are qualifying through a child or dependent in your household", "What is their full legal name?", "What is their date of birth?", and "What are the last 4 numbers of their Social Security Number (SSN)?".

The forms are designed for consumers to provide personal information, contact details, and household information for Lifeline service eligibility.

Paper Application: Page One

- Page one is informational and contains:
 - An overview of the Lifeline program and Lifeline program rules
 - More about the application process

FCC FORM 5629

Lifeline Program
Application Form

OMB APPROVAL EDITION 3060-0819



1. About Lifeline

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

Rules

If you qualify, your household can get Lifeline for phone or internet service, but not both.

- If you get Lifeline for phone service, you can get the benefit for one mobile phone or one home phone, but not both.
- If you get Lifeline for internet service, you can get the benefit for your mobile phone or your home connection, but not both.
- If you get Lifeline for bundled phone and internet service, you can get the benefit for your mobile phone bundled service or your home bundled service, but not both.

Your household cannot get Lifeline from more than one phone or internet company.

You are only allowed to get one Lifeline benefit per household, not per person. If more than one person in your household gets Lifeline, you are breaking the FCC's rules and will lose your benefit.

What is a 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).

Do not give your benefit to another person

Lifeline is non-transferable. You cannot give your Lifeline benefit to another person, even if they qualify.

Be honest on this form

You must give accurate and true information on this form and on all Lifeline-related forms or questionnaires. If you give false or fraudulent information, you will lose your Lifeline benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal actions against you. This may include (but is not limited to) fines or imprisonment.

You may need to show other documents

If the Lifeline Program Administrator is not able to validate that you or someone in your household qualify using this form and electronic databases, you may need to provide an official document from one of the government qualifying programs or documentation that proves your annual income. You can submit copies of your official documents with this application or wait until the Lifeline Program Administrator asks you for them. To add them now, include the documents in option 1 or option 2 below:

1. If you qualify through a government program, provide a copy of a document such as an approval letter or benefit letter with the name of the person in your household who qualifies, name of the program, and issue date within the past 12 months or future expiration date.
2. If you qualify through your income, provide a copy of the prior year's state, federal, or Tribal tax return or a current income statement from an employer or paycheck stub for 3 consecutive months (or other accepted documents).

Visit lifelinesupport.org to see all acceptable document guidelines.

Apply

To apply for a Lifeline benefit, fill out the required sections of this form, initial every agreement statement, and sign on page 6.

Mail the form to this address:
USAC
Lifeline Support Center
P.O. Box 7081
London, KY 40742

Paper Application: Page Two

- Page two asks for:
 - First and last legal name
 - Phone number (if available)
 - Date of birth
 - Email address (if available)
 - The last four digits of the Social Security Number or Tribal Identification Number
 - Method consumer wants USAC to contact them

2a. 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: F I R S T

Middle (optional):

Suffix (optional):

Last: L A S T

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

1 1 1 1 1 1 1 1

What is your date of birth?

Month: 1 1 Day: 1 1 Year: 1 1 1 1

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

T E S T @ E M A I L . C O M

What are the last 4 numbers of your Social Security Number (SSN)? 1 2 3 4

If you do not have a SSN, what is your Tribal Identification Number?

What is the best way to reach you?

☒ email ☐ phone* ☐ text message* ☐ mail

Paper Application: Page Three

- Page three asks for:
 - Home address (physical address)
 - If the home address is temporary
 - If the consumer lives on Tribal lands
 - Mailing address (if it's different than the home address)

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

1 2 3 S T R E E T

Street Number and Name

Apt., Unit, etc. C I T Y

Apt., Unit, etc. City

I L 1 2 3 4 5

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

Apt., Unit, etc. City

Apt., Unit, etc. City

State Zip Code

Paper Application: Page Four

- Page four asks for:
 - Dependent's information if the consumer qualifies for Lifeline through a dependent
- If qualifying through themselves, the consumer can leave page four blank

☐ 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)

Suffix (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 their Tribal Identification Number?

Paper Application: Page Five

- Page five asks how the consumer qualifies for Lifeline:
 - Either through participation in government programs or through income
- Check all that apply

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
- ☐ Tribal Temporary Assistance
- ☐ Food Distribution Program
- ☐ Tribal Head Start (or other tribal program)

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, and Territories (not Alaska and Hawaii)	Alaska	Hawaii	Yes
☐ 1	\$17,388	\$21,722	\$20,007	☐ Yes	☐ No
☐ 2	\$23,517	\$29,390	\$27,054	☐ Yes	☐ No
☐ 3	\$29,646	\$37,058	\$34,101	☐ Yes	☐ No
☐ 4	\$35,775	\$44,726	\$41,148	☐ Yes	☐ No
☐ 5	\$41,904	\$52,394	\$48,195	☐ Yes	☐ No
☐ 6	\$48,033	\$60,062	\$55,242	☐ Yes	☐ No
☐ 7	\$54,162	\$67,730	\$62,289	☐ Yes	☐ No
☐ 8	\$60,291	\$75,398	\$69,336	☐ Yes	☐ No
☐ If more than 8, add this amount for each extra person:	Add \$6,129	Add \$7,668	Add \$7,047	☐ Yes	☐ No

135% of the 2021 Federal Poverty Guidelines
*The Federal Poverty Guidelines are typically updated at the end of January.

Paper Application: Page Six

- Page six asks consumers to:
 - Read each statement carefully
 - Write their first and last initial next to each statement
 - Cannot use checkmarks or X's here
 - Sign and date the application

FL 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).				
FL Initial	I agree that if I move I will give my service provider my new address within 30 days.				
FL 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).				
FL 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.				
FL Initial	I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline Program benefit. I understand that if this information is not provided to the Lifeline Program Administrator, I will not be able to get Lifeline benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the Lifeline Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get a Lifeline Program benefit.				
FL Initial	All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.				
FL Initial	I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being banned from the program.				
FL Initial	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.				
FL Initial	I was truthful about whether or not I am a resident of Tribal lands, as defined in section 2 of this form.				
<table border="1"> <tbody> <tr> <td>Signature</td> <td>Today's Date</td> </tr> <tr> <td>First Last</td> <td>December 1, 2021</td> </tr> </tbody> </table>		Signature	Today's Date	First Last	December 1, 2021
Signature	Today's Date				
First Last	December 1, 2021				

Paper Application: Pages Seven and Eight

- Consumers may leave page seven blank if completing the application by themselves
- Lifeline companies are required to fill out page seven if they are helping the consumer complete the application
- Page eight includes information about the federal application

[illegible]

Submit Documentation to Streamline Process

- USAC recommends that consumers submit copies of the following documentation along with their application to reduce processing time:
 - [Lifeline Household Worksheet](#)
 - [Proof of eligibility, identity, or address](#)

The image displays two versions of the 'Lifeline Program Household Worksheet' (FCC FORM 5631). The top version is the full form, and the bottom version is a zoomed-in view of the 'Your Information' section.

Top Form (Full Worksheet):

- Header:** FCC FORM 5631, Lifeline Program Household Worksheet, OMB APPROVAL EDITION 3060-0819, FCC, Universal Service Administrative Co.
- About Lifeline:** Lifeline is a benefit that lowers the monthly cost of phone or internet service (not both). You are only allowed to get one Lifeline benefit per household, not per person.
- What this worksheet is for:** Use this worksheet if someone else help you find out if there is more than one Lifeline benefit in your household.
- What is a household:** A household is a group of people who live together and share expenses. A household is not related to each other.
- Examples of one household:**
 - A married couple who live together.
 - A parent/guardian and a child who live together.
 - An adult who lives with a child who is not related to each other.
- Examples of more than one household:**
 - 4 roommates who live together and share expenses.
 - 30 seniors who live in an assisted living facility, 30.
- Household expenses:** A household shares expenses. House expenses, and the cost of renting or owning a home.
- Income:** Households share income. Income includes payments, pensions, unemployment support payments, worker's compensation, etc.
- Your Information:**
 - 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:** [Grid]
 - Middle (optional):** [Grid]
 - Suffix (optional):** [Grid]
 - Last Name:** [Grid]
 - What is your home address?** (The address where you will get service. Do not use a P.O. Box.)
 - Street Number and Name:** [Grid]
 - Apt., Unit, etc.:** [Grid]
 - City:** [Grid]
 - State:** [Grid]
 - Zip Code:** [Grid]

Bottom Form (Zoomed-in View of 'Your Information' section):

- Header:** FCC FORM 5631, Lifeline Program Household Worksheet, OMB APPROVAL EDITION 3060-0819, FCC, Universal Service Administrative Co.
- Your Information:**
 - 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:** [Grid]
 - Middle (optional):** [Grid]
 - Suffix (optional):** [Grid]
 - Last Name:** [Grid]
 - What is your home address?** (The address where you will get service. Do not use a P.O. Box.)
 - Street Number and Name:** [Grid]
 - Apt., Unit, etc.:** [Grid]
 - City:** [Grid]
 - State:** [Grid]
 - Zip Code:** [Grid]

Examples of Program Eligibility Documentation

- Documentation to verify the consumer's **eligibility through a government program** must include:
 - Their name, or the name of the benefit qualifying person
 - The name of the Lifeline-qualifying program, such as SNAP
 - The name of the government or Tribal agency that issued the document
 - An issue date within the last 12 months or a future expiration date that aligns with the benefit period
- The documentation typically cannot be expired or from a period in the past

Examples of Income Eligibility Documentation

- Documentation to verify the consumer's **eligibility through income** must typically:
 - Cover a full year of income or
 - The consumer must submit the same type of documentation covering three consecutive months of income within the previous 12 months
- USAC recommends that consumers include their **household size**

Examples of Identity Documentation

- Documentation to verify the consumer's **identity** should include:
 - A copy of an official, unexpired document with their first name, last name, and last four digits of the Social Security Number or Tribal Identification Number (e.g., tax document, Social Security card, or Tribal Identification document)
 - A copy of an official, unexpired document with their first name, last name, and date of birth (e.g., birth certificate, driver's license, state or Tribal ID)

Examples of Address Documentation

- Documentation to verify the consumer's **address** should include:
 - A map that shows the consumer's physical address or location, including latitude and longitude coordinates - which is an important option for applicants living in areas with addressing obstacles
 - Official document that shows the consumer's first name, last name, and address such as a Driver's License, valid government, state, or Tribal ID, utility bill excluding wireless phone bills (within last 30 days), W-2 or tax return, or mortgage or lease

NOTE: To qualify for the enhanced Lifeline benefit (of up to \$25), the consumer's address must be confirmed to be located on Tribal lands

Mail Completed Application

- Mail completed applications and proof documentation to:
USAC Lifeline Support Center
P.O. Box 7081
London, KY 40742

Application Timeline and Contact from USAC

- After USAC's Lifeline Support Center reviews the application, the consumer will receive a letter from USAC letting them know the status of their application
 - Consumers should receive eligibility decisions within 7 and 10 business days
 - Consumers can call the Lifeline Support Center to check their application status at (800) 234-9473
 - If an error is discovered or additional information is required while processing the application, we will notify the consumer by mail

 Universal Service Administrative Co. Lifeline Support Center P.O. Box 7081 London, KY 40742	Lifeline Program Application Notice ED-3001 APPLICATION_ID [LETTER_DATE]
FIRST_NAME LAST_NAME ADDRESS CITY STATE ZIP_CODE	
We Need Some More Information from You	
Dear FIRST_NAME LAST_NAME, You recently submitted an application for Lifeline, a federal program that lowers the monthly cost of phone and internet for qualified consumers. To qualify for Lifeline and to receive a monthly discount, you need to provide some more information by [ELIGIBILITY_EXPIRATION_DATE - 50 calendar days] .	
Step 1: Find and prepare the following items (please see Guide included):	

Sign Up with a Lifeline Company

- Once the consumer receives a letter from USAC letting them know that they qualify for the Lifeline program, they should contact a Lifeline company to get signed up
- Find Lifeline companies using Lifeline's Companies Near Me tool available from [LifelineSupport.org](https://www.LifelineSupport.org)



Universal Service
Administrative Co.

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

Lifeline Program
Application Notice

ED-1001
APPLICATION_ID
[LETTER_DATE]

FIRST_NAME LAST_NAME
ADDRESS
CITY STATE ZIP_CODE

You Qualify for Lifeline! It's Time to Sign Up.

Dear FIRST_NAME LAST_NAME,

Your Lifeline application is approved! If you haven't already done so, the next step is to sign up with a participating phone or internet company in the next 90 days from your application.

 **If you do not sign up in the next 90 days, you will need to reapply for Lifeline.**

How to Sign Up

Companies Near Me Tool

- Consumers can type in their zip code or city and state to find a list of Lifeline companies
- They must sign up with a Lifeline company within **90 days** of completing the application

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](#)

Questions?

Gain Tribal User Access to the NV

Tribal Agency Access

How to Sign Up: National Verifier

- Tribal partners (e.g., Tribal governments, government agencies, and nonprofits serving Tribal communities) may now request access to the National Verifier
- With a National Verifier account **you can**:
 - Help consumers submit online applications
 - Upload consumer documentation to resolve application errors
 - Track the status of applications

How to Request Access

- Complete the [Tribal Access Request Form](#)
- Register for a Representative ID (Rep ID) in the [Representative Accountability Database](#) (RAD)
- All users must review and agree to the RAD and National Verifier Terms and Conditions, under the Access Agreement section of the [Account Types](#) page
- Send the form and your new Rep ID to LifelineProgram@usac.org with the subject line “**Tribal User Access Request**”

Tribal Agency User

Tribal Agency Name:			
User Name:		Title:	
Street Address:			
	City:	State:	Zip Code:
Phone Number:		Email:	
User Type:	☐ Tribal - NV		
	I have read this Tribal Access Request Form and understand my obligations.		
User Signature:		Date:	

Resources

Lifeline Tribal Webinars



- Watch Tribal webinar recordings:
 - [Tribal Q1 Webinar: Lifeline Program Overview](#)
 - [Tribal Q2 Webinar: How to Resolve Application Errors](#)
 - [Tribal Q3 Webinar Slides: How to Apply for Lifeline](#)

Educational Material

- Additional educational materials include:
 - [How to Apply](#) One-Pager
 - [Manage your Benefit](#) One-Pager
 - [Tribal Lifeline](#) Flyer
 - [Tribal Toolkit](#)
 - [How to Apply Online Video](#)
 - [How to Apply by Mail Video](#)
 - [How to Submit Documentation by Mail](#)

Lifeline Websites



- Lifeline offers two websites available:
 - Lifeline's consumer website available at LifelineSupport.org
 - USAC's service provider website available at USAC.org/Lifeline

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)

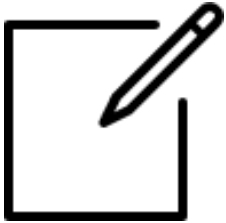


USAC Tribal Liaison

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 with a unique survey link in 1-2 business days
- We appreciate your feedback

Questions?

Thank You!





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