Q4 Lifeline Training for Tribal Partners

How to Apply by Mail

December 1, 2021
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
TribalLiaison@usac.org

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
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](http://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](http://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](http://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](mailto: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
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
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
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)
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
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
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
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
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
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
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.

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.

1. 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.
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”

<table>
<thead>
<tr>
<th>Tribal Agency User</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tribal Agency Name:</td>
</tr>
<tr>
<td>User Name:</td>
</tr>
<tr>
<td>Street Address:</td>
</tr>
<tr>
<td>Phone Number:</td>
</tr>
<tr>
<td>User Type:</td>
</tr>
<tr>
<td>City:</td>
</tr>
<tr>
<td>State:</td>
</tr>
<tr>
<td>Zip Code:</td>
</tr>
<tr>
<td>Email:</td>
</tr>
<tr>
<td>☐ Tribal - NV</td>
</tr>
<tr>
<td>User Signature:</td>
</tr>
<tr>
<td>I have read this Tribal Access Request Form and understand my obligations.</td>
</tr>
<tr>
<td>Date:</td>
</tr>
</tbody>
</table>
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@mailer.surveygizmo.com with a unique survey link in 1-2 business days
• We appreciate your feedback
Questions?
Thank You!