Lifeline Program Year 2021 in Review

January 12, 2022
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Meet Our Team

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Agenda

• Announcements
• National Verifier Overview
• 2021 Program Accomplishments
• 2022 Training Schedule
• Q&A
Announcements
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Reminder: COVID-19 Waivers Extended

• On December 30, 2021, the Wireline Competition Bureau (Bureau) extended the waivers governing recertification, reverification, general de-enrollment, and income documentation through March 31, 2022.

• On December 30, 2021, the Bureau also extended the waiver regarding documentation requirements for subscribers residing in rural areas on Tribal lands through March 31, 2022.

• 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.
Announcements

FCC Form 555 Reminder

• FCC Form 555 is due by **January 31, 2022**
• The FCC Form 555 must be submitted electronically via USAC’s [E-File (One Portal)](#)
• Service providers must also file a copy of their FCC Form 555 in the FCC's Electronic Comment Filing System, Docket 14-171, with their state regulatory commission, and relevant Tribal governments
• For details on FCC Form 555, review the FCC Form 555 [supplemental information](#)
National Verifier (NV) Overview
National Verifier (NV) Overview

• The NV enables **consumers** to **apply** for, **manage**, and **recertify** their eligibility for their Lifeline benefit
  
  • Consumers can interact with the NV online through checklifeline.org or by mailing paper forms to the Lifeline Support Center

• The NV enables **service providers** to help consumers **apply** for and **manage** their eligibility
  
  • Service providers can interact with the NV online through checklifeline.org or through the NV APIs, which enable consumers to fill out the application on participating service provider websites

• The NV streamlines the Lifeline application process across all 56 states and territories
National Verifier (NV) Overview

- The NV is available online at checklifeline.org
Consumers can download the NV paper forms (English and Spanish) are available on Lifeline’s Forms web page:

- Lifeline Application (Form 5629)
- Lifeline Household Worksheet (Form 5631)
- Lifeline Recertification Form (Form 5630)

Consumers can download the NV paper forms directly from checklifeline.org by:

- Selecting their state from the drop-down menu, and
- Clicking on “use a paper form”
National Verifier (NV) Overview

1. NV Application
   - Consumer submits application online or through the mail, including any supporting documentation

2. Next Steps
   - USAC notifies consumer of any application errors (if applicable) and consumer provides necessary information

3. Consumer qualifies for Lifeline and chooses Lifeline company

4. Consumer informs Lifeline company of qualification status to enroll in the program
2021 Program Accomplishments
2021 Program Accomplishments
Key Highlights

• Added 1 new eligibility database connection in Minnesota and maintained 24 existing connections, resulting in a 67% eligibility auto pass rate for Lifeline subscribers

• Launched the re-designed Lifeline consumer support website to enhance the consumer experience

• Implemented process changes in support of the FCC's COVID-19 orders

• Introduced new call center translation services vendor that translates up to 200 languages in instances where the service is needed

• Granted Tribal partners access to the NV Service Provider portal to assist consumers applying for Lifeline benefit

• Established and held quarterly Tribal meetings aimed at improving awareness of the Lifeline program in Tribal communities

• Established a quarterly newsletter for state and federal partners to provide program updates and the proper tools to help eligible consumers apply for the Lifeline benefit
2021 Program Accomplishments
National Verifier (NV) Highlights

• The NV benefits from 25 total connections, consisting of 23 state/territory connections (including Texas and Oregon) plus federal connections to CMS and HUD

• The NV leverages automated connections in Texas and Oregon that use state databases to determine eligibility for the Lifeline program.
2021 Program Accomplishments
Affordable Connectivity Program (ACP)

• The Affordable Connectivity Program (ACP) modifies and extends the existing Emergency Broadband Benefit Program (EBB Program) and helps low-income households pay for broadband service and connected internet devices

$14.2B in additional funding appropriated by Congress into the Affordable Connectivity Fund

$30 per month is the new standard ACP benefit amount for households

$75 per month is the enhanced support ACP benefit for households located on Tribal lands
2021 Program Accomplishments
National Verifier (NV) Automated Connections

**New** Emergency Broadband Benefit (EBB)/Affordable Connectivity Program (ACP) connections

- CMS
- HUD
- Colorado
- Florida
- Georgia
- Indiana
- Iowa
- Kentucky
- Michigan
- Minnesota
- Mississippi
- New Mexico
- Nevada
- North Carolina
- Pennsylvania
- Puerto Rico
- Tennessee
- Utah
- Virginia
- Wisconsin
NV Successes: Increased Number of Applications

10,861,513 million applications submitted through the NV in 2021
NV Successes: Increased Number of Connections

Nationwide, USAC saw an automated pass rate of 67%
2022 Training Schedule
2022 Training Reminders
Registration Page

Register for upcoming Lifeline program webinars on the USAC.org Learn: Webinar web page

Webinars
Join us to learn about Lifeline program updates, including Lifeline program rules and orders, guidance about compliance and filings, the National Verifier (NV), and the National Lifeline Accountability Database (NLAD).

Sign up for the Lifeline program newsletter to receive webinar announcements via email.

Upcoming Trainings
January 2022 Monthly Webinar: Looking Ahead to 2022
Date: Wednesday, January 12, 2022
Time: 03:00 pm ET – 04:00 pm ET

February 2022 Monthly Webinar: Consumer Advocate 101
Date: Wednesday, February 09, 2022
Time: 03:00 pm ET – 04:00 pm ET
Poll
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