

Lifeline Program Year 2022 in Review

January 18, 2023



Universal Service
Administrative Co.

Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Housekeeping

- Audio is available through your computer's speakers.
- The audience will remain on mute.
- Enter questions at any time using the **Questions** box.
- If your audio or slides freeze, restart the webinar.
- A copy of the slide deck is in the **Handouts** section of webinar panel.



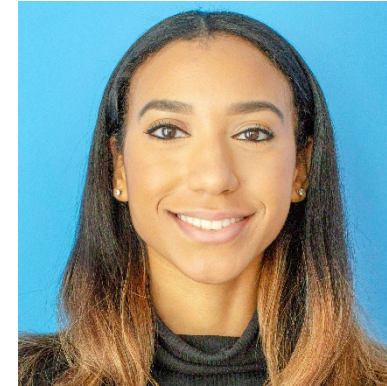
Meet Our Presenters



Linnita Hosten

Senior Communications Specialist

Linnita develops external communications and creates content about Lifeline systems and program changes.



Hannah Fofana

Communications Specialist

Hannah develops internal and external communications for Lifeline and state/fed partners.

Meet Our Team



Kara Neesen

Associate Manager

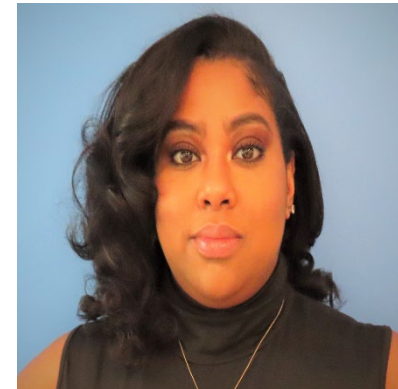
Kara supervises the Lifeline communications team.



Delante Cherry

Communications Specialist

Delante develops internal and external communications.



Winta Woldu

Communications Specialist

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

Agenda

- Announcements
- National Verifier Overview
- 2022 Program Accomplishments
- 2023 Training Schedule
- Q&A

Announcements

Announcements

Voice-Only Phase-Out and Minimum Service Standards

- On July 1, 2022, the Bureau extended the waiver pausing both the phase-out of Lifeline support for voice-only services and the increase in Lifeline minimum service standards for mobile broadband data capacity for one additional year, until at least December 1, 2023.
 - The basic Lifeline support of \$5.25 remains available to eligible consumers who subscriber to voice-only service until at least December 1, 2023.
 - The minimum service standard for mobile broadband data capacity will remain at 4.5 GB per month until at least December 1, 2023.

Announcements

COVID-19 Relief for Tribal Subscribers Extended

- On [September 30, 2022](#), WCB released a waiver that further extends the Lifeline recertification and reverification requirements for subscribers residing on Tribal lands through January 31, 2023.
 - This waiver also extends Affordable Connectivity Program (ACP) recertification for Tribal subscribers that participate in Lifeline and ACP. ACP recertification will commence for these subscribers after they have had an opportunity to complete the Lifeline recertification process.

Announcements

FCC Form 555 Reminder

- The FCC Form 555 is due by Tuesday, January 31, 2023.
- 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 the FCC Form 555, review the FCC Form 555 [Supplemental Information](#).

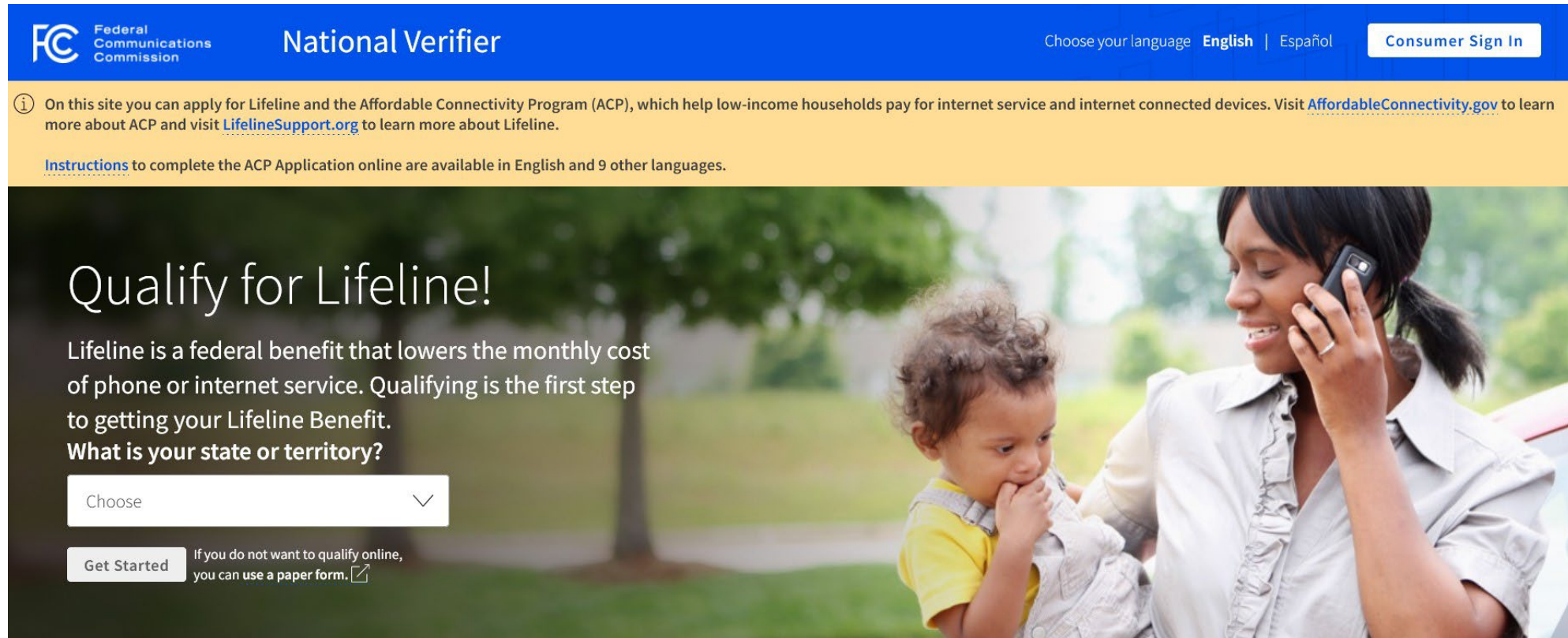
National Verifier (NV) Overview

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 NV.FCC.gov 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 NV.FCC.gov 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 [NV.FCC.gov](https://nv.fcc.gov)



The screenshot shows the National Verifier website. At the top is a blue header with the FCC logo, the text "Federal Communications Commission", and "National Verifier". On the right of the header are links for "Choose your language" (English | Español) and a "Consumer Sign In" button. Below the header is a yellow banner with an information icon and text: "On this site you can apply for Lifeline and the Affordable Connectivity Program (ACP), which help low-income households pay for internet service and internet connected devices. Visit [AffordableConnectivity.gov](https://affordableconnectivity.gov) to learn more about ACP and visit [LifelineSupport.org](https://lifelinesupport.org) to learn more about Lifeline." Below this is a link: "[Instructions](#) to complete the ACP Application online are available in English and 9 other languages." The main content area features a large image of a woman talking on a phone while holding a young child. Overlaid on the left side of this image is the text "Qualify for Lifeline!" followed by a description of Lifeline as a federal benefit that lowers the cost of phone or internet service. It states that qualifying is the first step to getting the Lifeline Benefit. Below this text is a dropdown menu labeled "Choose" with a downward arrow. At the bottom left of the image is a "Get Started" button. To the right of the button is a note: "If you do not want to qualify online, you can use a paper form." with a small icon of a document and a checkmark.

FCC Federal Communications Commission

National Verifier

Choose your language **English** | Español **Consumer Sign In**

i On this site you can apply for Lifeline and the Affordable Connectivity Program (ACP), which help low-income households pay for internet service and internet connected devices. Visit [AffordableConnectivity.gov](https://affordableconnectivity.gov) to learn more about ACP and visit [LifelineSupport.org](https://lifelinesupport.org) to learn more about Lifeline.


[Instructions](#) to complete the ACP Application online are available in English and 9 other languages.

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 ▼

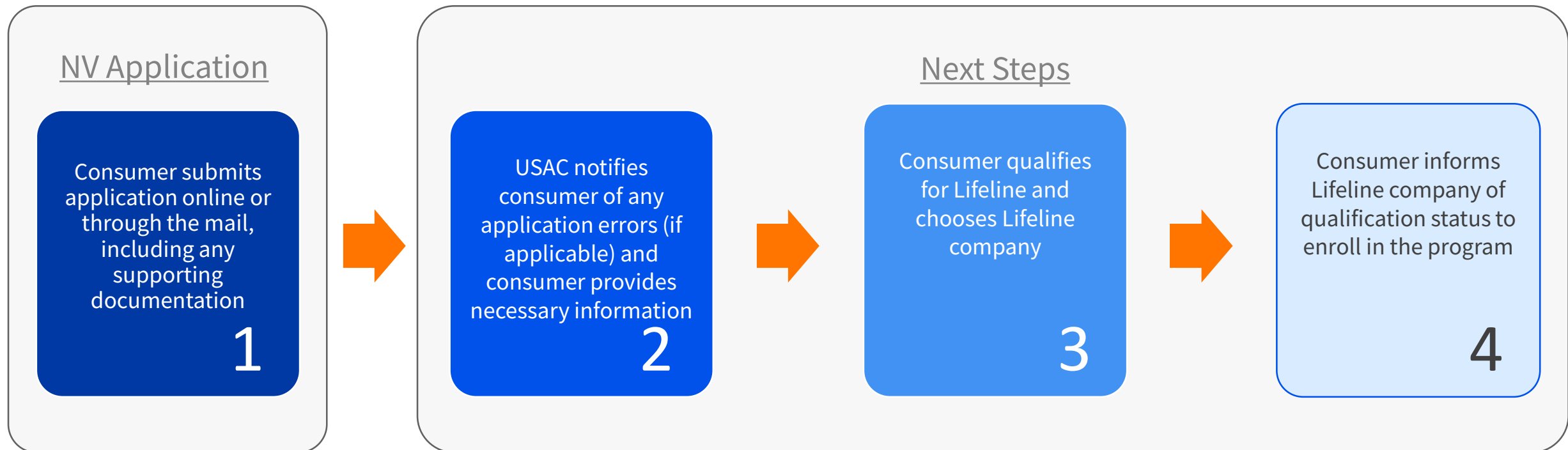
Get Started If you do not want to qualify online, you can use a paper form. 

National Verifier (NV) Overview

- 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 [NV.FCC.gov](#) by:
 - Selecting their state from the drop-down menu, and
 - Clicking on “use a paper form”

The image displays three overlapping paper forms from the Lifeline Program, all featuring the FCC and Universal Service Administrative Co. logos and OMB APPROVAL EDITION 3060-0819. The top form is the Lifeline Program Application Form (FCC FORM 5629). The middle form is the Lifeline Program Household Worksheet (FCC FORM 5631), which includes a section for '2a. Your Information' with instructions: 'All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.' It contains a grid for 'What is your full legal name?' with fields for First, Middle (optional), and Suffix (optional). The bottom form is the Lifeline Program Annual Recertification Form (FCC FORM 5630), also with a '2a. Your Information' section. It includes the same name grid and additional fields for 'What is your phone number (if you have one)?', 'What is your date of birth?' (with Month, Day, and Year sub-fields), and 'What is your email address (if you have one)?'.

National Verifier (NV) Overview



2022 Program Accomplishments

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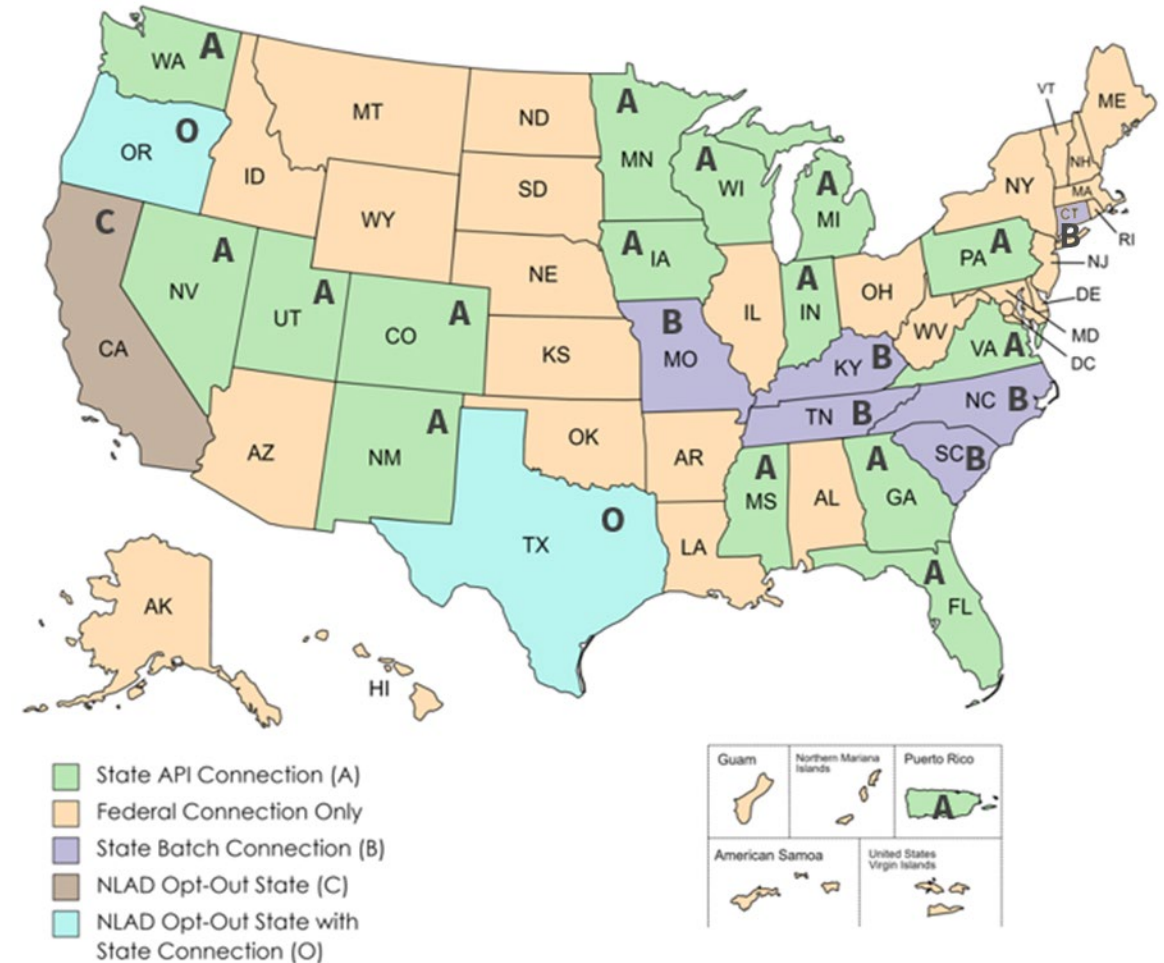
Key Highlights

- Added 2 new eligibility database connections in Connecticut and Veterans Benefits Administration (VBA) and maintained 25 existing connections, resulting in a 63% eligibility auto pass rate for Lifeline subscribers.
- Redesigned the NV consumer homepage to enhance the consumer experience.
- Improved mapping tool functionality in territories.
- Introduced email automation for consumers undergoing the Continued Eligibility Process.
- Included updated rejection reasons on the NV portal and in email templates.
- Enhanced Companies Near Me (CNM) tool to differentiate between ACP and Lifeline and added it to the Qualify page.
- Continued to hold quarterly Tribal meetings aimed at improving awareness of the Lifeline program in Tribal communities.
- Maintained quarterly newsletter for state and federal partners to provide program updates and the proper tools to help eligible consumers apply for the Lifeline benefit.

2022 Program Accomplishments

National Verifier (NV) Highlights

- The NV benefits from 27 total connections, consisting of 24 state/territory connections (including Connecticut) plus federal connections to CMS, HUD, and VBA.
- The NV leverages automated state connections in Connecticut to determine eligibility for the Lifeline program.



NV Successes: Increased Number of Applications

**42,050,154 million
applications submitted
through the NV in 2022**

NV Successes: Increased Number of Connections

**Nationwide, USAC saw an
automated pass rate of 63%**

2023 Training Schedule

2023 Training Reminders Registration Page

Register for upcoming
Lifeline program webinars on the
USAC.org [Learn: Webinar](#) webpage

The screenshot shows the USAC.org website with the 'Lifeline' menu item selected in the top navigation bar. The left sidebar contains links for 'Learn', 'Videos', 'Webinars' (highlighted with a yellow bar), and 'FAQs'. The main content area is titled 'Webinars' and includes a paragraph about joining for Lifeline program updates. Below this is a link to sign up for the Lifeline program newsletter. The 'Upcoming Trainings' section lists two webinars: the January 2023 Monthly Webinar on January 18, 2023, and the February 2023 Monthly Webinar on February 08, 2023. Each webinar entry includes a 'Register Here' button.


About ▾ E-Rate ▾ Rural Health Care ▾ **Lifeline ▾** High Cost ▾ Service Providers ▾

USAC | Lifeline | Learn | **Webinars**

[Learn](#)
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Webinars
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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 2023 Monthly Webinar

Date: Wednesday, January 18, 2023
Time: 03:00 pm ET – 04:00 pm ET

[Register Here](#)

February 2023 Monthly Webinar

Date: Wednesday, February 08, 2023
Time: 03:00 pm ET – 04:00 pm ET

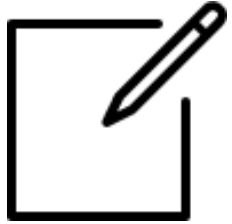
[Register Here](#)

Questions?

Learn More About Lifeline

- [Sign up](#) for Lifeline email updates and upcoming events!
- Need help? Contact us!
 - General inquiries: LifelineProgram@usac.org

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!

Thank You!





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