

March 2023 Monthly Webinar

How to Resolve Application Errors

March 8, 2023



Universal Service
Administrative Co.

DISCLAIMER

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- 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 Team



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Meet Our Team



Hannah Fofana

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Hannah develops internal and external communications for Lifeline and State/Fed partners.



Winta Woldu

Communications Specialist

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

Today's Objectives



- To understand how to support consumers in resolving Lifeline application errors.
- To understand the steps needed to resolve various types of application and eligibility errors.

Agenda

- Announcements
- National Verifier Overview
- How to Resolve Application Errors including:
 - Eligibility Errors
 - Address Errors
 - Identity Errors
 - Errors with Assistance from a Service Provider

Announcements

Lifeline Mailing Address Update

- The mailing address for the Lifeline Customer Support Center (CSC) is changing at the end of March.
- Mail sent to the old mailing address will be forwarded for one year to ensure no interruption in application/document processing.
- Service providers should anticipate updates to their consumer outreach materials including FCC forms that contain the current ACP and Lifeline CSC mail address.
- More information is forthcoming.

National Verifier Overview

National Verifier Overview

Three Ways to Interact with the National Verifier



- Online via nv.fcc.gov/lifeline.



- By mail via paper [application](#).



- Through a service provider – Find a company using the [Companies Near Me](#) tool.

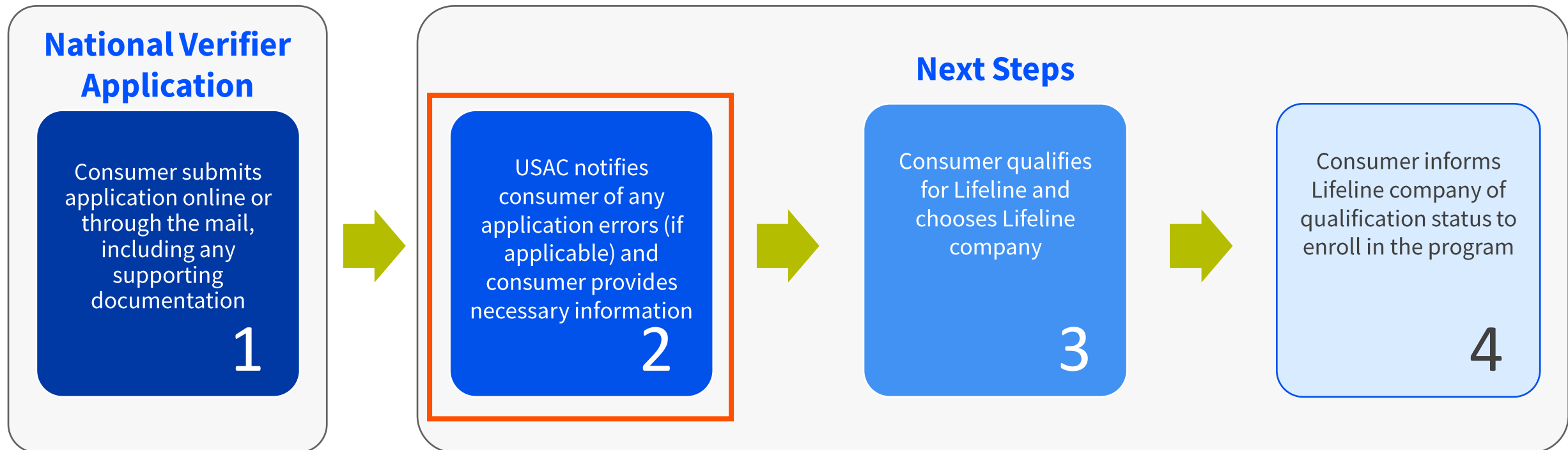
National Verifier Overview

Information Submitted for Verification

- During the application process, consumers will submit their:
 - First and last legal name
 - Date of birth
 - Physical address
 - Last four digits of their social security number or Tribal ID
 - How they qualify for Lifeline
- The information above is required for online and mailed applications as well as applications submitted with the assistance of a service provider

National Verifier Overview

Summary



Resolving Application Errors

Resolving Application Errors

Overview

When a consumer's information cannot be verified by [checking available databases](#), USAC notifies the consumer that more information or documentation is needed to resolve the error

- Documentation can be submitted online through the consumer or service provider portal or mailed to the Lifeline Support Center



- **Service providers can help the consumer** submit required documents directly through the **NV Service Provider Portal, or by mail.**



- Submitting documentation to resolve application errors initiates a manual review process by agents at the Lifeline CSC.



- Consumers can **check their application status** or **enrollment status** online through the consumer portal, by contacting the Lifeline Support Center, or by checking with their service provider through whom they initially submitted their application.

Resolving Application Errors

Types of Errors

Error	Information Required
TPIV (identity verification)	Proof of identity
AMS (address validation)	Proof of address
Duplicate address	Household Worksheet
Under 18	Proof of emancipated minor
Eligibility	Proof of program or income
Deceased	Proof of life

* Visit our [Resolving Application Errors page](#) for more information on document requirements.

Resolving Application Errors

How USAC Contacts the Consumer



- USAC will contact the consumer based on how they applied (mail or online)
- The consumer will also provide contact information on the application, which USAC may use to provide application status updates
 - The consumer may provide a mailing address, phone number, and/or email address as well as an alternate email address if they choose to do so
 - 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

Resolving Application Errors

Notification and Submission Process

	Online	Mail (Paper Applications)
How does USAC notify the consumer if more information is needed?	A screen will populate asking the consumer to provide additional information to qualify for Lifeline	Consumers will receive a letter in the mail: <ul style="list-style-type: none"> • Explaining what information is needed to qualify for Lifeline • The cover sheet • A pre-paid envelope
How to submit additional information?	Click the “upload” button on the screen and attach any documentation that meets the requirements or complete the prompts that appear	In the pre-paid envelope the consumer should: <ul style="list-style-type: none"> • Send copies of the requested documents/complete form if requested • Complete and send the cover sheet
Manual review timeline (conducted by USAC Lifeline Support Center)	Reviewed in order of receipt, typically within minutes if submitted during business hours (9 a.m. – 9 p.m. ET)	Review decision sent via US Mail within 7 – 10 business days

Resolving Application Errors

Submission Requirements



- The consumer must submit all information requested by USAC within 45 days of when they initially applied to fully complete the application
- If the consumer needs to submit documentation to resolve application errors, the consumer should **always submit copies** of the documentation
 - Consumers should never submit original documentation

Questions?

Resolving Eligibility Errors

Resolving Eligibility Errors

When Eligibility Errors Occur



- A consumer will receive an eligibility error when USAC cannot verify how the consumer qualifies for Lifeline
- The consumer can submit documentation online or by mail to prove participation in a qualifying program or to prove their income meets Lifeline's criteria

Resolving Eligibility Errors

Confirm Program Eligibility

- Documentation for **qualifying programs** must include:
 - The consumer's name, or the name of the consumer's benefit qualifying person (BQP)
 - Name of Lifeline-qualifying program, such as SNAP
 - Name of the government or Tribal agency that issued the document
 - An issue date within the last 12 months or a future expiration date
- Examples of **qualifying program** documentation:
 - Award letter
 - Screenshot of government application or website showing eligibility
 - Benefit or case portal screenshot

Resolving Eligibility Errors

Confirm Income Eligibility

- Documentation for **income** must include:
 - The consumer's name, or the name of the consumer's BQP
 - Cover a full year of income or documentation covering three consecutive months of income within the previous 12 months
- Examples of **income** documentation:
 - Prior year's state, federal, or Tribal tax return
 - Current income statement from an employer or paycheck stub
 - Social Security statement of benefits
 - Veterans Administration statement of benefits
 - Retirement/pension statement of benefits
 - Unemployment/worker's compensation statement of benefits
 - Federal or Tribal notice letter of participation in General Assistance
 - Divorce decree, child support award, or other official document containing income information

Resolving Eligibility Errors

Confirm Eligibility Online

- The consumer will upload documentation to show they qualify based on their participation in a qualifying program or through their income

Confirm Their Address Save or Continue Confirm Their Age Confirm Their Identity **Confirm They Qualify** Certify & Sign

We Could Not Confirm That They Are in One of These Programs

To qualify for Lifeline, the subscriber needs to give us more information.

Which program do they want to qualify through?
They will need to show proof that they are in the program they choose.

Choose one.

- ☐ 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 they live on Tribal lands)
- ☐ They don't participate in one of these programs, and want to qualify through income
- ☐ They are not in any of these programs, but their child or dependent is in one of these programs

They will have until 3/25/2022 to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by then, they will need to come back to this site and fill this form out again.

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Confirm They Qualify Certify & Sign

Show That They Are in SNAP

The Supplemental Nutrition Assistance Program (SNAP) used to be called Food Stamps.

Their state might use a different name for SNAP. Look it up on this list of [SNAP names by state](#).

We need to see proof of SNAP participation such as an award letter or a benefit statement.

SNAP eligibility documents should include the **consumer's full legal name** (or the BQP's legal name), the **program name** and must be **issued within the past 12 months** (or have an expiration date in the future).

More information about acceptable SNAP eligibility documents can be found on [USAC's website](#).

NOTE: All eligibility documents must be issued by the state, federal or local government, Tribal organization or their authorized agent.

Give us your documents
Files must be less than 10 MB in size and of the following file types: jpg, jpeg, png, pdf or gif

[Choose file](#)

Willfully giving false or fraudulent information to get Lifeline or ACP benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

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

Confirm Their Address Save or Continue Confirm Their Age Confirm Their Identity **Confirm They Qualify** Certify & Sign

Show That They Qualify Through Their Income

How many people live in their 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).

- ☒ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ 6
- ☐ 7
- ☐ 8
- ☐ More than 8

Is their annual household income the same or less than:
They can find this on their taxes under "Gross Annual Adjusted Household Income."

\$21,533

- ☐ Yes
- ☐ No

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Questions?

Resolving Address Errors

Resolving Address Errors

When Address Errors Occur



- A consumer will receive an address error when USAC cannot verify the consumer's address against USPS's Address Matching System (AMS)
 - This often occurs because a consumer submits a descriptive address or lives at an address that is not yet recognized by the USPS
- The consumer can submit information that verifies where they live

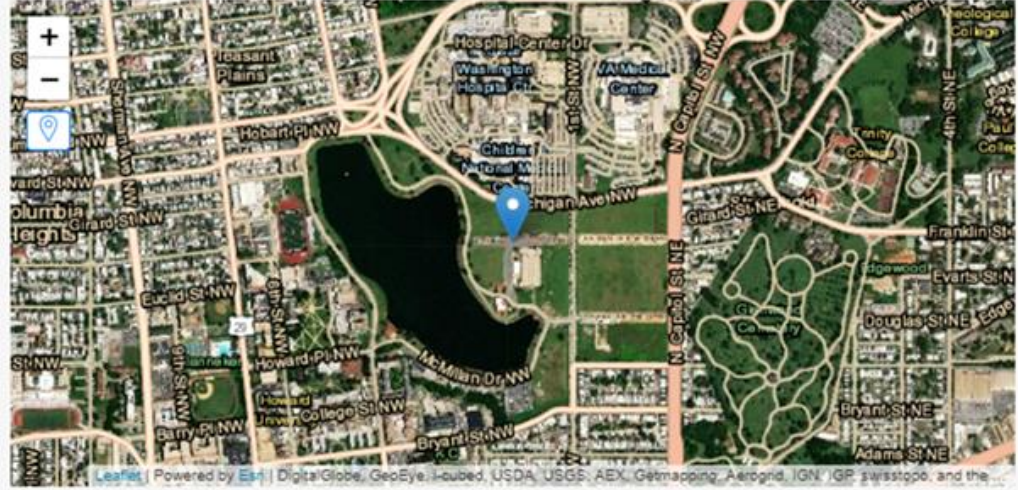
Resolving Address Errors

Confirm Address Online

- The consumer will use the mapping tool
- 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

Note: There is an instructional video to demonstrate how to utilize the mapping tool located inside the National Verifier

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"/>

Resolving Address Errors

Confirm Address by Mail (1/3)

- Consumers can submit documentation that includes their name and address
- Examples include:
 - Utility bill
 - Mortgage or lease statement
 - Most recent W-2 or tax return
 - Driver's license or other valid government, state, or Tribal ID
- This option is not recommended for consumers seeking the enhanced Tribal benefit unless the documentation contains latitude and longitude coordinates

Resolving Address Errors

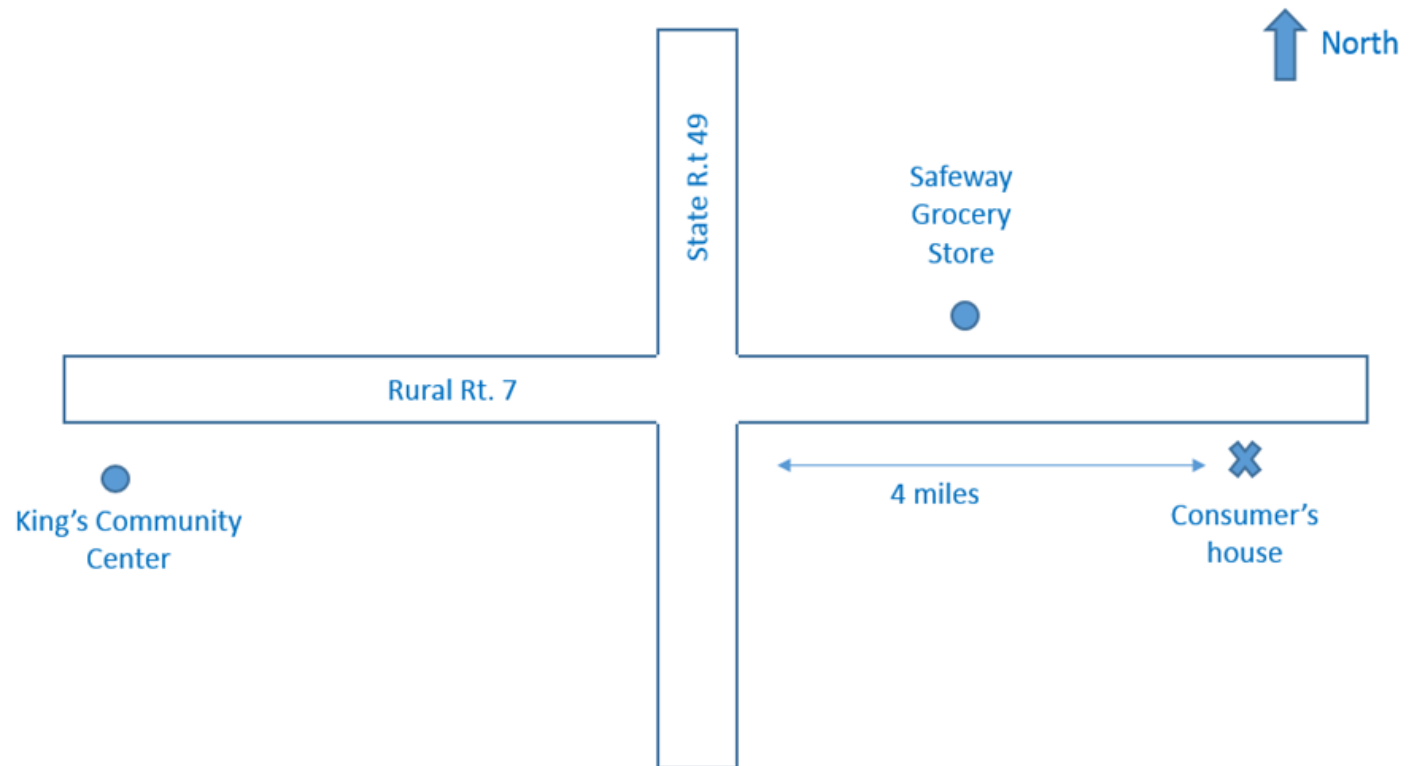
Confirm Address by Mail (2/3)

- Alternatively, consumers may submit one of the documents below to confirm their physical address or location
 - Printed map (such as an image from Google maps)
 - Contains a pin and latitude and longitude coordinates
 - A map that makes the consumer's address identifiable to USAC
 - The consumer must circle their home
 - If coordinates are known, the consumer should write them on the map

Resolving Address Errors

Confirm Address by Mail (3/3)

- A hand-drawn document that identifies the consumer's address
 - This map should include cross roads, identifiable landmarks, and distances
 - If coordinates are known, the consumer should write them on the map



Resolving Address Errors

When Duplicate Address Errors Occur



- A consumer will receive a duplicate address error when someone else at their address is already receiving a Lifeline benefit
 - Consumers are only allowed one Lifeline benefit per household, not per person
 - A household is a group of people who live together and share income and expenses (even if they are not related to each other)
- The consumer can submit information that confirms if their household qualifies for more than one Lifeline benefit

Resolving Address Errors

Confirm Household Eligibility Online

- The consumer will submit information about their household to determine if it qualifies for more than one Lifeline benefit

Confirm Their Household Confirm Their Identity Confirm They Qualify Certify & Sign

Someone at Their Address Already Gets Lifeline or the Affordable Connectivity Benefit

We need more information to determine whether they qualify for Lifeline or the Affordable Connectivity Benefit.

Do they share money (income and expenses) with another adult who gets Lifeline or the Affordable Connectivity Benefit?

This can be the cost of bills, food, etc., and income. If their spouse receives Lifeline or the Affordable Connectivity Benefit, please answer "Yes" to this question.

☐ Yes ☐ No

Note: Select "no" if they do not share money (income and expenses) with another adult who already participates in the program(s) they are applying for. (Example: if they are only seeking to receive the Affordable Connectivity Benefit, and they are sharing income/expenses with another adult who already receives Lifeline, select "no")

They will have until 3/25/2022 to complete this section so we can determine whether they qualify for Lifeline or the Affordable Connectivity Benefit. If they do not complete this by then, they will need to come back to this site and fill this form out again.

Next

If the consumer chooses “**No**”, they will be able to apply for Lifeline. They will receive this message below and must initial the agreement.

They Can Apply for Lifeline

The subscriber lives at an address with more than one household and their household does not get Lifeline yet.

Have them initial the agreement below:

Initial I live at an address with more than one 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).

Initial I understand I am only allowed to get one Lifeline benefit per household, not per person.

Initial I understand that this limit is an FCC rule, and lying about my household on this government form can make me lose my Lifeline benefit and is against the law.

Note: The benefit recipient must be the one to initial with their initials, even when applying with a Benefit Qualifying Person (BQP)

Resolving Application Errors

Confirm Household Eligibility by Mail

- Consumer completes a [Lifeline Household Worksheet](#) (FCC Form 5631)
 - This worksheet is used to determine if a household is eligible to receive more than one Lifeline benefit
- Consumers must mail the completed Household Worksheet and cover sheet ([English](#) and [Spanish](#)) to USAC's Lifeline Support Center within 45 days of initially submitting their application

FCC FORM 5631
OMB APPROVAL EDITION 3060-0819

Lifeline Program
Household Worksheet




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 at your address gets Lifeline. The answers to these questions will help you find out if there is more than one household at your address.

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).

Examples of one household:

- A married couple who live together are one household. They must share one Lifeline benefit.
- A parent/guardian and child who live together are one household. They must share one Lifeline benefit.
- An adult who lives with friends or family who financially support him/her are one household. They must share one Lifeline benefit.

Examples of more than one household:

- 4 roommates who live together but do not share money are 4 households. They can have one Lifeline benefit each, 4 total.
- 30 seniors who live in an assisted-living home are 30 households. They can have one Lifeline benefit each, 30 total.

Household expenses

A household shares expenses. Household expenses include, but are not limited to, food, healthcare expenses, and the cost of renting or paying a mortgage on your place of residence and utilities.

Income

Households share income. Income includes salary, public assistance benefits, social security payments, pensions, unemployment compensation, veteran's benefits, inheritances, alimony, child support payments, worker's compensation benefits, gifts, and lottery winnings.

Questions?

Resolving Identity Errors

Resolving Identity Errors

When Identity Errors Occur



- A consumer will receive an identity error when USAC cannot verify information related to their identity
- Examples of **identity errors** include:
 - Date of Birth (DOB) – requires proof of name and DOB
 - Social Security Number– requires proof of name and last 4 digits of SSN (SSN4)
 - Identity - requires proof of name, DOB, and SSN4
 - Deceased – requires proof of life and identity
 - Subscriber under 18 – requires proof that consumer is an emancipated minor
- The consumer can submit documentation to resolve the error(s) related to their identity

Resolving Identity Errors

Confirm Identity – DOB

- Documentation for **date of birth** must include:
 - The consumer's first and last name
 - Date of birth
- Document Examples:
 - Government, military, state, or Tribal ID
 - Birth Certificate
 - Driver's license
 - Government assistance program document
 - Certificate of U.S. Citizenship or Naturalization
 - Permanent Resident Card or Green Card

Resolving Identity Errors

Confirm Identity – SSN4

- Documentation for **social security number or Tribal ID** must include:
 - The consumer's first and last name
 - Last 4 digits of their Social Security Number (SSN4)
- Document Examples:
 - Social Security Card
 - Most recent W-2 or tax return
 - Government, military, state, or Tribal ID
 - Government assistance program document
 - Military discharge documentation
 - Unemployment/Workers' compensation benefits

Resolving Identity Errors

Confirm Identity

- Documentation for **identity** must include:
 - The consumer's first and last name
 - Date of birth
 - Last 4 digits of their Social Security Number (SSN4)
- Document Examples:
 - Government, military, state
 - Government assistance program document
 - Birth Certificate
 - Social Security Card
 - Prior year's tax return or W-2
- Consumers can provide a combination of documents to meet the required criteria

Resolving Identity Errors

Confirm Identity Online

- The consumer will upload documentation to confirm their identity

Confirm Their Address Save or Continue Confirm Their Age **Confirm Their Identity** Confirm They Qualify Certify & Sign

We Didn't Recognize Their Date of Birth

We couldn't match the subscriber's date of birth to their full legal name.

Show that their date of birth is right.

This is the information you gave us.

Full Legal Name: **Fam Hanma**

Date of Birth: **January 01, 2006**

If you see a typo in their name or date of birth, [fix it here](#).

They will have until 3/25/2022 to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by then, they will need to come back to this site and fill this form out again.

Show us that this information is right.

We need to see an official document that has the subscriber's first name, last name, and date of birth on it. If they provide a document that contains their Social Security Number, please redact or mark out all but the last four digits of it. Please show us a copy of one of the following:

- Driver's license (unexpired)
- Birth certificate
- Passport (unexpired)
- Certificate of Naturalization (or certificate of U.S. Citizenship)
- Permanent Resident Card (unexpired)

[See more ways to prove their identity](#) ✓

Confirm Their Address Save or Continue Confirm Their Age **Confirm Their Identity** Confirm They Qualify Certify & Sign

We Didn't Recognize Their Social Security Number (SSN)

We couldn't match the subscriber's SSN to their full legal name.

Show that the last four digits of their Social Security Number are right.

This is the information you gave us.

Full Legal Name: **Fam Hanma**

Last 4 SSN: **1234**

If you see a typo in their name or the last four digits of their Social Security Number (SSN), [fix it here](#).

They will have until 3/25/2022 to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by then, they will need to come back to this site and fill this form out again.

Show us that this information is right.

We need to see an official document that has their first name, last name, and the last four digits of their Social Security Number on it. If they provide a document that contains their Social Security Number, please redact or mark out all but the last four digits of it. Please show us a copy of one of the following:

- Social Security Card
- Social Security Benefit Statement (SSA-1099)
- W-2 (from the last 2 years)
- Prior year's state, federal, or Tribal tax return

[See more ways to prove their identity](#) ✓

Confirm Their Identity Confirm They Qualify Certify & Sign

We Didn't Recognize Their Information

We couldn't match the subscriber in our records.

Show that they are this person.

This is the information you gave us.

Full Legal Name: **amri jamison**

Date of Birth: **January 22, 1999**

Last 4 SSN: **4566**

If you see a typo in their information, [fix it here](#).

They will have until 4/10/2022 to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by then, they will need to come back to this site and fill this form out again.

Show us that this information is right.

We couldn't confirm their identity. We need to see an official document(s) that has their first name, last name, date of birth, and the last four digits of their Social Security Number or full Tribal Identification Number on it. Please show us something from one of the following lists. If they provide a document that contains their Social Security Number, please redact or mark out all but the last four digits of it.

Show us 1 item:

- To be accepted, the copy must have their first name, last name, date of birth, and the last four digits of their SSN or full Tribal ID number on it.
- U.S. government, military, state, or Tribal issued ID (unexpired)
- Military discharge documentation
- Weapons permit (unexpired)
- Government assistance program document (that includes proof of identity)
- Statement of benefits from a qualifying program (that includes proof of identity)
- Unemployment or worker's compensation statement of benefits

Or, show us 2 items:

To be accepted, both copies must have their first name and last name on them, and one must have their date of birth on it and the other must have the last four digits of their SSN or full Tribal ID number on it.

Show their date of birth

- Driver's license (unexpired)
- Birth certificate
- Passport (unexpired)
- Certificate of Naturalization (or Certificate of U.S. Citizenship)
- Permanent Resident Card (unexpired)

Show the last four digits of their SSN or full Tribal ID number

- Social Security card
- Social Security Benefit Statement (SSA-1099)
- W-2
- Prior year's state, federal, or Tribal tax return

Resolving Identity Errors

Confirm Life

- Consumers identified as deceased must submit **proof of identity** and **proof of life** documents

- Documentation for **identity** must include:
 - The consumer's first and last name
 - Date of birth
 - Last 4 digits of their Social Security Number (SSN4)
- Document Examples:
 - Government, military, state, or Tribal ID
 - Government assistance program document
 - Birth Certificate
 - Social Security Card
 - Prior year's tax return or W-2

- Documentation for **life** must include:
 - The consumer's first and last name
 - Shows life activity within the last 3 months
- Document Examples:
 - Government assistance program document
 - Current utility bill
 - Current income statement, such as a paystub
 - Current mortgage or lease statement

Resolving Identity Errors

Confirm Life Online

- The consumer should confirm their information was entered in correctly
- In cases where a consumer is identified as deceased, they will upload proof of life and proof of identity documentation

Confirm Their Identity

Confirm They Qualify

Certify & Sign

We Couldn't Verify Their Information

This is the information they gave us.

Full Legal Name:

anne laramy

Date of Birth:

January 22, 1999

Last 4 SSN:

2356

If you see a typo in their information, [fix it here](#).

They will have until 4/10/2022 to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by then, they will need to come back to this site and fill this form out again.

Help us correct this error.

We need more documentation to confirm their information. Please show us something from one of the following lists. If they provide a document that contains their Social Security Number, please redact or mark out all but the last four digits of it.

Show us 1 item:

To be accepted, the copy must be dated within three months of the review date, have their first and last name, date of birth, and the last four digits of their SSN on it.

- Government assistance program document
- Unemployment/worker's compensation statement of benefits

Or, show us 1 item below AND a [document\(s\)](#) that has their first name, last name, date of birth, and last four digits of their Social Security Number (SSN) on it:

To be accepted, the copy must be dated within three months of the review date.

- Current utility bill
- Income statement such as a paystub
- Mortgage or lease statement
- Retirement/pension statement of benefits
- Notarized letter affirming the subscriber's identity and alive status

Give us your documents.

Files must be less than 10 MB in size and of the following file types: jpg, jpeg, png, pdf, or gif

Choose file

Willingly giving false or fraudulent information to get Lifeline or ACP benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Save

Next

Resolving Identity Errors

Confirm Age – Emancipated Minor

- Consumers must be 18 years old to qualify for Lifeline, unless they are an emancipated minor
- Documentation for **emancipated minors** must include:
 - The consumer's first and last name
 - Confirmation of emancipated minor status
- Document Examples:
 - Court Document
 - Certificate

Resolving Identity Errors

Confirm Age Online

- The consumer should check to see if they entered in their date of birth correctly
- In cases where a consumer is an emancipated minor, they will upload documentation to confirm they are an emancipated minor

Confirm Their Address Save or Continue **Confirm Their Age** Confirm Their Identity Confirm They Qualify Certify & Sign

They Must Be at Least 18 Years Old to Qualify for Lifeline

Only emancipated minors can qualify for Lifeline under the age of 18.

Date of Birth: **January 01, 2006**

If you see a typo in their date of birth, [fix it here](#).

Tell the subscriber that they have to wait until they are 18 to get Lifeline.

Their parent or guardian may be able to apply if their household does not already get Lifeline. They are only allowed to get one Lifeline Benefit per household, not per person.

[Return to Your Account](#) [Qualify Another Person](#)

Are they an emancipated minor?

If they are an emancipated minor, we need proof. [Hide the list of accepted documents and upload one.](#)

They will have until 3/25/2022 to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by then, they will need to come back to this site and fill this form out again.

We need to see a copy of one of these:

- Court document or certificate that says they are an emancipated minor
- Birth certificate that shows they are at least 18 years old

Give us your documents

Files must be less than 10 MB in size and of the following file types: jpg, jpeg, png, pdf, or gif

[Choose file](#)

Willingly giving false or fraudulent information to get Lifeline or ACP benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

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

Questions?

Resolving Errors with Assistance from a Service Provider

Resolving Errors with Assistance from a Service Provider

Process Overview

- A service provider representative can help a consumer submit documentation through the NV Service Provider Portal, using the steps below:

1

A service provider representative will help a consumer **submit an application. The system will display errors** associated with the application



2

A service provider representative will help the consumer **upload appropriate documents corresponding to the error types** to supplement the application form



3

The Lifeline Support Center will access the documents and **prepare for manual review**

Resolving Errors with Assistance from a Service Provider

Process Overview Cont.

- A service provider representative can help a consumer submit documentation through the NV Service Provider Portal, using the steps below:

4

The **Lifeline Support Center will process the manual review**. If any of the initial documentation was insufficient, the service provider representative will be notified



5

The Lifeline Support Center will **log the outcome of the manual review into the NV Web Portal**



6

The **service provider representative will be able to see the consumer's updated eligibility status** on the NV Service Provider Portal

Note: Ask the customer to initial and e-sign the online application themselves (service providers cannot initial or e-sign on behalf of a customer and cannot accept applications by phone).

Resolving Errors with Assistance from a Service Provider

Start New Application/Review Application Status

- Once logged into the NV, the service provider representative will be redirected to the NV Service Provider Portal home page.
- Service provider representatives can use the **search function** to find a consumer's application. They can search by entering a consumer's First Name, Last Name, or Application ID
- If the consumer's application had an error that requires submitting documentation, the service provider representative will see a “**More Documentation Needed**” status corresponding to the consumer's name

The screenshot displays the NV Service Provider Portal interface. At the top, it says "Welcome ETC". On the right, there are two buttons: "Start Lifeline Application" (highlighted with an orange border) and "Start ACP Application*". Below this, the "Pending Applications" section features a "Check Application Status" button and a search bar. The search bar contains the text "Search:". Below the search bar, it says "Displaying 2 of 2 records". A table lists the pending applications with columns for Subscriber Name, Application ID, Application Created, Status, and Failure Reason. The table shows two records: ANNIE ATTA (Application ID: Q12973-49281, Status: Pending Review, Failure Reason: Eligibility) and SHAFIQ KHAN (Application ID: Q50414-56408, Status: Qualified). At the bottom, there is a footer note: "i *Only applicable if you have been approved by the FCC to become an Affordable Connectivity Program Provider. For more information, please visit [ACPbenefit.org](https://www.fcc.gov/afcp/benefit)".

Subscriber Name	Application ID	Application Created	Status	Failure Reason
ANNIE ATTA	Q12973-49281	02/23/2022 11:25:06	Pending Review	Eligibility
SHAFIQ KHAN	Q50414-56408	02/11/2022 16:29:22	Qualified	

Resolving Errors with Assistance from a Service Provider

Submitting Documentation via NV Service Provider Portal

- Service provider representatives should be mindful of **document file restrictions**

Accepted file types:

- JPG
- JPEG
- PNG
- PDF
- GIF

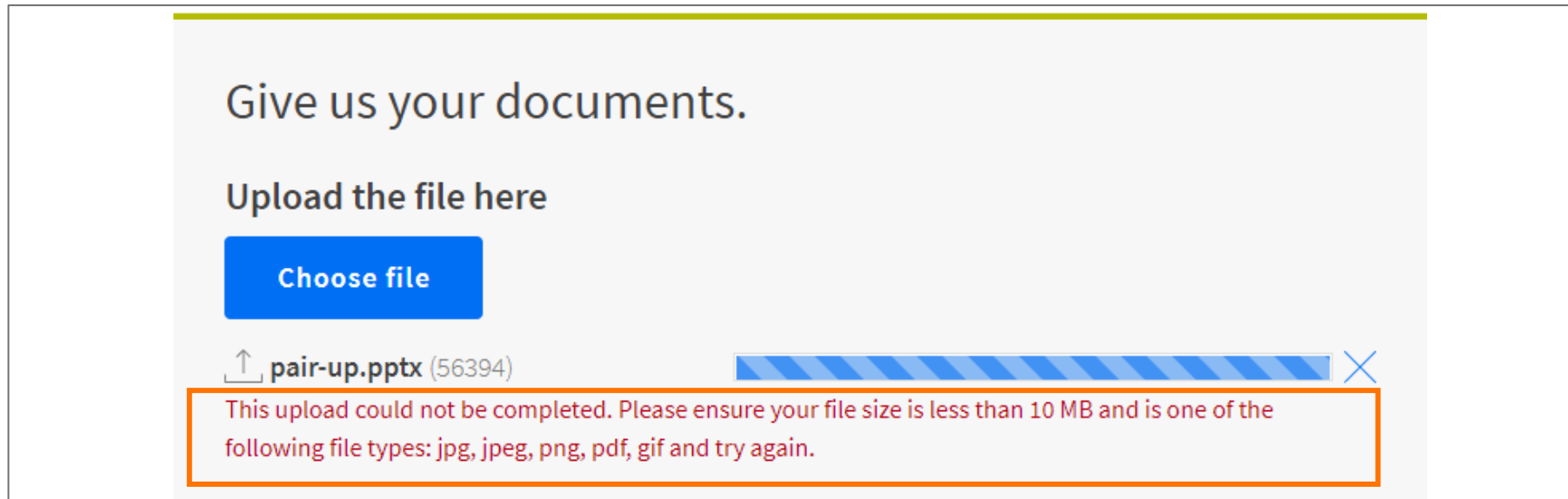
File Size:

Files must also be 10MB or smaller in size.

Resolving Errors with Assistance from a Service Provider

Submitting Documentation via NV Service Provider Portal

- If a document is not of an acceptable file type or size, **the system will display an error message**

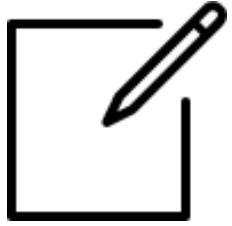


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- We want to hear about your webinar experience
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