National Verifier 101

Lifeline Program

October 9, 2024

Universal Service
Administrative Co.

Housekeeping

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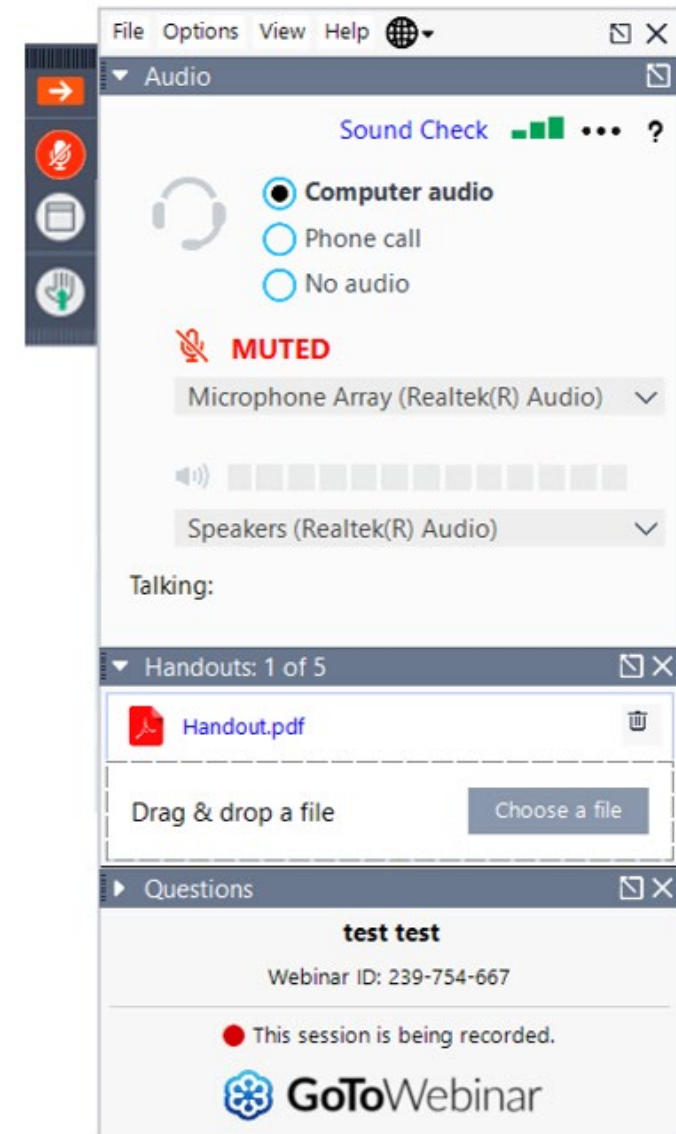
Disclaimer

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Meet Our Team

Elizabeth Dewey
Senior Communications Specialist

Teodora Dimitrov
Manager of Communications

Winta Woldu
Communications Specialist

Agenda

- Announcements

- Lifeline Program

- National Verifier

- How to Help a Consumer Apply

- Providing Additional Information

- Checking Application Status

- Resources

Announcements

Announcements
Hurricane Helene Waiver

- On **October 1, 2024**, the Wireline Competition Bureau (WCB) released an [Order](#) temporarily waiving the non-usage, de-enrollment for non-usage and annual recertification requirements for participants in affected disaster areas

- The affected disaster areas include the following states:

  - Alabama, Florida, Georgia, North Carolina, South Carolina, Tennessee, and Virginia

- The waiver period under this order is through November 30, 2024

- Subscribers residing in the affected disaster areas and who are subject to the non-usage rules will have 30 days (beginning on December 1, 2024) to use their Lifeline service

- If the subscriber does not use their service during the 30-day period, the 15-day notice period will begin on December 31, 2024

Announcements
Helene Weather Events Order

- On **October 2, 2024**, the Federal Communications Commission (FCC) adopted an [Order](#) allowing consumers affected by Hurricane Helene, Tropical Storm Helene, and Post-Tropical Cyclone Helene (collectively referred to as the Helene Weather Events) who are participating in FEMA's Individuals and Households Program (IHP) to qualify for and enroll in the Lifeline program

- The waiver also confirmed consumers enrolled in Disaster SNAP (D-SNAP) will be treated like regular SNAP recipients and may qualify for the Lifeline benefit

- Affected consumers are permitted to enroll using the waiver through April 2, 2025

- USAC is updating its systems and will begin accepting applications on **October 10** for consumers who qualify through FEMA's IHP

Announcements
Safe Connections Act (SCA)

- As of September 4, 2024, survivors experiencing financial hardship who attempt a line separation request can apply for and receive emergency Lifeline support for up to six months

  - Qualifying survivors can receive a discount of up to $9.25 on phone, internet, or bundled services

  - Survivors who live on qualifying Tribal lands can receive a discount of up to $34.25 on phone, internet, or bundled services

  - After six months, they may apply for the standard Lifeline benefit of up to $9.25 for qualifying internet or bundled services or $5.25 per month for phone (voice-only) service

- For more information, please review our Safe Connections Act webpage and visit our Webinars page for all SCA trainings

Announcements
Enhancements to the Online Application

- On September 19, 2024, USAC released updates to the online Lifeline application in the National Verifier consumer portal

- These updates include the following:

  - Providing a new Lifeline application landing page with key information on the program and how to sign up

  - Simplifying language and removing the alternate government ID option on the "fill out your information" page

  - Clarifying language and adding tooltip guidance on the "duplicate household" pages to strengthen consumer understanding

Announcements

Tools Page on LifelineSupport.org

- USAC released a new [Tools](#) page on LifelineSupport.org to make it easier for consumers to find:

  - Lifeline forms

  - Paper and online application instructions

  - Acceptable documentation guidelines

- The paper and online application instructions are new resources that are available in English and nine other languages

Lifeline Program

Lifeline Program
Lifeline Benefit

- Lifeline is a federal program that helps low-income households pay for phone or internet service

- Eligible consumers can receive a monthly discount on qualifying phone, internet, or bundled services
  - **Standard Benefit:** Monthly discount up to **$9.25** for internet and bundled service and up to **$5.25** for phone service
  - **Enhanced Tribal Benefit:** Monthly discount up to **$34.25** for consumers living on qualifying Tribal lands
  - **Tribal Link Up:** Consumers who live on qualifying Tribal lands can receive a one-time discount up to $100 for the initial setup of phone service with certain Lifeline providers

- Survivors can apply for emergency Lifeline support for up to six months:
  - **Survivor Benefit:** Monthly discount up to **$9.25** on phone, internet, or bundled service

Lifeline Program
How to Qualify

There are **three ways** a household can qualify for the Lifeline program:

- [Household income](#) at or below 135% of the federal poverty guidelines

- Participation in certain [federal assistance programs](#) such as SNAP, Medicaid, Supplemental Security Income, federal housing assistance, or Veterans Pension and Survivors Benefit

- Participation in certain [Tribal assistance programs](#) (only available to households that live on Tribal lands) such as Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy Families (Tribal TANF), or Food Distribution Program on Indian Reservations

Under the **Safe Connections Act**, survivors can qualify for emergency Lifeline support if they:

- Pursue a line separation request and provide documentation of the request

- And confirm they are experiencing financial hardship through one of the [survivor qualifying methods](#) or through the standard Lifeline methods listed above

National Verifier

National Verifier
Overview

- The National Verifier is the centralized online application system where consumers can apply for and determine whether they are eligible for Lifeline

  - Use of the National Verifier is required in all 56 states and territories to determine eligibility (except for the NLAD opt-out states: Texas, Oregon, and California)

- Consumers can use the National Verifier to apply for Lifeline using the online application

- Service providers can use the National Verifier service provider portal to help consumers complete an application

National Verifier
Access National Verifier

- The National Verifier is available online at LifelineSupport.org by selecting "**Apply Now**"

- Service providers can click the "**Sign In**" button to be redirected to the sign-in page

- Service providers can also access the National Verifier through USAC's One Portal

How to Help a Consumer Apply

How to Apply
Three Methods

Option 1: Apply Online

- The consumer visits LifelineSupport.org from any computer or mobile device to complete the online application and upload any required documentation

- If approved, the consumer contacts a participating service provider to enroll in Lifeline

Option 2: Apply by Mail

- The consumer fills out and signs the Lifeline Application Form (Spanish)

- The consumer mails the application and supporting documentation to the Lifeline Support Center

- Service providers may assist consumers with the paper application and mail it on the consumer's behalf
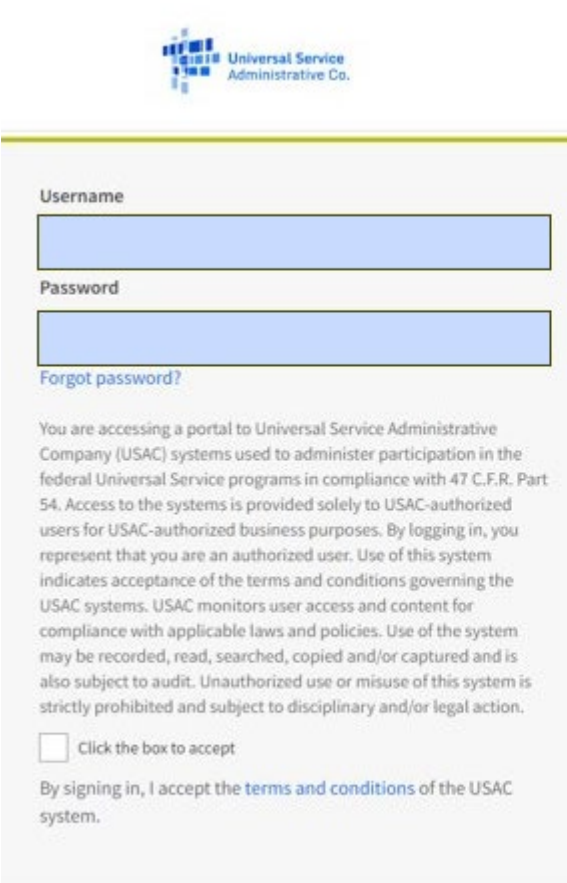
Option 3: Apply With a Service Provider

- Service providers may submit an online application on the consumer's behalf (with the consumer's consent) using the National Verifier service provider portal

  - This is an in-person interaction, where the service provider asks the consumer questions in an interview-style approach

  - The consumer must sign and certify the application

- Consumers may also apply through the service provider's website if the provider has elected to use the National Verifier API

Consumers who live in California, Oregon, or Texas should contact their state to apply for the program.

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How to Help a Consumer Apply

Access One Portal

- Visit the [One Portal](#) login page and enter your username and password

- Click the box to accept the terms and conditions

How to Help a Consumer Apply
One Portal Dashboard

- Once logged into One Portal, select "**National Verifier**" under the Lifeline dropdown menu

How to Help a Consumer Apply
Service Provider Portal

- This will redirect to the sign-in page where you will enter in your username and password, then select "**Sign In**"

- Enter your username and password each time you log in - do not let your browser store your username and password

Sign In To Your Account

Sign In

Username

Password

☐ Remember me

Sign In

Need help signing in?

By signing in, I accept the terms and conditions of the National Verifier system.

Need Help Accessing Your Existing Account?

Contact your company administrator.

Don't Have an Account?

If you have an account in the National Lifeline Accountability Database (NLAD), sign in using those credentials. Otherwise, contact your company administrator.

Print an application to mail in?

If you want to fill out an application on paper, you can print a Lifeline form ⬏ or an Affordable Connectivity Benefit form ⬏ to mail in.

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How to Help a Consumer Apply
Service Provider Portal

- Service providers can assist a consumer with starting a new application by clicking the "**Start Lifeline Application**" button on the dashboard

- To submit a Lifeline application through the service provider portal, the agent and the consumer **must** be together in-person

Start Lifeline Application

Welcome Service Provider Agent
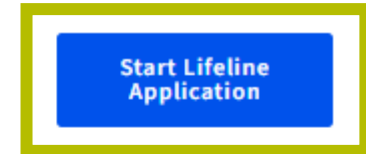
Pending Applications

Check Application Status

Displaying 25 of 157 records

Search:

Subscriber Name	Application ID	Application Created ▲	Status
NINA LANE	Q16045-94586	09/24/2024 12:56:45	Pending Review

How to Help a Consumer Apply

Consumer Information

- Enter in the consumer's information, including:
  - Their first and last name as it appears on their official documentation
  - Their date of birth
  - Their SSN4 or Tribal ID number
  - Their home address

Fill out their information

We will only use this information to see if they are eligible for a discount on their phone, internet, or bundled service.

What is their full legal name?
The name they use on official documents, like their Social Security Card or State ID. Not a nickname.

First Name

Middle Name (Optional)

Last Name(s)
If they have multiple last names put them all into the box below.

What is their date of birth?

Month
MM

Day
DD

Year
YYYY

How do you want us to check their identity?

We'll use this information to see if they're eligible. It won't affect their credit status.

⦿ **Social Security Number (SSN)**
Enter the last four digits of their Social Security Number.

Last 4 digits of their SSN
XXX - XX -

◯ **Number on Tribal ID**
Enter their Tribal Identification Number.

What is their home address?
It cannot be a P.O. Box.

Street Number and Name
123 Street Road

Apt, Unit, etc.

City
Their City or Town

State
Choose

Zip Code
00000

Next

How to Help a Consumer Apply

Qualifying Programs

- Select **all** the qualifying programs the consumer participates in

- If they do not participate in any of the listed programs, they can also qualify based on income or through a child or dependent

Tell Us Which Program They Are In

We will use this information to find out if the subscriber qualifies for the Lifeline Program.

Are they in any of these?

Check all that apply.

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ⑦
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Housing Assistance ⑦
- ☐ 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 ⑦

They may be asked to submit documents about the program(s) they select.

Back   Next

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How to Help a Consumer Apply

Review Your Information

- Review the consumer's information to make sure that it is correct

  - If corrections are needed, select "**Edit**" to update the information

- Ask the consumer to confirm that USAC can use their information to check if they are eligible for the Lifeline program

  - Click the checkbox confirming the consumer's consent

- To continue click "**Submit**"

Review the Subscriber's Information

Before we check if they qualify for Lifeline, make sure they check and see that their information is right.

Double check the information below.

Full Legal Name:	Example Consumer	Edit
Date of Birth:	September 24, 2000	
Last 4 Numbers of SSN:	2020	
Address:	123 Fake St	
	Fall, AK 11111	

Ask the subscriber to confirm that it is okay for us to use their information to check if they qualify for Lifeline.

☑ By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving Lifeline.

Back   Submit

How to Help a Consumer Apply

Agreement Page

- The consumer must initial each box and consent to the information on each statement by signing electronically with their first and last name

- Service provider agents **cannot initial the boxes** on the form or enter the e-signature for the consumer

- Click "**Submit**" to finish the application

Agreement

Please have the consumer initial next to each statement and sign this form to finish the process.

I agree, under penalty of perjury, to the following statements:

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).
	I agree that **if I move I will give my service provider my new address** within 30 days.
	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).
	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. ⑦
	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

Initial	
	All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.
	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 barred from the program.
	My service provider may have to check whether I still qualify at any time. **If I need to recertify 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.
	If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 54.400(e) of the Lifeline rules. ⑦

Your Signature

Type your full legal name below

Example Consumer

☐ I understand this is a digital signature, and is the same as if I signed my name with a pen.

Back   Submit

How to Help a Consumer Apply
Application Review

- If the consumer provided documentation, this screen will appear letting them know that we are reviewing their documents

- Agents will be able to check the status of the consumer's application on the account homepage

We are reviewing their documents

It generally takes about 15 minutes, but could be up to 2 days.

We'll email them when our review is complete. You can check the status of their application at any time on your account homepage.

Application ID:

Q65171-75957

Need Help? Contact the Lifeline Support Center at (800) 234-9473 or at LifelineSupport@usac.org

How to Help a Consumer Apply
Application Status - Qualified

- After the application is reviewed, the agent will be able to see the application status on their account homepage

- If the application is approved, the status will show "**Qualified**"

Welcome Service Provider Agent

Start Lifeline Application

Pending Applications

Check Application Status

Displaying 25 of 163 records   Search:

Subscriber Name	Application ID	Application Created ▲	Status
EXAMPLE CONSUMER	Q65171-75957	09/24/2024 13:34:25	Qualified

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How to Help a Consumer Apply
Qualified Application

- If the consumer qualifies for Lifeline, the agent will be able to view this page which prompts them to enroll the consumer in NLAD

- From this screen agents can choose to "**Qualify Another Person**" or "**Go to NLAD**" where they can enroll the consumer

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Questions?

Providing Additional Information

Providing Additional Information

Outcome of Eligibility Check

- If we are unable to verify a consumer's eligibility, they will receive specific information on what could not be confirmed and what additional documentation they will need to provide

- To update their application, select **"Next"**

We need more information to see if they qualify

A few things happened:

- We couldn't find their address, please show us where they live on a map.

- We couldn't verify who they are, please attach a photo of a document that shows their identity information.

- We couldn't confirm their eligibility, please attach a photo of a document that shows they (or their child or dependent) participate in a government assistance program or their income.

What to do next

They need to provide additional information in order to qualify for the Lifeline program.

Next

Providing Additional Information
Confirm Address

- If the consumer's address cannot be confirmed, use the mapping tool

- Click on the map and move a pin to their address

- The latitude and longitude coordinates will automatically be filled in once the pin is placed

Find their address on the map below

We couldn't find their address, please show us where they live on the map.

- Their address
  123 NOWHERE ST
  FALL, AK 11111

How to find their address on the map

To show us where you live, click on the map to move the pin to your address. The pin will automatically fill in the longitude and latitude coordinates of your address.

To move the map, click on the map, hold down, and move it until you find their area.

Click on the zoom buttons to zoom in and out.

When you find where they live on the map, click the spot on the map to place the pin.

To move the pin, click a new spot on the map.

Latitude

39.0112236714813

Longitude

111.23342821264

Back

Next

They have until **November 8, 2024** to complete this section. If they do not complete it by this date, they will need to submit a new application.

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Providing Additional Information
Proof of SSN

- If a consumer's Social Security Number (SSN) cannot be confirmed, upload an official document to verify their SSN

- Documents must include:
  - Their first and last name
  - The last 4 digits of SSN

Share proof of their Social Security number (SSN)

Their document must include:

- Their first and last name:
  Artificial Subscriber
- The last four digits of their Social Security number:
  xxx-xx-1111

Here are common examples:

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

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose a file

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Providing Additional Information
Proof of Eligibility

- If a consumer's eligibility cannot be confirmed, you will need to select one of two options:

  - They can provide income documentation (e.g., pay stubs, last year's tax return, or a social security statement)

  - They can provide a document showing they participate in a qualifying program (e.g., SNAP, Medicaid)

Share more information to see if they qualify

With their help, we can confirm they qualify in a few more steps.

Do they have a document that shows their income?

○ Yes. They have a document such as pay stubs, last year's tax return or a social security statement.

○ No. But they have a document that shows they (or their child or dependent) participate in a program such as SNAP or Medicaid.

Back   Next

They have until **11/8/2024** to complete this section. If they do not complete it by this date, they will need to submit a new application.

Providing Additional Information
Proof of Eligibility - Income

- If a consumer qualifies through their income, they will need to provide documentation (e.g., pay stubs, last year's tax return, or a social security statement)

Share more information to see if they qualify

With their help, we can confirm they qualify in a few more steps.

Do they have a document that shows their income?

○ Yes. They have a document such as pay stubs, last year's tax return or a social security statement.

○ No. But they have a document that shows they (or their child or dependent) participate in a program such as SNAP or Medicaid.

Back   Next

They have until **11/8/2024** to complete this section. If they do not complete it by this date, they will need to submit a new application.

Providing Additional Information

Proof of Eligibility - Income

- The consumer will then need to answer a few questions about their annual income based on the number of people that live in their household

Share more information to see if they qualify based on income

They may qualify if their annual income meets certain requirements.

How many people live in their household? ⓘ

Number of people in their household:

1

Is their annual income at or below $25,394? ⓘ

○ Yes

○ No. But they have a document that shows they (or their child or dependent) participate in a program such as SNAP or Medicaid.

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Providing Additional Information
Proof of Eligibility - Income

- The document the consumer uploads to show their income must include:

  - Their name or their child or dependent's name

  - Their annual income

  - An issue date within the last 12 months

Share proof of their income

Their document must include:

1. Their name, or their child or dependent's name
2. Their annual income is at or below $25,394
3. An issue date within the last 12 months

Here are common examples:

- Their prior year's state, federal, or Tribal tax return
- Current annual income statement from their job
- A Social Security statement of benefits
- An unemployment or worker's compensation statement of benefits
- A Federal or Tribal notice letter of participation in General Assistance
- A divorce decree or child support award
- An official document with a date in the last 12 months that shows their annual income. Or official documents showing their income for three months in a row. This could be pay stubs that have dates within the last 12 months.

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose a file

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Next

Providing Additional Information
Proof of Eligibility - Program

- If the consumer qualifies through the program route, select the program they qualify through and provide a document showing their participation

Share proof of their program participation

Which program do they, their child or dependent take part in?

They must provide proof of participation for the program they choose.

Choose one.

◯ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ⑦

◯ Medicaid

◯ Supplemental Security Income (SSI)

◯ Federal Housing Assistance ⑦

◯ Veterans Pension and Survivors Benefit Programs

◯ Tribal Specific Program (only choose if they live on Tribal lands)

◯ They don't think they (or their child or dependent) participate in any of these programs, but they may qualify through their **income**.

They will have until 11/8/2024 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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Providing Additional Information

Proof of Eligibility - Program

- The document they upload to show their program participation must include:

  - Their name or their child or dependent's name

  - The name of the program

  - The name of the issuing agency

  - An issue date within the last 12 months or expiration date in the future

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.

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose file

Back   Save   Next

Providing Additional Information
Proof of Date of Birth

- If a consumer's date of birth cannot be confirmed, they will need to upload an official document to verify their date of birth

- These documents must include:

  - Their first and last name

  - Date of birth

Share proof of their date of birth

Their document must include:

- Their first and last name
  Artificial Subscriber
- Their date of birth:
  09/24/2000

Here are common examples:

- A Driver's license that is not expired
- A Passport that is not expired
- A birth certificate
- A U.S. governement, military, state or Tribal issued ID that includes your date of birth and is not expired
- A Certificate of Naturalization, Certificate of U.S. Citizenship, or Consular Matricular ID

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose a file

Attached Files

DummyDoc.pdf (32033) ✕

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Providing Additional Information
Proof of Life

- Consumers may be asked to upload documents that confirm they are alive

- Documentation must include:

  - Their first and last name

  - An issue date within the last three months

Share proof of life

Their document must include:

- Their first and last name:
  Artificial Subscriber
- An issue date within the last three months

Here are common examples:

- A current utility bill
- A paystub
- A mortgage or lease statement
- A retirement or pension statement of benefits
- A notarized letter that confirms their identity and that they are alive

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose file

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Providing Additional Information
Document Review

- After submitting the required documentation, you'll receive a status update confirming we are reviewing the consumer's documentation

- You can check the status of a consumer's application on your account dashboard

We are reviewing their documents

It generally takes about 15 minutes, but could be up to 2 days.

We'll email them when our review is complete. You can check the status of their application at any time on your account homepage.

Application ID:

Q41174-62222

Need Help? Contact the Lifeline Support Center at (800) 234-9473 or at LifelineSupport@usac.org

Checking Application Status

Checking Application Status
Account Dashboard

- On your account dashboard, you will be able to see all the applications you've submitted

- The application statuses can be one of the following:

  - **Qualified** - The application is approved and the consumer can be enrolled

  - **More Documentation Needed** - Documentation is required to confirm the consumer's information

  - **Pending Review** - Submitted documents are pending review

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Questions?

Resources

- Service providers, consumer advocates, state, federal, and Tribal partners:

  - Visit our [National Verifier](#) page for more information on the centralized application system

  - Email LifelineProgram@usac.org for technical support, questions, and assistance

  - Visit Lifeline's [Webinars](#) page to review past trainings and to register for upcoming ones

- Consumers:

  - Lifeline's consumer website: LifelineSupport.org

    - [Application Instructions](#) (paper and online)

    - [Tools](#) page

  - Email LifelineSupport@usac.org for general questions and assistance

  - Consumers can call the Lifeline Support Center at **(800) 234-9473**

    - Available via telephone 7 days a week, from 9 a.m. to 9 p.m. ET

Thank You!

Universal Service
Administrative Co.