

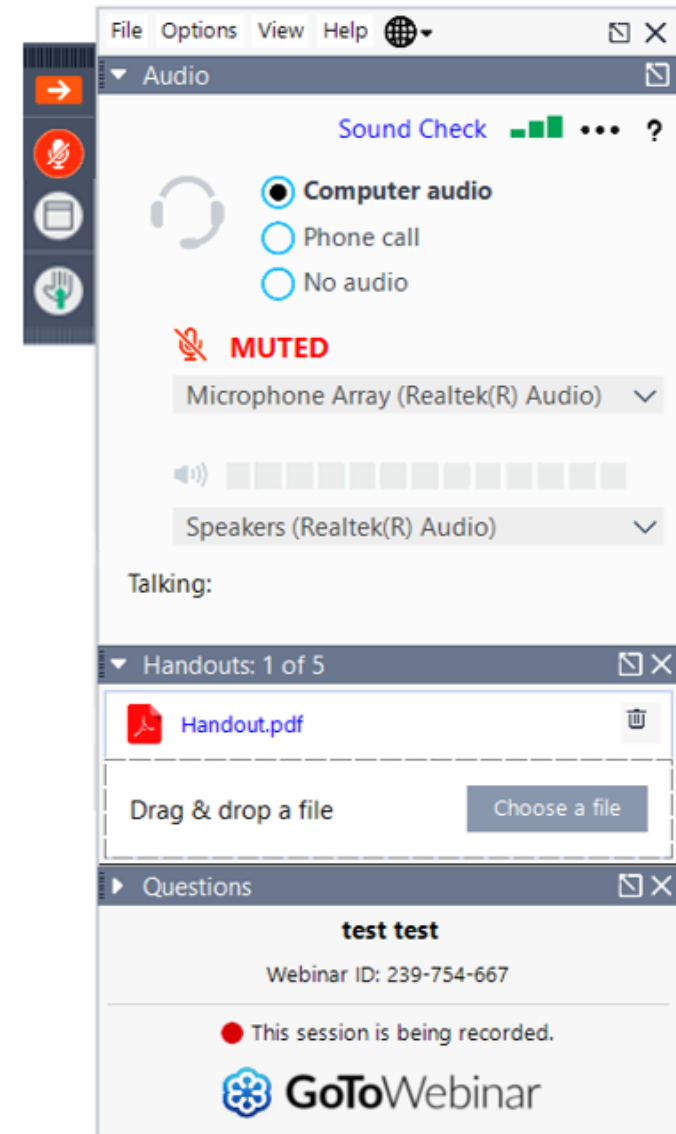


# Safe Connections Act: Emergency Lifeline Support for Survivors

July 30, 2024

# 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 the webinar panel.



# 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!

# Meet Our Team

**Oladotun Adio**

Communications Specialist

**Elizabeth Dewey**

Communications Specialist

**Teodora Dimitrov**

Manager of Communications

**Tiffany Johnson**

Senior Manager of Program  
Management

# Agenda

- Safe Connections Act
- Lifeline Support for Survivors
- How to Apply
- Enroll Survivors in NLAD
- NLAD Updates
- Claim Reimbursement
- Continued Eligibility
- Resources

# Safe Connections Act

# Safe Connections Act

## Overview

- On November 16, 2023, the Federal Communications Commission (FCC) issued a [Report and Order](#) implementing the Safe Connections Act (SCA) of 2022 to support survivors of domestic violence, and related crimes, and individuals caring for those against whom such acts were committed.
  - Service providers are encouraged to thoroughly review the Report and Order to learn the specific rules they must follow and can also visit USAC's [Safe Connections Act](#) page for a high-level summary.
- **Survivors** include anyone 18 years or older against whom a covered act has been committed or allegedly committed, or someone caring for a person against whom a covered act has been committed or allegedly committed.
  - A **covered act** includes but is not limited to crimes such as: domestic violence, dating violence, sexual assault, stalking, human trafficking, sex trafficking, abuse in later life, child abuse and neglect, child maltreatment, economic abuse, and elder abuse.

# Safe Connections Act

## Emergency Lifeline Support for Survivors

- Under the SCA, survivors experiencing financial hardship may qualify for and receive emergency Lifeline support for up to six months, starting in August (exact timing to be determined).
  - Qualifying survivors can receive a discount of up to \$9.25 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 up to \$5.25 per month for phone (voice-only) services.



# Lifeline Support for Survivors

## How to Qualify (1/2)

- Survivors who pursue a line separation request can confirm their financial hardship to participate in Lifeline by meeting [existing Lifeline criteria](#) which are:
  - Household income at or below 135% of the Federal Poverty Guidelines,
  - If they or their child or dependent participate in certain government assistance programs such as Supplemental Nutrition Assistance Program (SNAP), Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), or Veterans Pension and Survivors Benefit,
  - Or if they live on Tribal lands and they or their child or dependent participate in certain Tribal assistance programs 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.

# Lifeline Support for Survivors

## How to Qualify (2/2)

- Survivors can also confirm their financial hardship under additional SCA-specific criteria if any of the following apply:
  - If they suffer from financial hardship and can demonstrate that their household income is at or below 200% of the [Federal Poverty Guidelines](#).
  - If they participate in the following programs:
    - Special Supplemental Nutrition Program for Women, Infants, and Children (WIC),
    - Free and Reduced-Price School Lunch or School Breakfast Program, including enrollment at a Community Eligibility Provision (CEP) school or school district, or
    - Received a Federal Pell Grant in the current award year.

# Lifeline Support for Survivors

## Required Documentation

- **Survivors will need to provide proof of an attempted line separation request from their provider to receive emergency support from Lifeline.**
  - The survivor's provider must respond to this request within two business days with either an email, text message, or letter acknowledging the survivor's request.
  - A line separation request **must include** the survivor's name, a date from within the last twelve months, and the name of the phone company.
- Proof of a line separation request allows survivors to receive emergency Lifeline support for up to six months.

**Questions?**

# How to Apply

# How to Apply

## Application Options

On implementation date (expected sometime in August), survivors will have **two options** to apply for the Lifeline program:

### Option 1:

#### Apply Online

- Visit [LifelineSupport.org](https://LifelineSupport.org) from any computer or mobile device to complete the electronic application and upload any required documentation.

### Option 2:

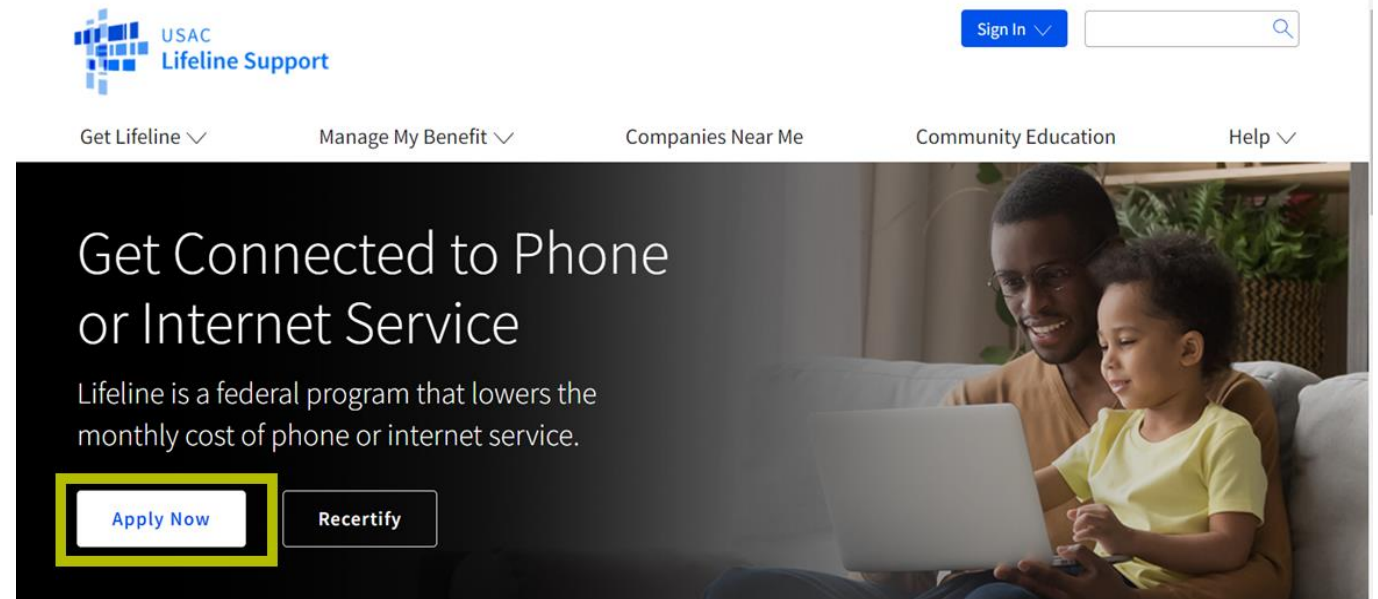
#### Apply by Mail

- Fill out an application.
- Mail the application and supporting documentation to the Lifeline Support Center.
  - P.O. Box 1000  
Horseheads, NY 14845

# How to Apply

## Access the Lifeline Application

- Survivors will be able to apply for emergency Lifeline support at [LifelineSupport.org](https://LifelineSupport.org).
- They'll select “**Apply Now**,” to start their application.



# How to Apply Landing Page

- Survivors will be redirected to the application landing page.
- On the landing page, they should select “**how to qualify as a survivor**” to begin their application.

**\*Note:** This is the most direct way for a consumer to apply as a survivor.

**Phone. Internet. Or both. For less.**

Lifeline lowers the monthly cost of phone or internet service.

[Get Started](#)

Need to recertify your Lifeline benefit? [Recertify today](#)

What are the program benefits?

<p><b>Standard Lifeline Benefit</b></p> <p>Phone, internet, or bundled service monthly discount up to \$9.25 for eligible subscribers.</p>	<p><b>Enhanced Tribal Benefit</b></p> <p>Phone, internet, or bundled service monthly discount up to \$34.25 for those eligible subscribers living on Tribal lands.</p>
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How can I qualify?

- You, or your child or dependent are enrolled in government programs like Medicaid, SNAP, or others, or,
- Based on your household income

Learn more about [how to qualify](#).

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Are you a survivor of domestic violence or human trafficking?

We provide additional safeguards to protect your information during the application process.

Learn more about [how to qualify as a survivor](#).



# How to Apply

## Apply As a Survivor

- Survivors can first review summarized information on applying for emergency Lifeline support.
- To apply under survivor status, survivors should select yes, and then click "**Continue**".

### Apply as a Survivor

#### The Safe Connections Act of 2022 for qualifying survivors <sup>?</sup>

What to expect as a survivor:

- You will be able to select how you want us to reach out to you – either by mail or email. To avoid an abuser seeing your data, we will not send communications that reveal critical information such as your address.
- You will need to provide documentation verifying your line separation request. <sup>?</sup>
- Only a limited group of designated personnel will have access to your information.
- The survivor benefit period lasts for 6 months if you qualify.

#### Would you like to apply under this survivor status?

- Yes, I'm a survivor and can provide official line separation request documentation.
- No, I do not want to apply as a survivor and would like to continue with my application under the Lifeline program's typical requirements.

Continue

# How to Apply

## Personal Information (1/2)

- Survivors will be asked to provide the following information:
  - Their first and last name as it appears on their official documentation,
  - Their date of birth,
  - Their SSN4 or Tribal ID number,
  - And their home address.

### Your Information

We will use this information to find out if you qualify for the Lifeline Program and/or the [Affordable Connectivity Program \(ACP\)](#). We are committed to protecting your information. This information will only be used to find out if you qualify and send you important reminders about your application.

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

**First Name**

**Middle Name (Optional)**

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

**What is your date of birth?**

**Month**  **Day**  **Year**

### How do you want us to check your identity?

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

**Social Security Number (SSN)**

This is the fastest option if you know the last 4 digits of your SSN.

**Enter last 4 digits of your SSN**

XXX - XX -

This is required if you're applying for Lifeline.

**Other government identification**

A photo of your Driver's License, passport, consular ID, birth certificate, or other government ID issued by the United States or another country.

**Number on Tribal ID**

Look for this number on your card or documentation.

### What is your home address?

The address where you will get service. Do not use a P.O. Box. You will be able to add a mailing address later.

**Street Number and Name**  **Apt, Unit, etc.**

**City**  **State**  **Zip Code**

# How to Apply

## Personal Information (2/2)

- Survivors will be asked if they qualify for the benefit through themselves or through a child or dependent.
- The survivor will select no, if they qualify by themselves or select yes, if they qualify through their child or dependent.
- Once they provide this information, they should click “**Next**”.

Do you qualify for Lifeline or the [Affordable Connectivity Benefit](#) through your child or a dependent?

If you do not qualify on your own, you can sign up for Lifeline or the [Affordable Connectivity Benefit](#) through your child or dependent if they participate in any of the qualifying programs.

No, I qualify by myself.  Yes, I qualify through my child or dependent.

Back

Next

# How to Apply

## Child or Dependent's Information

- If a survivor qualifies for emergency Lifeline support through a dependent or child, they will be asked to provide that person's information.
- Once they provide this information, the survivor should select “**Next**” to continue.

### Your Child or Dependent's Information

We will use this information to find out if you qualify for the Lifeline Program and/or the [Affordable Connectivity Program \(ACP\)](#) through your child or dependent. We are committed to protecting your information. This information will only be used to find out if you qualify and send you important reminders about your application.

#### What is their full legal name?

The name you use on official documents, like your 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**

**Day**

**Year**

#### 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)**

This is the fastest option if you know the last 4 digits of their SSN.

**Enter last 4 digits of their SSN**

XXX - XX -

This is required if you're applying for Lifeline.

**Other government identification**

A photo of their Driver's License, passport, consular ID, birth certificate, or other government ID issued by the United States or another country.

**Number on Tribal ID**

Look for this number on their card or documentation.

[Back](#)

[Next](#)

# How to Apply

## Create Account (1/2)

- Survivors must create a username and password to set up an account and sign in.
  - Their username can be an email address or a unique ID.
  - Their password should be a mix of letters, numbers, and symbols.

## Create Your Account

Making an account will let us keep your information safe. It will also let you save it and come back to it any time.

### Choose your username.

Choose something you can easily remember like your email address or your name in some form. Save this information somewhere secure because you will need to use it again.

**Username**

### Choose your password.

Make sure it is something you can remember. Save this information somewhere secure because you will need to use it again.

#### Password Requirements

- ⚠ At least 8 characters long
- ⚠ At least 1 capital letter
- ⚠ At least 1 number (0-9)
- ⚠ At least 1 special character (!@#\$%^&\*)
- ⚠ No restricted phrases [?](#)

#### Password

Show Password

#### Confirm Password

Type the same password again.

Show Password

# How to Apply

## Create Account (2/2)

- Survivors should select the way they would like USAC to contact them by choosing either "**Email**" or "**Mail**".
- Survivors should provide their contact information:
  - An email address, where they can securely receive notifications about their application,
  - Phone number (optional),
  - And their mailing address (if it is different from their home address).
- They can also choose their preferred language - English, Spanish, or both.
- Survivors must agree to the "**Terms & Conditions**" by checking the box to continue with their application.

**What is your preferred way to be contacted?**

We will send you information about your Lifeline application and benefits to the location you select.

Email

Mail

**What is your preferred language? (Optional)**

We will send outreach to you about your Lifeline or ACP benefit in the language(s) you select. You may select more than one language.

English

Español

Both

**Your Contact Information**

**What is your email address?**

We will use your email to send you important reminders and information about your application and enrollment.

I want to provide an alternate email.

**What is your phone number? (Optional)**

By providing a phone number, you consent to letting USAC contact you at that phone number via artificial or prerecorded voice message or text for important reminders and updates about your Lifeline or ACP benefit. For text messages, message and data rates may apply. Text STOP to end messages.

**Do you want to provide a mailing address?**

Yes, my mailing address is different than home address

**Terms & Conditions**

By checking this box, I accept the [terms and conditions](#) of the National Verifier system.

[Back](#) [Submit](#)

# How to Apply

## Account Homepage

- Next, survivors should select "**Start Lifeline Application**" on their account homepage to continue with their application.

### Welcome

The National Verifier is a tool to help you confirm your eligibility for the Lifeline Program and/or the Affordable Connectivity Program (ACP).

[My Profile](#)[Get Started](#) [Need Help?](#)

#### Start or return to your Lifeline application

If you are interested in starting a Lifeline application, select "Start Lifeline application" below. You can check the "My Applications" table to see if you already have a Lifeline application. To return to an incomplete application, select "Return to Application."

#### Do you already have an application?

You can check the My Applications table below to see if you already have an application. To return to an incomplete application, select the Return to Application button. If you need to edit an application, please review the Need Help section.

### My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

[Return to Application](#)[Start Lifeline Application](#)

Application Type	Application ID	Application Created	Expiration Date	Status
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Start an application to see if you qualify.

#### Don't See an Application?

Enter the full Application ID using the following format: Q12345-67890

Application ID

[Search](#)

# How to Apply

## Qualifying Programs

- Survivors must state how they qualify by selecting all the programs they participate 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.
- This list has been updated with a unique option for survivors where they can ask to be shown more qualifying programs, if they do not qualify through the standard Lifeline criteria.

## Confirm your program participation

Which of the following programs do you participate in?

**Check all that apply.**

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps <sup>?</sup>
- Medicaid
- Supplemental Security Income (SSI)
- Federal Housing Assistance <sup>?</sup>
- Veterans Pension and Survivors Benefit Programs
- Tribal Specific Program (only choose if you live on Tribal lands)
- I don't think I participate in any of these programs, show me more programs available to me as a **survivor**.
- I don't think I participate in any of these programs, I may qualify through my **income**.
- I don't participate in any of these, but I have a **child or dependent** who may. <sup>?</sup>

**Additional programs available to you as a survivor** (Check all that apply.)

- Federal Pell Grant
- Free and Reduced-Price School Lunch or Breakfast Program
- USDA Community Eligibility Provision (CEP) School
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

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Next



# How to Apply

## Review Your Information

- Survivors can now review and make corrections to the information they provided, which will be used to check their eligibility by selecting "**Edit**".
  - The survivor's address will be masked for security purposes.
- Survivors should review the consent statement and check the box to confirm that USAC can use their information for the purpose of applying and receiving Lifeline.
- To continue, they must select "**Submit**".

## Review Your Information

Before we check if you qualify for Lifeline, make sure your information is right.

Double check the information below.

Full Legal Name:	Strong Survivor	<a href="#">↗ Edit</a>
Date of Birth:	January 1, 2000	
Last 4 Numbers of SSN:	1234	

The information you gave us will be used to check if you qualify for Lifeline. Please confirm that it is okay.

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 Apply

## Outcome of Eligibility Check – Need More Information

- If we are unable to verify a survivor'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, they should select "**Next**".

We need more information to see if you qualify

A few things happened:

- Someone at your address already gets the Lifeline benefit; please answer some questions about your living situation to find out if you're eligible.
- We couldn't verify who you are; please attach a photo of a document that shows your identity information.
- We couldn't confirm your eligibility; please attach a photo of a document that shows you (or your child or dependent) participate in a government assistance program or your income.
- We couldn't confirm your eligibility; please attach a photo of a document that shows confirmation of your line separation request.

### What to do next

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

Next

# How to Apply

## Proof of Line Separation Request (1/2)

- All survivors must provide proof of a line separation request to qualify for emergency support from Lifeline.
- The survivor should select "**Yes**" and then click "**Next**".

Share proof of your line separation request if applying as a survivor

Do you have confirmation of your line separation request? [?](#)

When you call your phone company to separate a line, they will provide confirmation of your request.

- Yes, I can provide documentation for my line separation request**  
Select this option to apply for the survivor benefit. You must have confirmation of a legitimate line separation request from your phone company, or be able to get one to qualify.
- No, I can't provide documentation for a line separation request**  
You may still qualify for the standard Lifeline benefit. In the future if you want the survivor benefit, you will need to submit a new application.

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Next

# How to Apply

## Proof of Line Separation Request (2/2)

- The survivor's line separation request must be uploaded and include:
  - Their name,
  - A date within the last 12 months,
  - And the name of the phone company.
- A line separation request can be:
  - An email,
  - Text message,
  - Or a letter.

### Share proof of your line separation request

When applying for Lifeline, we will need proof that you asked your phone company to separate a phone line that you shared with an abuser.

The phone company's documentation will confirm that you made the request.

#### Your document must include

1. Your name
2. A date within the last 12 months
3. The name of your phone company

#### Here are common examples

- An email
- A text message
- A letter



#### 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](#)

#### Attached Files

 2024 Federal Poverty Gui... (93591) 

#### Type your initials below to certify

I certify that I have received documentation from my service provider that I submitted a legitimate line separation request, and I am submitting my application with evidence of that documentation.

I understand that by qualifying for Lifeline through the Safe Connections Act (SCA), I am eligible for the benefit for 6 months. I understand that once the 6 month benefit period is over, I may for Lifeline through participation in another qualifying program or by confirming my initial income is at or below 135% of the Federal Poverty Guidelines.

[What if I don't have proof that I received a line separation?](#)



[How can I edit my information?](#)



[Back](#)

[Next](#)

# How to Apply Agreement Page

- Survivors must initial each box and consent to the information of each statement by signing electronically with their first and last name.
- Once they click "**Submit**" their application is finished.

## Agreement

You are almost done qualifying. Please 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).

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

**Initial**  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).

**Initial**  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. [?](#)

**Initial**  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 Lifeline Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get a Lifeline Program benefit.

**Initial**  **All the answers and agreements that I provided on this form are true and correct** to the best of my knowledge.

**Initial**  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.

**Initial**  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.

**Initial**  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. [?](#)

## Your Signature

Type your full legal name below

*Strong Survivor*

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

**Submit**

# How to Apply

## Application Status – Documents Review

- Survivors who are required to submit more documentation will receive a message that notes USAC is reviewing their documents.
- Once the review is complete, the survivor will receive a notification via mail or email about the status of their application.
  - If a survivor's information cannot be confirmed, they will receive instructions on how to submit additional documentation.
  - If their application is approved, they will receive instructions on what to do next to start receiving the benefit.

### We are reviewing your documents

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

We'll email you when our review is complete. You can check the status of your application at any time on your [account homepage](#).

Application ID:

**Q21653-23692**

# How to Apply

## Application Status - Approved

- The survivor will be informed they have been approved for Lifeline and given instructions on how to sign up with a participating phone or internet company by the deadline provided.

### Contact a phone or internet company to get your benefit

You're approved to get your survivor benefit through the Lifeline program. **Sign up by October 13, 2024.**

#### What to do next

##### If you already have service

Contact your phone or internet company and say, "I have been approved for the survivor benefit through the Lifeline program and would like to apply it to my service."

##### If you don't currently have service

[Find a phone or internet company](#) that can provide service to your address and say, "I have been approved for the survivor benefit through the Lifeline program and would like to sign up for service."

Application ID:  
**Q12593-45912**

Do you live on Tribal lands? +

Need to find an internet company near you? +

What happens at the end of the survivor benefit period or if I need to transfer phone or internet companies? +

Does my state offer additional Lifeline benefits? +

# How to Apply

## Select a Company

- Survivors can use USAC's [Companies Near Me](#) tool to find a provider to enroll with.
- To find a company, they will have to:
  - Enter their zip code or city and state, and
  - Select "**Search**" to receive a list of their local providers.

### Companies Near Me

This tool can help you find companies in your area that offer [Lifeline](#), which can reduce the cost of your phone or internet service by providing a monthly discount.

If you previously received the Affordable Connectivity Program (ACP) benefit, you should check to see if you qualify for [Lifeline](#). Due to a lack of additional funding from Congress, the ACP stopped accepting new applications as of February 7, 2024. The last fully funded month of the ACP was April 2024, and the program has ended for now.

#### Find a Company

Enter Your Zip Code  OR Enter Your City and State

Example: 12345

Select a Program:

Lifeline

[Clear Results](#)




**Questions?**

# Enroll Survivors in NLAD

# Enroll Survivors in NLAD

## Sign-in

- To enroll a survivor in Lifeline, access NLAD through [One Portal](#).


Universal Service Administrative Co.
Sign Out

### Dashboard

i In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

<div style="display: flex; align-items: center; margin-bottom: 10px;"> <span style="font-size: 1.5em; margin-right: 10px;">📅</span> <h4>Upcoming Dates</h4> </div> <div style="margin-bottom: 10px;"> <p style="text-align: center; margin: 0;"><b>07/31</b> 2024</p> <p style="text-align: center; margin: 0; color: #0056b3;">HCF Consortium Best Practices Webinar</p> </div> <hr style="border: 0.5px solid #ccc; margin: 5px 0;"/> <div style="margin-bottom: 10px;"> <p style="text-align: center; margin: 0;"><b>08/07</b> 2024</p> <p style="text-align: center; margin: 0; color: #0056b3;">Service Provider Training</p> </div> <hr style="border: 0.5px solid #ccc; margin: 5px 0;"/> <div style="margin-bottom: 10px;"> <p style="text-align: center; margin: 0;"><b>08/14</b> 2024</p> <p style="text-align: center; margin: 0; color: #0056b3;">August 2024 Monthly Webinar</p> </div> <hr style="border: 0.5px solid #ccc; margin: 5px 0;"/> <p style="text-align: center; color: #0056b3; font-size: 0.9em;">see full calendar</p>	<div style="margin-bottom: 10px;"> <p style="margin: 0;">High Cost <span style="float: right;">▼</span></p> </div> <div style="margin-bottom: 10px;"> <p style="margin: 0;">Lifeline <span style="float: right;">▼</span></p> </div> <div style="margin-bottom: 10px;"> <p style="margin: 0;">Rural Health Care <span style="float: right;">▼</span></p> </div> <div style="margin-bottom: 10px;"> <p style="margin: 0;">Service Providers <span style="float: right;">▼</span></p> </div> <div style="margin-bottom: 10px;"> <p style="margin: 0;">USAC Customer Service Portal <span style="float: right;">▼</span></p> </div>	<h4>Help?</h4> <div style="margin-top: 10px;"> <p style="margin: 0;">Send us a message <a href="#">Click here</a></p> </div> <div style="margin-top: 10px;"> <p style="margin: 0;">Call us (888) 641-8722</p> </div>
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# Enroll Survivors in NLAD

## Provide Subscriber Information

- Select "**Subscriber Management**" and then select "**Enroll Subscriber**".
- Then fill in the survivor's information-first name, last name, date of birth, SSN4 or Tribal ID - if applicable and home address.

OR

- Select the checkbox "**Application ID Enrollment**" and fill in the relevant fields- first name, last name, date of birth, and Application ID.

The image displays three sequential screenshots of the National Lifeline Accountability Database (NLAD) Subscriber Management interface. The first screenshot shows the 'Subscriber Management' overview page with a list of actions: Enroll Subscriber, Transfer Lifetime Benefit, Update Subscriber, Upload Subscriber File, De-Enroll Subscriber, Lookup Subscriber, and Submit Resolution Request. The second screenshot shows the 'Enroll Subscriber' form with the 'Subscriber Information' section. The 'Application ID Enrollment' checkbox is unchecked. The third screenshot shows the same form with the 'Application ID Enrollment' checkbox checked, indicating the selection of the application ID enrollment option.

# Enroll Survivors in NLAD

## Service Information

- Enter in the survivor's service information:
  - **Service Type:** Survivor's Lifeline service offering: Voice, broadband, bundled voice, bundled broadband and bundled voice and broadband.
  - **Service Initiation Date:** Date the service provider initiated Lifeline service.
  - **Telephone Number:** Subscriber's phone number (if applicable).
  - **Lifeline Tribal Benefit:** Required field to claim Lifeline Tribal support for a qualified survivor. (This field will not appear if the subscriber's address falls on non-Tribal lands).
  - **Linkup Service Date:** Date of Linkup Service (mm/dd/yyyy format).
  - **ETC General:** Optional field that some carriers use to enter a subscriber's account number or to track the subscriber in their internal systems.

The screenshot shows the 'Enroll Subscriber' form in the National Lifeline Accountability Database. The form is titled 'Enroll Subscriber' and has a progress bar with four steps: Subscriber Information, Subscriber Address, Telephone Information, and Review. The 'Telephone Information' section is currently active and contains the following fields:

- Service Type:** A dropdown menu with the text 'Select a Service Type'.
- Service Initiation Date:** A date picker field with the format 'e.g. mm/dd/yyyy'.
- Telephone Number:** A text input field with a help icon.
- Lifeline Tribal Benefit:** Radio buttons for 'No' and 'Yes'.
- Linkup Service Date (Optional):** A date picker field with the format 'e.g. mm/dd/yyyy'.
- ETC General Use (Optional):** A text input field.

At the bottom of the form, there are 'Back' and 'Next' buttons.

# Enroll Survivors in NLAD

## Enrollment Status

### Successful Enrollment

- Upon successful enrollment, you will be taken to the "**Transaction Successful**" page, where you will see a success message, followed by a read-only display of the enrollment details.
  - If a consumer has applied under the SCA, their address will be redacted, and a new field called "**SCA Status**" will automatically appear and say "Current SCA Recipient".
  - The "**SCA Status**" field identifies whether a subscriber is a current SCA recipient, former SCA recipient, or not SCA eligible.
  - This status is determined by the consumer's National Verifier application and will also appear after successful transfer or update transactions.

### Enroll Subscriber

🟢 You have successfully enrolled a new subscriber.

Subscriber ID: WAD1H174E

SAC  
100002

First Name  
TESTER

Last Name  
TIM

Last 4 SSN  
3048

Date of Birth  
02/22/1995

<p>Primary Address XXXXXXXXXXXXXXXXXXXX</p> <p>City XXXXXXXXXX</p>	<p>SCA Status Current SCA Recipient</p>				
	<table border="0"> <tr> <td>State</td> <td>ZIP Code</td> </tr> <tr> <td>XX</td> <td>XXXXXX</td> </tr> </table>	State	ZIP Code	XX	XXXXXX
State	ZIP Code				
XX	XXXXXX				

Telephone Information

Service Type  
Voice

Service Initiation Date  
03/13/2024

Telephone Number  
(301) 352-9100

ETC General Use

# Enroll Subscribers in NLAD

## New Error Message in NLAD

- A new error code has been added to NLAD to prevent non-SCA applications from being enrolled through NLAD in Opt-Out States (Texas and Oregon).
- **NOT\_SCA\_ELIGIBLE** will appear if a service provider in Texas or Oregon attempts to enroll a Lifeline subscriber who did not apply under the SCA.
- A complete list of all NLAD error messages can be found in the "**Tools and Resources**" section in NLAD.

USAC Home | Lifeline Program | NLAD | Subscriber Management | **Enroll Subscriber**

### Enroll Subscriber

Subscriber Information    Subscriber Address    Telephone Information    **Review**

**Error**  
Subscriber: SCA. The subscriber is not eligible for SCA.

[Instructions](#)

#### Review Subscriber Information

SAC  
442090

Application ID Enrollment

First Name  
BCN

Middle Name Optional

Last Name  
VISION

Last 4 SSN  
1234  
Use Tribal Identification Number instead

Date of Birth  
11/11/1998  
e.g. mm/dd/yyyy

Benefit Qualifying Person (optional) **▼**

Primary Address  
123 EVENINGS STREET

Apt, Unit, etc

City  
DALLAS

State  
TX

ZIP Code  
75083

Different Mailing Address? **▼**

#### Telephone Information

Service Type  
Voice

Service Initiation Date  
07/04/2024  
e.g. mm/dd/yyyy

Telephone Number **?**  
(214) 225-3965

Consumer Email Optional

ETC General Use Optional

[Verify](#) [Enroll](#)

# NLAD Updates

## NLAD Reports

- The primary and mailing address information of subscribers enrolled as survivors will be masked in NLAD throughout the UI and in all reports.
- NLAD reports will also contain a new field that says "**SCA Status**", which indicates a subscriber's survivor status.
- The following reports will be affected by this update:
  - The Detail Subscriber Snapshot Report,
  - The Detail Active Subscriber Report,
  - The Detail Transaction Report,
  - And the Detail Subscriber Lookup.





# Claim Reimbursement

# Claim Reimbursement

## Log In

- Log in to [One Portal](#).
- Select **Lifeline Claims System (LCS)** under the Lifeline section of the dashboard.

### Dashboard

 In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page. 

#### Upcoming Dates

08/14 **August 2024 Monthly Webinar**  
2024

09/11 **September 2024 Monthly Webinar**  
2024

[See full calendar](#)

#### High Cost

#### Lifeline

**National Verifier** - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

**National Lifeline Accountability Database (NLAD)** - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.

**National Lifeline Accountability Database Staging Environment** - The NLAD staging environment allows Lifeline and ACP providers to test system features.

**Lifeline Claims System (LCS)** - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

#### Help?

Send us a message  
[Click here](#)

Call us  
(888) 641-8722

# Claim Reimbursement

## Download Claims Template

- To download the filing template, click on the “**Download a new filing template**” link.
  - This list includes subscriber data from the NLAD subscriber snapshot report taken on the 1<sup>st</sup> of the month.
- Click “**Download**” to review the list of subscribers eligible for reimbursement.
  - A new field called “**SCA Subscriber**”, will appear after the column labelled “Tribal Benefit Flag”.
  - Primary and mailing address information will be masked for consumers who appear as SCA Subscribers.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Subscriber Rate		Reason Cc	Tribal Link	SPIN	SAC	Last Name	First Name	Street Add	City	State	ZIP	Phone Nur	ETC Gener	Service Tyi	Tribal Benefit Flag	SCA Subscriber	
2	103TF6UJ4				1.43E+08	100003	1549274L	1549274F			XX	0			BROADBAI	1	1	
3	N03H8HN!	0			1.43E+08	100003	1549151L	1549151F	1234 Mess Soccer		XX	0		0231-003C	VOICE		0	0
4	N15N07TC	0			1.43E+08	100003	12970931I	12970931f			XX	0			VOICE		0	1

# Claim Reimbursement

## Complete Claims Template (1/2)

- Populate the claims template with the required information for each subscriber record.
  - **Rate** – enter the dollar amount for each subscriber that should be claimed or unclaimed.
    - If the **SCA Subscriber** field value is set to 1, then the subscriber can be claimed up to \$9.25 for phone or internet service (or up to \$34.25 if they live on Tribal lands).
    - If the **SCA Subscriber** field is set to 0, then standard validations apply.
  - **Reason Code** – enter a reason code for each unclaimed subscriber record.
- Save as a .csv file.

# Claim Reimbursement

## Complete Claims Template (2/2)

- Select **Upload File** to submit the claims template.

File or Revise Claim | Opt-Out State File or Revise Claim | Certify Claim | Filing History

### File Claim Instructions

July 2024

#### Filing Data

Last updated 02/24/22 12:52 PM EST

You successfully uploaded Claims\_input\_Template - 2022-02-24T123731.830.csv

**Upload Data** [Download a new filing template](#)

File format must be .csv

**Upload File**

#### Subscriber Counts

Displaying 1 to 1 of 1 records

SPIN	SAC	Name	Status	Non-tribal Reported	Non-tribal Claimed	tribal Reported	tribal Claimed	Total Reported	Total Claimed	tribal Link-up
14300013	199018	Eco Virginia Telecom LLC	Uploaded	244	244	0	0	244	244	0

Show 5 records/page < 1 > of 1 pages

[Download to review uploaded data](#)

[Back to Search](#) [View Support Summary](#)

# Claim Reimbursement

## LCS Resources

- Visit our [Lifeline Claims System](#) page for more information on claim reimbursement.
- Review the [LCS Upload Field Descriptions](#) for details on how to populate the claims template.
- Download the [LCS User Guide](#) for detailed instructions on navigating the interface.

# Continued Eligibility

# Continued Eligibility

## Overview

- Once a survivor has received emergency support for three months, survivors will go through a continued eligibility process to determine if they qualify for the Lifeline program.
  - Subscribers who do not pass the automated database checks will need to submit the required documentation within 75 days or they will be de-enrolled.
- Service providers will be able to track the status of all SCA subscribers, including their continued eligibility status in a new NLAD report called the **SCA Subscriber Status Report**.
- USAC will share more information on the SCA continued eligibility process in forthcoming bulletins and office hours.



**Questions?**

# Resources

- Service providers, consumer advocates, state, federal, and Tribal partners:
  - Visit [usac.org/lifeline](https://usac.org/lifeline) for general information on Lifeline and the [Safe Connections Act](#) page for SCA-specific details.
  - Email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for technical support and additional information on processes, rules and requirements.
- Consumers:
  - Visit [LifelineSupport.org](https://LifelineSupport.org) for more information and to apply for Lifeline.
  - Survivors can contact [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) for questions and assistance or call the Lifeline Support Center at **(800) 234-9473**, 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.
    - To protect survivors and their information, only select, limited number of individuals will be able to assist survivors.

**Thank You!**





**Universal Service**  
Administrative Co.