



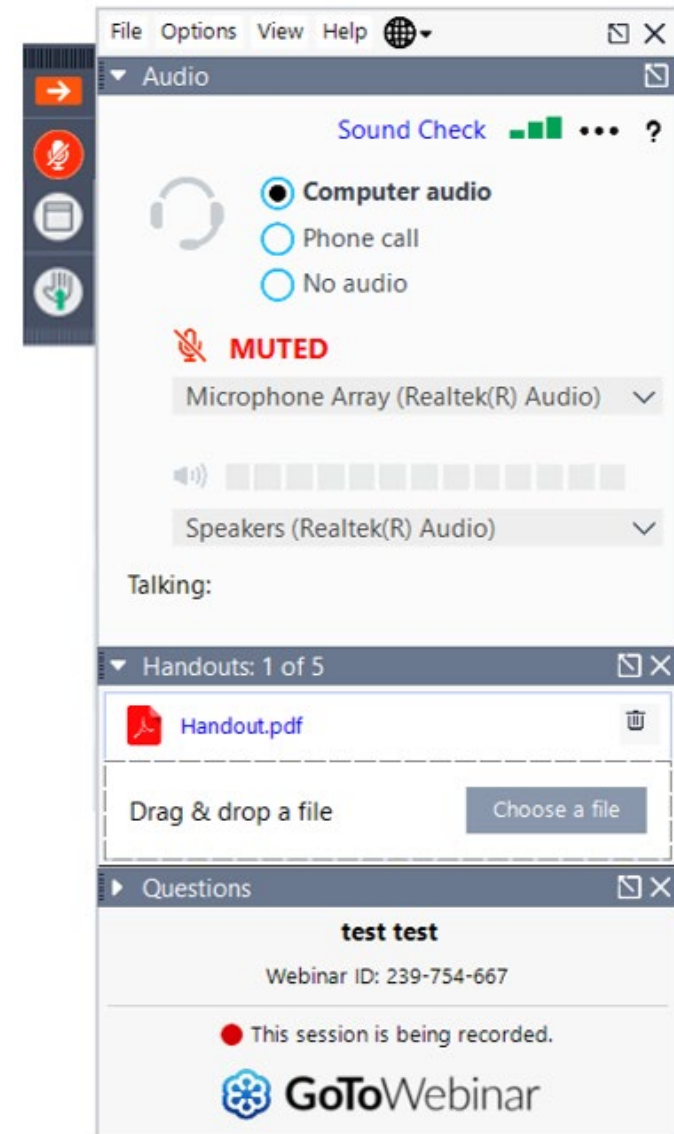
Safe Connections Act Office Hours: Continued Eligibility

Lifeline Program

November 6, 2024

Housekeeping

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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 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

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Agenda

- Safe Connections Act
- SCA Continued Eligibility
- SCA Continued Eligibility Consumer Notices
- How to Complete Continued Eligibility
- Notices to Service Providers
- SCA Subscriber Status Report
- Frequently Asked Questions
- Resources

Safe Connections Act

Safe Connections Act

Emergency Lifeline Support for Survivors

- Under the Safe Connections Act (SCA), survivors of domestic violence, human trafficking, and related crimes can get discounted phone, internet, or bundled service through the Lifeline program.
- As of September 4, 2024, survivors who attempt a line separation request and are experiencing financial hardship may qualify 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.
 - Qualifying survivors on Tribal lands, can receive a discount of up to \$34.25 on phone, internet, or bundled services.
 - After six months, qualifying survivors may apply for the standard Lifeline benefit of up to \$9.25 for internet or bundled services or up to \$5.25 per month for phone (voice-only) services.

Lifeline Support for Survivors

How to Qualify

- Survivors can participate in the Lifeline program if they provide proof that they attempted a line separation request from their mobile phone company and can confirm they are experiencing financial hardship using one of the methods below:
 - Based on the [existing Lifeline program](#) qualification requirements,
 - 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

How to Apply

Survivors have **two options** for how to apply to the Lifeline program.

Option 1:

Apply Online

- Visit LifelineSupport.org from any computer or mobile device to complete the electronic application and upload any required documentation.
 - [Online Application Instructions](#) are available in 10 languages.

Option 2:

Apply by Mail

- Fill out an application ([English](#) and [Spanish](#)).
 - [Paper Application Instructions](#) are available in 10 languages.
- Mail the application and supporting documentation to the Lifeline Support Center.
 - P.O. Box 1000
Horseheads, NY 14845

Note: Refer to USAC's [webinars](#) page for trainings on how survivors can apply for the benefit.

SCA Continued Eligibility

SCA Continued Eligibility

Overview 1/3

- Once a survivor receives emergency support for three months (based on snapshot), USAC will initiate a continued eligibility process to determine if they qualify for the standard Lifeline benefit.
- **Survivors who qualified for the benefit through an [SCA-specific method](#) must undergo a continued eligibility process** to show they qualify to receive the standard Lifeline benefit. USAC will send outreach to these subscribers on how to complete the process.
- Survivors who qualified through the existing Lifeline program requirements, **do not** have to complete this process. They will remain enrolled and will receive the standard Lifeline benefit after they have appeared on six snapshot reports.
- Survivors in California, Oregon, or Texas, **do not** have to complete this process and will be de-enrolled after they have appeared on six snapshot reports. They will need to re-apply with their state for the standard Lifeline benefit.
 - **Note:** Survivors in California who receive broadband only service and qualified for emergency support through an SCA-specific method, will undergo the continued eligibility process.

SCA Continued Eligibility

Overview 2/3

- Survivors who must undergo continued eligibility will receive direct outreach from USAC based on their preferred method of contact.
- Survivors will have **75 days to submit documentation** that shows their income is at or below 135% of the Federal Poverty Guidelines for their household **or** that they participate in a [Lifeline qualifying program](#).
 - If the survivor does not provide the required documentation within 75 days, USAC will de-enroll them once they have appeared on 6 snapshot reports.

SCA Continued Eligibility

Overview 3/3

- Service providers can track the status of all SCA subscribers in a new National Lifeline Accountability Database (NLAD) report called the **SCA Subscriber Status Report**.
- The report categorizes survivors in the following groups:
 - **SCA Eligibility** refers to SCA subscribers who qualified through SCA specific eligibility criteria. These subscribers must undergo continued eligibility.
 - **Lifeline Eligibility** refers to SCA subscribers who qualified through Lifeline specific eligibility criteria. These subscribers do not need to undergo continued eligibility.
 - **Opt-Out States** refers to SCA subscribers in California, Oregon, or Texas. These subscribers do not need to undergo continued eligibility.
 - This does not include SCA subscribers who live in California and receive standalone broadband service.
 - **Former SCA Subscriber** refers to subscribers who already received their SCA benefit for 6 months or who are no longer eligible for SCA. De-enrolled subscribers will appear in this group.

Questions?

SCA Continued Eligibility Consumer Notices

SCA Continued Eligibility

Notices to Survivors 1/2

- **SCA Eligibility:** Survivors in this group qualified through the SCA specific criteria and must undergo continued eligibility.
 - USAC will run automatic checks to see if survivors may qualify for the standard Lifeline benefit.
 - Survivors who do not pass the automatic checks will receive outreach from USAC on how to complete continued eligibility.
 - Survivors will be contacted by their preferred method of communication – mail, email, or text message. Survivors may also receive robocalls.
 - Survivors must **complete the continued eligibility process within 75 days**, or they will be de-enrolled at the end of their six-month period (based on snapshot).

SCA Continued Eligibility

Notices to Survivors 2/2

- **Lifeline Eligibility:** Survivors who qualified for emergency support based on existing Lifeline program requirements will be notified when their survivor benefit will end and that they will receive the standard benefit once they have received six months of emergency support.
 - These survivors are not required to take any action to remain enrolled in Lifeline.
 - Subscribers will be advised that they may see a change in their bill.
- **Opt-Out States:** Survivors who enrolled in Lifeline through an opt-out state (CA, OR, TX) will be notified when their survivor benefit will end and that they will be de-enrolled from NLAD.
 - Survivors in opt-out states will need to apply for the standard Lifeline benefit by visiting their state's Lifeline site:
 - CaliforniaLifeline.com
 - Lifeline.Oregon.gov
 - TexasLifeline.org
 - **Note:** Survivors in California who receive broadband only service and qualified for emergency support through an SCA-specific method, will undergo the continued eligibility process.

How to Complete Continued Eligibility

How to Complete Continued Eligibility

Documents Overview

- Survivors who need to complete the continued eligibility process can do so either online or by mail. Regardless of the submission method, each document showing proof of their eligibility must contain the following:
 - Their name or the name of their benefit qualifying person (BQP),
 - The name of the Lifeline qualifying program,
 - An issue date within the last 12 months, and
 - The name of the government or Tribal program administrator that issued the document.
- Survivors may be asked to submit documents that confirm the following:
 - Proof of Date of Birth
 - Proof of Life
 - Proof of Income
 - Proof of Social Security Number
 - Proof of Program Participation

How to Complete Continued Eligibility

Online Highlights 1/2

- To complete the continued eligibility process online, survivors will need to sign into their account at LifelineSupport.org.
- From their account page, survivors will be required to locate the application ID referenced in the email, mail, or text message notification they received.
 - This application ID starts with the letter C.
 - All SCA continued eligibility applications require proof of eligibility.
 - Survivors will see a unique list of required proof documentation, which will not be the same for every survivor.
- Survivors will also be reminded when they must complete this process.

How to Complete SCA Continued Eligibility

Online Highlights 2/2

- After providing the required documents that will be used to confirm their continued eligibility, survivors will be asked to review their information and then to certify their submission.
- Once a survivor's continued eligibility documents have been submitted, the survivor will be notified that their documents are under review and what to do if they need to provide additional information.

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: | Test Tester | <input type="checkbox"/> Edit |
| Date of Birth: | January 1, 1991 | |
| Last 4 Numbers of SSN: | 1234 | |
| Address: | 1234 Street Road Washington, DC 20018 | |

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 Complete SCA Continued Eligibility

Successful Completion

- Subscribers who successfully complete the continued eligibility process will remain enrolled as a Lifeline subscriber and start receiving the standard benefit once their emergency benefit ends.
- Their personal information will remain masked throughout the NLAD UI.

You Still Qualify for Lifeline

You have successfully confirmed you still qualify for the Lifeline Program.

You do not need to do anything else. We will let your phone or internet company know and your service will continue.

If something changes and you do not qualify for Lifeline anymore, please tell your internet or phone company within 30 days.

Live on Tribal lands? Press the button below to see if you qualified for Tribal benefits:

[Confirm Tribal Qualification](#)

You may be asked to recertify for Lifeline again each year. To learn more about Lifeline, visit lifelinesupport.org.

How to Complete SCA Continued Eligibility

Unsuccessful Completion

- Subscribers who do not successfully complete the continued eligibility process will be de-enrolled from Lifeline at the end of their six-month emergency benefit period (based on snapshot).
- Survivors who have been de-enrolled, will receive a notice from USAC informing them that they no longer receive the benefit.

Questions?

Notices to Service Providers

SCA Continued Eligibility

Notices to Service Providers

- Service providers will receive two different emails from NLAD to help track the status of their SCA subscribers undergoing the continued eligibility process.
 - **“NLAD Notice – SCA Continued Eligibility”**: will indicate when one or more subscribers is undergoing continued eligibility. This email will be sent to each SAC where one or more subscribers must complete the continued eligibility process.
 - **“NLAD Notice – Failed SCA Continued Eligibility De-Enrollment”**: will indicate when a subscriber has been de-enrolled for failing to complete the continued eligibility process.
 - De-enrollments will occur after the consumer has received the benefit for six months (based on snapshot).

SCA Subscriber Status Report

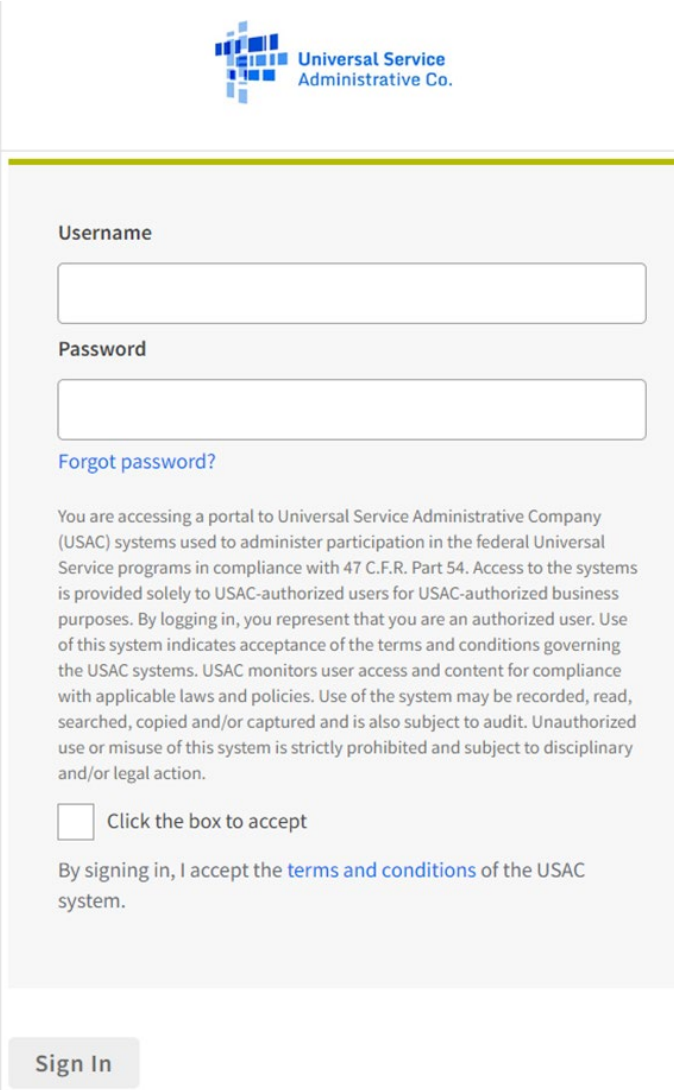
System Updates


Overview

- USAC has made updates to its systems (National Verifier and NLAD) for survivors to complete the continued eligibility process.
 - These changes were made available to service providers to test in the [staging environment](#) on October 29 and will be **live in production on November 12**.
- Service providers can access the **SCA Subscriber Status Report** to track continued eligibility for their applicable SCA subscribers.

Accessing NLAD Reports

- Access NLAD online through USAC's [One Portal](#).



 Universal Service
Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

Click the box to accept

By signing in, I accept the [terms and conditions](#) of the USAC system.

Sign In

Accessing NLAD Reports

- Once logged into One Portal, select **Lifeline**.

The screenshot shows the dashboard of the Universal Service Administrative Co. The header is blue with the company logo and name on the left, and a 'Sign Out' button on the right. Below the header is a 'Dashboard' section with a yellow notification banner. The main content area is divided into three columns: 'Upcoming Dates', 'High Cost', and 'Help?'. The 'High Cost' column has a yellow box around the 'Lifeline' menu item. The 'Help?' column has links for 'Send us a message' and 'Call us'.

Universal Service Administrative Co. Sign Out

Dashboard

Notification: 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 | High Cost | Help? |
| 10/09 2024 October 2024 Monthly Webinar | Lifeline | Send us a message Click here |
| 11/13 2024 November 2024 Monthly Webinar | Rural Health Care | Call us (888) 641-8722 |
| See full calendar | Service Providers | |
| | USAC Customer Service Portal | |

Accessing NLAD Reports

- Then, select **NLAD**.

The screenshot shows the dashboard of the Universal Service Administrative Co. The header includes the company logo and name, a 'Sign Out' button, and the user email 'etcadmintest@etc.com'. The main content area is titled 'Dashboard' and is divided into three columns: 'Upcoming Dates', 'Lifeline', and 'Help?'. The 'Upcoming Dates' column lists three monthly webinars: September 2024 (09/11), October 2024 (10/09), and November 2024 (11/13). The 'Lifeline' column contains three sections: 'National Verifier', 'National Lifeline Accountability Database (NLAD)', and 'National Lifeline Accountability Database Staging Environment'. The 'NLAD' section is highlighted with a yellow border. The 'Help?' column provides contact information: 'Send us a message' with a 'Click here' link, and 'Call us' with the number (888) 641-8722. A 'see full calendar' link is located at the bottom of the 'Upcoming Dates' column.

Universal Service Administrative Co. [Sign Out](#)

etcadmintest@etc.com

Dashboard

Upcoming Dates

09/11 2024 [September 2024 Monthly Webinar](#)

10/09 2024 [October 2024 Monthly Webinar](#)

11/13 2024 [November 2024 Monthly Webinar](#)

[see full calendar](#)

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.

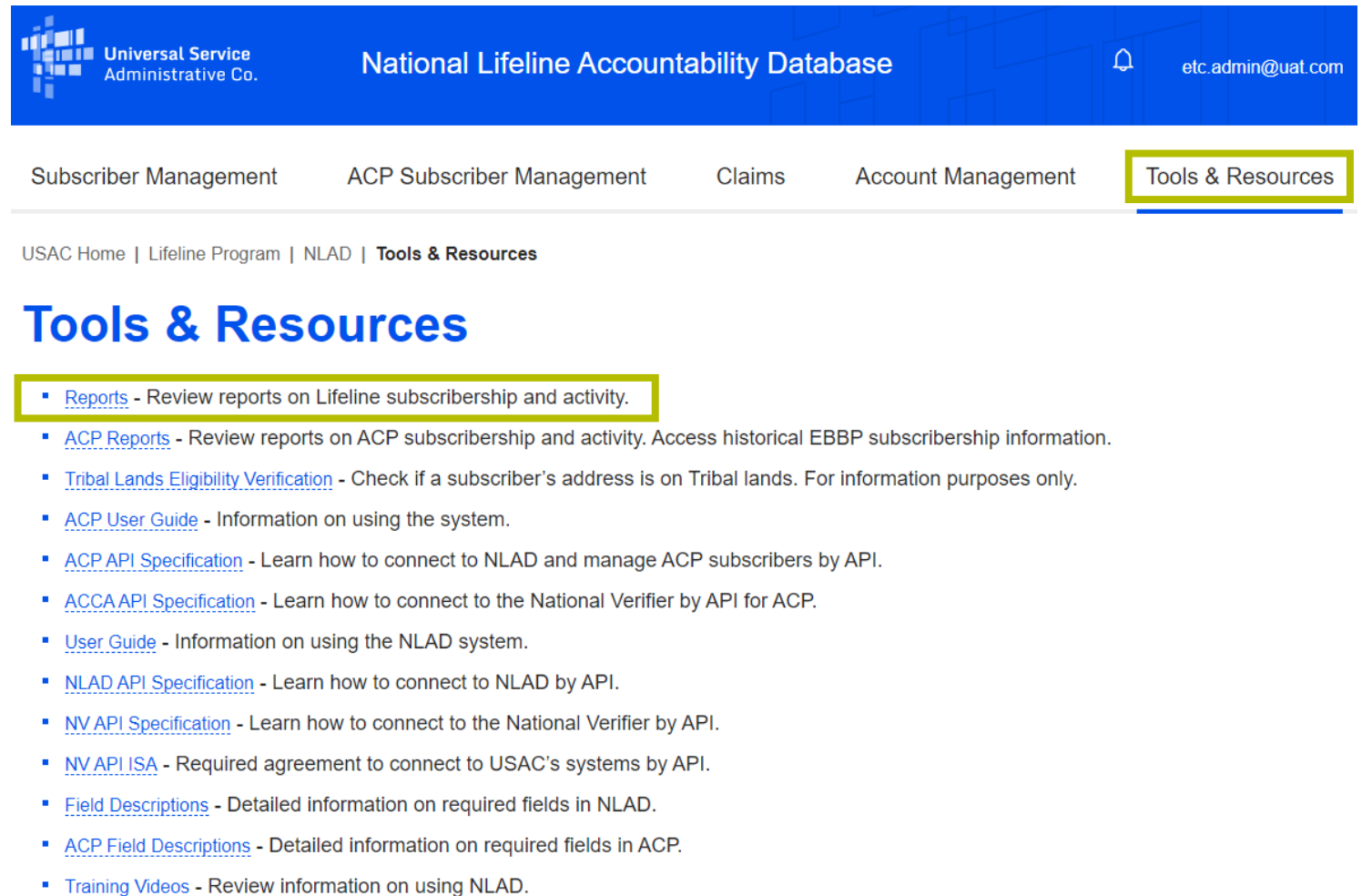
Help?

[Send us a message](#)
[Click here](#)

Call us
(888) 641-8722

Accessing NLAD Reports

- Select **Tools & Resources** from the Megamenu.
- Then, **Reports**.



The screenshot shows the National Lifeline Accountability Database (NLAD) website. The header includes the Universal Service Administrative Co. logo and the text 'National Lifeline Accountability Database' with a user email 'etc.admin@uat.com'. The megamenu is open, showing options like 'Subscriber Management', 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources', with 'Tools & Resources' highlighted. Below the megamenu, the breadcrumb trail reads 'USAC Home | Lifeline Program | NLAD | Tools & Resources'. The main heading is 'Tools & Resources', and the 'Reports' link is highlighted in a yellow box. A list of links follows, with 'Reports' also highlighted in a yellow box.

Universal Service Administrative Co. National Lifeline Accountability Database etc.admin@uat.com

Subscriber Management ACP Subscriber Management Claims Account Management **Tools & Resources**

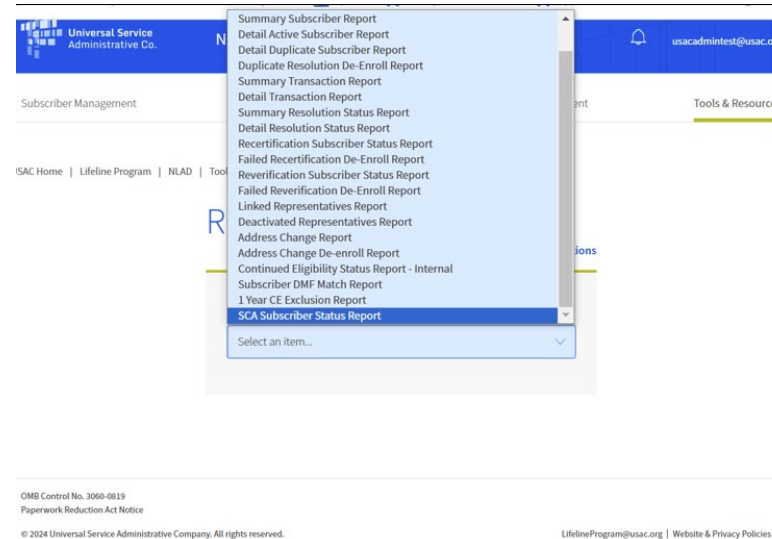
USAC Home | Lifeline Program | NLAD | **Tools & Resources**

Tools & Resources

- [Reports](#) - Review reports on Lifeline subscribership and activity.
- [ACP Reports](#) - Review reports on ACP subscribership and activity. Access historical EBBP subscribership information.
- [Tribal Lands Eligibility Verification](#) - Check if a subscriber's address is on Tribal lands. For information purposes only.
- [ACP User Guide](#) - Information on using the system.
- [ACP API Specification](#) - Learn how to connect to NLAD and manage ACP subscribers by API.
- [ACCA API Specification](#) - Learn how to connect to the National Verifier by API for ACP.
- [User Guide](#) - Information on using the NLAD system.
- [NLAD API Specification](#) - Learn how to connect to NLAD by API.
- [NV API Specification](#) - Learn how to connect to the National Verifier by API.
- [NV API ISA](#) - Required agreement to connect to USAC's systems by API.
- [Field Descriptions](#) - Detailed information on required fields in NLAD.
- [ACP Field Descriptions](#) - Detailed information on required fields in ACP.
- [Training Videos](#) - Review information on using NLAD.

SCA Subscriber Status Report

- From the drop-down menu, service providers can select the new “**SCA Subscriber Status Report**” that will list all subscribers enrolled in NLAD under the SCA.
- Service providers can use this report to track the continued eligibility status of their subscribers.



Reports

[Instructions](#)

Report Type

SAC(s)

Type

Report Format

SCA Subscriber Status Report

- Subscribers who will need to undergo continued eligibility will be listed as “**SCA Eligibility**” under SCA Group.
- Service providers can export the report to a CSV file to see a full version with additional fields.

SCA Subscriber Status Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

 **Export to CSV**

Displaying 1-15 of 15 records

 [Instructions](#)

| SCA Group | SAC | Subscriber ID | ETC General Use | Last Name | First Name | State | Enrollment Date | Snapshot Month Count |
|-----------------|--------|---------------|-----------------|-----------|------------|-------|-----------------|----------------------|
| SCA Eligibility | 330844 | ██████████ | ██████ | ██████ | ██████ | WI | 01/01/2024 | 4 |

SCA Subscriber Status Report

List of Fields 1/2

Below is a list of the fields included in the SCA Subscriber Status report along with their corresponding descriptions:

- **SCA Group:** This field identifies which qualifying criteria was used to enroll a survivor in Lifeline to receive emergency support.
- **Enrollment Date:** This states the date a survivor began receiving emergency Lifeline support.
- **Snapshot Month Count:** This highlights the number of months a survivor has appeared on the monthly Snapshot Report with SCA designation.
- **Undergoing SCA CE:** This confirms that a survivor has been identified as required to complete the continued eligibility process and that their 75-day window to submit the required documentation is open.

SCA Subscriber Status Report

List of Fields 2/2

- **SCA CE Results:** This field confirms if a survivor has successfully completed the continued eligibility process.
- **SCA CE Application Created Date:** This is the date a survivor's continued eligibility application was opened.
- **SCA Completion Method:** This specifies how the survivor's proof documentation was submitted.
- **Transition to Lifeline Date:** The date that a survivor begins to receive the standard Lifeline benefit.
- **Failed SCA CE De-enrollment Date:** The date a survivor is de-enrolled from the Lifeline program for not successfully completing the continued eligibility process.

System Updates

Error Codes

Service providers will see the following error codes when retrieving the SCA Subscriber Status Report:

- **INVALID_SCA_TYPE** will appear when the subscriber type entered is not valid.
- **USER_NOT_AUTHORIZED_FOR_SAC** will appear if the user is not authorized to perform transactions with the entered SAC number or the SAC number is incorrect. Service providers should ensure they are entering the correct SAC information.

Frequently Asked Questions

Frequently Asked Questions

Continued Eligibility

Is the SCA continued eligibility process the same for subscribers who receive the standard Lifeline benefit?

- No. The requirements for completing the continued eligibility process for SCA are different.

When does a survivor need to complete continued eligibility?

- Survivors who qualified for Lifeline through SCA-qualifying criteria only, will be required to complete the SCA continued eligibility process once they've received emergency support for three months (based on snapshot). Survivors will receive outreach on when and how to complete this process.

Frequently Asked Questions

Continued Eligibility

How long does a survivor have to complete the continued eligibility process?

- Survivors must complete their continued eligibility process within 75 days to avoid de-enrollment from NLAD at the end of their six-month emergency support period.

What report provides information on subscribers who are required to undergo continued eligibility?

- Service providers will be able to see a new **SCA Subscriber Status Report** and review which subscribers must complete this process.

Frequently Asked Questions

Continued Eligibility

What happens to survivors who will not undergo SCA continued eligibility?

- Subscribers who do not need to undergo SCA continued eligibility will receive outreach at the end of their 6-month benefit period informing them about next steps:
 - CA, OR, TX survivors (NLAD opt-out states) will be informed that they will no longer receive their survivor benefit and will need to apply with their state for the standard Lifeline benefit.
 - Survivors who qualified through the Lifeline standard criteria will be informed that they will no longer receive the survivor benefit but will get the standard Lifeline benefit and may see a change to their bill.

Should service providers de-enroll subscribers at the end of their 6-month SCA period?

- No. USAC will track subscribers enrolled in Lifeline under the SCA, and de-enroll subscribers who no longer qualify for Lifeline or are unable to prove they remain eligible.

Questions?

Resources

- Service providers, consumer advocates, state, federal, and Tribal partners:
 - Visit usac.org/lifeline for general information on Lifeline and the [Continued Eligibility](#) page for additional information on the continued eligibility process for survivors.
 - Visit the [Safe Connections Act](#) page for SCA-specific details.
 - Email LifelineProgram@usac.org for technical support and additional information on processes, rules and requirements.
 - Visit Lifeline's [Webinars](#) page to review past trainings and to register for upcoming webinars.

Thank You!





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