



# How to Manage the Lifeline Benefit

Lifeline Program

April 8, 2026

# Housekeeping

- This webinar is being recorded.
- **Audio is available through your computer's speakers.**
- Double check your speaker settings.
- Make sure you are connected to a source that works.
- The audience is muted.
- If your audio or slides freeze, restart the webinar.



# Housekeeping

- A copy of the slide deck is in the **Materials** section of the webinar panel.
- Enter questions at any time using the **Questions** box.
- **Attendees control their own captioning.**
  - You control the font size and color on CC.
  - Toggle CC off and on at your preference.



# Meet Our Team

**Oladotun Adio**

Communications Specialist

**Elizabeth Dewey**

Senior Communications Specialist

# Agenda

- Announcements
- Lifeline Program Overview
- Minimum Service Standards
- Consumer Rights
- Recertification
- Submitting Additional Documents
- Changing Service Providers
- Resources



# Announcements

# Announcements

## Tribal Lands Verification Tool for Consumers

- On March 26, 2026, Lifeline launched the [Lifeline Tribal Lands Verification Tool](#) to help consumers check whether their home address is located on qualifying Tribal lands.
  - Consumers who live on qualifying Tribal lands may be eligible to receive an enhanced [Tribal benefit](#) of up to \$34.25 per month towards the cost of internet, phone, or bundled services, as well as a one-time Link Up discount of up to \$100.
- **This tool is for informational purposes only and does not determine a consumer's eligibility for the Lifeline benefit.**
  - Consumers must apply for the Lifeline benefit and have an approved application before enrolling with a phone or internet company to begin receiving the enhanced Tribal benefit.
  - Consumers who do not live on qualifying Tribal lands may still qualify for the standard Lifeline benefit of up to \$9.25 per month.



# Lifeline Program Overview

# Lifeline Program Overview

## Lifeline Benefit

Lifeline is a federal benefit program that helps low-income households lower the cost of their phone or internet service.

- Eligible households can receive:

### **\$9.25 Standard Benefit**

Up to \$9.25/month discount for internet or bundled services or up to \$5.25/month for phone service that meets the [minimum service standards](#).

### **\$34.25 Tribal Benefit**

Up to \$34.25/month discount for households on [qualifying Tribal lands](#).

### **\$100 Link Up Benefit**

A one-time discount of up to \$100 off the initial setup fees at addresses on qualifying Tribal lands receiving voice service from certain service providers.

### **\$9.25 Survivor Benefit**

A \$9.25/month discount for phone, internet, or bundled services for up to 6 months for [survivors who qualify](#).

- The Lifeline benefit is limited to one monthly service discount per household.

# Lifeline Program Overview

## How to Qualify

There are **three ways** households can qualify for the **standard Lifeline** benefit:

- If their [household income](#) is at or below 135 percent of the Federal Poverty Guidelines
- If they participate in certain [federal assistance programs](#) such as SNAP, Medicaid, Supplemental Security Income, federal housing assistance, or Veterans Pension and Survivors Benefit
- If they participate 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

# Lifeline Program Overview

## How to Qualify (Continued)

- Survivors of domestic violence, human trafficking, and related crimes experiencing financial hardship who attempt a line separation request can qualify for the **Survivor Benefit** in any of the following ways:
  - By meeting [existing Lifeline criteria](#), or through the expanded qualification criteria below:
    - Household income at or below [200 percent of the Federal Poverty Guidelines](#)
    - Enrollment in the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
    - Enrollment in the Free and Reduced-Price School Lunch or Breakfast program, including enrollment at a Community Eligibility Provision (CEP) school or school district
    - Received a Federal Pell Grant in the current award year
- **Note:** Survivors must include proof of an attempted line separation request from their mobile phone company.



# Consumer Rights

# Consumer Rights

As a consumer, you are entitled to the following:

- Mobile and broadband service that meets the minimum service standards on Lifeline-supported services.
- The choice of a hotspot-enabled device.
- The ability to choose to apply the Lifeline benefit to voice, internet, or bundled service.
- The ability to [change companies](#) at any time.
- The ability to [get help](#) with questions about Lifeline.

# Program Rules

- **Keep your company up-to-date:** If you change your address, no longer qualify for Lifeline, or if more than one person in your household receives Lifeline, you must notify your company within 30 days.
- **Use it or lose it:** If you do not receive and pay a bill directly from your own funds (i.e., not from a “digital wallet”) on a monthly basis for your Lifeline service, you must use it at least once every 30 days. If you don’t, you will receive a 15-day notice to use it, or it will be turned off.
- **You can switch phone or internet providers at any time:** To switch, you should contact your new provider to initiate the process. If you switch providers, you will need to reapply to Lifeline to confirm you are still eligible.
- **Annual checks:** Every year, USAC or your state (if you live in Oregon or Texas) will check to confirm you still qualify for the benefit. If USAC or your state cannot confirm that you still qualify, you will be asked to [recertify](#) and must do so within 60 days or you will lose your Lifeline benefit.



# Minimum Service Standards

# Minimum Service Standards

- Service providers are required to provide the following current [Minimum Service Standards](#) (MSS) for Lifeline-supported services:



Mobile Voice	Mobile Broadband	Home (Fixed) Broadband
1000 Minutes/month	<b>Speed:</b> 3G or better <b>Usage Allowance:</b> 4.5 GB/month	<b>Speed:</b> 25/3 Mbps <b>Usage Allowance:</b> 1,280 GB/month*

**Note:** These standards are evaluated annually to ensure consumers have access to continued robust broadband connectivity.

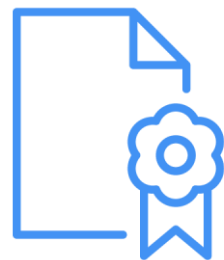
# Minimum Service Standards

## Service Types and Support Amount

Service Type	Description	Lifeline Support Amount
Voice (mobile or landline)	Voice only that meets MSS	\$5.25
Broadband (internet)	Broadband only that meets MSS	\$9.25
Bundled Voice	Voice and broadband that meets the voice MSS only	\$5.25
Bundled Broadband	Voice and broadband that meets the broadband MSS only	\$9.25
Bundled Voice and Broadband	Voice and broadband that meets both service type MSS	\$9.25

**Note:** The basic Lifeline support of \$5.25 remains available to eligible consumers who subscribe to voice-only service through November 30, 2026.

**Questions?**



# Recertification

# Recertification

## Annual Requirement

- [Recertification](#) is an annual requirement for active Lifeline subscribers conducted to ensure they are still eligible for the Lifeline benefit.
  - Recertification began on Monday, February 16, 2026.
- Every year, USAC or your state (Oregon and Texas) will check to see if you still qualify for the Lifeline benefit.
  - If USAC confirms you still qualify, no additional action is needed.
  - If USAC cannot confirm you still qualify, you will be required to complete the Recertification Form.

# Recertification

## Annual Requirement

- If you fail the check, but your eligibility was previously confirmed through an eligibility database during enrollment or a prior recertification and you are no longer included in any eligibility database, you are required to complete both the Recertification Form and provide proof of eligibility.
  - USAC will send you reminders via email, mail, or phone with steps on how to recertify.
  - When asked to recertify, you must complete recertification within **60 days**, or you will lose your Lifeline benefit.

# Recertification

## How to Recertify

- There are **three ways** to recertify:



### Online

Complete the [online form](#)

1



### Mail

Complete and send the [Recertification Form](#) ([Spanish Version](#)) to the **Lifeline Support Center**  
PO Box 1000  
Horseheads, NY 14845.

2



### Phone

If recertification was completed via Application ID, Call (855) 359-4299, provide the application ID number (included in your recertification notice), and follow the prompts.

**Note:** Available only to subscribers that must complete the recertification form.

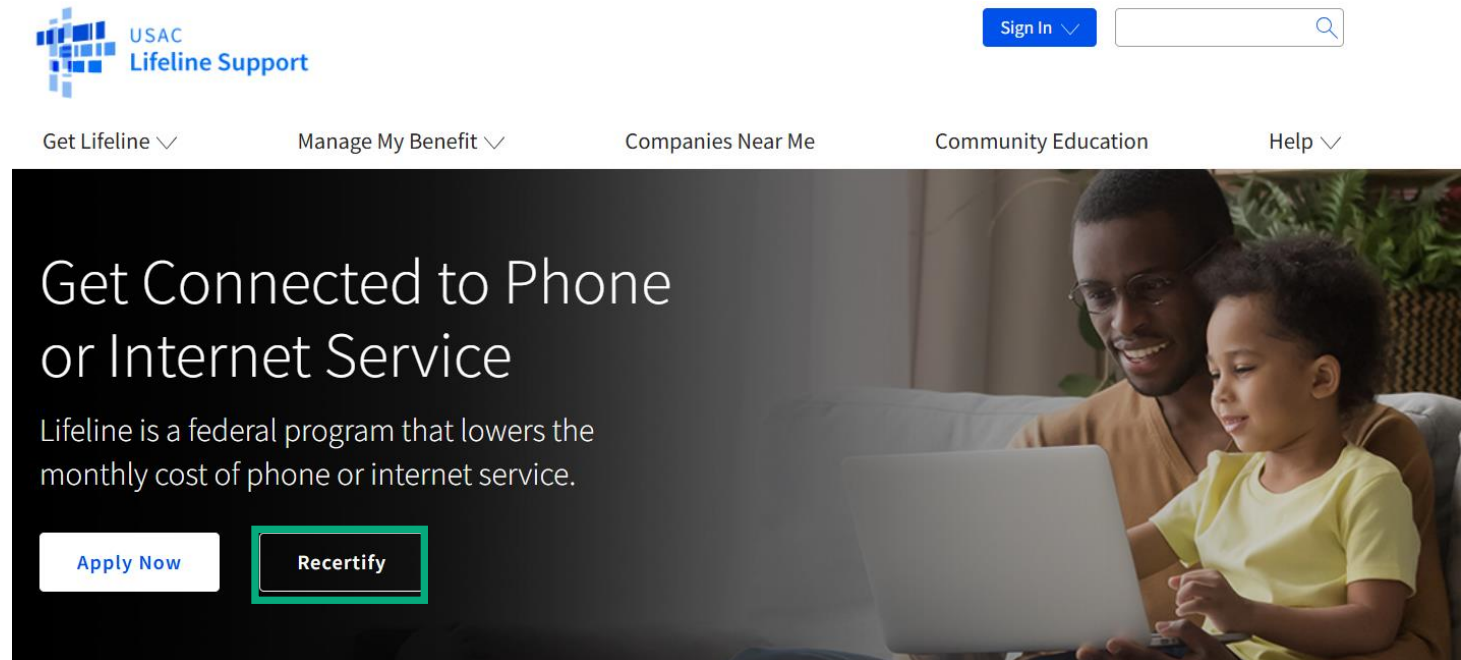
3



# Recertify Online

# Recertify Online

- To recertify online, visit [LifelineSupport.org](https://LifelineSupport.org).
- From the homepage, select [Recertify](#).



# Recertify Online

- Select [Recertify today](#).

The screenshot shows the FCC Lifeline website interface. At the top left is the FCC logo. At the top right, there is a language selector set to 'English' and a 'Sign in' button. Below the header is a light blue banner with an information icon and the text: 'Have you been affected by a recent disaster? If you receive FEMA's Individuals and Household Program support, you can get Lifeline. Select [Get Started](#) to apply now.' The main content area features a large image of a man and a young girl looking at a laptop. Overlaid on the left side of this image is the text: 'Phone. Internet. Or both. For less.' followed by 'Lifeline lowers the monthly cost of phone or internet service.' and a 'Get Started' button. At the bottom of the image area, there is a light gray bar with the text 'Need to recertify your Lifeline benefits? [Recertify today](#)', where the 'Recertify today' link is highlighted with a green rectangular box.

What are the program benefits?

# Recertify Online

## Personal Information

- Enter your information:
  - First and last name as it appears on official documentation
  - Date of birth
  - SSN4 or Tribal ID number
  - Home address

### Fill out your information

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

**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)**

Enter the last four digits of your Social Security Number.

**Last 4 digits of your SSN**

XXX - XX -

**Number on Tribal ID**

Enter your Tribal Identification Number.

### What is your home address?

It cannot be a P.O. Box.

**Street Number and Name**

**Apt, Unit, etc.**

**City**

**State**

**Zip Code**

# Recertify Online

## Child or Dependent's Information

- You will be asked to confirm if you qualify for Lifeline through your child or a dependent.
  - If you do, select **"Yes, I qualify through my child or dependent"**.
- Provide your child or dependent's information.
- Select **"Next"** to continue.

Do you qualify for Lifeline through your child or a dependent?

If you do not qualify on your own, you can sign up for Lifeline 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.

What is their date of birth?

Month	Day	Year
<input type="text" value="MM"/>	<input type="text" value="DD"/>	<input type="text" value="YYYY"/>

### Fill out your child or dependent's information

We'll use this information to see if you are eligible through your child or dependent.

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)
<input type="text"/>	<input type="text"/>

Last Name(s)

If they have multiple last names put them all into the box below.

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

# Recertify Online

## Qualifying Program

- Select all the programs you participate in to restate how you qualify for Lifeline.
- If you do not participate in any of the listed programs, you can also qualify based on your income or through your child or dependent.

## 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 [?](#)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Housing Assistance [?](#)
- 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. [?](#)

**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)

Back

Next

# Recertify Online

## Review Information

- Review the information entered. Make corrections by selecting "**Edit**".
- Be sure to review the consent statement and check the box to confirm the information provided.
- This information will be used to confirm your eligibility.
- Then 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:	<input type="checkbox"/> Edit
Date of Birth:	
Last 4 Numbers of SSN:	

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

# Recertify Online

## Agreement Page

- You must consent to the information in each statement by initialing each box and signing electronically with your first and last name.
- The application will be complete when you select "**Submit**".

### 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**

# Recertify Online

## Application Status

- If you still qualify for Lifeline, USAC will inform you that you remain eligible and no further action is required.

## You Still Qualify for Lifeline

You have recertified 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.

---

You may be asked to recertify for Lifeline again each year. To learn more about Lifeline, visit [lifelinesupport.org](https://lifelinesupport.org).



## **Recertify by Mail**

# Recertify by Mail

- To recertify by mail, fill out the [English](#) or [Spanish](#) recertification form and mail it to:
  - **Lifeline Support Center**  
PO Box 1000  
Horseheads, NY 14845
- Include copies of [proof documentation](#) (if required).



## **Recertify by Phone**

# Recertify by Phone

- This option is only available if you **DO NOT** have to provide proof documentation.
- Call (855) 359-4299 to recertify by phone.
  - Enter in the application ID number included in your recertification letter and follow the prompts.

**Questions?**



# Submitting Additional Information

# Submitting Additional Information

- If USAC is unable to verify that you still qualify to receive the Lifeline benefit, you will receive specific information on what could not be confirmed and what additional documentation you will need to provide.
- When asked to recertify, you must complete the form within 60 days, or you will lose your Lifeline benefit.
- Documents can be submitted online or via postal mail.

# Submitting Additional Information

## Proof of Address (Online)

- If your address cannot be confirmed, the mapping tool can be used to locate your address in the Lifeline consumer portal.
- To use the mapping tool, click on the map and move the pin to the address.
- The latitude and longitude coordinates will automatically populate 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

Longitude

Back

Next

# Submitting Additional Information

## Proof of Address (Postal Mail)

- To submit address-related documentation via mail, send one of the following to the Lifeline Support Center:
  - A map that shows your physical address or location, including latitude and longitude coordinates (coordinates are required for Tribal lands)
  - A driver's license or other valid government, state, or Tribal ID
  - A utility bill (excluding internet/phone service)
  - A mortgage or lease statement
  - Most recent W-2 or tax return

**Note:** Please be sure to send **copies** of the required documentation.

# Submitting Additional Information

## Proof of SSN

- If your Social Security Number (SSN) cannot be confirmed, an official document to verify your SSN is needed.
- Upload or mail documents that include:
  - Your first and last name
  - The last 4 digits of your SSN

## Share proof of your Social Security number (SSN)

### Your document must include:

- Your first and last name:  
**Amy Star**
- The last four digits of your 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](#)

[Back](#)

[Next](#)

# Submitting Additional Information

## Proof of Date of Birth

- If your date of birth cannot be confirmed, an official document will be needed to verify your date of birth.
- These documents can be submitted online or via mail and must include your:
  - First and last name
  - Date of birth
- Note: these documents must be U.S. government issued.

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. government, 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) ×

Back

Next

# Submitting Additional Information

## Proof of Eligibility

- There are two ways to prove your eligibility if it cannot be verified:
  - Provide income documentation (e.g., pay stubs, last year's tax return, or a Social Security statement)
  - Provide a document showing participation in a qualifying program (e.g., SNAP, Medicaid)
- These documents can be submitted online or via mail.

## Share more information to see if you qualify

With your help, we can confirm you qualify in a few more steps.

Do you have a document that shows your income?

- Yes. I have a document such as pay stubs, last year's tax return, or a social security statement.
- No. But I have a document that shows I (or my child or dependent) participate in a program such as SNAP or Medicaid.

Back

Next

# Submitting Additional Information

## Proof of Eligibility – Income

- If you choose to show you qualify based on your income, you will be asked to list how many people live in your household.
  - A household is a group of people who live together and share money (e.g., a married couple who live together are one household with two people).
- You will then answer a few questions about your annual income before providing a supporting document.

Share more information to see if you qualify based on income

You may qualify if your annual income meets certain requirements.

How many people live in your household? ⓘ

Number of people in my household:

Back

Next

# Submitting Additional Information

## Proof of Eligibility – Income

- The document you upload must include:
  - Your name or your child or dependent's name
  - Your annual income (may be proven through documents showing income for three months in a row)
  - An issue date within the last 12 months

### Share proof of your income

Your document must include:

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

#### Here are common examples

- Your prior year's state, federal, or Tribal tax return
- Current annual income statement from your 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 showing your annual income. Or official documents showing your income for three months in a row. This could be pay stubs that are dated 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

Back

Next

# Submitting Additional Information

## Proof of Eligibility - Program

- If you choose to show you participate in an assistance program, select the program through which you qualify and provide a document that demonstrates your participation.

### Share proof of your program participation

#### Which program do you, your child or dependent take part in?

You must provide proof of participation for the program you choose.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ⓘ
- Medicaid
- Supplemental Security Income (SSI)
- Federal Housing Assistance ⓘ
- Veterans Pension and Survivors Benefit Programs
- Tribal Specific Program (only choose if you live on Tribal lands)
- I don't think I (or my child or dependent) participate in any of these programs, but I may qualify through my **income**.

You will have until **April 10, 2026** to provide more documents so we can determine whether you qualify for Lifeline. If we don't receive this information by then, you will need to come back to this site and fill this form out again.

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

# Submitting Additional Information

## Proof of Eligibility - Program

- Documents demonstrating program participation must include:
  - Your name or your child/dependent's name
  - The name of the program
  - The name of the issuing agency
  - An issue date within the last 12 months or an 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

# Submitting Additional Information

## Proof of Life

- You may be asked to upload or mail documents to confirm you are alive.
- Documentation must include:
  - Your 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

Back

Next

# Submitting Additional Information

## Document Review (Online)

- After submitting the required documentation online, you will receive a status update confirming that your documents are under review.
- You can also check the status of your application in the Lifeline consumer portal.

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](#).

# Submitting Additional Information

## Document Review (Postal Mail)

- If you submit documents via mail, you will receive a status update via mail confirming the review of your documents within 7-10 business days of USAC's receipt of your documents.
- You can also call the Lifeline Support Center at (800) 234-9473 to receive status updates.



# Changing Service Providers

# Changing Service Providers

## Finding a Provider

- Not all service providers offer the Lifeline benefit.
- You can use the [Companies Near Me](#) tool to find a phone or internet company that participates in Lifeline.
- To find a company,
  - Enter your zip code or city and state
  - Under Select a Program, select Lifeline
  - Select "**Search**" to view a list of your 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](#)

# Changing Service Providers


## Finding a Provider

- Select "**see the list of companies in (your selected state)**" to view the full list of providers in your state.
- You can also download the search results by selecting the icon that appears next to **Download List**.
- The search results may not include every nearby company.
  - Some companies may still offer Lifeline even if they do not appear on the list. Be sure to ask providers if they offer Lifeline.

### Companies near 02190

The order of these companies are random and may be different the next time you search.

Showing 3 of 3 companies

Download List: 

Company Name	Phone	Type of Service
TruConnect Communications, Inc	800-430-0443	Mobile Service
SafeLink, Straight Talk, Total Wireless, Simple Mobile, Walmart Family Mobile, TracFone	833-333-9227	Mobile Service
Assurance Wireless	888-321-5880	Mobile Service

If you want to see more companies, [see the list of companies in MA.](#)

# Changing Service Providers

## Transferring the Benefit

- Contact a company that offers Lifeline and ask them to transfer your Lifeline benefit. You may need to reapply before the company can transfer you.
- When your new company is ready to transfer you, they will need the following information to process your request:
  - Your full name
  - Date of birth
  - Last four digits of your Social Security number (SSN4)
  - Home address
  - Phone number
- You must give your consent (verbal or written) to the new company before they can transfer you.

**Questions?**



# Resources

# Resources

For additional support:

- Visit Lifeline's consumer website at [LifelineSupport.org](https://LifelineSupport.org).
  - Informational flyers and instructional videos are available on the site's [Community Education](#) page.
    - Review the [Manage Your Lifeline Benefit](#) flyer for a summary of how to keep your benefit.
- Email [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) for general questions and assistance.
- 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.

# May Webinar

[Register](#) for the next Lifeline webinar.

- **Date:** May 13, 2026
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** Understanding and Resolving National Lifeline Accountability Database (NLAD) Error Codes

## Webinars

Join us to learn about Lifeline program updates, including Lifeline program rules and orders, guidance about compliance and filings, the National Verifier (NV), and the National Lifeline Accountability Database (NLAD).

[Sign up](#) for the Lifeline program newsletter to receive webinar announcements via email.

## Upcoming Trainings

[Understanding and Resolving National Lifeline Accountability Database \(NLAD\) Error Codes](#)

📅 May 13, 2026 ⌚ 03:00 pm – 04:00 pm ET

**Intended Audience:** Service providers

This webinar provides a high-level overview of the NLAD and the following concepts for service providers:

- How to access and navigate the NLAD system
- Enrollment and subscriber management functions within NLAD
- Common enrollment and transfer challenges, and how to resolve them

**Thank You!**





**Universal Service  
Administrative Co.**