



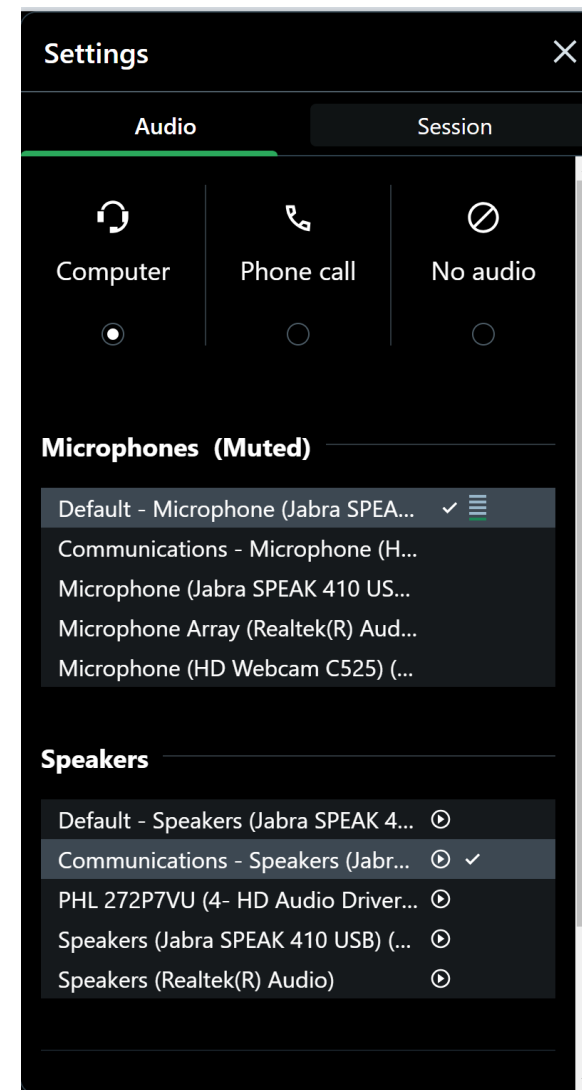
How to Apply for the Lifeline Benefit

Lifeline Program

October 14, 2026

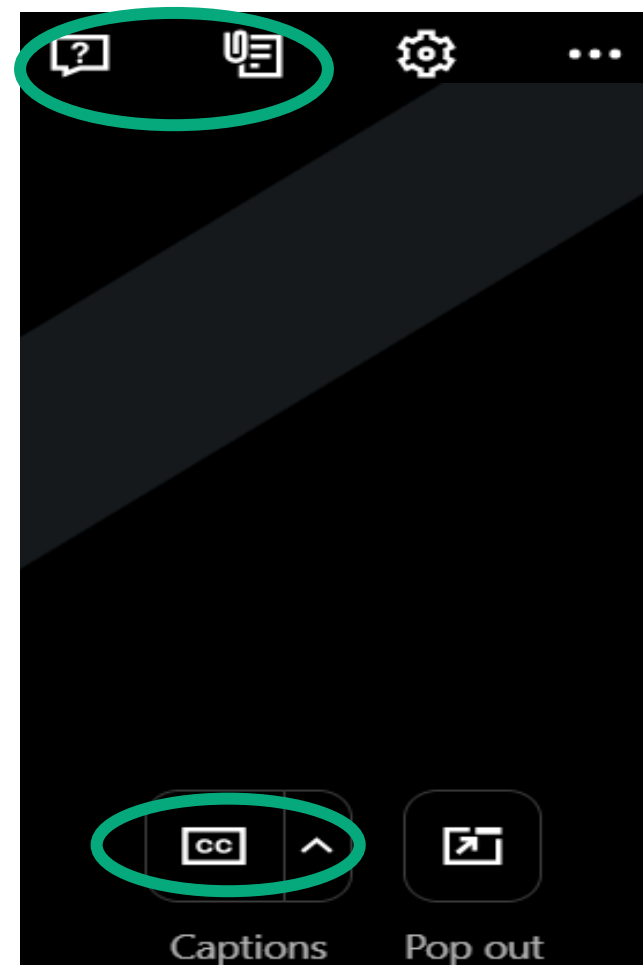
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Housekeeping

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Meet Our Team

Oladotun Adio

Communications Specialist

Linnita Hosten

Senior Communications Specialist

Agenda

- Announcements
- Lifeline Program Overview
- How to Apply for Lifeline
- Providing Additional Information
- How to Update Your Contact Information
- Resources

Announcements

Announcements

USAC Transition to SAM.gov Banking Information

- On September 8, 2026, USAC transitioned to using SAM.gov banking information to remit payments for all Universal Service Fund (USF) invoices.
- All service providers must have a valid bank account associated with their SAM.gov registration.
- USF program participants who have not registered with SAM.gov or added their UEI to the FCC Form 498 will not receive their payments.
 - Service providers are advised to complete this process to avoid payment delays.
- If a payment is held, USAC will send an email to the remittance contact for that USF program notifying them of the hold with the subject line “**Action Required: Your Payment is on Hold.**”
 - For questions about a held payment, contact the USAC Customer Service Center at CustomerSupport@USAC.org.
- To learn more about USAC’s transition to using SAM.gov payment data for USF invoices, visit USAC’s [SAM.gov UEI Requirement](#) website.

Lifeline Program Overview

Lifeline Program Overview

Phone and Internet Service

- Lifeline is a federal program dedicated to making phone and internet service more affordable for low-income households.
 - The Universal Service Administrative Company (USAC) administers the Lifeline program on behalf of the Federal Communications Commission (FCC).
 - USAC helps consumers apply for the program, understand eligibility requirements, and keep their benefit current through an annual recertification process.



A monthly discount for
phone or internet
service for eligible low-
income consumers

Lifeline Program Overview

Lifeline Benefit

Eligible households can receive:

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](#).

Tribal Benefit

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

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.

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 – Standard Lifeline Benefit

- Households can qualify for the standard Lifeline benefit in three ways:

1

Household income

If their [household income](#) is at or below 135 percent of the Federal Poverty Guidelines.

2

Participation in certain federal assistance programs

Such as SNAP, Medicaid, Supplemental Security Income, federal housing assistance, or Veterans Pension and Survivors Benefit.

3

Participation in certain Tribal assistance programs

Such as Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy Families (Tribal TANF), or the Food Distribution Program on Indian Reservations (only available to households that live on Tribal lands).

Lifeline Program Overview

How to Qualify – Survivor Benefit

- Survivors who attempt a [line separation request](#) and can confirm their financial hardship may qualify for the survivor benefit by meeting any of the following criteria:

1

Household income

At or below 200 percent of the [Federal Poverty Guidelines](#).

2

Participation in any of 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, Federal Pell Grant recipient in the current award year.

Questions?

How to Apply

How to Apply

- There are **three ways** to apply for the standard Lifeline benefit:

01

Apply Online

- Visit LifelineSupport.org from any computer or mobile device to complete the electronic application and upload any required documentation.

02

Apply by Mail

- Fill out an application ([English](#) or [Spanish](#)).
- Mail the application and supporting documentation to the Lifeline Support Center:
 - PO Box 1000
Horseheads, NY 14845

03

Apply with a Provider

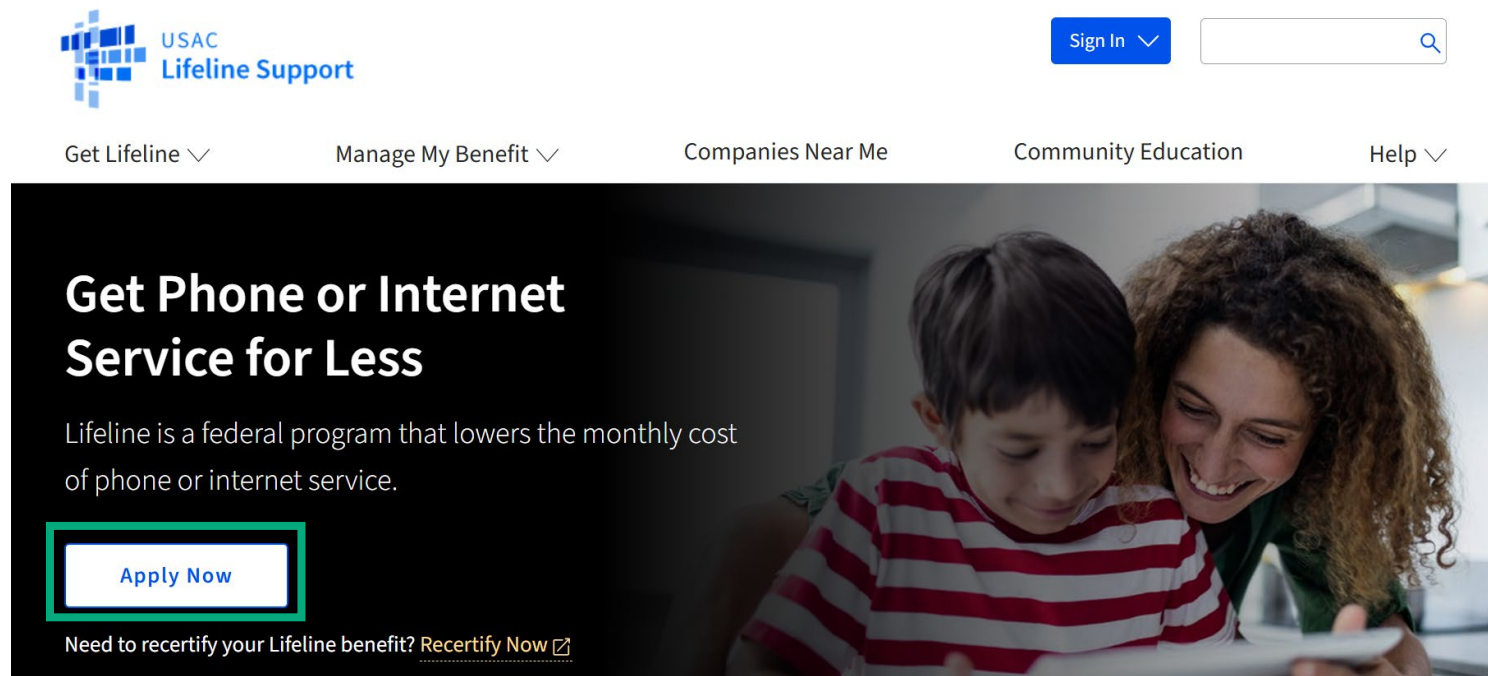
- Ask your phone or internet company if they participate in Lifeline or use our [online tool](#) to find a participating company near you.
 - You may be able to apply through the company's website.

[Online](#) and [paper](#) application instructions are available in 10 languages.

How to Apply

Apply Online

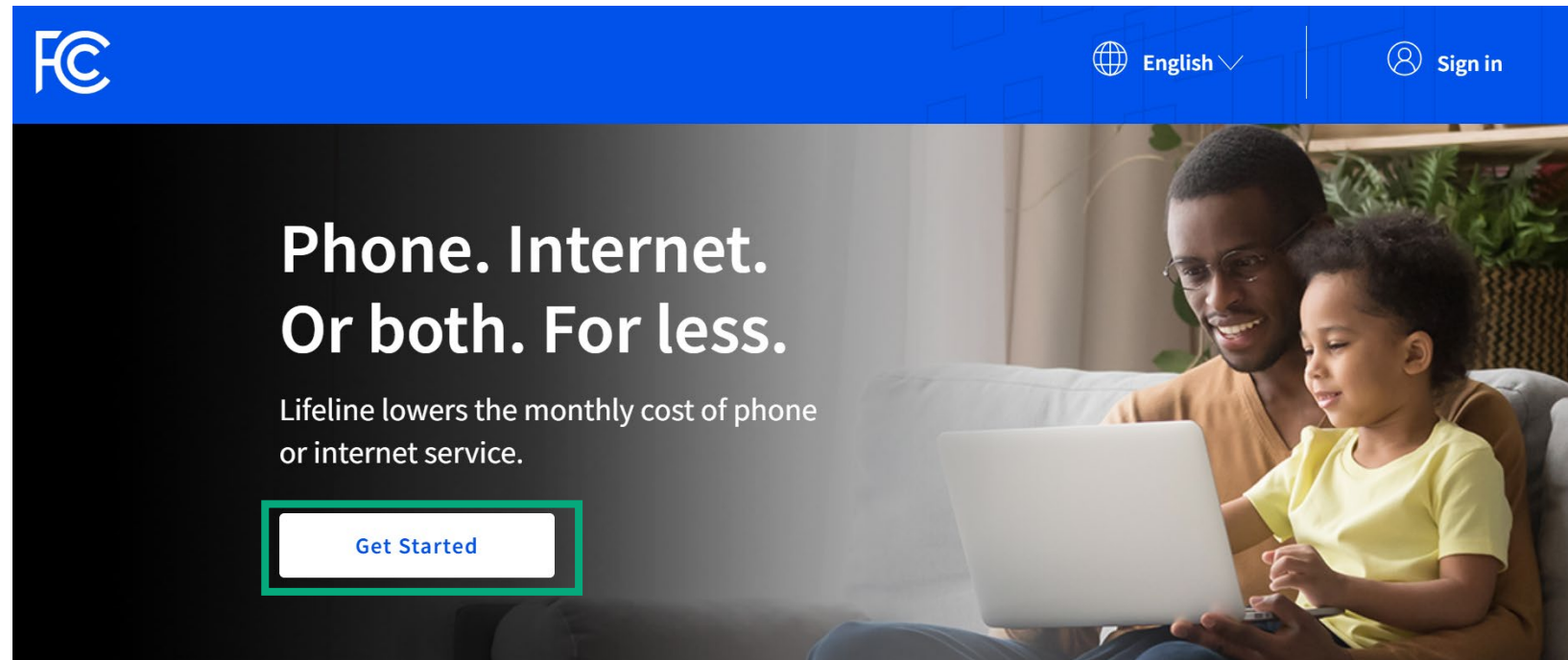
- The Lifeline application is available online at LifelineSupport.org.
- Select “**Apply Now**” to begin your application.



How to Apply

Landing Page

- You will be redirected to the application landing page.
- On the landing page, select “**Get Started**” to begin the application.



How to Apply

Personal Information

- You will be asked to provide your personal information which includes:
 - Your first and last name as it appears on your official documentation
 - Your date of birth
 - The last 4 digits of your Social Security Number or your full Tribal ID Number
 - Your 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

How to Apply

Personal Information

- Tell us if you qualify for the benefit by yourself or through a child or dependent.
 - Select “**No**” if you qualify by yourself.
 - Select “**Yes**” if you qualify through your child or dependent.
- Once you provide this information, click “**Next**.”

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.

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

How to Apply

Child or Dependent's Information

- If you qualify through a child or dependent, you will be asked to provide that person's information.
- Once you provide this information, select “**Next**” to continue.

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)

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)**

Enter the last four digits of their Social Security Number.

☐ **Number on Tribal ID**

Enter their Tribal Identification Number.

[Back](#)

[Next](#)

How to Apply

Create Account

- You must create a username and password to set up an account and sign in.
 - Your username can be an email address or a unique ID.
 - Your 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

- You will need to provide your contact information:
 - Email address (required)
 - Phone number (optional)
 - Mailing address (if it is different from your home address)
- You can also choose your preferred language (optional).
 - English
 - Spanish
 - 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 benefit. For text messages, message and data rates may apply. Text STOP to end messages.

Do you want to provide a mailing address? (Optional) [?](#)

☐ Yes, my mailing address is different than home address

What is your preferred language? (Optional)

We will send you outreach about the status of your application in the language(s) you select.

☐ English☐ Español☐ Both

How to Apply

Create Account

- To continue with your application, you must agree to the “**Terms & Conditions**” by checking the box and then click “**Submit**.”

Terms & Conditions

☐

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

Back

Submit

Questions?

How to Apply

Account Homepage

- Select “**Start Lifeline Application**” on your account homepage to begin your application.

Welcome

The National Verifier is a tool to help you confirm your eligibility for the Lifeline program.

[My Profile](#)

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

Do you need to start an application?

To start an application for Lifeline, select *Start Lifeline 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
Start an application to see if you qualify.				

How to Apply

Qualifying Programs

- Select **all** the programs you participate in and then select “**Next.**”
 - If you do not participate in any of the listed programs, you can also qualify based on income or through a 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, I may qualify through my **income**.
- ☐ I don't participate in any of these, but I have a **child or dependent** who may. [?](#)

[Back](#)

[Next](#)

How to Apply

Review Your Information

- Review the information you provided.
 - If you need to correct your information, select “**Edit**” to update.
- Review the consent statement and check the box to confirm the information you provided can be used to check if you qualify for Lifeline.
- Select “**Submit**” to continue.

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:	✎ Edit
Date of Birth:	
Last 4 Numbers of SSN:	
Address:	

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

Agreement Page

- Review each statement and initial each box to consent to the information in each statement.
- Sign electronically with your first and last name.
- Click “**Submit**” to finish the application.

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.

Your Signature

Type your full legal name below

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

[Back](#)

[Submit](#)

How to Apply

Approved Application

- Once the application has been reviewed, you will be informed if you have been approved for Lifeline.
- If you have been approved, you will need to follow the instructions on the approval page and sign up with a participating phone or internet company by the deadline provided on the approval page.

Contact a phone or internet company to get your benefit

You're approved to get your Lifeline benefit. **Sign up by October 14 2026.**

What to do next

If you already have service

Contact your phone or internet company and say, "I have been approved for 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](#) in your area and say, "I have been approved for the Lifeline program and would like to sign up for service."

Application ID:

Q18467-22812

Full legal name

Fox Test

Address:

**123 FAKE ST,
FAKETOWN, IL 11111**

Method of identity verification:

Last 4 digits of SSN

Do you live on Tribal lands?



Need to find an internet company near you?



Need help? Contact the Lifeline Support Center at [\(800\) 234-9473](tel:8002349473) 7 days a week, from 9 a.m. to 9 p.m. ET or email us at LifelineSupport@usac.org.

How to Apply

Enroll With a Company

- You can use USAC's [Companies Near Me](#) tool to find a provider to enroll with.
- To find a company, you will have to:
 - Enter your zip code or city and state.
 - Select Lifeline under Program.
 - Select “**Search**” to receive 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.

Find a Company

Enter Your Zip Code

Example: 12345

OR

Enter Your City and State

Select a Program:

☐ Lifeline

Search

Clear Results

Providing Additional Information

Providing Additional Information

Outcome of Eligibility Check

- If USAC is unable to verify your eligibility, you will receive specific information on what could not be confirmed and what additional documentation you will need to provide.
- To update your application, select “**Next.**”

We need more information to see if you qualify

A few things happened:

- We couldn't find your address; please show us where you live on a map.
- 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.

Providing Additional Information

Confirm Address

- You may be asked to confirm your address by clicking on the map and moving a pin to your address.
- The latitude and longitude coordinates will automatically be filled in once the pin is placed.

Find your address on the map below

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

How to find your 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 your area.



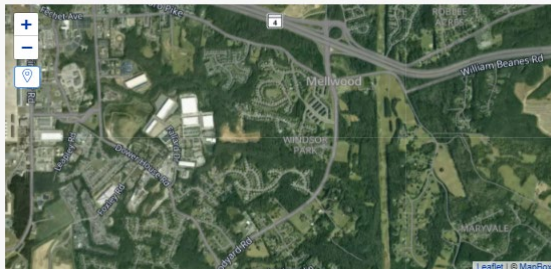
Click on the zoom buttons to zoom in and out.



When you find where you 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

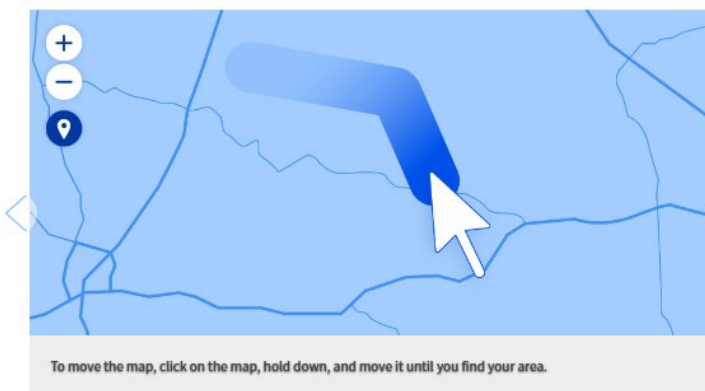
Longitude

[Back](#)

[Next](#)

Having trouble with 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.



Your coordinates will automatically be filled in once the pin is placed. You can also find your latitude and longitude coordinates using [Google Maps](#). If you need help please reference the [instructions](#) for using Google Maps.

[How can I edit my information or add a child or dependent?](#)



Providing Additional Information

Proof of Eligibility

- You may be asked to show you qualify based on either your income or program participation.
- Select one of two options:
 - You can provide income documentation (three consecutive months of pay stubs, last year's tax return, or a Social Security statement).
 - You can provide a document showing you participate in a qualifying program (e.g., SNAP, Medicaid).

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.

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Providing Additional Information

Proof of Program Participation

- Choose the qualifying program you take part in.
- Select “**Next.**”

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 **October 30, 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](#)

Providing Additional Information

Proof of Program Participation

- The document you upload must show your program participation and include:
 - Your name or your child or dependent's name
 - The name of the program
 - The name of the issuing agency
 - An issue date within the last 12 months or an expiration date in the future

Document Requirements

Provide a document that includes:

- Your name, or your dependent's name
- The name of the qualifying program, such as SNAP
- The name of the government, Tribal entity, or program administrator that issued the document
- An issue date within the last 12 months or expiration date (in the future)

Document examples:

- Benefit award letter
- Statement of benefits
- Benefit verification letter
- Screenshot of online benefits portal

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

You will have until **October 30, 2026** to complete this section so we can determine whether you qualify for Lifeline. If you do not complete this by then, you will need to come back to this site and fill this form out again.

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Providing Additional Information

Proof of Income

- If you qualify through your income, you will be asked to list how many people live in your household.
 - A household consists of people who share income and expenses (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.

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:

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Providing Additional Information

Proof of Income

- The document you upload to show your income 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 \$29,214
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.

Providing Additional Information

Proof of SSN

- You may be required to upload documents to verify your Social Security Number (SSN).
- Documents must 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:
John Doe
- The last four digits of your Social Security number:
xxx-xx-1234

Here are common examples:

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

How to add your photo or scanned copy

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

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

Choose a file

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Next

Providing Additional Information

Proof of Date of Birth

- You may need to upload documents to verify your date of birth.
- These documents must include your:
 - First and last name
 - Date of birth

Share proof of your date of birth

Your document must include:

- Your first and last name:
John Doe
- Your date of birth:
January 1, 2000

Here are common examples:

- A Driver's license that is not expired
- A U.S. passport that is not expired
- A U.S. birth certificate
- A U.S. government, military, state, or Tribal issued ID that is not expired
- A Certificate of Naturalization, Certificate of U.S. Citizenship, or Permanent Resident Card

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

Providing Additional Information

Proof of Life

- You may be asked to upload 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

Your document must include:

- Your first and last name:
John Doe
- 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 your identity and that you are alive

How to add your photo or scanned copy

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

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

Choose file

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Next

Providing Additional Information

Document Review

- If you are required to submit more documentation, you will receive a message that USAC is reviewing your documents.
- Once the review is complete, you will receive an email or mail notification about the status of your application.
 - If your information cannot be confirmed, you will receive instructions on how to submit additional documentation.
 - If your application is approved, you will receive instructions on what to do next to start receiving your 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:

Q18467-22812

Need Help? Contact the Lifeline Support Center at [\(800\) 234-9473](tel:8002349473) or at LifelineSupport@usac.org

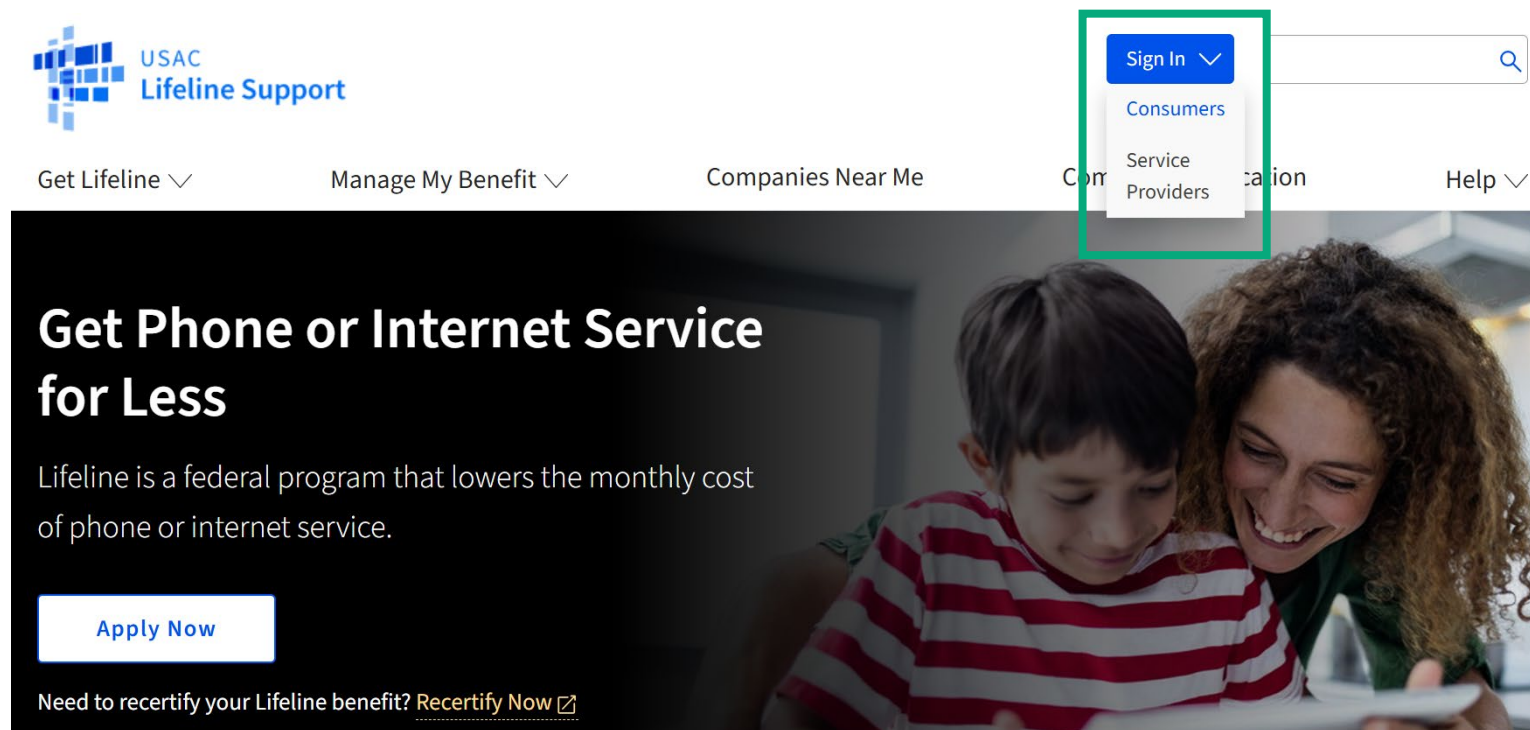
Questions?

How to Update Your Contact Information

How to Update Your Contact Information

Log into your Lifeline Account

- Select “**Sign In**” on the LifelineSupport.org homepage, and then select “**Consumers**”.



How to Update Your Contact Information

Log into your Lifeline Account

- Enter the username and password you created when you created your account.

Sign In To Your Account

Username

[Forgot your username?](#)

Password

☐ Show Password

[Forgot your password?](#)

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

☐ I'm not a robot  reCAPTCHA

Sign In

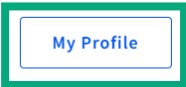
How to Update Your Contact Information

Access Your Profile

- Select “My Profile”.

Welcome

The National Verifier is a tool to help you confirm your eligibility for the Lifeline program.



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

Do you need to start an application?

To start an application for Lifeline, select *Start Lifeline 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
Start an application to see if you qualify.				

How to Update Your Contact Information

Update Your Information

- Update your contact information by providing any of the following.
 - A new email address to replace the one you provided at the beginning of your application
 - An alternate email address
 - A phone number to receive updates

My Profile

[Return Home](#)

Update Your Contact Information

Email Address

Alternate Email Address (Optional) [?](#)

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 benefit. For text messages, message and data rates may apply. Text STOP to end messages.

How to Update Your Contact Information

Update Your Outreach Preferences

- To change where you would like to receive mail outreach, provide a mailing address.
 - Select the checkbox and then enter the address.
- To update your language preferences, select either “**English**,” “**Spanish**,” or “**Both**.”
 - Once you’ve made the change, you will receive outreach in the language you selected.
- Select “**Update**” to save your changes.

Mailing Address (Optional)

☒ My mailing address is different than my home address

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

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

What is your preferred language? (Optional)

We will send you outreach about the status of your application in the language(s) you select.

☒ English

☐ Español

☐ Both

Are you a survivor of domestic violence or human trafficking? 

[Return Home](#) [Update](#)

Resources

Resources

- Visit Lifeline's consumer website, LifelineSupport.org.
- Visit our [Webinars](#) page to watch past trainings.
- Watch any of the following instructional videos on our [Community Education](#) page:
 - [How to Apply Online](#)
 - [How to Apply with a Lifeline Company](#)
 - [How to Apply by Mail](#)
 - [How to Submit Additional Information](#)
- Review the [Apply for Lifeline](#) flyer for a summary of the steps to apply.
- Email 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

November Webinar

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

- **Date:** November 18, 2026
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** Navigating the National Lifeline Accountability Database (NLAD)

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).

[Navigating the National Lifeline Accountability Database \(NLAD\)](#)

 November 18, 2026  03:00 pm – 04:00 pm ET

Lifeline Monthly Newsletter

[Subscribe](#) to the Lifeline monthly newsletter for program updates, reminders, and announcements.

Subscribe

Fill out and submit the form below to sign up for one or several of our newsletters and/or listservs, or [manage your subscriptions](#).

Your Information

First Name

Last Name

Email

Choose Program

E-Rate

☐ News Brief

Tribal Stakeholders

☐ Tribal Nation Newsletter

High Cost

☐ Detailed HUBB Updates
☐ Program Updates

Lifeline

☐ Program Newsletter
☐ NIAD Bulletin
☐ Consumer Advocates

Rural Health Care (RHC) Program

☐ Healthcare Connect Fund (HCF) Program (Consortia)
☐ Healthcare Connect Fund (HCF) Program (Individual HCPs)
☐ Telecom Program

Service Providers

☐ FCC Form 499 (Contributors)

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Thank You!



Universal Service
Administrative Co.