



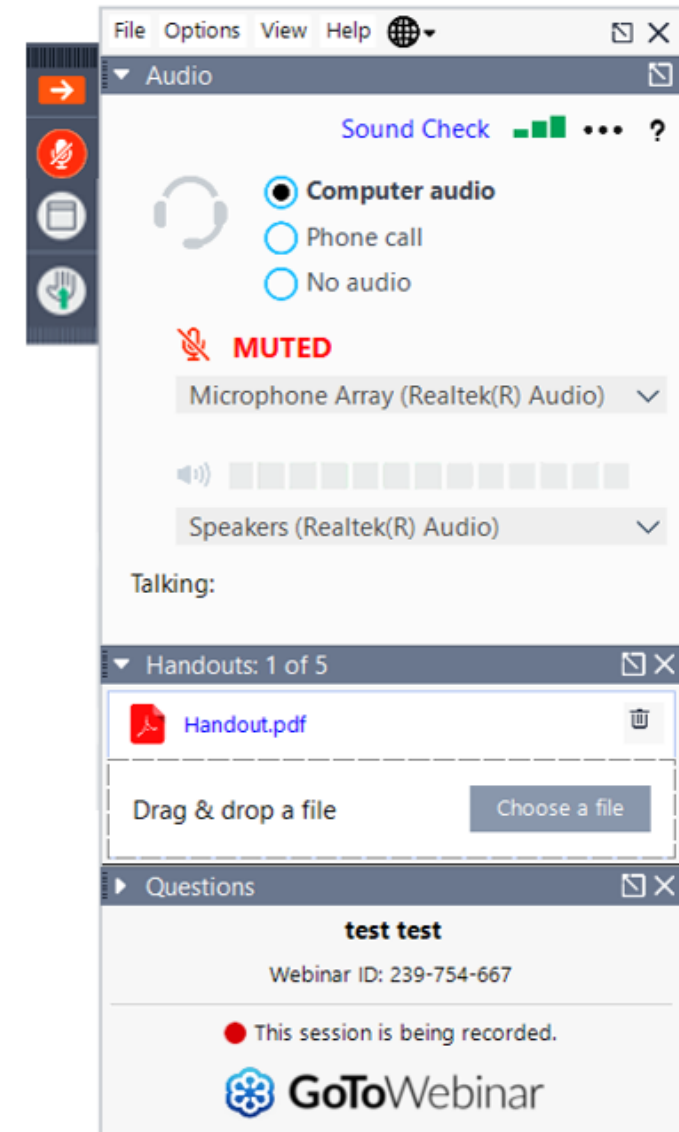
# **National Verifier 101**

January 14, 2026

## **Lifeline Program**

# Housekeeping

- This webinar is being recorded
- Audio is available through your computer's speakers
- The audience will remain on mute
- Enter questions at any time using the “**Questions**” box
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- 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

**Linnita Hosten**

Senior Communications Specialist

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Manager of Communications

# Agenda

- Announcements
- Lifeline Program
- National Verifier
- How to Help a Consumer Apply
- Providing Additional Information
- Checking Application Status
- Resources

# Announcements

# FCC Order on California Process Changes

## Summary

- On November 20, 2025, the Wireline Competition Bureau (Bureau) of the FCC issued an [Order](#) announcing changes to the federal Lifeline program in California.
- **Effective February 1, 2026**, California Lifeline service providers will need to use the National Verifier to determine eligibility and perform duplicate checks for consumers, and the National Lifeline Accountability Database (NLAD) to enroll eligible consumers.
- California service providers are encouraged to thoroughly review the Order for additional details.

# FCC Form 555 Due February 2, 2026

- The 2025 FCC Form 555, or Annual Lifeline Eligible Telecommunications Carrier Certification Form, is due on **Monday, February 2, 2026**.
- This form is used for the annual recertification process and non-usage reporting for the Lifeline program. The form must be submitted electronically to USAC via USAC's [One Portal](#) which will open on December 10, 2025. USAC will notify stakeholders when the 2025 FCC Form 555 becomes available.
- In preparation for the opening of the submission window, service providers should:
  - Register for the FCC Form 555 [December Lifeline webinar](#).
  - Ensure they have One Portal login credentials. If providers need assistance with their One Portal account, they can email [CustomerSupport@usac.org](mailto:CustomerSupport@usac.org).



# Lifeline Program

# Lifeline Program

## Lifeline Benefit

The Lifeline program is a federal benefit program that helps low-income households pay for 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

## How to Qualify

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

- [Household income](#) at or below 135% of the Federal Poverty Guidelines
- Participation in certain [federal assistance programs](#) such as SNAP, Medicaid, Supplemental Security Income, Federal Public Housing Assistance, or Veterans Pension and Survivors Benefit
- Participation in certain [Tribal assistance programs](#) (only available to households that live on Tribal lands) such as Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy Families (Tribal TANF), or Food Distribution Program on Indian Reservations

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

- Pursue a line separation request and provide documentation of the request
- And confirm they are experiencing financial hardship through one of the [survivor qualifying methods](#) or through the standard Lifeline methods listed above

# National Verifier

# National Verifier

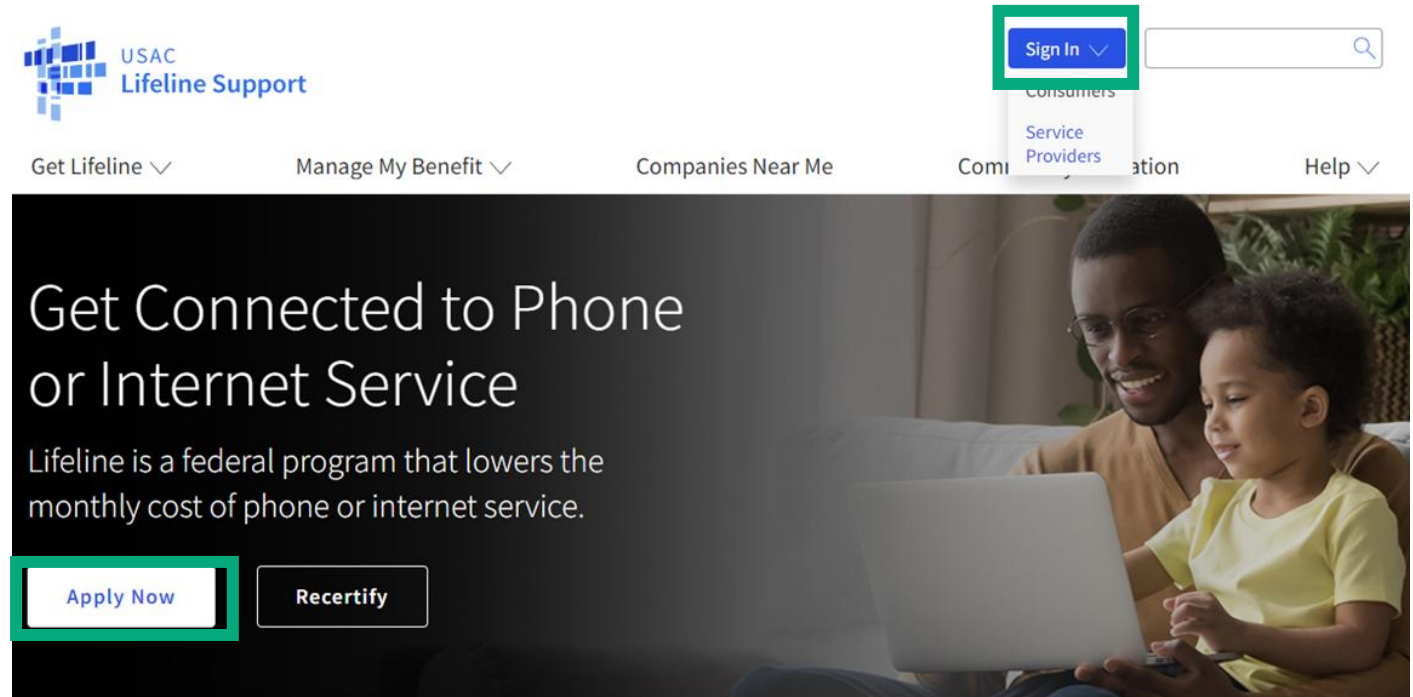
## Overview

- The National Verifier is the centralized online application system where consumers can apply for and receive Lifeline eligibility determinations
  - Use of the National Verifier to determine eligibility is required in all states and territories, except for the [NLAD opt-out states](#): Texas, Oregon, and California (until January 31, 2026).
- Consumers can use the National Verifier to apply for Lifeline using the [online application](#)
- Service providers can use the National Verifier [service provider portal](#) to help consumers complete an application

# National Verifier

## Access National Verifier

- The National Verifier is available online at [LifelineSupport.org](https://LifelineSupport.org) by selecting "**Apply Now**"
- Service providers can click the "**Sign In**" button to be redirected to the sign-in page
- Service providers can also access the National Verifier through USAC's [One Portal](#)



# How to Help a Consumer Apply

# How to Apply

## Three Methods

### Option 1: Apply Online

- The consumer visits [LifelineSupport.org](https://lifelinesupport.org) from any computer or mobile device to complete the online application and upload any required documentation
- If approved, the consumer contacts a participating service provider to enroll in Lifeline

Consumers who live in [Oregon](#) and [Texas](#) should contact their state to apply for the program.

### Option 2: Apply by Mail

- The consumer fills out and signs the [Lifeline Application Form](#) ([Spanish](#))
- The consumer mails the application and supporting documentation to the Lifeline Support Center
- Service providers may assist consumers with the paper application and mail it on the consumer's behalf

### Option 3: Apply With a Service Provider

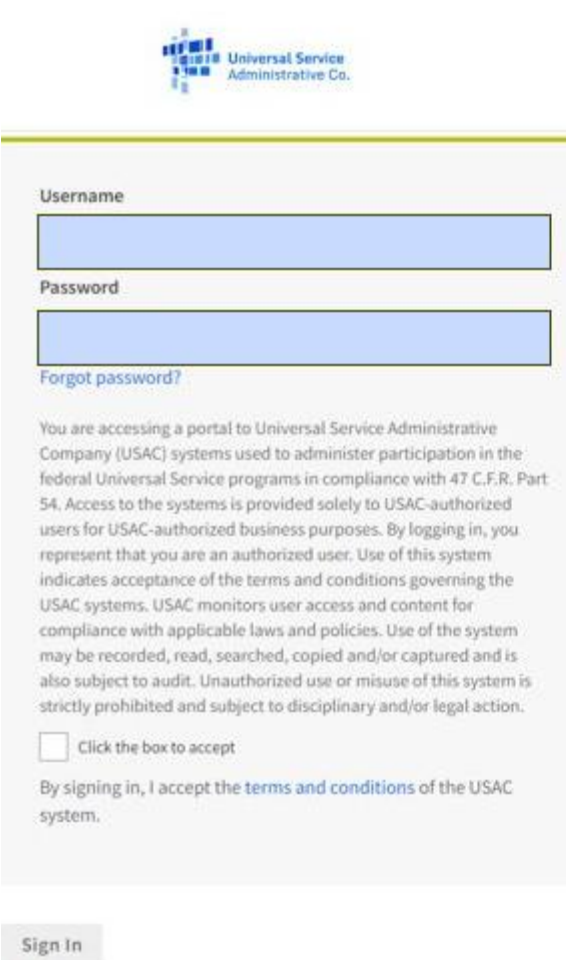
- Service providers may submit an online application on the consumer's behalf (with the consumer's consent) using the [National Verifier service provider portal](#)
  - This is an in-person interaction, where the service provider asks the consumer questions in an interview-style approach
  - The consumer must sign and certify the application
  - Enrollment representatives must register with USAC.
- Consumers may also apply through the service provider's website if the provider has elected to use the [National Verifier API](#)



# How to Help a Consumer Apply

## Access One Portal

- Visit the [One Portal](#) login page and enter your username and password
- Click the box to accept the terms and conditions



The screenshot shows the login interface for the Universal Service Administrative Co. (USAC). At the top right is the USAC logo. Below it are two input fields: 'Username' and 'Password'. A link for 'Forgot password?' is located below the password field. A large block of text contains the terms and conditions of use, starting with 'You are accessing a portal to Universal Service Administrative Company (USAC) systems...'. At the bottom of this text is a checkbox labeled 'Click the box to accept'. Below the checkbox is a statement: 'By signing in, I accept the terms and conditions of the USAC system.' At the very bottom is a 'Sign In' button.

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

### Trouble Logging In?

The USAC system dashboard displays known system issues and outages.

If you experience issues logging in to USAC systems with Multifactor Authentication (MFA) and there is not a known system issue, most issues can be resolved by **clearing your browser cache and allowing third party cookies**. For more help, please visit the [MFA Troubleshooting FAQs webpage](#).

# How to Help a Consumer Apply

## One Portal Dashboard

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

Universal Service Administrative Co.

### Dashboard

#### Upcoming Dates

01/14 2026	January 2026 Monthly Webinar
02/11 2026	February 2026 Monthly Webinar
03/11 2026	March 2026 Monthly Webinar

#### Lifeline

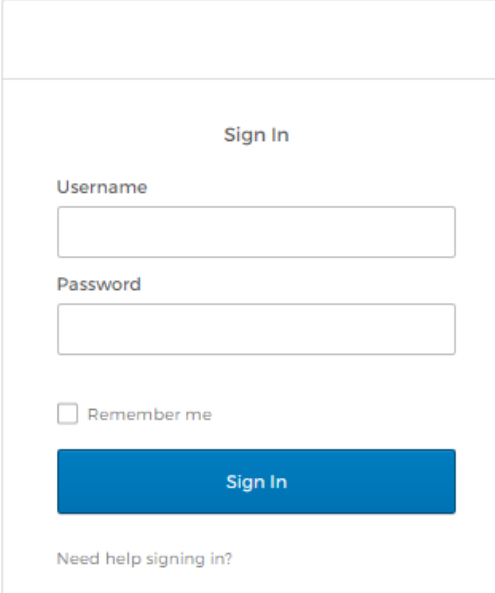
- National Verifier** - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit.
- National Lifeline Accountability Database (NLAD)** - Service providers enroll Lifeline subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline reimbursement.
- National Lifeline Accountability Database Staging Environment** - The NLAD staging environment allows Lifeline providers to test system features.

# How to Help a Consumer Apply

## Service Provider Portal

- This will redirect to the sign-in page where you will enter in your username and password, then select “**Sign In**”
- Enter your username and password each time you log in - do not let your browser store your username and password

### Sign In To Your Account



The sign-in form is titled "Sign In" and is contained within a light gray border. It features two input fields: "Username" and "Password", each with a corresponding label above it. Below the password field is a checkbox labeled "Remember me". A prominent blue button with the text "Sign In" is positioned below the checkbox. At the bottom of the form, there is a link that reads "Need help signing in?".

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

### Need Help Accessing Your Existing Account?

Contact your company administrator.

### Don't Have an Account?

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

### Print an application to mail in?

If you want to fill out an application on paper, you can print a [Lifeline form](#) or an [Affordable Connectivity Benefit form](#) to mail in.

# How to Help a Consumer Apply

## Service Provider Portal

- Service providers can assist a consumer with starting a new application by clicking the "**Start Lifeline Application**" button on the dashboard
- To submit a Lifeline application through the service provider portal, the agent and the consumer **must** be together in-person

Welcome Service Provider Agent

Start Lifeline Application

### Pending Applications

Check Application Status

Displaying 25 of 157 records

Search:

Subscriber Name	Application ID	Application Created	Status
NINA LANE	Q16045-94586	01/09/2026 11:56:45	Pending Review

# How to Help a Consumer Apply

## Consumer Information

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

### Fill out their information

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

#### What is their full legal name?

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

**First Name**

**Middle Name** (Optional)

**Last Name(s)**

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

#### What is their date of birth?

**Month**

**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.

**Last 4 digits of their SSN**

XXX - XX -

☐ **Number on Tribal ID**

Enter their Tribal Identification Number.

#### What is their home address?

It cannot be a P.O. Box.

**Street Number and Name**

**Apt, Unit, etc.**

**City**

**State**

Choose

**Zip Code**

**Next**

# How to Help a Consumer Apply

## Qualifying Programs

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

## Tell Us Which Program They Are In

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

### Are they in any of these?

Check all that apply.

- ☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- ☐ Medicaid
- ☐ Supplemental Security Income (SSI)
- ☐ Federal Housing Assistance [?](#)
- ☐ Veterans Pension and Survivors Benefit Programs
- ☐ Tribal Specific Program (only choose if they live on Tribal lands)
- ☐ They don't participate in one of these programs, and want to qualify through income
- ☐ They are not in any of these programs, but their child or dependent is in one of these programs [?](#)

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

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

# How to Help a Consumer Apply


## Review Your Information

- Review the consumer's information to make sure that it is correct
  - If corrections are needed, select "**Edit**" to update the information
- Ask the consumer to confirm that USAC can use their information to check if they are eligible for the Lifeline program
  - Click the checkbox confirming the consumer's consent
- To continue click "**Submit**"

### Review the Subscriber's Information

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

Double check the information below.

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

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

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

[Back](#)

[Submit](#)

# How to Help a Consumer Apply

## Agreement Page

- The consumer must initial each box and consent to the information on each statement by signing electronically with their first and last name
- Service provider agents **cannot initial the boxes** on the form or enter the e-signature for the consumer
- Click "**Submit**" to finish the application

### Agreement

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

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

**Initial**  I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

**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

**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(c) of the Lifeline rules. [?](#)

#### Your Signature

Type your full legal name below

Example Consumer

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

[Back](#)

[Submit](#)



# How to Help a Consumer Apply

## Application Review

- If the consumer provided documentation, this screen will appear letting them know that we are reviewing their documents
- Agents will be able to check the status of the consumer's application on the account homepage

We are reviewing their documents

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

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

Application ID:

**Q65171-75957**

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

# How to Help a Consumer Apply

## Application Status - Qualified

- After the application is reviewed, the agent will be able to see the application status on their account homepage
- If the application is approved, the status will show "**Qualified**"

Welcome Service Provider  
Agent

Start Lifeline  
Application

### Pending Applications

Check Application Status

Displaying 25 of 163 records

Search:

Subscriber Name	Application ID	Application Created	Status
EXAMPLE CONSUMER	Q65171-75957	01/09/2026 13:34:25	Qualified

# How to Help a Consumer Apply

## Qualified Application

- If the consumer qualifies for Lifeline, the agent will be able to view this page which prompts them to enroll the consumer in NLAD
- From this screen, agents can choose to "**Qualify Another Person**" or "**Go to NLAD**" where they can enroll the consumer

## They Qualify for Lifeline

### You can enroll Example Consumer in the Lifeline Program

#### Next Steps

Use this information to enroll the subscriber in [NLAD](#).

Full Legal Name:	Example Consumer
Address:	123 FAKE ST, FALL, AK 11111
<hr/>	
Application ID:	Q65171-75957

**Do They Live on Tribal lands?** Press the button below to see if they qualified for Tribal benefits

[Confirm Tribal Qualification](#)

**Need help?** Call USAC at [1.877.524.1325](#)

[Return to Your Account](#)

[Qualify Another Person](#)

[Go to NLAD](#)

**Questions?**

# Providing Additional Information

# Providing Additional Information

## Outcome of Eligibility Check

- If we are unable to verify a consumer's eligibility, they will receive specific information on what could not be confirmed and what additional documentation they will need to provide
- To update their application, select **"Next"**

We need more information to see if they qualify

A few things happened:

- We couldn't find their address, please show us where they live on a map.
- We couldn't verify who they are, please attach a photo of a document that shows their identity information.
- We couldn't confirm their eligibility, please attach a photo of a document that shows they (or their child or dependent) participate in a government assistance program or their income.

### What to do next

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

Next

# Providing Additional Information

## Confirm Address

- If the consumer's address cannot be confirmed, use the mapping tool
- Click on the map and move a pin to their address
- The latitude and longitude coordinates will automatically be filled in once the pin is placed

Find their address on the map below

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

▪ Their address  
123 NOWHERE ST  
FALL, AK 11111

### How to find their address on the map

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



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



Click on the zoom buttons to zoom in and out.



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



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



Latitude

39.0112236714813

Longitude

111.23342821264

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# Providing Additional Information

## Proof of SSN

- If a consumer's Social Security Number (SSN) cannot be confirmed, upload an official document to verify their SSN
- Documents must include:
  - Their first and last name
  - The last 4 digits of SSN

Share proof of their Social Security number (SSN)

Their document must include:

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

Here are common examples:

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

### How to add your photo or scanned copy

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

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

[Choose a file](#)

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# Providing Additional Information

## Proof of Date of Birth

- If a consumer's date of birth cannot be confirmed, they will need to upload an official document to verify their date of birth
- These documents must include:
  - Their first and last name
  - Date of birth

Share proof of your date of birth

Your document must include:

- Your first and last name:  
**Test Case**
- Your date of birth:  
**June 1, 1990**

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

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# Providing Additional Information

## Proof of Eligibility - Income

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

Share more information to see if they qualify

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

Do they have a document that shows their income?

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

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# Providing Additional Information

## Proof of Eligibility

- If a consumer's eligibility cannot be confirmed, you will need to select one of two options:
  - They can provide income documentation
  - They can provide a document showing they participate in a qualifying program

Share more information to see if they qualify

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

Do they have a document that shows their income?

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

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# Providing Additional Information

## Proof of Eligibility - Income

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

Share more information to see if they qualify based on income

They may qualify if their annual income meets certain requirements.

How many people live in their household? ⓘ

Number of people in their household:

1

Is their annual income at or below \$21,128? ⓘ

☐ Yes

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

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# Providing Additional Information

## Proof of Eligibility - Income

- The document the consumer uploads to show their income must include:
  - Their name or their child or dependent's name
  - Their income
  - An issue date within the last 12 months

### Share proof of their income

Their document must include:

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

#### Here are common examples:

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

#### How to add your photo or scanned copy

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

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

Choose a file

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# Providing Additional Information

## Proof of Eligibility - Program

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

Share proof of their program participation

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

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

Choose one.

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

They will have until 03/09/2026 to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by then, they will need to come back to this site and fill this form out again.

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# Providing Additional Information

## Proof of Eligibility - Program

- The document they upload to show their program participation must include:
  - Their name or their child or dependent's name
  - The name of the program
  - The name of the issuing agency
  - An issue date within the last 12 months or 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

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Save

[Next](#)

# Providing Additional Information

## Proof of Life

- Consumers may be asked to upload documents that confirm they are alive
- Documentation must include:
  - Their first and last name
  - An issue date within the last three months

### Share proof of life

Their document must include:

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

Here are common examples:

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

### How to add your photo or scanned copy

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

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

Choose file

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# Providing Additional Information

## Document Review

- After submitting the required documentation, you'll receive a status update confirming we are reviewing the consumer's documentation
- You can check the status of a consumer's application on your account dashboard

We are reviewing their documents

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

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

Application ID:

**Q41174-62222**

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

# Checking Application Status

# Checking Application Status

## Account Dashboard

- On your account dashboard, you will be able to see all the applications you've submitted
- The application statuses can be one of the following:
  - **Qualified** - The application is approved and the consumer can be enrolled
  - **More Documentation Needed** - Documentation is required to confirm the consumer's information
  - **Pending Review** - Submitted documents are pending review

Welcome Service Provider  
Agent

Start Lifeline  
Application

### Pending Applications

Check Application Status

Displaying 25 of 164 records

Search:



Subscriber Name	Application ID	Application Created	Status	Failure Reason
ARTIFICIAL SUBSCRIBER	Q41174-62222	01/09/2026 15:39:05	Pending Review	Eligibility, <u>tpivDeceased</u>
EXAMPLE CONSUMER	Q65171-75957	01/09/2026 13:34:25	More Documentation Needed	Eligibility


# Questions?

# Resources

- Service providers, consumer advocates, state, federal, and Tribal partners:
  - Visit our [National Verifier](#) page for more information on the centralized application system
  - Email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for technical support, questions, and assistance
  - Visit Lifeline's [Webinars](#) page to review past trainings and to register for upcoming ones

# Lifeline Monthly Newsletter

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

 Subscription Center

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☐ Consumer Advocates

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**Service Providers**  
☐ FCC Form 499 (Contributors)

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# Next Webinar

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

- **Date:** February 11, 2026
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** Lifeline Claims System 101

## Lifeline Claims System 101



📅 February 11, 2026

🕒 03:00 pm – 04:00 pm ET

**Intended Audience:** Service Providers

This webinar provides an overview of the Lifeline Claims System (LCS) and the processes service providers must follow to successfully submit, certify, and revise claims.

**Thank You!**







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Administrative Co.