



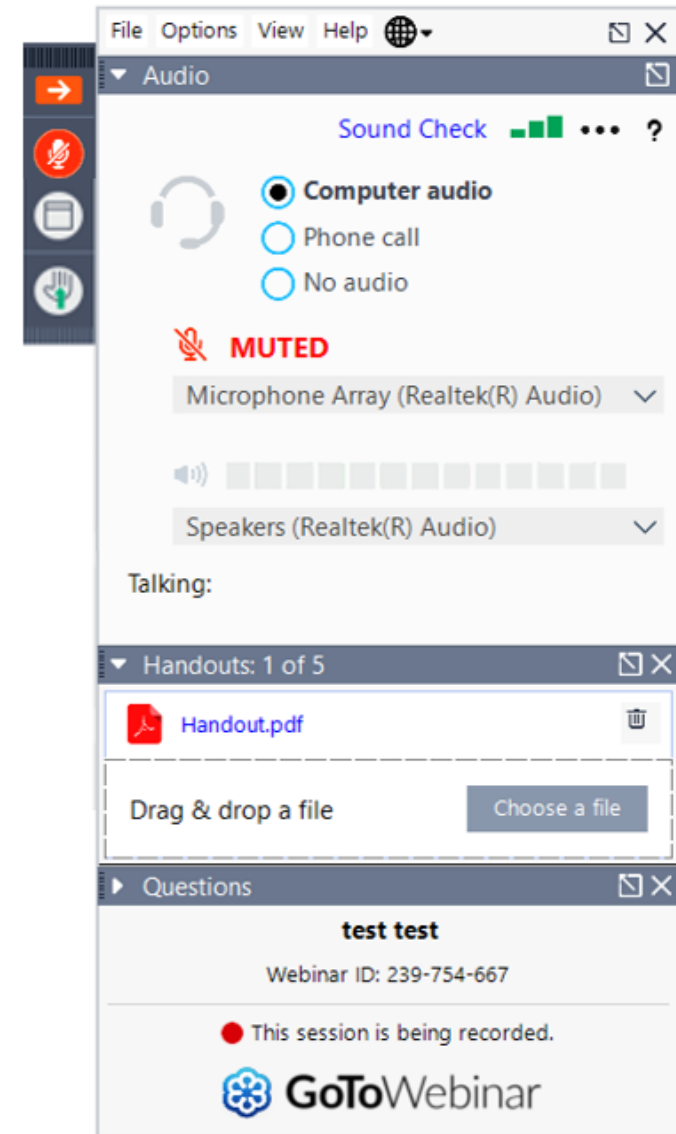
How to Apply for Lifeline

March 11, 2026

Lifeline Program

Housekeeping

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- Audio is available through your computer's speakers.
- The audience will remain on mute.
- Enter questions at any time using the “**Questions**” box.
- If your audio or slides freeze, restart the webinar.
- A copy of the slide deck is in the “**Handouts**” section of the webinar panel.



Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support!

Meet Our Team

Linnita Hosten

Senior Communications Specialist

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Agenda

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

Announcements

Announcements

Updated Lifeline Income Qualifications for 2026

- USAC has updated its forms, systems, and resources to reflect the 2026 Federal Poverty Guidelines which were released by the Department of Health and Human Services (HHS) last month.
- Consumers qualify for the Lifeline benefit if their income is at or below 135 percent of the Federal Poverty Guidelines.
- Service providers may review the following pages for more information:
 - The [Consumer Eligibility](#) page.
 - The [Do I Qualify](#) page for consumers on LifelineSupport.org.
 - The National Verifier [online application](#) and the updated paper forms ([English](#) and [Spanish](#))
- **Service providers should update their forms and systems as soon as possible to reflect the new income requirements.**

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.
 - USAC administers the Lifeline program on behalf of the 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

Benefit Amount

- Eligible consumers can receive a monthly discount on qualifying phone, internet, or bundled services.
 - **Standard Benefit:** Monthly discount up to **\$9.25** for internet and bundled service and up to **\$5.25** for phone service.
 - **Enhanced Tribal Benefit:** Monthly discount up to **\$34.25** for consumers living on qualifying Tribal lands.
 - **Tribal Link Up:** One-time discount up to **\$100** for the initial setup of phone service with certain Lifeline providers for consumers who live on qualifying Tribal lands.
 - **Survivor Benefit:** Monthly discount of **\$9.25** for up to six months on phone, internet, or bundled service for qualifying survivors of domestic violence, sexual assault, or related crimes.

Lifeline Program Overview

How to Qualify (1/2)

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

1. [Household income](#) 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](#) (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 (2/2)

- There are several ways a survivor can qualify for the **Survivor Benefit**. Survivors experiencing financial hardship who attempt a line separation request can:
 - Confirm their financial hardship to participate in Lifeline 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.

How to Apply

How to Apply

Three Methods

Option 1:

Apply Online

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

Option 2:

Apply by Mail

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

Option 3:

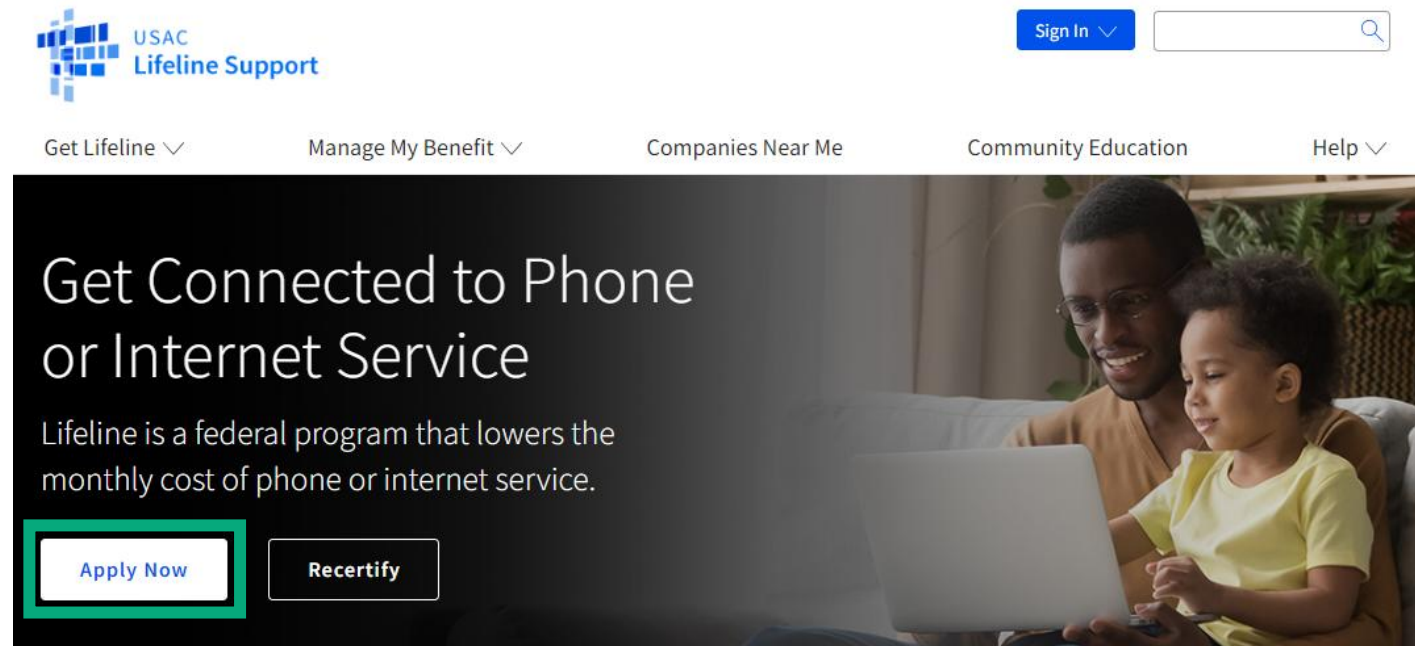
Apply with a Participating Company

- 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 also be able to apply through the company's website if they make that option available.

How to Apply

Access Application

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



The screenshot shows the USAC Lifeline Support website. At the top left is the logo for USAC Lifeline Support. To the right of the logo is a blue 'Sign In' button with a dropdown arrow and a search bar. Below the logo and search bar is a navigation menu with the following items: 'Get Lifeline' with a dropdown arrow, 'Manage My Benefit' with a dropdown arrow, 'Companies Near Me', 'Community Education', and 'Help' with a dropdown arrow. The main content area features a large banner with a background image of a man and a young girl looking at a laptop. The banner text reads: 'Get Connected to Phone or Internet Service'. Below this text is a sub-headline: 'Lifeline is a federal program that lowers the monthly cost of phone or internet service.' At the bottom of the banner are two buttons: 'Apply Now' (highlighted with a red border) and 'Recertify'.

How to Apply Landing Page

- This will redirect you to the application landing page.
- On the landing page, select “**Get Started**” to begin the application.

Recertify today'."/>

Phone. Internet.
Or both. For less.

Lifeline lowers the monthly cost of phone or internet service.

[Get Started](#)

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

What are the program benefits?

Standard Lifeline Benefit

Phone, internet, or bundled service monthly discount up to \$9.25 for eligible subscribers.

Enhanced Tribal Benefit

Phone, internet, or bundled service monthly discount up to \$34.25 for those eligible subscribers living on Tribal lands.

How can I qualify?

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

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

Are you a survivor of domestic violence or human trafficking?

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

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

How to Apply

Personal Information (1/2)

- You will be asked to provide the following information:
 - 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**

MM DD YYYY

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.**

123 Street Road

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

Your City or Town Choose ▾ 00000

How to Apply

Personal Information (2/2)

- Tell us if you qualify for the benefit through 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.

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

Enter their Tribal Identification Number.

[Back](#)

[Next](#)

How to Apply

Create Account (1/2)

- 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

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

Password

Show Password

Confirm Password

Type the same password again.

Show Password

How to Apply

Create Account (2/2)

- 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
- You must agree to the "**Terms & Conditions**" by checking the box.

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

Terms & Conditions

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

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?](#)

Start or return to your Lifeline 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

- Tell us how you qualify. Select **all** the programs you participate in.
 - 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)
- FEMA's Individuals and Households Program (IHP) [?](#)
- 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 have entered.
 - 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 will 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:	Fox Test	Edit
Date of Birth:	January 1, 2001	
Last 4 Numbers of SSN:	1234	
Address:	123 Fake St Faketown, IL 11111	


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](#)

This isn't CAPTCHA in the testing purposes only. Please report to the site admin if you are seeing this.

I'm not a robot


reCAPTCHA
[Privacy](#) - [Terms](#)

[Submit](#)

How to Apply Agreement Page

- After reviewing each statement, you must initial each box to consent to the information in each statement then sign electronically with your first and last name.
- Once you click "**Submit**," the application is finished.

Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

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

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

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

Initial I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:

1. I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
2. Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

Initial I know that **my household can only get one Lifeline benefit** and, to the best of my knowledge, my household is not getting more than one Lifeline benefit. [?](#)

Initial I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline Program benefit. I understand that if this information is not provided to the Lifeline Program Administrator, I will not be able to get Lifeline benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the Lifeline Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get a Lifeline Program benefit.

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

Initial I know that **willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law** and can result in fines, jail time, de-enrollment, or being barred from the program.

Initial My service provider may have to check whether I still qualify at any time. **If I need to recertify my Lifeline benefit, I understand that I have to respond by the deadline** or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

Initial If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 54.400(e) of the Lifeline rules. [?](#)

Your Signature

Type your full legal name below

Fox Test

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

Application Status – Approved

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

Contact a phone or internet company to get your benefit

You're approved to get your Lifeline benefit. **Sign up by May 25, 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:

Q21653-23692

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

Select 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.

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

Find a Company

Enter Your Zip Code OR Enter Your City and State

Example: 12345

Select a Program:

Lifeline

[Clear Results](#)

Questions?

Providing Additional Information

Providing Additional Information

Outcome of Eligibility Check

- If we are 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 confirm your eligibility; please attach a photo of a document that shows you (or your child or dependent) participate in a government assistance program or your income.
- We couldn't confirm your eligibility; please attach a photo of a document that shows confirmation of your line separation request.

What to do next

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

Next

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.



Leaflet | Powered by Esri | DigitalGlobe, GeoEye, i-cubed, USDA, USGS, AEX, Getmapping, Aerogrid, IGN, IGP, swisstopo, etc.

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?

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

Providing Additional Information

Proof of Eligibility

- If your eligibility cannot be confirmed, you can 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.

Back

Next

Providing Additional Information

Proof of Eligibility

- The document you upload to show your program participation must 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

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](#)

Providing Additional Information

Proof of Eligibility – 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:

Back

Next

Providing Additional Information

Proof of Eligibility – 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 \$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

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:
Fox Test
- 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

Back

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:
Fox Test
- Your date of birth:
January 1, 2001

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](#)

[Back](#)

[Next](#)

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:
Fox Test
- 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

Back

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:

Q21653-23692

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

Questions?

Resources

Consumer Resources



- Lifeline's consumer website: LifelineSupport.org
 - [Application Instructions](#) (available in 10 languages)
 - [How to Apply \(Spanish\)](#) Flyer
 - [Survivor Benefit Flyer](#)
 - Instructional video on [How To Apply Online](#).
- Email LifelineSupport@usac.org for general questions and assistance.
- Consumers can also 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

April Webinar

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

- **Date:** April 8, 2026
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** How to Manage the Lifeline Benefit

[How to Manage the Lifeline Benefit](#)

 April 08, 2026  03:00 pm – 04:00 pm ET

Intended Audience: Consumers and consumer advocates

This webinar provides an overview of the Lifeline program, and how existing consumers can manage their Lifeline benefit and the annual recertification requirement. Additional topics include:

- Minimum service standards that participating providers must meet
- The steps a consumer can take to change their service provider

[Register](#)

Thank You!





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