

How to Apply for Lifeline Tribal Training

September 20, 2023



Universal Service
Administrative Co.

DISCLAIMER

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Housekeeping

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- 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.**

Meet Our Presenter



Winta Woldu

Communications Specialist

Winta creates website content and training for consumer advocates, consumers, and service providers.

Objectives

At the end of the session, you will...



...be trained in:

- the necessary steps to complete a Lifeline application to help eligible consumers apply for the program



...be able to:

- help consumers successfully apply for the Lifeline benefit

Agenda

- Program Updates
- USAC Overview
- How to Apply for Lifeline
- Tribal Resources

Program Updates

Program Updates

FCC Response to Hawaii Wildfires

- On [August 25, 2023](#), the Federal Communications Commission adopted Order [23-67A1](#) to temporarily and on a limited basis waive the Lifeline eligibility requirements in section 54.409(a)-(b) to allow consumers participating in [FEMA's Individuals and Households Program \(IHP\)](#), as a result of the Hawaii wildfires, to apply for and enroll in the Lifeline program. New enrollments are permitted through February 25, 2024.
- On September 5, 2023, USAC released updates to the National Verifier service provider portal, consumer portal, Eligibility Check API to ensure that qualifying consumers who are participating in IHP can submit appropriate documentation to apply for Lifeline consistent with the Commission's waiver.

Program Updates

National Verifier Legacy URLs

- The On May 4, 2023, USAC transitioned the National Verifier portal from nv.fcc.gov to GetInternet.gov
- At the end of August, USAC retired legacy National Verifier URLs to the online applications for the Lifeline Program and Affordable Connectivity Program (ACP)

Program Updates

National Verifier Legacy URLs

- Consumers can access the online application for the Lifeline program at LifelineSupport.org using the “Apply Now” button

[Sign In](#) ▾[Get Lifeline](#) ▾[Manage My Benefit](#) ▾[Companies Near Me](#)[Community Education](#)[Help](#) ▾

Get Connected to Phone or Internet Service

Lifeline is a federal program that lowers the monthly cost of phone or internet service.

[Apply Now](#)[Recertify](#)

Program Overview

USAC Overview

- Universal Service Administrative Company (USAC): administers the Lifeline program and educates stakeholders on processes, systems, and rules and requirements
- The Federal Communications Commission (FCC): develops policies and regulations for the Lifeline program and provides guidance to USAC
- The Universal Service Fund (USF): exists to ensure that all people in the United States have access to quality, affordable connectivity service.



Lifeline Program

Discounted phone and internet service to eligible low-income consumers.



E-Rate Program

Funding for broadband services to eligible schools and libraries.



Rural Health Care Program

Funding for telecom and broadband services for eligible rural health care providers.



High Cost Program

Reduced rates for telecom and broadband services in eligible high-cost areas.

USAC Overview

- The FCC designated USAC to administer other programs with similar missions to the universal service programs and supported through appropriated funding.

USAC Broadband Programs



USAC Overview

Lifeline Program Stakeholders

- **Service Providers**
 - Provide subscribers with Lifeline-supported services
 - Comply with program rules and requirements
- **Lifeline Subscribers**
 - Receive Lifeline-supported services
 - Keep information up to date
- **Lifeline Eligible Consumers**
 - Individuals eligible for the benefit
 - Have not completed the application or enrolled in the program

USAC Overview

Lifeline Program Stakeholders

- **Tribal Partners**
 - Tribal governments, agencies, and nonprofits serving Tribal communities
 - Collaborate with USAC to educate consumers about Lifeline and assist eligible consumers with Lifeline program processes.
- **State and Federal Partners**
 - Public utility commissions and agencies that provide Lifeline-qualifying government programs
 - Educate consumers about Lifeline
 - Facilitate data sharing with USAC
- **Consumer Advocates**
 - Nonprofits, shelters, and foodbanks
 - Educate consumers about Lifeline
 - Share feedback with USAC/FCC to further program goals

Lifeline Benefit

- All eligible program participants can receive a discount of up to \$9.25 per month
- Program participants who live on qualifying Tribal lands can receive enhanced support of up to \$34.25 per month for broadband service and up to \$30.25 for voice service
- Discount may apply to qualifying fixed **or** mobile services
 - Can be applied to voice, broadband, or bundled services that meet the minimum service standards
- **Link Up:** a Tribal lands one-time benefit up to \$100 for initial set up fees at residences in specific areas



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

National Verifier Overview

National Verifier Overview

- The National Verifier is a centralized application system that determines a consumer's Lifeline program eligibility
- Use of the National Verifier is required in all 56 states and territories (with the exception of the [NLAD opt-out states](#): Texas, Oregon, and California, where the National Verifier leverages the state administrator's Lifeline eligibility verification process)
- After qualifying for Lifeline, the consumer's service provider must enter them in the National Lifeline Accountability Database (NLAD) to enroll them in the Lifeline program

Poll

Questions?

How To Apply for Lifeline

Methods to Apply

Consumers may apply through the NV using **one** of the three options:

Option 1:

Apply Online

- The consumer visits <https://nv.fcc.gov/lifeline>
- Online application is accessible from any computer or mobile device

Option 2:

Apply by Mail

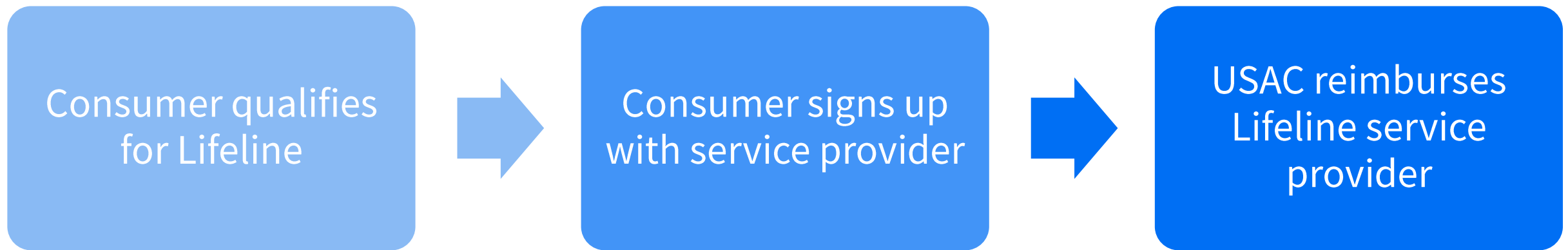
- The consumer fills out the Lifeline Application Form
 - [English Form](#)
 - [Spanish Form](#)
- The consumer mails the application and supporting documentation to the Lifeline Support Center

Option 3:

Apply Through a Service Provider or Tribal Partner

- The consumer may apply with the assistance of a service provider or Tribal partner
- Service providers or Tribal partners may submit an online application on the consumer's behalf using the NV service provider portal (also available at <https://nv.fcc.gov/lifeline>), or
- Through the [National Verifier Eligibility Check API](#) if the service provider has elected to use that option

Lifeline Program Review



Step One

Start Application

Qualify for Lifeline!

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. Qualifying is the first step to getting your Lifeline Benefit.

What is your state or territory?

Choose



Get Started

If you do not want to qualify online, you can [use a paper form](#).

Consumer visits <https://nv.fcc.gov/lifeline>, chooses the state or territory where they live, and selects “Get Started”

Do you need to recertify?

If you already get Lifeline and received a notice that said you need to recertify, use the recertify button.

Recertify to keep Lifeline

Are you a service provider?

If you are a service provider and need to qualify your customer for Lifeline, use the service provider portal.

Sign in as a Service Provider >

Step Two

Submit Personal Information

Your Information

We will use this information to find out if you qualify for the Lifeline Program and/or the [Affordable Connectivity Program](#) (ACP). We are committed to protecting your information. This information will only be used to find out if you qualify and send you important reminders about your application.

Consumer enters their **first** and **last legal name**

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

Step Two

Submit Personal Information

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)**

This is the fastest option if you know the last 4 digits of your SSN.

Enter last 4 digits of your SSN

XXX - XX -

This is required if you're applying for Lifeline.

☐ **Other government identification**

A photo of your Driver's License, passport, consular ID, birth certificate, or other government ID issued by the United States or another country.

Which type of ID do you want us to use?

- ☐ Driver's License
- ☐ Military ID
- ☐ Passport (U.S. or foreign)
- ☐ Taxpayer Identification Number
- ☐ Other Government ID (Consumer ID, birth certificate, or state photo ID card)

Attach a photo of the ID.

Select photo

Consumers applying for Lifeline **must** enter their SSN4 or Tribal ID Number

☒ **Number on Tribal ID**

Look for this number on your card or documentation.

Enter your Tribal identification number.

Step Two

Submit Personal Information

What is your home address?

The address where you will get service. Do not use a P.O. Box. You will be able to add a mailing address later.

Street Number and Name

Apt, Unit, etc.

Red House in the Middle Of Town

City

State

Zip Code

Sample Town

WA

12345

Consumer may enter a **descriptive address** or the intersection near where they reside if they don't have a street number and/or name

Do you qualify for Lifeline or the [Affordable Connectivity Benefit](#) through your child or a dependent?

If you do not qualify on your own, you can sign up for Lifeline or the [Affordable Connectivity Benefit](#) 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.

Next

Consumer selects if they **qualify through themselves** or through a benefit qualifying person (**BQP, i.e., a dependent**)

Step Three

Create Your Account

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. You can also use your email address or your name in some form.

Username

Choose your password.

Make sure it is something you can remember. It has to follow the requirements below.

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

Confirm Password

Type the same password again.

Your Contact Information

What is your email address?

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

☐ I have a mailing address that is different than my home address.

Step Three

Create Your Account – Alternate Email

- The consumer may provide **an alternate email address**
- The consumer may include someone like a caseworker or family member as their alternate contact
- The alternate contact will receive any status or application updates that the consumer receives

Your Contact Information

What is your email address?

☒ I want to provide an alternate email.

What is your alternate email address? (Optional)

Use this option for a secondary contact person such as a caseworker or family member. Make sure the person whose email address is provided is aware. You agree that any communications sent to your primary email will also be sent to this alternate email.

What is your phone number? (Optional)

☐ I have a mailing address that is different than my home address.

Step Four

Login

Sign In To Your Account

**Your Account is Created!**

Please sign back in so we know it is still you and then you can complete the process.

Username

[Forgot your username?](#)

Password

Error: Type your password.

[Forgot your password?](#)

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

This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.



I'm not a robot



Sign In

Are you a service provider? Please [sign in](#) through the service provider portal.

Don't Have an Account?

Find out if you qualify for the Lifeline program by creating an account.

[Create an Account](#)

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.

Step Five

Select Eligibility

Welcome TEST TEST

Lifeline is a federal program that lowers the cost of phone or internet services.

[Learn more about the Lifeline Program](#)

My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

Select “Start Lifeline Application”

Start Lifeline Application

Return to Application

Application Type	Application ID	Application Created	Expiration Date	Status
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Please select "Apply or Transfer Your Service" to qualify for Lifeline.

Tell Us Which Program You Are In

To qualify for Lifeline, we need to know which government assistance program you are in.

Are you in any of these?

Check all that apply.

☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps?

☐ Medicaid

☐ Supplemental Security Income (SSI)

☐ Federal Public Housing Assistance

☐ Veterans Pension and Survivors Benefit Programs

☒ Tribal Specific Program (only choose if you live on Tribal lands)

☐ I don't participate in one of these programs, I want to qualify through my income.

☐ I am not in any of these, but my child or dependent is in one of these programs.?

Which Tribal specific programs do you have? (Check all that apply.)

☐ Bureau of Indian Affairs General Assistance

☐ Tribally-Administered Temporary Assistance for Needy Families (TTANF)

☐ Food Distribution Program on Indian Reservations (FDPIR)

☐ Head Start (only if your household meets the Head Start income qualifying standard)

You may be asked to submit documents about the program(s) you select.


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Next

Step Five

Review Information

Consumer information will
populate here to review

National Verifier
Choose your language [English](#) | [Español](#)

Consumer Sign In

Review your information

Please review the information you provided and make any edits.

Your Information

Edit

Name
Susan Heckler

Home Address
**128 ANIGF ST
Nome, HI 96701**

Mailing Address
Same

Date of Birth
1/24/1994

Phone (optional)
(828) 282-7953

Email Address
astro@militarum.emp

Your ID

Last four digits of your Social Security Number
XXX-XX-2418

The information you provided will be used to check if you are eligible for the Affordable Connectivity Program (ACP).

By submitting this form, you agree to the [National Verifier terms and conditions](#) and consent that all information you are providing (including any information you may be providing on behalf of another member of your household) may be collected, used, shared, and retained for the purpose of applying for and/or receiving the Affordable Connectivity Program benefit.

[Back](#)[Return to top](#)[Privacy Act Statement](#)

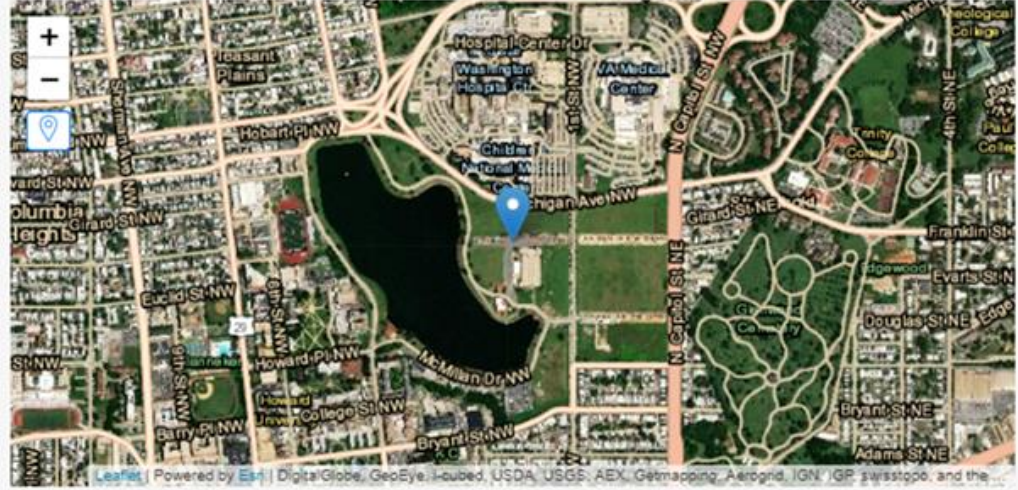
Check Eligibility

Step Six

Verify Address

- If the consumer entered a descriptive address, the consumer will be able to use the mapping tool to provide additional details
- The map will try to locate the consumer's home
 - The consumer can move the pin around to locate where they live
 - The coordinates automatically populate

We need to confirm where you live on the map below. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.



Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude	Longitude
<input type="text" value="38.92529"/>	<input type="text" value="-77.01403"/>

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

Step Seven (a)

Certify and Sign

- The consumer **must** be the person who is certifying to each statement by entering their first and last initial in each box and signing their application by entering their name

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.

Your Signature

Type your full legal name below

Saul Rabb

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

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Submit

Step Seven (b)

Confirmation Screen

You Qualify for Lifeline

Sign up for Lifeline 4/13/2023 (Based on US Eastern Time)

How to sign up

1 Choose a company

Find one using the [list of service providers near you.](#)

Full Legal Name:	Saul Rabb
Child/Dependent's Full Legal Name:	Zack Xand
Address:	234 WEST ALBERMARLE ST, NOME, AK 23456-4321
<hr/>	
Application ID:	Q61842-91463

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

Consumer's address and Tribal information will display here

Consumer's Application ID will display here

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

Confirm Tribal Qualification

Confirmed Tribal:	No
Latitude:	40.553834431555
Longitude:	-105.6443163032206
Coordinate Source:	Consumer

Need help? Call the Lifeline Support Center at [1-800-234-9473](tel:1-800-234-9473)

2 After they sign you up, you will start getting your phone or internet service.

i If you do not sign up by 4/13/2022 (Based on US Eastern Time) you will need to come back to this site and fill this form out again.

Step Eight

Contact a Lifeline Provider



- After a consumer successfully completes the Lifeline application and qualifies for Lifeline, they must contact a service provider so that the company can enroll them in the program
- Consumers can use [Lifeline's Companies Near Me](#) tool to search for providers that serve their area

Step Eight

Contact a Lifeline Provider

- Consumers type in their zip code or city and state to find a list of Lifeline companies, the companies' contact information, and service types offered
- The Lifeline service provider will then enroll that consumer in Lifeline so they can start receiving the discounted service

Companies Near Me

This tool can help you find companies in your area that offer [Lifeline](#) and the [Affordable Connectivity Program \(ACP\)](#) service. These programs can reduce the cost of phone or internet service by providing a monthly discount.

ACP service providers may have their own application process, so consumers should contact their preferred service provider for more information. Consumers may also be eligible for a one-time discount on a laptop, desktop computer, or tablet through ACP. Ask your service provider if they offer devices or use this tool to see a list of providers who offer discounted devices.

Find a Company

Enter Your Zip Code

Example: 12345

OR

Enter Your City and State

Select a Program:

☐ Affordable Connectivity Program (ACP)

☐ Lifeline

Search

Clear Results

Application Timeline and Contact from USAC



- USAC will contact the consumer based on the same method they used to apply
- If a consumer applied online and does not need to submit any additional information, a screen will populate letting them know if they qualified, usually within minutes

Application Timeline and Contact from USAC



- If a consumer applied online and they need to submit more information, a screen will populate asking the consumer to provide additional information to qualify for Lifeline
 - The consumer will click the “upload” button on the screen and attach any documentation that meets the requirements or complete the prompts that appear
- If a consumer needs to submit more information and they applied online, the information will be reviewed in the order it was received
 - An update is usually available with 24 hours

Poll

Questions?

Resources

Lifeline Tribal Webinars



- Review previous Tribal training slides:
 - [Tribal Q1 2023 Webinar: Lifeline 101](#)
 - [Tribal Q2 Webinar: How to Resolve Application Errors](#)

Resources

USAC's Websites

- USAC has two websites available:
 - Lifeline's consumer website: LifelineSupport.org
 - USAC's Lifeline website for service providers, state and federal partners, consumer advocates, and Tribal partners: usac.org/lifeline

Resources

Consumer Educational Material



How to Apply – [Click to View](#)

How to Apply [Spanish] – [Click to View](#)



Manage Your Benefit – [Click to View](#)

Manage Your Benefit [Spanish] – [Click to View](#)

Resources

Consumer Educational Material



Tribal Flyer – [Click to View](#)



Tribal Toolkit – [Click to View](#)

Resources

Lifeline Support Center



- **Email:** LifelineSupport@usac.org



- **Call:** (800) 234-9473 (press 1 for English; press 2 for Spanish)

Resources

Lifeline Support Center

- **Hours:** 7 days a week, from 9:00 a.m. to 9:00 p.m. ET
- **Support:**
 - Consumers with disabilities who need help submitting a Lifeline application may contact the support center for assistance
 - Consumer support representatives are able to provide assistance in English and Spanish
 - USAC offers a translation services vendor to provide assistance in up to an additional 200 languages in instances where the service is needed

Resources

Lifeline Program Team

- Service providers, state and federal partners, consumer advocates, and Tribal partners who need assistance outside of helping consumers with the application process should **email** LifelineProgram@usac.org to connect with a program analyst about:
 - **Technical issues** or system questions
 - **Processes, rules, and requirements.**

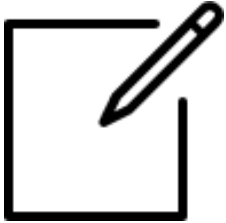
Resources

USAC Tribal Liaison

For Tribal Partners

- If you do not know where to direct your inquiry for any USAC program
 - The [USAC Tribal Liaison](#) can help guide you to public resources, call centers, or program teams.

Take Our Survey



- We want to hear about your webinar experience
- Expect an email with a unique survey link in 1-2 business days
- We appreciate your feedback

Thank You!

