

How to Apply for Lifeline via Mail

Tribal Training

December 7, 2023



Universal Service
Administrative Co.

DISCLAIMER

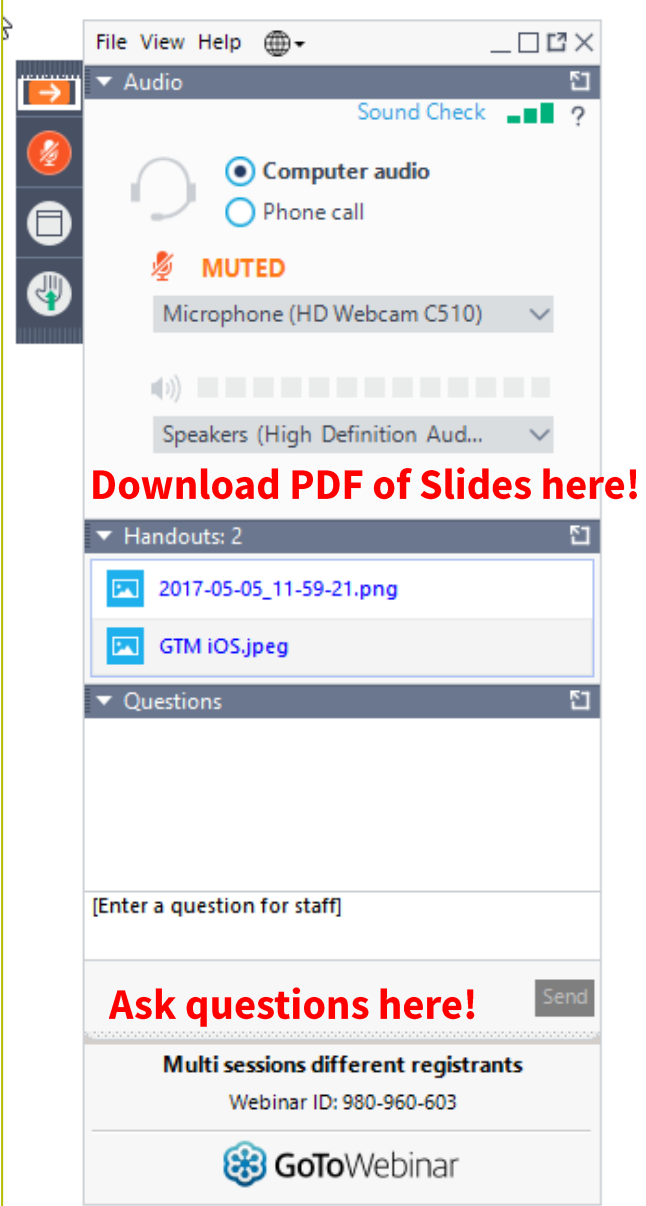
To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Housekeeping

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 webinar panel

Please indicate if you are a Tribal leader as we will answer Tribal leader questions first.



The screenshot shows a webinar control panel with the following sections:

- Audio:** Includes a "Sound Check" indicator, "Computer audio" (selected) and "Phone call" options, a "MUTED" status, and dropdown menus for "Microphone (HD Webcam C510)" and "Speakers (High Definition Aud...)".
- Handouts: 2:** Lists two files: "2017-05-05_11-59-21.png" and "GTM iOS.jpeg".
- Questions:** A text input field with the placeholder "[Enter a question for staff]" and a "Send" button.
- Footer:** Contains the text "Ask questions here!", "Multi sessions different registrants", "Webinar ID: 980-960-603", and the "GoToWebinar" logo.

Download PDF of Slides here!

Meet Our Team



Winta Woldu

Communications Specialist | Lifeline

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 basic functions of the Lifeline program
- How to apply to the Lifeline program via mail using the National Verifier



...be able to:

- Assist consumers with applying for the Lifeline program

Agenda

- Program Updates
- Lifeline Program Refresher
- Lifeline Application Overview
 - Submit a Paper Application
 - Resolving Address Application Errors
- Resources

Program Updates

Program Updates

Voice-Only Phase-Out and Minimum Service Standards

- On July 7, the Bureau extended the waiver pausing both the phase-out of Lifeline support for voice-only services and the increase in Lifeline minimum service standards for mobile broadband data capacity for one additional year, until at least December 1, 2024
 - The basic Lifeline support of \$5.25 remains available to eligible consumers who subscribe to voice-only service until at least December 1, 2024
 - The minimum service standard for mobile broadband data capacity will remain at 4.5 GB per month until at least December 1, 2024

Lifeline Program Refresher

USAC Overview

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

USAC Administered Programs:



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.

Lifeline Benefit

- Eligible program participants can receive a discount of up to \$9.25 per month, for qualifying fixed **or** mobile services
 - Can be applied to broadband or bundled voice and broadband services that meet the minimum service standards
- Eligible participants can receive up to \$5.25 for voice-only services
- Program participants who live on qualifying Tribal lands can receive enhanced support of up to an additional \$25 per month
 - Can receive up to \$34.25 per month for broadband service or up to \$30.25 for voice-only service
- **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

Tribal Partnerships

- Tribal partners include:
 - Tribal governments
 - Tribal agencies
 - Nonprofits serving Tribal communities
- Tribal partners collaborate with USAC to educate consumers about Lifeline and assist eligible consumers with Lifeline program processes.

NV System Overview

National Verifier (NV) Overview

- The NV is the centralized application system that makes eligibility determinations for the Lifeline program
 - Use of the NV is required in all 56 states and territories to determine eligibility (with the exception of the National Lifeline Accountability Database [\(NLAD\) opt-out states](#): Texas, Oregon, and California, where the NV monitors the state administrator Lifeline eligibility verification process)
- After qualifying for Lifeline, service providers must enter them in NLAD to enroll them in the Lifeline program

Application Process

Option 1:

Apply Online

- The consumer visits [LifelineSupport.org](https://www.LifelineSupport.org) from any computer or mobile device to complete the electronic application and upload any required documentation

Option 2:

Apply by Mail

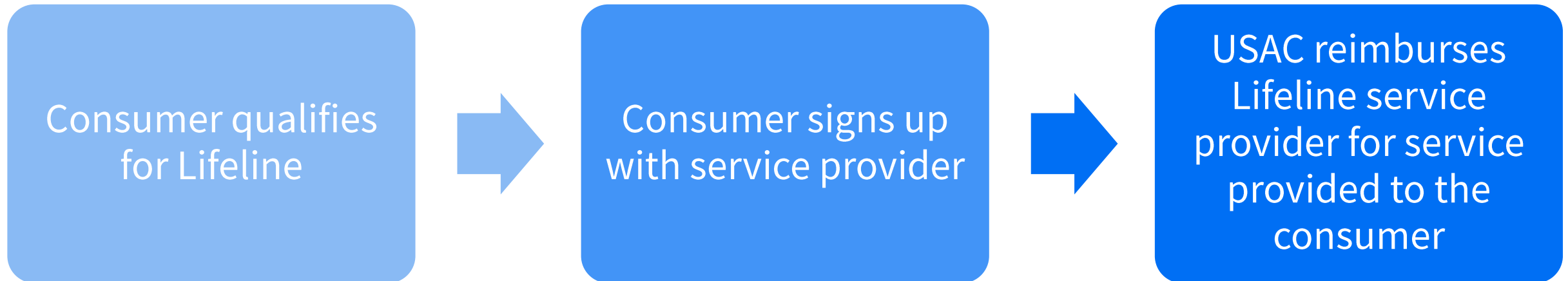
- The consumer fills out a [Lifeline Application Form \(Spanish version\)](#)
- The consumer mails the application and supporting documentation to the Lifeline Support Center
- Service providers may assist consumers with the paper application and mail it on the consumer's behalf

Option 3:

Apply with a Service Provider

- The consumer may apply with the assistance of a service provider
- Service providers may submit an online application on the consumer's behalf (only with the consumer's consent) using the [NV 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
- Consumers may also apply through the service provider's website, if the provider has elected to use the [NV API](#)

Lifeline Program Review

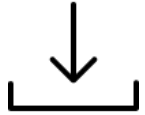


Poll

Questions?

How To Apply for Lifeline via Mail

Obtaining the Paper Application



- Visit LifelineSupport.org to download and print a copy; or



- Contact USAC's Lifeline Support Center to request a paper application in the mail
 - **Email:** LifelineSupport@usac.org
 - **Call:** (800) 234-9473

Completing Paper Application

- Consumers must complete all sections of the application (excluding page 7)
- Write clearly, using black ink and capital letters
- Consumers enter the same information they would include on the online application

FCC FORM 5629
LifeLine Program
Application Form

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**2a.
Your
Information**

All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.

What is your full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

Middle (optional) Suffix (optional)
Last

What is your phone number (if you have one)?

What is your date of birth?
Month Day Year

What is your email address (if you have one)?

What are the last 4 numbers of your Social Security Number (SSN)?

If you do not have a SSN, what is your Tribal Identification Number?

What is the best way to reach you?
 email phone* text mes

*If I selected the phone or text option, I consent to let US number for important reminders and updates to my life.
If I selected the text message option, message and data text STOP to end messages.

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**2b.
Your
Information
(continued)**

What is your home address? (The address where you will get service. Do not use a P.O. Box.)
Street Number and Name

Apt., Unit, etc. City
State Zip Code

Is this a temporary address? Yes No Check if you live on Tribal lands*

What is your mailing address? (Only fill this out if it is not the same as your home address.)
Street Number and Name

Apt., Unit, etc. City
State Zip Code

*Tribal lands include any federally recognized Indian tribe's reservation, pueblo, or colony, including former reservations in Oklahoma, Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (95 Stat. 688), Indian allotments, Hawaiian Home Lands—areas held in trust for Native Hawaiians by the state of Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 (49 U.S.C. 5108, et seq.), as amended, and any land designated as such by the FCC for purposes of this support pursuant to the designations provided in the FCC's Lifeline rules.

A map of qualifying Tribal lands is _____

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**2c.
Your
Information
(continued)**

Check if you are qualifying through a child or dependent in your household. If so, answer the following questions:

What is their full legal name?

Middle (optional) Suffix (optional)
Last

What is their date of birth?
Month Day Year

What are the last 4 numbers of their Social Security Number (SSN)?

If they do not have a SSN, what is their Tribal Identification Number?

Universal Service Administrative Company | www.lifelinesupport.org
Need help? Call the Lifeline Support Center at 1-800-234-9473

Page 5 of 8

Paper Application: Page One

- Page one is informational and contains:
 - An overview of the Lifeline program and Lifeline program rules
 - More about the application process

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Lifeline Program Application Form

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1. About Lifeline

Lifeline is a Federal Communications Commission (FCC) program that provides a monthly phone or internet service discount for qualifying low-income consumers.

Rules

If you qualify, your household can receive a monthly Lifeline benefit of up to \$9.25 to lower the costs of phone or internet service and up to \$34.25 for qualifying households on Tribal lands.

- If you get Lifeline for phone service, you can get the benefit for one mobile phone or one home phone, but not both.
- If you get Lifeline for internet service, you can get the benefit for your mobile phone or your home connection, but not both.
- If you get Lifeline for bundled phone and internet service, you can get the benefit for your mobile phone bundled service or your home bundled service, but not both.

Your household cannot get Lifeline from more than one phone or internet company. You are only allowed to get one Lifeline benefit per household, not per person.

What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other). Complete the Lifeline household worksheet to determine if more than one qualifying household is located at your address. If more than one person in your household participates in Lifeline, you are breaking the FCC's rules and will lose your benefit.

Do not give your benefit to another person

Lifeline is non-transferable. You cannot give your Lifeline benefit to another person, even if they qualify.

Be honest on this form

You must give accurate and true information on this form and on all Lifeline-related forms or questionnaires. If you give false or fraudulent information, you will lose your Lifeline benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal actions against you. This may include (but is not limited to) fines or imprisonment.

You may need to show other documents

If the Lifeline Program Administrator is not able to validate that you or someone in your household qualify by checking available electronic resources (including eligibility databases for the FCC's government agency partners), you may need to provide additional documents. For example, you may need to provide an official document that proves your participation in a qualifying government assistance program, your income, or your identity. Please include copies of your proof documentation when you submit your application to speed up processing time.

Apply

To apply for a Lifeline benefit, fill out the required sections of this form, initial every agreement statement, and sign on page 6. You can also apply online at LifelineSupport.org for fastest processing.

Mail the form to this address:

**USAC
Lifeline Support Center
P.O. Box 9100
Wilkes-Barre, PA 18773**

Paper Application: Page Two

- Page two asks for:
 - First and last legal name
 - Phone number (if available)
 - Date of birth
 - Email address (if available)
 - The last four digits of the Social Security Number or Tribal Identification Number
 - Method consumer wants USAC to use to contact them

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Lifeline Program Application Form

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2a. Your Information

All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.

What is your full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

F I R S T

Middle (optional)

Suffix (optional)

L A S T

Last

What is your phone number (if you have one)?

1 1 1 1 1 1 1 1

What is your date of birth?

1 1 1 1 1 1

Month Day Year

What is your email address (if you have one)?

T E S T @ E M A I L . C O M

What are the last 4 numbers of your Social Security Number (SSN)? 1 2 3 4

If you do not have a SSN, what is your Tribal Identification Number?

What is the best way to reach you?

email phone* text message* mail

*If I selected the phone or text option, I consent to let USAC contact me at my Lifeline phone number for important reminders and updates to my Lifeline service.

If I selected the text message option, message and data rates may apply.

Text STOP to end messages.

Paper Application: Page Three

- Page three asks for:
 - Home address (physical address)
 - If the home address is temporary
 - If the consumer lives on Tribal lands
 - Mailing address (if it's different than the home address)

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Lifeline Program Application Form



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2b. Your Information (continued)

*Tribal lands include any federally recognized Indian tribe's reservation, pueblo, or colony, including former reservations in Oklahoma; Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands—areas held in trust for Native Hawaiians by the state of Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 July 9, 1921, 42 Stat. 108, et. seq., as amended; and any land designated as such by the FCC for purposes of this subpart pursuant to the designation process in the FCC's Lifeline rules.

A map of qualifying Tribal lands is available on USAC's website: https://www.lifelinesupport.org/wpcontent/uploads/documents/get-lifeline/fcc_tribal_lands_map.pdf

What is your home address? (The address where you will get service. Do not use a P.O. Box)

1	2	3	4	S	T	R	E	E	T										
---	---	---	---	---	---	---	---	---	---	--	--	--	--	--	--	--	--	--	--

Street Number and Name

					C	I	T	Y												
--	--	--	--	--	---	---	---	---	--	--	--	--	--	--	--	--	--	--	--	--

Apt., Unit, etc. City

N	A	1	2	3	4	5
---	---	---	---	---	---	---

State Zip Code

Is this a temporary address? Yes No **Check if you live on Tribal lands***

What is your mailing address? (Only fill this out if it is not the same as your home address.)

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Street Number and Name

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Apt., Unit, etc. City

--	--	--	--	--	--

State Zip Code

Paper Application: Page Four

- Page four asks for:
 - Dependent's information if the consumer qualifies for Lifeline through a dependent
- If qualifying through themselves, the consumer can leave page four blank

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Lifeline Program Application Form



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2c. Your Information (continued)

Only fill this section out if you are applying through a child or dependent.

Check if you are qualifying through a child or dependent in your household.
If so, answer the following questions:

What is their full legal name?

--

--	--

Middle (optional) Suffix (optional)

Last

--

What is their date of birth?

--	--	--

Month Day Year

What are the last 4 numbers of their Social Security Number (SSN)? [] [] [] []

If they do not have a SSN, what is their Tribal Identification Number?

--

Paper Application: Page Five

- Page five asks for how the consumer qualifies for Lifeline, either through participation in government programs or through income
- Check all that apply

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Lifeline Program Application Form

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3. Qualify for Lifeline

Fill out this section to show that you, your dependent, or someone in your household qualifies for Lifeline.

You can qualify through certain government assistance programs or through your income (you do not need to qualify through both).

When you mail this form, **please include documents that show you participate in one of the programs you selected or that you qualify through your income.** A list of acceptable documents is available at LifelineSupport.org

Qualify through a government program:

Check all programs that you or someone in your household have:

- Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA)
- Veterans Pension or Survivors Benefit Programs
- FEMA's Individuals and Households Program (IHP)

Tribal Specific Programs

- Bureau of Indian Affairs (BIA) General Assistance
- Tribal Temporary Assistance for Needy Families (Tribal TANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribal Head Start (only households that meet the income qualifying standard)

Or

Qualify through your income:

(Only fill this out if you do not qualify through a government program.)

Including you, how many people live in your household? (check one)	Is your income the same or less than the amount listed for your state and household size? (only check yes or no next to your household size)				
	All 48 States, DC, and Territories (not Alaska and Hawaii)	Alaska	Hawaii	Yes	No
<input type="checkbox"/> 1	\$19,683	\$24,584	\$22,640	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 2	\$26,622	\$33,264	\$30,618	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 3	\$33,561	\$41,945	\$38,597	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 4	\$40,500	\$50,625	\$46,575	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 5	\$47,439	\$59,306	\$54,554	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 6	\$54,378	\$67,986	\$62,532	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 7	\$61,317	\$76,667	\$70,511	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> 8	\$68,256	\$85,347	\$78,489	<input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/> If more than 8, add this amount for each extra person:	Add \$6,939	Add \$8,681	Add \$7,979	<input type="checkbox"/>	<input type="checkbox"/>

135% of the 2023 Federal Poverty Guidelines
*The Federal Poverty Guidelines are typically updated at the end of January.

Paper Application: Page Six

- Page six asks that consumers:
 - Read each statement carefully
 - Write their first and last initial next to each statement
 - Sign and date the application
- Consumer cannot use checkmarks or X's here

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Lifeline Program Application Form

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4. Agreement

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

*You must initial next to
each statement. If you fail
to initial each statement,
your application will be
considered incomplete.*

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.

FL I (or my dependent or other person in my household) currently get benefits from the government
Initial 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).

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

FL I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline
Initial 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).

FL I know that my household can only get one Lifeline benefit and, to the best of my knowledge,
Initial my household is not getting more than one Lifeline benefit.

FL I agree that all of the information I provide on this form may be collected, used, shared, and retained
Initial 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.

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

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

FL My service provider may have to check whether I still qualify at any time. If I need to recertify
Initial (renew) 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.

The certification below applies to all consumers and is required to process your application.

FL I was truthful about whether or not I am a resident of Tribal lands, as defined in section 2 of
Initial this form.

Signature

FIRST LAST

Today's Date

12/07/23

Paper Application: Page Seven and Eight

- Page Seven:
 - Consumers may leave this page blank if completing the application by themselves
 - Lifeline companies are required to fill out page seven if they are helping the consumer complete the application
- Page eight:
 - Includes information about the federal application

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Lifeline Program Application Form

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5. Agent Information

Representatives who help consumers apply (such as phone or internet company agents, state and Tribal partners, etc.) are required to register in the Representative Accountability Database (RAD) and must enter their information in this section.

What is the agent's full legal name? The name you use on official documents, like your Social Security Card or State ID. Not a nickname.	
<input type="text"/>	
<input type="text"/> Middle (optional)	<input type="text"/> Suffix (optional)
<input type="text"/> Last	
What is the agent's Representative ID number? <input type="text"/>	What is the agent's date of birth? <input type="text"/>
	Month Day Year

Submit Documentation to Streamline

- USAC recommends that consumers submit copies of the following documentation along with their application to reduce processing time:
 - [Lifeline Household Worksheet](#)
 - [Proof of eligibility, identity, or address](#)

FCC FORM 5631

Lifeline Program Household Worksheet

OMB APPROVAL EDITION 3060-0819
Avg. Burden Est. per Respondent: .25 hours

About Lifeline

Lifeline is a Federal Communications Commission (FCC) program that provides a monthly phone or internet service discount for qualifying low-income consumers.

What this worksheet is for

Use this worksheet if someone else is applying for the Lifeline benefit. The person to whom you will help you find out if t

What is a household?

A household is a group of people living together who are related to each other or who share a common address. If you are applying for Lifeline, you are breaking

Example:

- A married couple living together.
- A parent/guardian living with a child.
- An adult living with a spouse.

Example:

- 4 roommates living together.
- 30 seniors living together in a community.

Household expenses

A household shares expenses, and the cost of

Income

Households share income from payments, pensions, unemployment support payments, work

FCC FORM 5631

Lifeline Program Household Worksheet

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Your Information

All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.

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:

Middle (optional): Suffix (optional):

Last:

What is your home address? (The address where you will get service. Do not use a P.O. Box)

Street Number and Name:

Apt., Unit, etc.: City:

State: Zip Code:

Examples of Program Eligibility Documentation

- Documentation to verify the consumer's **eligibility through a government program** must include:
 - Their name, or the name of the benefit qualifying person
 - The name of the Lifeline-qualifying program, such as SNAP
 - The name of the government or Tribal agency that issued the document
 - An issue date within the last 12 months or a future expiration date that aligns with the benefit period
- The documentation typically cannot be expired or from a period in the past

Examples of Income Eligibility Documentation

- Documentation to verify the consumer's **eligibility through income** must typically:
 - Cover a full year of income OR
 - The consumer must submit the same type of documentation covering three consecutive months of income within the previous 12 months
- USAC recommends that consumers include their **household size on income documentation**

Examples of Identity Documentation

- Documentation to verify the consumer's **identity** should include:
 - A copy of an official, unexpired document with the consumer's first name, last name, and last four digits of the Social Security Number or Tribal Identification Number
 - A copy of an official, unexpired document with their first name, last name, and date of birth (e.g., birth certificate, driver's license, state or Tribal ID)

Examples of Address Documentation

- Documentation to verify the consumer's **address** should include:
 - A map that shows the consumer's physical address or location, including, latitude and longitude coordinates, which is an important option for applicants living in areas with addressing obstacles
 - Official document that shows the consumer's first name, last name, and address such as a Driver's License, valid government, state, or Tribal ID, utility bill excluding wireless phone bills (within last 30 days), W-2 or tax return, or mortgage or lease

NOTE: To qualify for the enhanced Lifeline benefit (of up to \$25), the consumer's address must be confirmed by USAC to be located on Tribal lands

Completed Application

- Mail completed applications and proof documentation to:

**Universal Service Administrative Company
Lifeline Support Center
PO Box 9100
Wilkes-Barre, PA 18773**

Application Timeline and Contact from USAC

- After USAC's Lifeline Support Center reviews the application, the consumer will receive a letter from USAC letting them know the status of their application
 - Consumers should receive eligibility decisions within 7 and 10 business days
 - Consumers can call the Lifeline Support Center to check their application status at (800) 234-9473
 - If an error is discovered or additional information is required while processing the application, we will notify the consumer by mail



Lifeline Program Application Notice

ED-3001
APPLICATION_ID
[LETTER_DATE]

FIRST_NAME LAST_NAME
ADDRESS
CITY STATE ZIP_CODE

We Need Some More Information from You

Dear FIRST_NAME LAST_NAME,

You recently submitted an application for Lifeline, a federal program that lowers the monthly cost of phone and internet for qualified consumers. To qualify for Lifeline and to receive a monthly discount, you need to provide some more information by **[ELIGIBILITY_EXPIRATION_DATE - 50 calendar days]**.

Step 1: Find and prepare the following items (please see Guide included):

Sign Up with a Lifeline Company

- Once the consumer receives a letter from USAC letting them know that they qualify for the Lifeline program, they should contact a Lifeline company to get signed up
- Find Lifeline companies using Lifeline's Companies Near Me tool available from [LifelineSupport.org](https://www.LifelineSupport.org)



Lifeline Program Application Notice


ED-1001
APPLICATION_ID
[LETTER_DATE]

FIRST_NAME LAST_NAME
ADDRESS
CITY STATE ZIP_CODE

You Qualify for Lifeline! It's Time to Sign Up.

Dear FIRST_NAME LAST_NAME,

Your Lifeline application is approved! If you haven't already done so, the next step is to sign up with a participating phone or internet company in the next 90 days from your application.

 **If you do not sign up in the next 90 days, you will need to reapply for Lifeline.**

How to Sign Up

Companies Near Me Tool

- Consumers can type in their zip code or city and state to find a list of Lifeline companies
- They must sign up with a Lifeline company within **90 days** of completing the application



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

Poll

Questions?

Resolving Address Application Errors via Mail

When Address Errors Occur



- A consumer will receive an address error when USAC cannot verify the consumer's address against USPS's Address Matching System (AMS)
 - This often occurs because a consumer submits a descriptive address or lives at an address that is not yet recognized by the USPS
- The consumer can submit information that verifies where they live

Verify Address via Mail

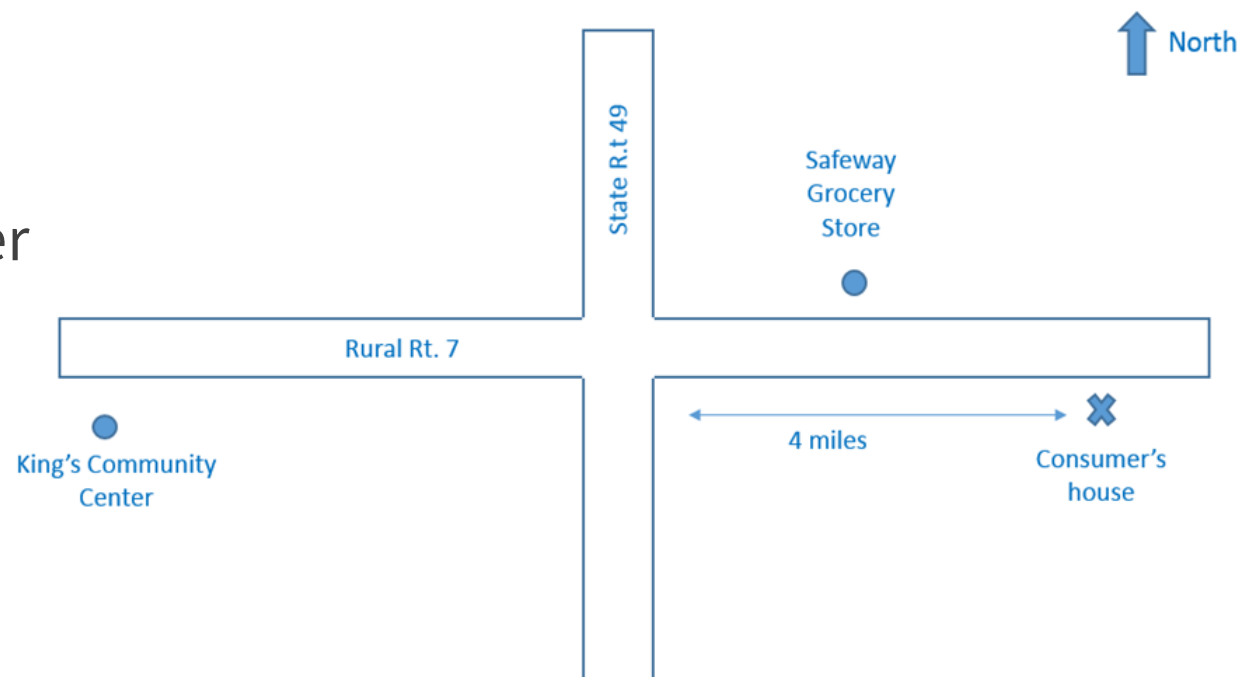
- **Option 1:** If a consumer has access to the internet but does not want to submit an online application, USAC recommends that they use a mapping tool (e.g., Google maps) to drop a pin where they live
 - Take a screenshot of the mapping tool (include the dropped pin and the consumer's coordinates) and print it
- Consumers must mail this information and the completed cover sheet to USAC's Lifeline Support Center within 45 days of initially submitting their application

Verify Address via Mail

- **Option 2:** Consumer uses a map from their community (e.g., from a gas station, phone or internet company, or Tribal government)
 - The consumer must circle their home
 - If coordinates are known, the consumer should write them on the map
- Consumers must mail this information and the completed cover sheet to USAC's Lifeline Support Center within 45 days of initially submitting their application

Verify Address via Mail

- **Option 3:** Consumer draws a map
- This map should include crossroads, identifiable landmarks, and distances
- If coordinates are known, the consumer should write them on the map
- Consumers must mail this information and the completed cover sheet to USAC's Lifeline Support Center within 45 days of initially submitting their application



Tips to Confirm Address through Mail



- USAC needs a way to obtain the consumer's coordinates to verify they are eligible for the enhanced Tribal benefit
 - Options 1 – 3 allow USAC to do so, even if the consumer does not include the coordinates on their submission
 - If the consumer does not include coordinates, it may take longer for USAC to verify the consumer's address
- If a consumer applies through the mail with a descriptive address, they should include one of these options with the application submission to reduce processing time

Resources

Lifeline Tribal Webinars



- Review previous Tribal training slides:
 - [Tribal Q1 2023 Webinar: Lifeline 101](#)
 - [Tribal Q2 Webinar: How to Resolve Application Errors](#)
 - [Tribal Q3 Webinar: How to Apply for Lifeline](#)

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
- More information can be found on the [National Verifier section](#) of our website:
 - [NV Maintenance Schedule](#)
- Contact LifelineProgram@usac.org for technical questions, assistance, and general NV inquiries.

Resources

Consumer Educational Material



- [How to Apply Flyer](#)
- [How to Apply \[Spanish\] Flyer](#)
- [Manage Your Benefit Flyer](#)
- [Manage Your Benefit \[Spanish\] Flyer](#)
- [Tribal Flyer](#)
- [Consumer Toolkit](#)
- [Tribal Toolkit](#)

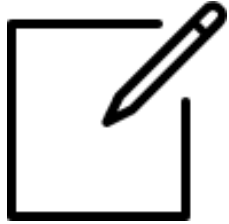
Resources

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 from invites@mailersurveygizmo.com with a unique survey link in 1-2 business days
- We appreciate your feedback



**Universal Service
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Thank You!

