How to Apply for Lifeline

Tribal Training

September 28, 2022
DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. This feature is to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. 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.
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 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

• Lifeline Program Refresher
• How to Apply for Lifeline
• Tribal Resources
Lifeline Program Refresher
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.
USAC Overview

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

USAC Broadband Programs

- Affordable Connectivity Program
- Emergency Connectivity Fund Program
- COVID-19 Telehealth Program
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.
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
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 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
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](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](https://nv.fcc.gov/lifeline)
  - [Spanish Form](https://nv.fcc.gov/lifeline)
- 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](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

1. Consumer qualifies for Lifeline
2. Consumer signs up with service provider
3. USAC reimburses Lifeline service provider
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 or the Affordable Connectivity Program (ACP).

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

What is your date of birth?

Month
Day
Year

Consumer enters their first and last legal name
Step Two
Submit Personal Information

Identity Verification
Please select your form of identification from one of the following:

- **Social Security Number**
  If you would like to verify your identity using your Social Security Number, please enter the last four digits of your Social Security Number (SSN4).
  
  **Last 4 digits of your SSN**
  
  * Social Security Numbers are **not** required to participate in the Affordable Connectivity Program (ACP), but using a Social Security Number will process your application the fastest. **A Social Security Number is required if you are applying for Lifeline.**

- **Tribal ID Number**
  If you have and would like to use a Tribal Identification Number to verify your identity, please enter it below.
  
  **Tribal Identification Number**

Consumers applying for Lifeline must enter their SSN4 or Tribal ID 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.

- **Street Number and Name**: Red House in the Middle Of Town
- **Apt, Unit, etc.**: 
- **City**: Sample Town
- **State**: WA
- **Zip Code**: 12345

**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.

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

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

Make 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 that you can easily remember. If it helps, use 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
Password Requirements
① At least 8 characters long
② At least 1 capital letter
③ At least 1 number (0-9)
④ At least 1 special character (/@#%^&*)
⑤ No restricted phrases

Confirm Password
Type the same password again.

Choose your password.

Your Contact Information

What is your email address?

example@email.com
I want to provide an alternate email.

What is your phone number? (Optional)

( ) -
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.

eample@email.com

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

Forgot your password?

By signing in, I accept the terms and conditions of the National Verifier system.

I'm not a robot

Sign In

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.

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

To see if you qualify, click “Apply for Emergency Broadband.”

Select “Start Lifeline Application”

Tell Us Which Program You Are In

To qualify for Lifeline or the Affordable Connectivity Benefit, 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 do not 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.

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

Review Information

Review Your Information

Before we check if you qualify for Lifeline or the Affordable Connectivity Benefit, make sure your information is right.

Double check the information below.

Consumer information will populate here to review

The information you gave us will be used to check if you qualify for Lifeline or the Affordable Connectivity Benefit. 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 the Lifeline program benefit or the Affordable Connectivity Benefit.

Back Submit
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
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.
Step Seven (b) Confirmation Screen

You Qualify for Lifeline

Sign up for Lifeline by 4/13/2022 (Based on US Eastern Time)

How to sign up

1. Choose a company
   Find one using the [select a provider URL]

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

Live on Tribal lands? Press the button below to see if you qualified for Tribal benefits.
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
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
Questions?
Resources
Lifeline Tribal Webinars

• Review 2022 Tribal training slides:
  • Tribal Q1 Webinar: Lifeline Overview and Open Forum
  • Tribal Q2 Webinar: Resolving Application Errors
Educational Material

- Additional educational materials include:
  - Tribal Resources
    - Tribal Lifeline Flyer - handout for consumer living on Tribal lands on how to apply and manage benefits
    - Tribal Toolkit - contains educational resources for Tribal partners to adapt
  - General Resources
    - How to Apply - One-Pager for communities outside of Tribal lands
    - Manage your Benefit - One-Pager for communities outside of Tribal lands
  - Instructional Videos
    - How to Apply Online
    - How to Apply by Mail
    - How to Submit Documentation by Mail
Lifeline Websites

• Lifeline offers two websites:
  • Lifeline’s consumer website available at LifelineSupport.org
  • USAC’s service provider website available at USAC.org/Lifeline
Lifeline Support Center

- **Email:** LifelineSupport@usac.org
- **Call:** (800) 234-9473
Lifeline Support Center

• **Hours:** seven days a week, from 9 a.m. to 9 p.m. ET

• **Support:**
  - Consumers with disabilities who need help submitting a Lifeline application may contact the support center for assistance
  - The Lifeline Support Center can assist consumers in 200 different languages (in addition to English and Spanish)
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• We appreciate your feedback
Thank You!