

# How to Apply for Lifeline

Tribal Training

September 28, 2022



Universal Service  
Administrative Co.

# DISCLAIMER

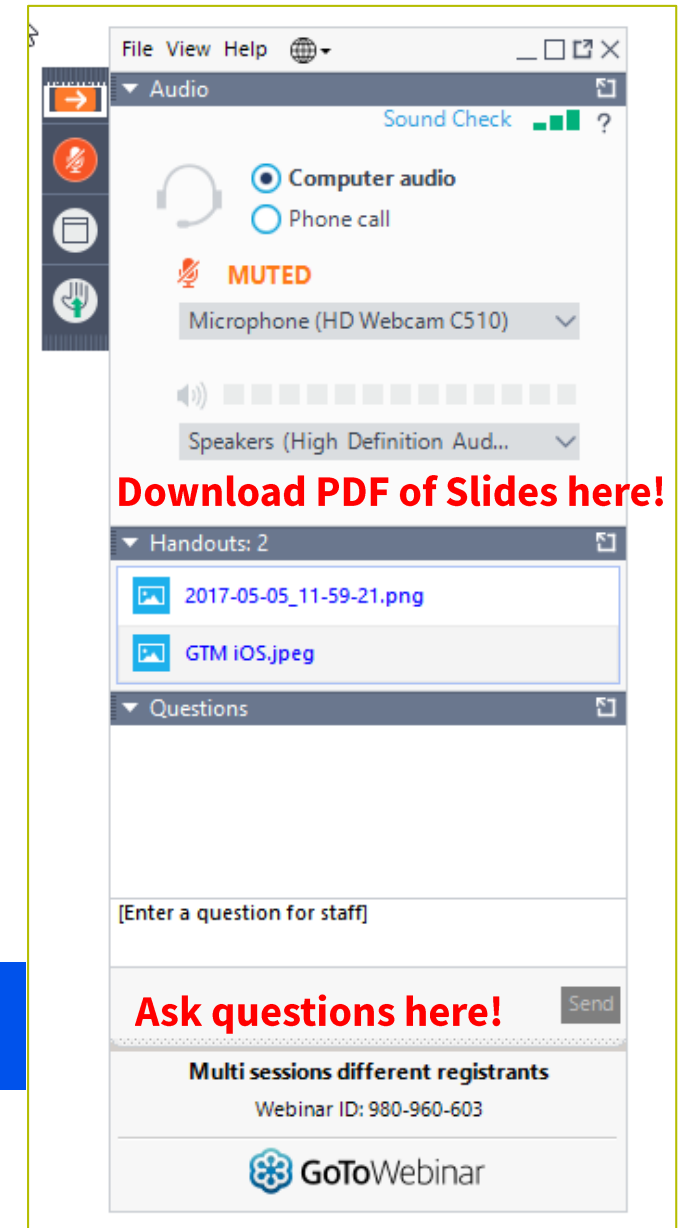
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# Housekeeping

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.



## 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 appropriate funding.

## USAC Broadband Programs



# 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



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 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

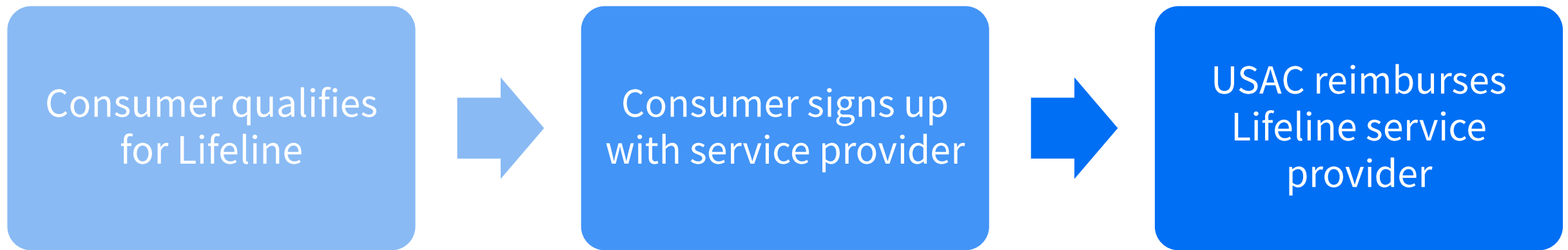
- The consumer fills out the Lifeline Application Form
  - [English Form](#)
  - [Spanish Form](#)
- The consumer mails the application and supporting documentation to the Lifeline Support Center

## Option 3:

### Apply Through a Service Provider or Tribal Partner

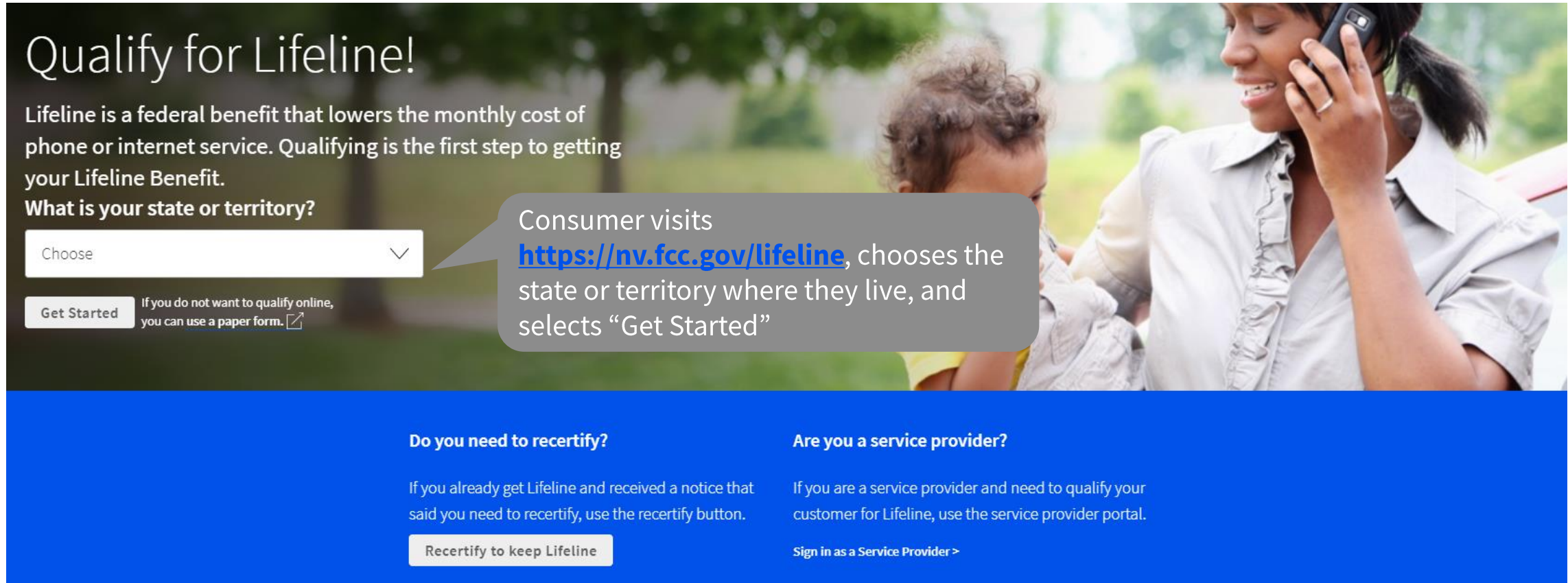
- The consumer may apply with the assistance of a service provider or Tribal partner
- Service providers or Tribal partners may submit an online application on the consumer's behalf using the NV service provider portal (also available at <https://nv.fcc.gov/lifeline>), or
- Through the [National Verifier 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 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**

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

#### What is your date of birth?

**Month**

**Day**

**Year**

# 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

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.

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

Next

# 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 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

Confirm Password

Type the same password again.

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 ?

#### Choose your password.

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

Password

Confirm Password

Type the same password again.

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 ?

#### Your Contact Information

What is your email address?

☐ 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.

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.

[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.

ⓘ To see if you qualify, click "Apply for Emergency Broadband."

[Start Lifeline Application](#) [Return to Application](#)

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

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 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. ⓘ

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

[Back](#)

[Next](#)

# 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

Full Legal Name:

Date of Birth:

Last 4 Numbers of SSN:

Address:

 Edit

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

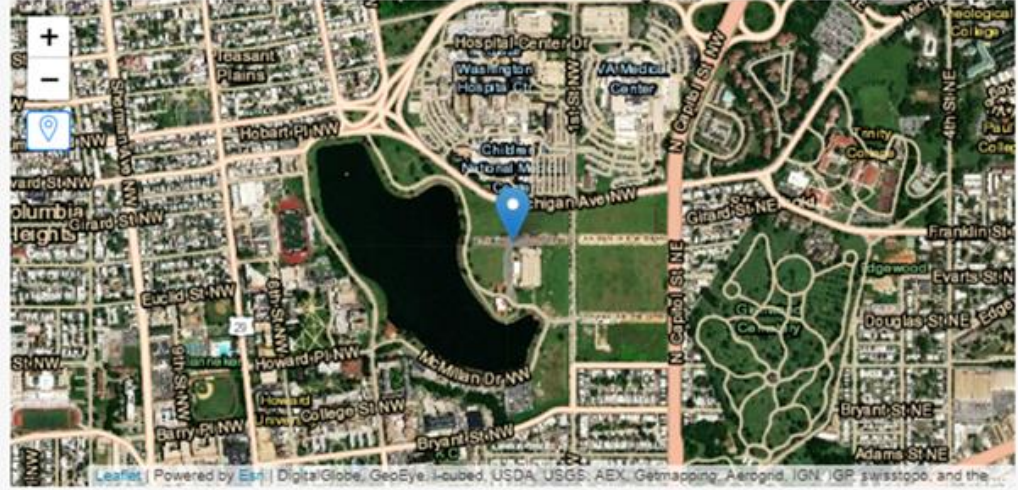
Submit

## 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

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. [?](#)

### Your Signature

Type your full legal name below

Test Test

☐

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

[Back](#)

[Submit](#)

# 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 [list of service providers near you](#).

Full Legal Name:	
Address:	
<hr/>	
Application ID:	

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

Confirm Tribal Qualification	
Confirmed Tribal:	Yes
Latitude:	
Longitude:	
Coordinate Source:	Consumer

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

Consumer's Application ID will display here

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

**1** If you do not sign up by 9/29/2021 (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, which began on December 31, 2021, is the long-term replacement of the Emergency Broadband Benefit Program.

To learn more about these programs and learn if you qualify for a discount, visit [Lifeline Do I Qualify?](#) page or the [ACP Do I Qualify?](#) page.

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. However, not all service providers offer the device benefit. Ask your service provider if they offer devices or visit the [FCC's website](#) to see a list of providers who offer the device benefit.

### Find a Company

Enter Your Zip Code

Example: 12345

OR

Enter Your City and State



# 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 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](https://LifelineSupport.org)
  - USAC's service provider website available at [USAC.org/Lifeline](https://USAC.org/Lifeline)



# Lifeline Support Center



- **Email:** [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org)



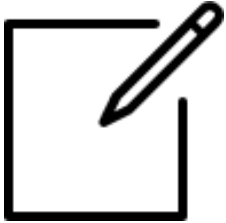
- **Call:** (800) 234-9473

# 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)



# 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!**





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