Q1 Training for Tribal Partners

Lifeline Program Overview

March 16, 2022
**Housekeeping**

- Audio is available through your computer’s speakers
- The audience will remain on mute until we reach the open forum portion
- Enter questions at any time using the Q&A box
- If your audio or slides freeze, restart the webinar
- Participants received a copy of the slide deck via email, in the one week reminder

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

Kraynal Alfred
Tribal Liaison | USAC

Kraynal coordinates Tribal outreach across USAC
TribalLiaison@usac.org

Winta Woldu
Communications Specialist | Lifeline

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

• Program Overview
  • USAC Introduction
  • Lifeline Program

• Open Forum

• Tribal Resources
Objectives

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

...be trained in:
• The basic functions of the Lifeline program
• How to qualify and apply for the Lifeline program

...be able to:
• Assist consumers with applying for the Lifeline program
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
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

• 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
Lifeline Benefit

Minimum Service Standards (MSS)

Service Type

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Description</th>
<th>Lifeline Support Amount (Effective December 1, 2020)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice (mobile or landline)</td>
<td>Voice only service that meets MSS</td>
<td>$5.25</td>
</tr>
<tr>
<td>Broadband (internet)</td>
<td>Broadband only service that meets MSS</td>
<td>$9.25</td>
</tr>
<tr>
<td>Bundled Voice</td>
<td>Voice and broadband service that meets the voice MSS only</td>
<td>$5.25</td>
</tr>
<tr>
<td>Bundled Broadband</td>
<td>Voice and broadband service that meets the broadband MSS only</td>
<td>$9.25</td>
</tr>
<tr>
<td>Bundled Voice and Broadband</td>
<td>Voice and broadband service that meets both the voice and broadband MSS</td>
<td>$9.25</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Mobile Voice</th>
<th>Mobile Broadband</th>
<th>Home Broadband</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000 Minutes</td>
<td>Speed: 3G or better; Usage Allowance: 4.5 GB</td>
<td>Speed: 25/3 Mbps; Usage Allowance: 1229 GB</td>
</tr>
</tbody>
</table>

Available for Public Use
Eligibility

• Income is at or below **135% of the federal poverty guidelines**
• Participate in at least one of the following **government programs:**
  • Medicaid
  • Supplemental Nutrition Assistance Program (SNAP)
  • Supplemental Security Income (SSI)
  • Federal Public Housing Assistance (FPHA)
  • Veterans and Survivors Pension Benefit
Eligibility: Tribal Lands

- Bureau of Indian Affairs General Assistance (BIA-GA)
- Tribally-Administered Temporary Assistance for Needy Families (TTANF)
- Tribal Head Start (must meet qualifying income standard)
- Food Distribution Program on Indian Reservations (FDPIR)
Tribal Partnerships

• Tribal partners include Tribal governments, agencies, and nonprofits serving Tribal communities
  • Tribal partners collaborate with USAC to educate consumers about Lifeline and assist eligible consumers with Lifeline program processes.
Tribal Lands

• Definition for “Tribal lands” used by Lifeline program (47 CFR 54.400(e)):
  • “For purposes of this subpart, ‘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, seq., as amended;
  • And any land designated as such by the Commission for purposes of this subpart pursuant to the designation process in § 54.412.”
Tribal Lands
National Verifier Overview
National Verifier Overview

• The National Verifier is a centralized application system that determines a consumer’s Lifeline program eligibility

• 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

• 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)
Methods to Apply

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

**Option 1:**
Apply Online
- The consumer visits CheckLifeline.org
- 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 CheckLifeline.org), or
- Through the National Verifier Eligibility Check API if the service provider has elected to use that option
Lifeline Program Review

Consumer qualifies for Lifeline

Consumer signs up with service provider

USAC reimburses Lifeline service provider
Questions?
Open Forum
Participation Instructions

- Select the raise your hand button in the chat function so we can invite you to speak
Discussion Topics

• Are you aware of any challenges facing consumers when applying for the Lifeline program’s Enhanced Tribal Benefit? If so, what kind?

• Based on the information in this training or a previous experience, how might Lifeline improve the application and/or manual review process?

• What tools do you need to help raise awareness about the Lifeline program’s Enhanced Tribal Benefit or Tribal Trainings?
Resources
Lifeline Tribal Webinars

• Watch 2021 Tribal webinar recordings:
  • Tribal Q1 Webinar: Lifeline Program Overview
  • Tribal Q2 Webinar: How to Resolve Application Errors
  • Tribal Q3 Webinar Slides: How to Apply for Lifeline
  • Tribal Q4 Webinar Slides: How to Apply by Mail
Educational Material

• Additional educational materials include:
  • How to Apply One-Pager
  • Manage your Benefit One-Pager
  • Tribal Lifeline Flyer
  • Tribal Toolkit
  • How to Apply Online Video
  • How to Apply by Mail Video
  • How to Submit Documentation by Mail
Lifeline Websites

• Lifeline offers two websites available:
  • 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](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)
Thank You!
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@mailer.surveygizmo.com with a unique survey link in 1-2 business days
• We appreciate your feedback
Thank You!