

# Q1 Training for Tribal Partners

Lifeline Program Overview

March 16, 2022



Universal Service  
Administrative Co.

# 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

**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](mailto: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 Program

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



## High Cost Program

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



## 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.

# 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



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



# Lifeline Benefit

## Minimum Service Standards (MSS)

| Mobile Voice | Mobile Broadband  | Home Broadband  |
|--------------|---|---|
| 1000 Minutes | <b>Speed:</b> 3G or better;<br><b>Usage Allowance:</b> 4.5 GB | <b>Speed:</b> 25/3 Mbps;<br><b>Usage Allowance:</b> 1229 GB |

## Service Type

| Service Type                       | Description   | Lifeline Support Amount<br>(Effective December 1,<br>2020) |
|------------------------------------|---|--|
| <b>Voice (mobile or landline)</b>  | Voice only service that meets MSS                                       | <b>\$5.25</b>  |
| <b>Broadband (internet)</b>        | Broadband only service that meets MSS                                   | <b>\$9.25</b>  |
| <b>Bundled Voice</b>               | Voice and broadband service that meets the voice MSS only               | <b>\$5.25</b>  |
| <b>Bundled Broadband</b>           | Voice and broadband service that meets the broadband MSS only           | <b>\$9.25</b>  |
| <b>Bundled Voice and Broadband</b> | Voice and broadband service that meets both the voice and broadband MSS | <b>\$9.25</b>  |

# 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)

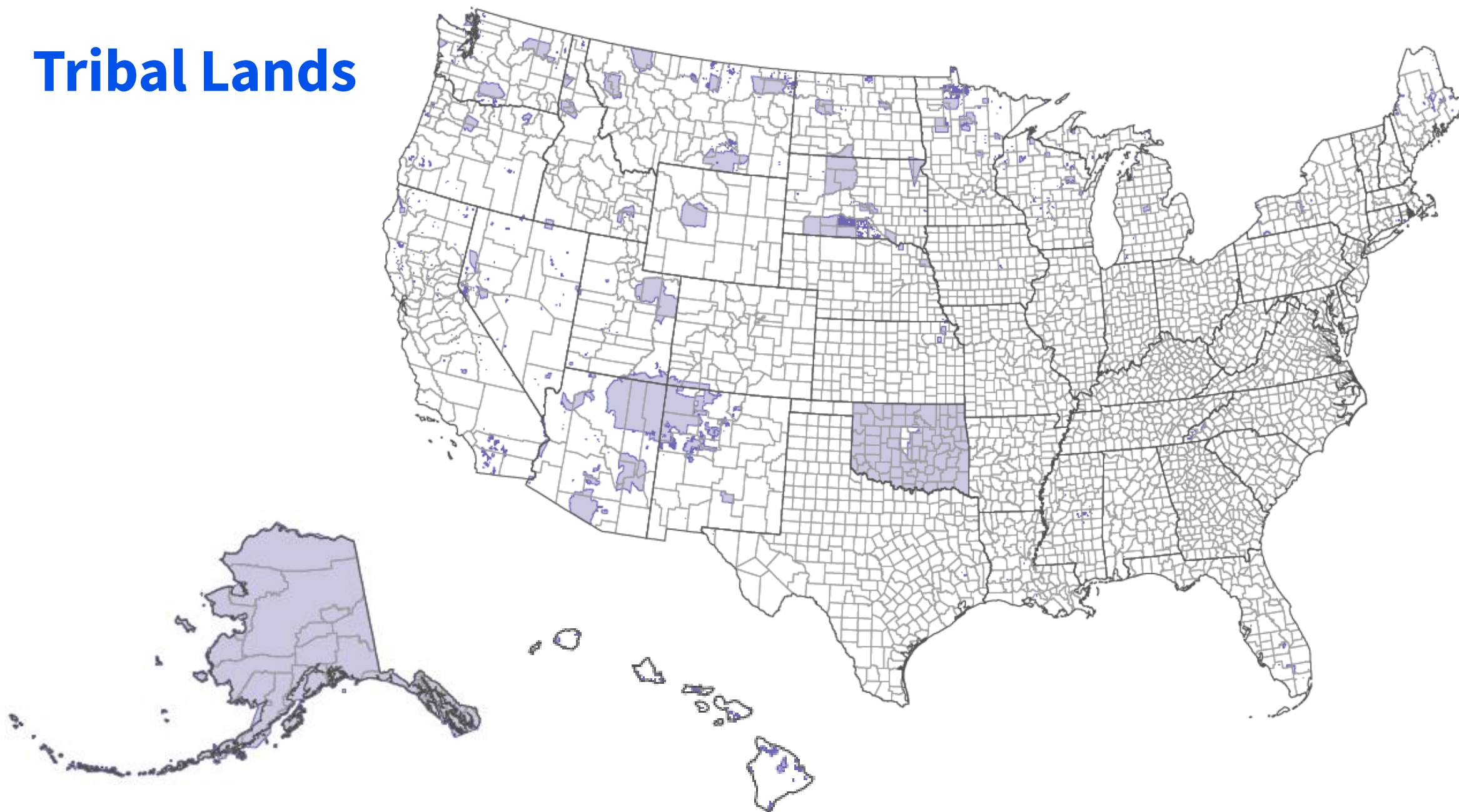
# Tribal Partnerships

- 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](https://www.CheckLifeline.org)
- Online application is accessible from any computer or mobile device

## Option 2:

### Apply by Mail

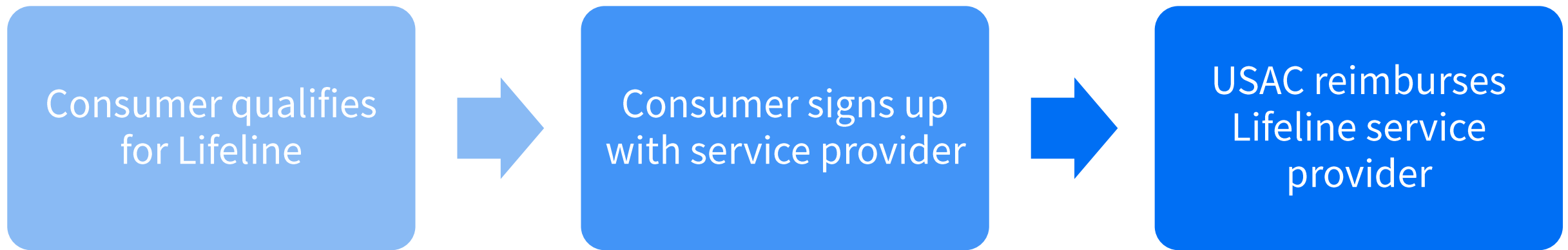
- The consumer fills out the Lifeline Application Form
  - [English Form](#)
  - [Spanish Form](#)
- The consumer mails the application and supporting documentation to the Lifeline Support Center

## 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](https://www.CheckLifeline.org)), or
- Through the [National Verifier Eligibility Check API](#) if the service provider has elected to use that option

# Lifeline Program Review



# 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](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)



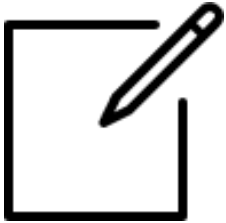
**Thank You!**

# 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@mailersurveygizmo.com](mailto:invites@mailersurveygizmo.com) with a unique survey link in 1-2 business days
- We appreciate your feedback

**Thank You!**







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