

How to Apply for Lifeline via Mail

Tribal Training

December 7, 2022



Universal Service
Administrative Co.

DISCLAIMER

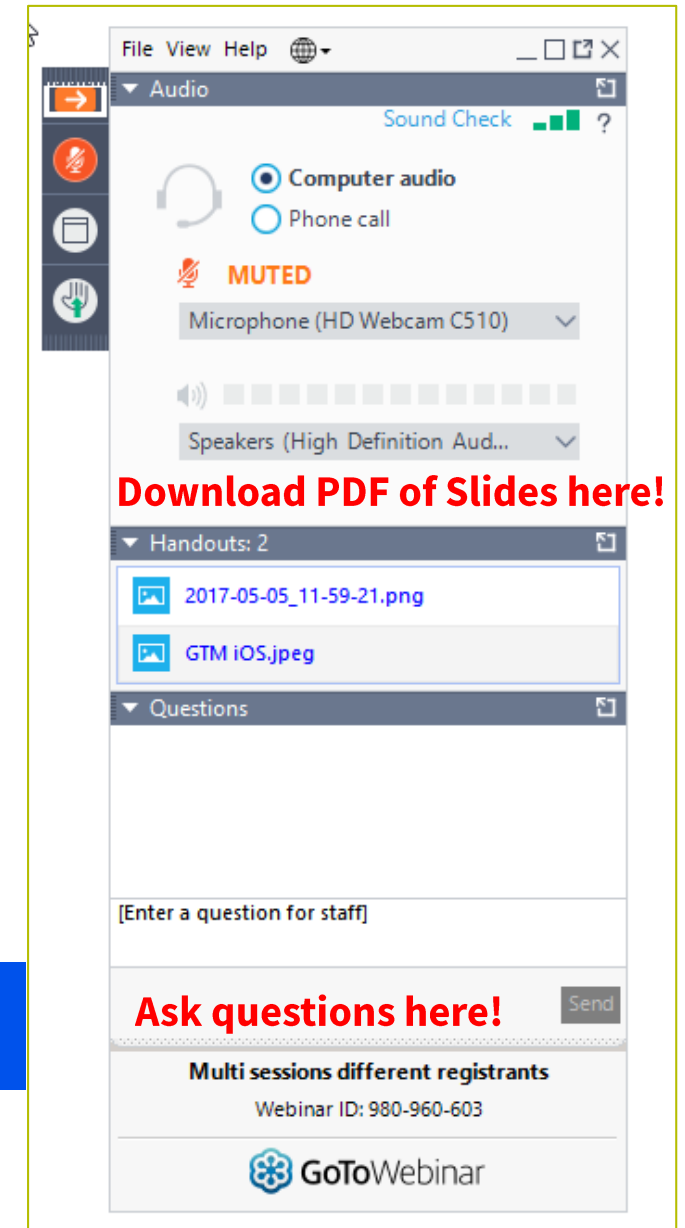
To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

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.



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
- National Verifier Overview
 - Submit a Paper Application
 - Resolving Address Application Errors
- Resources

Program Updates

Program Updates

Voice-Only Phase-Out and Minimum Service Standards

- On July 1, 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, 2023.
 - The basic Lifeline support of \$5.25 remains available to eligible consumers who subscribe to voice-only service until at least December 1, 2023.
 - The minimum service standard for mobile broadband data capacity will remain at 4.5 GB per month until at least December 1, 2023.

Program Updates

COVID-19 Relief for Tribal Subscribers Extended

- On September 30, 2022, WCB released a waiver that further extends the Lifeline recertification and reverification requirements for subscribers residing on Tribal lands through January 31, 2023.
 - This waiver also extends Affordable Connectivity Program (ACP) recertification for Tribal subscribers that participate in Lifeline and ACP. ACP recertification will commence for these subscribers after they have had an opportunity to complete the Lifeline recertification process.

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

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

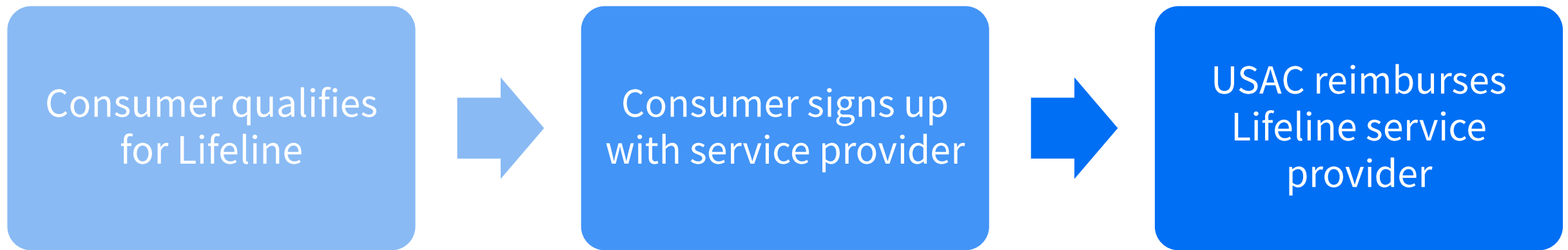
- The consumer fills out the Lifeline Application Form
 - [English Form](#)
 - [Spanish Form](#)
- The consumer mails the application and supporting documentation to the Lifeline Support Center

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



Application Process

Path 1

Input

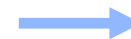
Enter consumer data
– name, SSN4 or Tribal ID,
DOB, address –
into the National Verifier;
initial certifications



National Verifier searches
for consumer in
State/Federal
databases and NLAD



If consumer eligibility
record **is found**, consumer
is approved



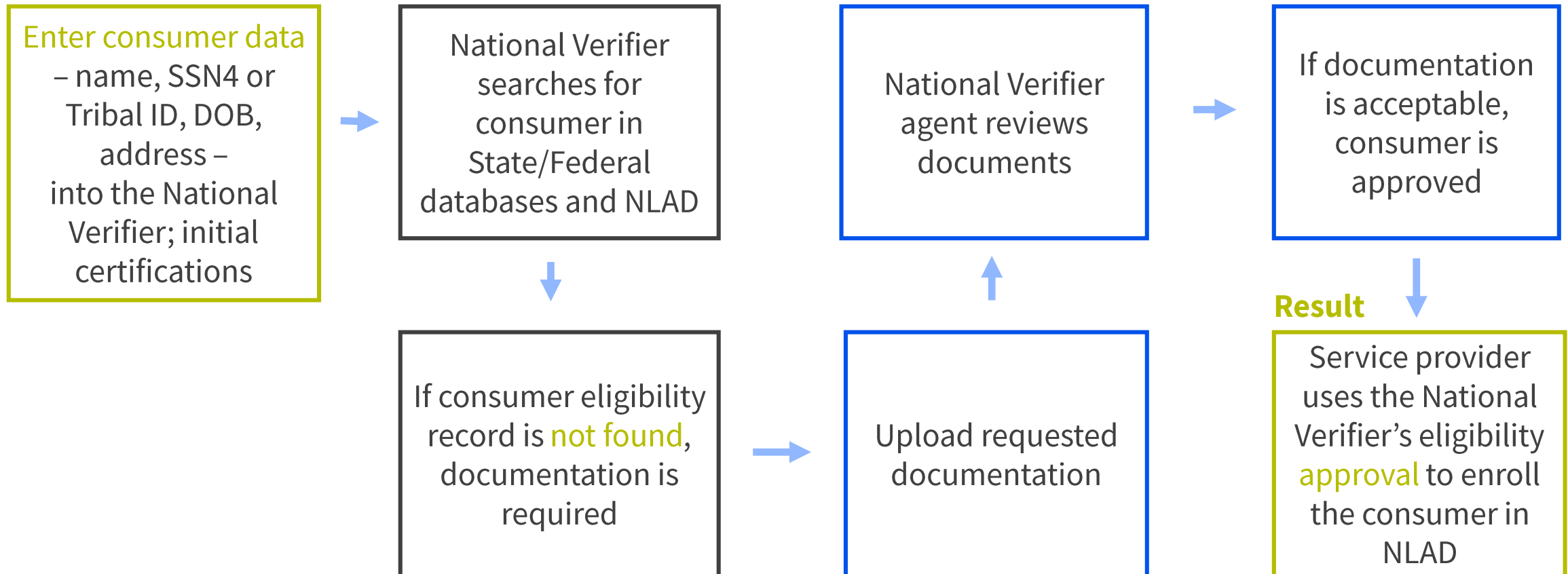
Result

Service provider uses the
National Verifier's eligibility
approval to enroll the
consumer in NLAD

Application Process

Path 2

Input



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

The image displays three overlapping copies of the FCC Form 5629 Lifeline Program Application Form. The forms are titled "Lifeline Program Application Form" and "OMB APPROVAL EDITION 3060-0819". The visible sections include:

- Section 2: Your Information** (top left): Includes fields for full legal name (first, middle, last), phone number, date of birth, email address, and Social Security Number (SSN). It also has checkboxes for "If you do not have a SSN, what is your Tribal ID?" and "What is the best way to reach you?" (email or phone).
- Section 2: Your Information (continued)** (top right): Includes fields for home address (street, apt., city, state, zip), temporary address, and mailing address. It also has checkboxes for "Is this a temporary address?" and "Check if you live on Tribal Land?".
- Section 2: Your Information (continued)** (bottom center): Includes a checkbox for "Check if you are qualifying through a child or dependent in your household. If yes, answer the following questions." and fields for the child or dependent's full legal name, date of birth, and SSN.

The forms are marked with "Page 2 of 8", "Page 3 of 8", and "Page 4 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

FCC FORM 5629

Lifeline Program
Application Form

OMB APPROVAL EDITION 3060-0819



1. About Lifeline

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service.

Rules

If you qualify, your household can get Lifeline for phone or internet service, but not both.

- 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. If more than one person in your household gets Lifeline, you are breaking the FCC's rules and will lose your benefit.

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).

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 using this form and electronic databases, you may need to provide an official document from one of the government qualifying programs or documentation that proves your annual income. You can submit copies of your official documents with this application or wait until the Lifeline Program Administrator asks you for them. To add them now, include the documents in option 1 or option 2 below:

1. If you qualify through a government program, provide a copy of a document such as an approval letter or benefit letter with the name of the person in your household who qualifies, name of the program, and issue date within the past 12 months or future expiration date.
2. If you qualify through your income, provide a copy of the prior year's state, federal, or Tribal tax return or a current income statement from an employer or paycheck stub for 3 consecutive months (or other accepted documents).

Visit lifelinesupport.org to see all acceptable document guidelines.

Apply

To apply for a Lifeline benefit, fill out the required sections of this form, initial every agreement statement, and sign on page 6.

Mail the form to this address:

USAC
Lifeline Support Center
P.O. Box 7081
London, KY 40742

- 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 contact them

*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.

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

1 2 3 S T R E E T

Street Number and Name

Apt., Unit, etc. C I T Y

City

N A 1 2 3 4

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?

First

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:
 - Page five asks 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 some government assistance programs or through your income (you do not need to qualify through both).

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

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

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	\$18,347	\$22,937	\$21,101	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 2	\$24,719	\$30,902	\$28,431	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 3	\$31,091	\$38,867	\$35,762	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 4	\$37,463	\$46,832	\$43,092	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 5	\$43,835	\$54,797	\$50,423	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 6	\$50,207	\$62,762	\$57,753	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 7	\$56,579	\$70,727	\$65,084	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 8	\$62,951	\$78,692	\$72,414	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> If more than 8, add this amount for each extra person:	Add \$6,372	Add \$7,965	Add \$7,331	<input type="checkbox"/> Yes	<input type="checkbox"/> No

135% of the 2022 Federal Poverty Guidelines
*The Federal Poverty Guidelines are typically updated at the end of January.

Paper Application: Page Six

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

FCC FORM 5629

Lifeline Program Application Form

OMB APPROVAL EDITION 3060-0819

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4.

Agreement

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

*You must initial next to
each statement.*

FL 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).

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

FL 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).

FL 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.

FL Initial I agree that all of the information I provide on this form may be collected, used, shared, and retained 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 Initial All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

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

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

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

Signature

FIRST LAST

Today's Date

December 7, 2022

Paper Application: Page Seven and Eight

- Consumers may leave page seven 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

FCC FORM 5629
Lifeline Program
Application Form

OMB APPROVAL EDITION 3060-0819



5.
Agent
Information
Answer only if a sales
person submits this form.

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

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

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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**

Examples of Identity Documentation

- Documentation to verify the consumer's **identity** should include:
 - A copy of an official, unexpired document with their first name, last name, and last four digits of the Social Security Number or Tribal Identification Number
(e.g., tax document, Social Security card, or Tribal Identification document)
 - 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 to be located on Tribal lands

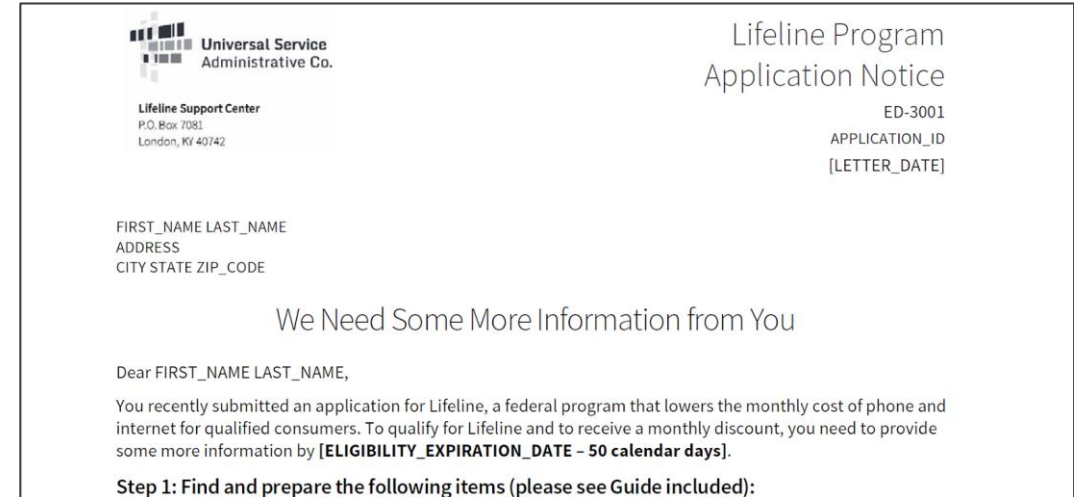
Examples of Address Documentation


- Mail completed applications and proof documentation to:

USAC Lifeline Support Center
P.O. Box 7081
London, KY 40742

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



 Universal Service
Administrative Co.

Lifeline Support Center
P.O. Box 7081
London, KY 40742

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)



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Lifeline Support Center
P.O. Box 7081
London, KY 40742

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:

☐ 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

Examples of Descriptive Address

- Consumers may enter a **descriptive address** or the intersection near where they reside if they don't have a street number and/or name

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.	
<input type="text" value="Red House in the Middle Of Town"/>	<input type="text"/>	
City	State	Zip Code
<input type="text" value="Sample Town"/>	<input type="text" value="WA ✓"/>	<input type="text" value="12345"/>

[Clear All](#) [Next >](#)

Verify Address via Mail

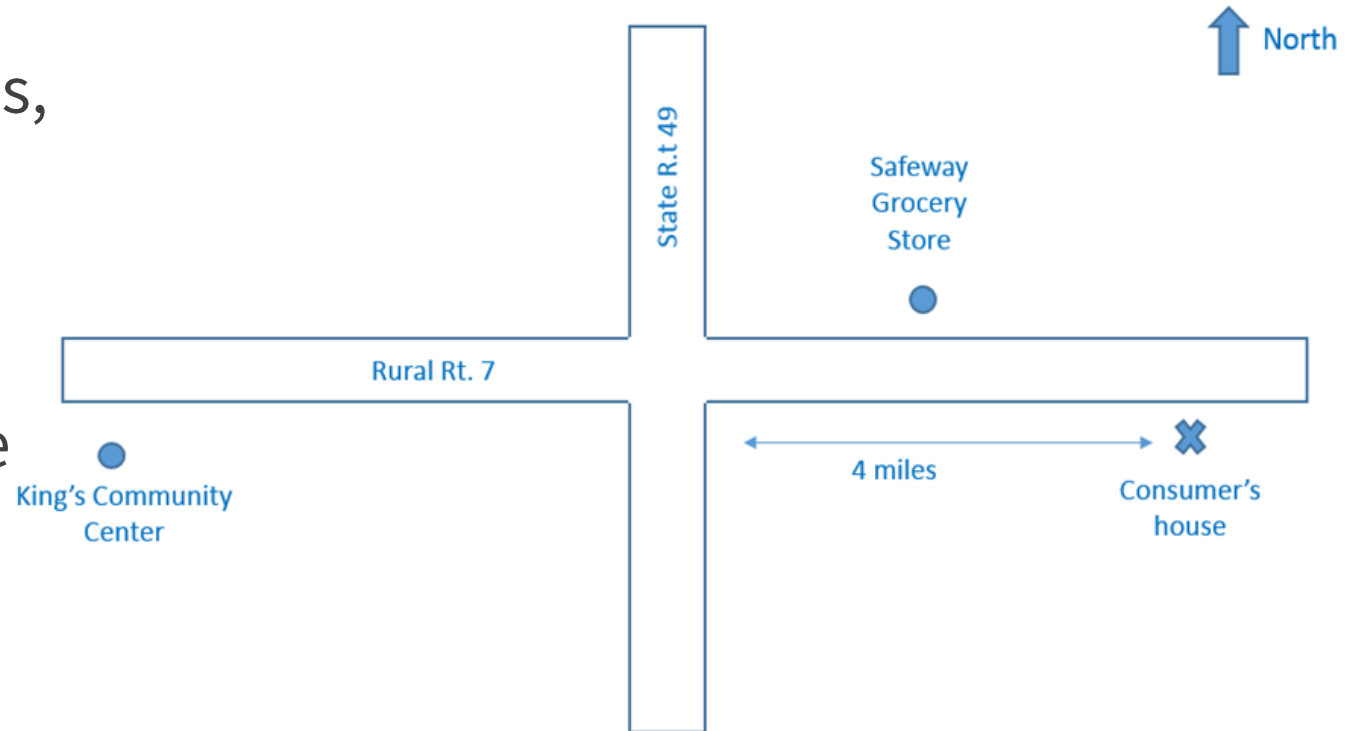
- **Option 1:** If a consumer has access to the internet but does not want to submit an online application, USAC recommends that they use a mapping tool (e.g., Google maps) to drop a pin where they live
 - Take a screenshot of the mapping tool (include the dropped pin and the consumer's coordinates)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

Verify Address via Mail

- **Option 3:** Consumer draws a map
- This map should include cross roads, identifiable landmarks, and distances
- If coordinates are known, the consumer should write them on the map
- Consumers must mail this information to USAC's Lifeline Support Center and the completed cover sheet 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 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



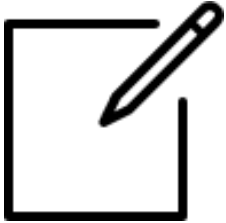
- **Call:** (800) 234-9473

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)



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!





Universal Service
Administrative Co.