Lifeline Program:
An Overview of the Lifeline Benefit for Low Income Native and Tribal Consumers
Housekeeping

• Audio is available through your computer’s speakers
• The audience will remain on mute
• Enter questions at any time using the “Questions” box
  • There is a large audience signed in today. We will accept as many questions as possible!
• If your audio or slides freeze, restart the webinar
• Copy of the slide deck in the “handouts” section of webinar panel
Today’s Presenters

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Agenda

1. USAC: Who We Are
2. Lifeline Program Details
3. National Verifier Overview
4. Resources
USAC: Who We Are
USAC: Who We Are
The Universal Service Administrative Company

• The Universal Service Fund exists to ensure that all people in the United States have access to quality, affordable connectivity services
• USAC is an independent, not-for-profit organization designated by the FCC as the permanent administrator of the Universal Service Fund and its four programs
USAC: Who We Are
The Mission of Universal Service

USAC works to ensure that all people in the United States have access to quality, affordable connectivity services through these four programs:

• Connect America
• Lifeline Program
• Rural Health Care Program
• Schools and Libraries Program (E-Rate)
Lifeline Program Details
Lifeline Program Details

- A monthly discount on phone, broadband, or bundled service
- Eight million U.S. households participate in Lifeline today
- Of those, 274,000 are tribal households
- All eligible consumers can receive a discount of up to $9.25 per month
- Consumers who live on qualifying tribal lands can receive up to $34.25 per month
Lifeline Program Details
Lifeline Benefit

The Lifeline discount is provided directly to the phone or internet company. The company offers the service to the consumer, taking into account the discount for any of the following:

<table>
<thead>
<tr>
<th>Service Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Voice (mobile or landline)</td>
<td>Subscriber is provided a Voice only service that meets the minimum service standards.</td>
</tr>
<tr>
<td>Broadband (internet)</td>
<td>Subscriber is provided a Broadband only service that meets the minimum service standards.</td>
</tr>
<tr>
<td>Bundled Voice</td>
<td>Subscriber is provided a Voice and Broadband service that meets the Voice minimum service standards only.</td>
</tr>
<tr>
<td>Bundled Broadband</td>
<td>Subscriber is provided a Voice and Broadband service that meets the Broadband minimum service standards only.</td>
</tr>
<tr>
<td>Bundled Voice and Broadband</td>
<td>Subscriber is provided a Voice and Broadband service that meets both the Voice and Broadband minimum service standards.</td>
</tr>
</tbody>
</table>
Lifeline Program Details
How to Qualify

Government program:

• Medicaid
• Supplemental Nutrition Assistance Program (SNAP)
• Supplemental Security Income (SSI)
• Federal Public Housing Assistance (FPHA)
• Veterans and Survivors Pension Benefit

Income:

• At or below 135 percent Federal Poverty Guidelines
**Lifeline Program Details**

**How to Qualify (Tribal Residents)**

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

Lifeline is available only to consumers who can document their eligibility

Only one Lifeline benefit is permitted per independent economic household (economic household is a group of people that share income and expenses)

Consumers are required to recertify their eligibility every year
Lifeline Program Details
Eligible Tribal Lands

Lower 48

AK and HI

Legend
- State Outline
- Tribal Land - Consumers residing in these areas can receive enhanced support and link up, and they can qualify using a Tribal program.

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National Verifier Overview
National Verifier Overview

• The National Verifier (NV) is Lifeline’s new application system that checks a consumer’s Lifeline eligibility
  • Phone or internet companies will no longer determine consumer eligibility for Lifeline

• After determining eligibility, a consumer still works with the phone or internet company they select to enroll in the Lifeline program
National Verifier Overview
Terms to Know

- **National Verifier**: Lifeline’s new application system that streamlines the process across all 56 states and territories
- **Service provider portal**: the online system that phone and internet companies may use to help their consumers apply for Lifeline
- **Consumer portal**: the online application that consumers may submit on their own to apply for Lifeline
- **Soft Launch**: All phone and internet companies are given time to adjust to the new system through an optional period when they can use the NV to determine consumer eligibility or can use their pre-NV processes
- **Hard Launch / Full Launch**: Use of the NV to apply is required and consumers may apply on their own through the consumer portal
National Verifier Overview

- In 2019, USAC successfully brought in all remaining states and territories into the National Verifier.
National Verifier Overview
How to Apply

Option 1: Apply Through a Service Provider
- The consumer visits a service provider
- The service provider will enter the consumer’s information into the National Verifier service provider portal
- The consumer can find service providers in their area using the “Companies Near Me” tool on USAC’s website

Option 2: Apply by Mail
- The consumer fills out the National Verifier Lifeline Application Form, One-Per-Household Worksheet, and provides proof of program eligibility and proof of identity
- The consumer mails in their documentation to the Lifeline Support Center or delivers it to their service provider

Option 3: Apply Online
- The consumer visits https://nationalverifier.service-now.com/lifeline from any computer or mobile device to create an account and complete the electronic application
- The consumer contacts a service provider to enroll in Lifeline
Apply Online
Apply Online

https://nationalverifier.service-now.com/lifeline

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.

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

New consumers sign in here

Returning consumers sign in here

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Apply Online

Your Information

We will use this information to find out if you qualify for the Lifeline Program.

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
- Suffix (Optional)

What is your date of birth?

- Month
- Day
- Year

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
- City: Sample Town
- State: WA
- Zip Code: 12345

Consumers may enter a descriptive address or the intersection near where they reside if they don’t have a street number/name.
Apply Online

The consumer will create their username and password and log in to the NV Web Portal

Create Your Account
Making an account will let us keep your information safe. It will also let you save it and can come back to it any time.

Create 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 letters or numbers long
2. At least 1 capital letter
3. At least 1 number (0-9)
4. At least 1 special character (@#$%^&*)

Confirm Password
Type the same password again.
Apply Online

Help us secure your account. Choose 3 security questions that only you know the answers to.

Make sure you can remember these answers. There will help you get back into your account if you forget your username or password.

Security Question 1
Select one

Your Answer to Security Question 1

Security Question 2
Select one

Your Answer to Security Question 2

Security Question 3

What is the best way to reach you?
We will use this to contact you when you need to reset your password and to let you know when there are updates to your application status.

- Email
- Phone
- Mail

What is your email address?
example@email.com

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 the form on paper, you can print a paper form to mail in.
Apply Online

Welcome John Smith
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.

Apply or Transfer Your Service
Complete a new application if you’d like to sign up for Lifeline again or want to transfer your benefit to a different company.

Update Your Address
If you already get Lifeline but have moved recently, update your address here and let your company know as soon as possible.

Find a Company Near Me
Lifeline is a federal benefit. If you are not happy with your Lifeline service, you can move to another phone or internet company.
Apply Online

Tell Us Which Program You Are In

To qualify for Lifeline, 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. 📞

Review Your Information

Before we check if you qualify for Lifeline, make sure your information is right.

Double check the information below.

Full Legal Name: Jane Mary Smith
Date of Birth: March 10, 1959
Last 4 Numbers of SSN: 1234
Address: 123 Main Street, Apt 206
Chicago, IL 56789

The information you gave us will be used to check if you qualify for Lifeline. 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.
Apply Online

Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

I understand that it is against the law to lie on this form and agree, under penalty of perjury, to the following statements:

Initial
JS

Your Signature
Type your full legal name (the same as you gave us before) below.

Jane Mary Smith

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

Scroll Down
...There are 9 total statements to initial.

You Qualify for Lifeline

Sign up for Lifeline by Apr 30, 2018 (Based on US Eastern Time)

You have 90 days from today to sign up for Lifeline with a phone or internet company.

How to sign up

1. Choose a company
   Find one using the list of service providers near you.

2. Tell them you qualified for Lifeline online, and ask them to sign you up.
   Bring the following with you:
   - A form of identification (like a driver’s license)
   - Your confirmation number: N3B-2UJ-23WN

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

The consumer’s “Qualified” eligibility result will expire in 90 days. They must sign up with a company by the listed date.

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Apply Online
Resolving Errors

If a consumer receives any of the following errors, they can resolve them by submitting documentation or additional information to the portal (the portal will also walk consumers through the process to submit more information):

<table>
<thead>
<tr>
<th>Error</th>
<th>Document/Proof Required</th>
</tr>
</thead>
<tbody>
<tr>
<td>AMS (Address Matching Service Error)</td>
<td>Address validation</td>
</tr>
<tr>
<td>Duplicate Address</td>
<td>Duplicate address flow</td>
</tr>
<tr>
<td>Under 18</td>
<td>Proof of emancipated minor status</td>
</tr>
<tr>
<td>TPIV (Identity Verification Error)</td>
<td>Proof of identity</td>
</tr>
<tr>
<td>Program Eligibility</td>
<td>Proof of program/income eligibility</td>
</tr>
</tbody>
</table>
Apply Online
Resolving Errors - AMS

• If a consumer entered a descriptive address or another address that is not verified by the USPS Address Matching Service (AMS), they will need to provide more information using this mapping tool

• The map will try to locate the consumer’s home based on the information originally entered and the consumer can move the pin around to locate where they live

• The latitude and longitude fields will automatically populate

We Didn’t Recognize Your Address
The U.S. Postal Service could not find the address you gave us.

Show us that your address is right.

This is the information you gave us.

[Map screenshot with coordinates entered]

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Apply by Mail
Apply by Mail

- Consumers must complete all sections of the **application**
- Write clearly, using black ink and capital letters
- Consumers enter the same information they would include on the online application
Apply by Mail
Resolving Errors - AMS

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 (such as Google maps) to drop a pin where they live

- Consumers may take a screenshot of the mapping tool (the image should include the dropped pin and the consumer’s latitude and longitude coordinates)

Option 2: a consumer may use a map from their community (i.e. from a gas station or if their phone/internet company or tribal government has maps of the area)

- The consumer can circle their home
- If coordinates are known, the consumer should write them on the map (otherwise, USAC will determine coordinates based on the map)
Apply by Mail
Resolving Errors - AMS

Option 3: consumers may hand draw a map to show where they live

- This map should include cross roads, identifiable landmarks, and distances
- If coordinates are known, the consumer should write them on the map (otherwise, USAC will determine coordinates based on the map)
Apply by Mail
Submission

• Consumers mail completed applications to:

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

• USAC will send an eligibility decision via mail from the Lifeline Support Center
  • If a consumer’s application receives an error and they need to submit more information, the consumer will also be notified via mail

• Eligibility decisions are made between 7 and 10 days

• Consumers can call the Lifeline Support Center to check their application status at (800) 234-9473
Apply by Mail

Tips

• If consumers have access to email, we encourage them to include this information on their application

• Include copies of eligibility and identity documents as well as the one-per-household worksheet to reduce processing time
  • The household worksheet and information on what documentation is needed to resolve specific errors can be found on LifelineSupport.org
Resources
Resources

- Lifeline Support Center
  - (800) 234-9473
  - LifelineSupport@usac.org
  - 9 a.m.–9 p.m. ET, 7 days a week

- LifelineSupport.org
  - Videos on the application process
  - Information on how to resolve errors and specific information for tribal residents
  - Tribal Flyer

- Companies Near Me
  - Search for companies that serve a specific area by zip code or city and state
Thank You!

• Thank you for joining us!
• Keep watching the consumer web page for more updates
  • [www.LifelineSupport.org](http://www.LifelineSupport.org)
• Want to stay up to date on Lifeline?
  • Sign up for the [Lifeline newsletter](http://Lifeline newsletter)
• Need help? Contact us!
  • [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org)