

Lifeline Listening Session for Tribal Stakeholders

Tuesday, April 9, 2024

Agenda

- USAC 101
- Break
- Listening Session

Meet Our Team



Gem Shandiin Labarta

Tribal Liaison | Shared Services

Provide clear, accurate, real-time support to Tribal Stakeholders.

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Communications Specialist | Lifeline

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

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Sr. Director | Lifeline

Kevin manages USAC's relationship with stakeholders and vendors.

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Who We Are: The Universal Service Administrative Company

- The **Universal Service Administrative Company** (USAC) is an independent not-for-profit organization designated by the Federal Communications Commission (FCC).
- USAC is responsible for administering the **Universal Service Fund** (USF) and its four programs.
- The USF exists to ensure that all people in the United States have access to quality and affordable connectivity services.



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.

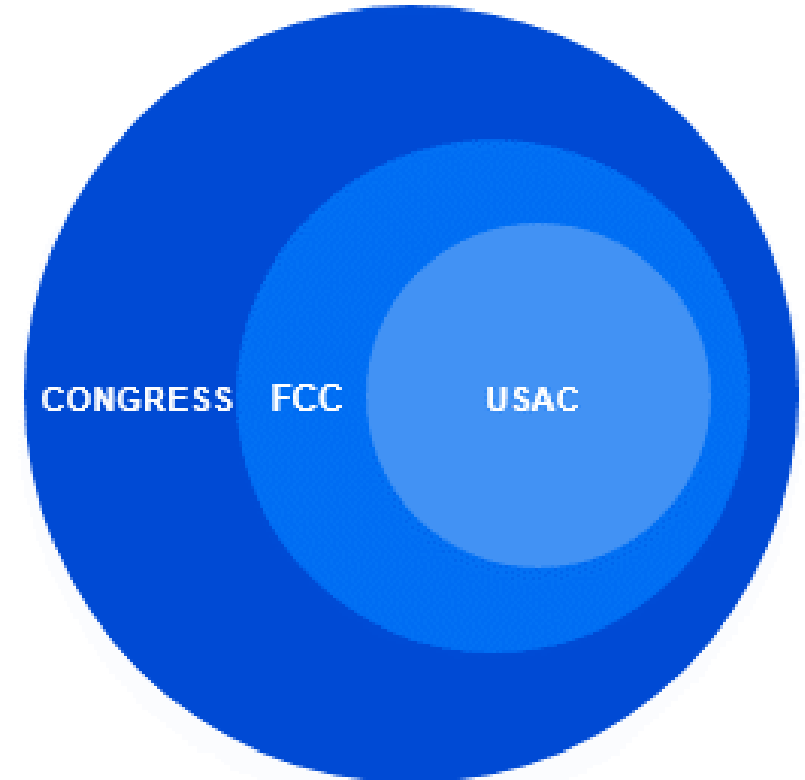


High Cost Program

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

Overview: Who Makes the Rules?

- Congress enacted the Telecommunications Act of 1996, which tasks the FCC with ongoing management of the Lifeline program and other universal service efforts.
- The FCC sets rules and policies for the program and gives direction to USAC.
- USAC is responsible for the day-to-day administration of the Lifeline program in accordance with FCC requirements.





E-Rate Program

Ensuring that schools and libraries across the U.S. are connected to information and resources through the internet

E-Rate Program: Overview

- Supports schools and libraries across the nation in obtaining affordable, high-speed broadband services (or internal connections) that can increase learning opportunities and services for students and library patrons
- Eligible applicants: public or private schools (K-12), libraries, and groups of schools and libraries (e.g., consortia, districts, systems)
- Available funding: reduces the costs of eligible equipment and services by 20 percent to 90 percent

E-Rate Program: Tribal Libraries

- In 2022, the FCC expanded E-Rate rules to include Tribal libraries, ensuring their eligibility for USF support.
- In 2023, the FCC further amended its E-Rate rules to make eligible for support Tribal college or university libraries that act as a public library in their communities.
- A library may be designated as a Tribal library by a Tribal government (e.g., pursuant to a Tribal Resolution).
- A Tribal library may also work with its local state library administrative agency.
- Tribal libraries should demonstrate three characteristics of a library, commonly associated with Institute of Museum and Library Services (IMLS) grants to Native American libraries:
 - Regularly scheduled hours
 - Staff
 - Materials available for library users

E-Rate Program: Improving E-Rate for Tribal Applicants

A [Report and Order](#) adopted on July 20, 2023 amended program rules to enhance Tribal applicants' access to the E-Rate program and encourage wider program participation.

- Extended E-Rate eligibility to Tribal college or university libraries also serving as local public libraries
- Created a new competitive bidding exemption for libraries seeking Category Two services and equipment that costs \$3,600 or less per year, per library
- Increased the maximum Category Two discount rate from 85 percent to 90 percent and the Category Two funding floor from \$25,000 to \$55,000 for Tribal libraries
- Provided guidance on cost allocation issues experienced by applicants
- Adopted a formal definition of “Tribal” for the E-Rate program
- Expanded USAC Board of Directors to add a Tribal community representative
- Increased USAC outreach and training on E-Rate and the USF programs for Tribal applicants
- Sought comments on simplification of other program rules for all E-Rate applicants



Rural Health Care Program

Connecting health care facilities across America

Rural Health Care Program

- The Rural Health Care (RHC) program provides funding to eligible health care providers for telecommunications and broadband services needed to deliver health care.
 - Telecommunications Program funds voice and other telecommunications services
 - Healthcare Connect Fund (HCF) Program funds broadband services, network equipment, and related costs
- Eligible applicants: non-profit or public health care providers located in a rural area (as defined by the FCC).
 - Eligible health care providers must meet [program requirements](#).



High Cost

Expanding access to modern communications networks across rural America

High Cost Program

- The federal universal service High Cost program (including the Connect America Fund) is designed to ensure that consumers in rural, insular, and high-cost areas have access to modern communications networks capable of providing voice and broadband service, both fixed and mobile, at rates that are reasonably comparable to those in urban areas.
- The program fulfills this universal service goal by allowing eligible carriers who serve these areas to recover some of their costs from the federal Universal Service Fund.

FCC Form 481

- All eligible telecommunications carriers (ETCs) participating in High Cost and/or Lifeline programs must file FCC Form 481 annually.
- FCC Form 481 collects financial and operational information used to validate carrier support.
- Tribal Officials can download and view FCC Form 481 data submitted by carriers that serve their lands using the 54.314 System in E-File.
- New! Tribal Access to [FCC Form 481 User Guide](#)

Questions?

Break



Lifeline

Lowering the monthly cost of phone and internet service

Lifeline Program

The Lifeline program is a benefit program that helps low-income households pay for phone or internet service.

Eligible households can receive:

\$9.25 Standard Discount

Up to \$9.25/month discount for internet or bundled services and up to \$5.25/month for phone service that meets the [minimum service standards](#).

\$34.25 Tribal Discount

Up to \$34.25/month discount for households on [qualifying Tribal lands](#).

\$100 Link Up Discount

A one-time discount of up to \$100 off the initial set up fees at addresses on qualifying Tribal lands receiving service from certain service providers.

The Lifeline benefit is limited to one monthly service discount per household.

Lifeline Program

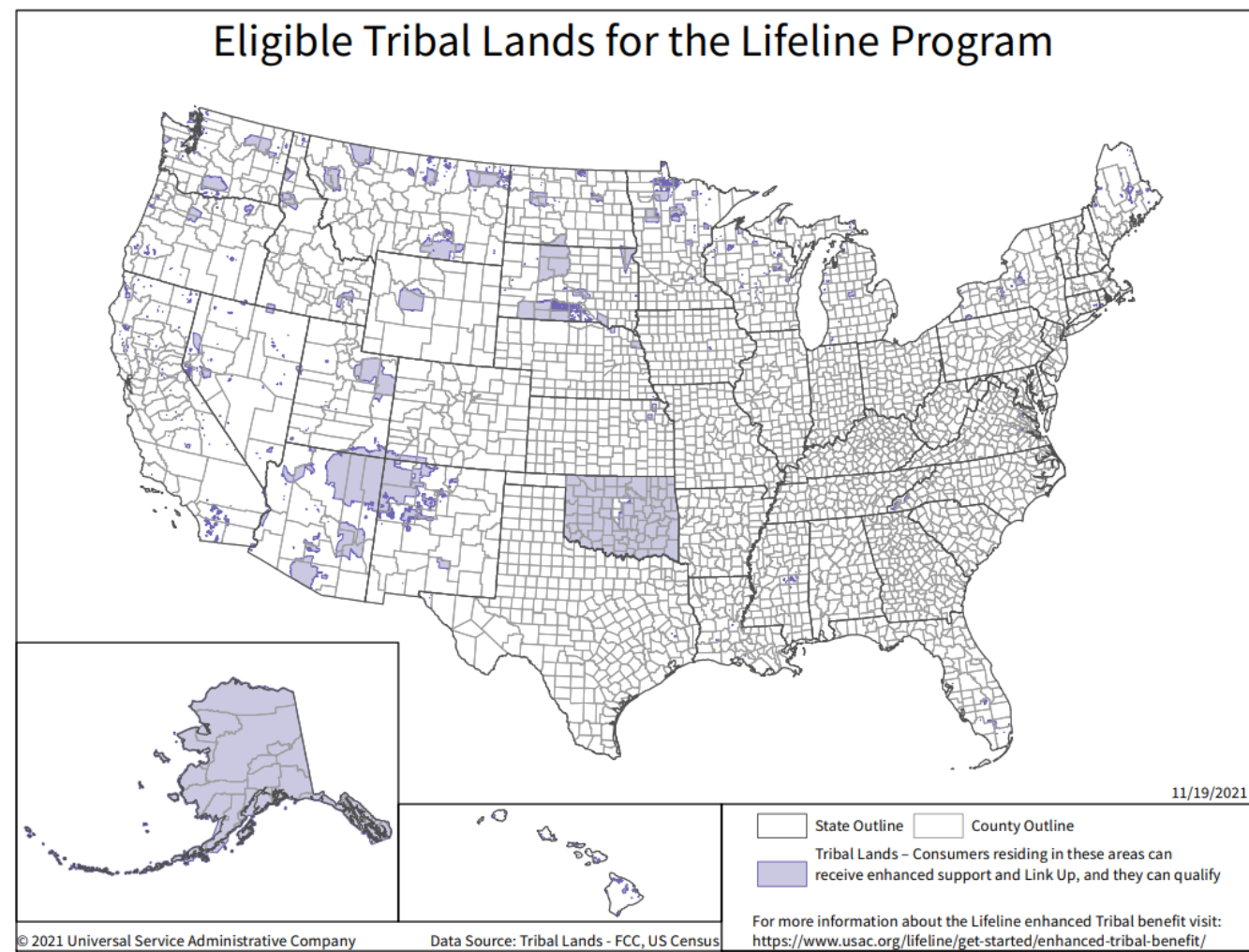
There are **three ways** a household can qualify for the Lifeline program:

- [Household income](#) at or below 135 percent of the federal poverty guidelines.
- Participation in [certain federal assistance programs](#) such as SNAP, Medicaid, Supplemental Security Income, federal housing assistance, or Veterans Pension and Survivors Benefit.
- Participation in certain [Tribal assistance programs](#) (only available to households that live on Tribal lands) such as Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy Families (Tribal TANF), or Food Distribution Program on Indian Reservations.

Lifeline Program

- Only one Lifeline benefit is allowed per household.
 - A household is a group of people who live together and share income and expenses.
- Benefit qualifying person (BQP): If an individual is not eligible for Lifeline but has a dependent that is eligible (e.g., a child), the individual may qualify for Lifeline program benefits based on the status of their dependent.

Lifeline Program



Lifeline Eligible Tribal lands [map](#).

Lifeline Program

Apply Online

- Visit LifelineSupport.org and select *Apply Now*.

Apply by Mail

- Fill out and send in the [Lifeline Application Form \(Spanish\)](#).

Apply With a Service Provider

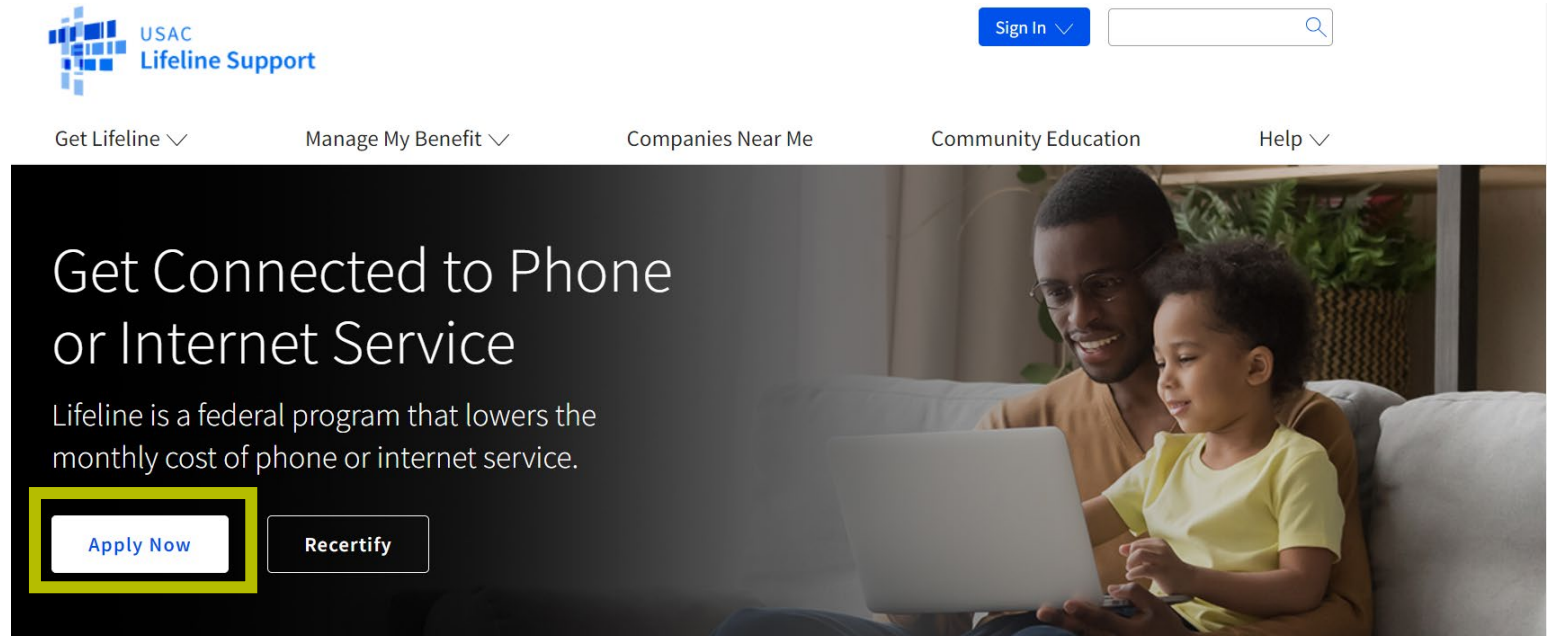
- Find a service provider company using the [Companies Near Me](#) tool.

Consumers who live in [California](#), [Oregon](#), or [Texas](#) should contact their state to apply for the program.

How to Apply for Lifeline Online

How to Apply Online

- Visit LifelineSupport.org.
- Select **Apply Now** to be redirected to the application landing page.



The screenshot shows the USAC Lifeline Support website. At the top left is the logo for USAC Lifeline Support. To the right is a 'Sign In' button and a search bar. Below the logo is a navigation menu with links: 'Get Lifeline', 'Manage My Benefit', 'Companies Near Me', 'Community Education', and 'Help'. The main content area features a large image of a man and a young child sitting on a couch, looking at a laptop. Overlaid on this image is the text: 'Get Connected to Phone or Internet Service'. Below this text is a paragraph: 'Lifeline is a federal program that lowers the monthly cost of phone or internet service.' At the bottom of this section are two buttons: 'Apply Now' (highlighted with a yellow border) and 'Recertify'.

USAC
Lifeline Support

Sign In

Get Lifeline Manage My Benefit Companies Near Me Community Education Help

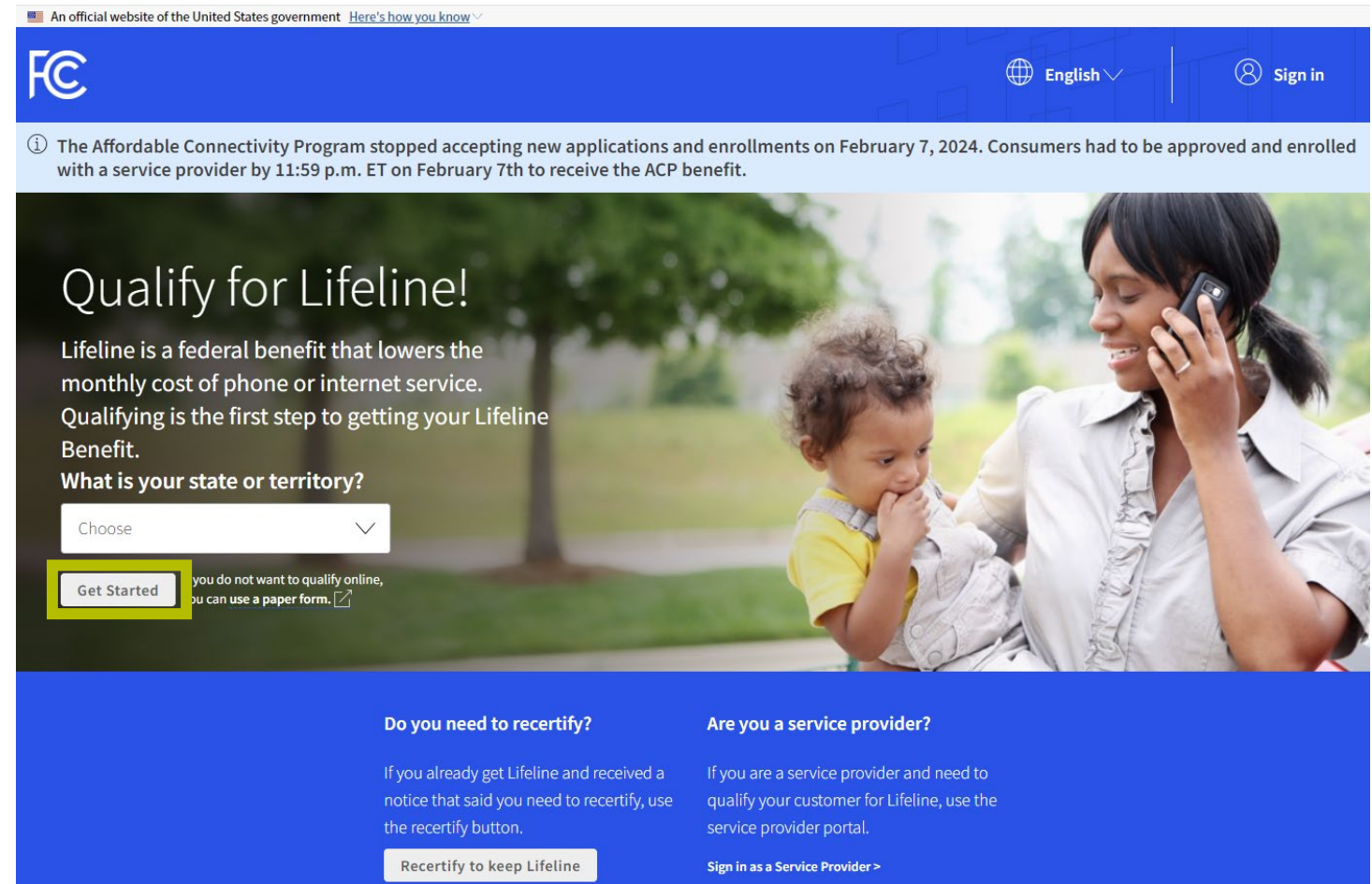
Get Connected to Phone or Internet Service

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

Apply Now Recertify

How to Apply Online (Continued)

- On the landing page, the consumer will select the state or territory where they live from the drop-down menu.
- Then select “**Get Started**” to begin the application.



An official website of the United States government [Here's how you know](#)

FC English Sign in

The Affordable Connectivity Program stopped accepting new applications and enrollments on February 7, 2024. Consumers had to be approved and enrolled with a service provider by 11:59 p.m. ET on February 7th to receive the ACP benefit.

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 >](#)

How to Apply Online (Continued)

- The consumer enters their first and last name as it appears on official documentation.
- Next, their date of birth.

Your Information

We will use this information to find out if you qualify for the Lifeline Program and/or the [Affordable Connectivity Program \(ACP\)](#). We are committed to protecting your information. This information will only be used to find out if you qualify and send you important reminders about your application.

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)
<input type="text"/>	<input type="text"/>

Last Name(s)
If you have multiple last names put them all into the box below.

What is your date of birth?

Month	Day	Year
<input type="text" value="Choose"/> ▾	<input type="text" value="DD"/>	<input type="text" value="YYYY"/>

How to Apply Online (Continued)

- The consumer then enters the last four digits of their Social Security Number (SSN) or Tribal ID number.
 - Providing their SSN may speed up the process and reduce the need to provide documentation.

How do you want us to check your identity?
We'll use this information to see if you're eligible. It won't affect your credit status.

Social Security Number (SSN)
This is the fastest option if you know the last 4 digits of your SSN.

Enter last 4 digits of your SSN

XXX - XX -

This is required if you're applying for Lifeline.

Other government identification
A photo of your Driver's License, passport, consular ID, birth certificate, or other government ID issued by the United States or another country.

Number on Tribal ID
Look for this number on your card or documentation.

How to Apply Online (Continued)

- Consumer enters their home address.
- **Note:** This information will be used to confirm that the household resides on qualifying Tribal lands.

What is your home address?
The address where you will get service. Do not use a P.O. Box. You will be able to add a mailing address later.

Street Number and Name	<input type="text" value="Red House in the Middle of Town"/>	Apt, Unit, etc.	<input type="text"/>
City	<input type="text" value="Sample Town"/>	State	<input type="text" value="WA"/> ▼
		Zip Code	<input type="text" value="12345"/>

How to Apply Online (Continued)

- Consumer identifies if they qualify for the benefit through themselves or through a child or dependent.
 - Select no, if they qualify by themselves.
 - Select yes, if they qualify through a child or a dependent.

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.

Next

How to Apply Online (Continued)

- The consumer must choose a **username** and **password** to create an account and sign in.
- Then enter their email address.
- Enter their phone number (optional).
- If their mailing address is different from their home address, they enter that information here.
- Select preferred language, English or Spanish (optional).

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 you can easily remember like your email address or your name in some form. Save this information somewhere secure because you will need to use it again.

Username

Choose your password.

Make sure it is something you can remember. Save this information somewhere secure because you will need to use it 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 ⓘ

Password

Show Password

Confirm Password

Type the same password again.

Show Password

Your Contact Information

What is your email address?

We will use your email to send you important reminders and information about your application and enrollment.

I want to provide an alternate email.

What is your phone number? (Optional)

By providing a phone number, you consent to letting USAC contact you at that phone number via artificial or prerecorded voice message or text for important reminders and updates about your Lifeline or ACP benefit. For text messages, message and data rates may apply. Text STOP to end messages.

I have a mailing address that is different than my home address.

What is your preferred language? (Optional)

We will send outreach to you about your Lifeline or ACP benefit in the language(s) you select. You may select more than one language.

English Español

Terms & Conditions

By checking this box, I accept the [terms and conditions](#) of the National Verifier system.

[Back](#)

[Submit](#)

How to Apply Online (Continued)

- Select **Start Lifeline Application** on the account homepage to continue with the application.

Welcome SIM

The National Verifier is a tool to help you confirm your eligibility for the Lifeline Program and/or the Affordable Connectivity Program (ACP).

[Get Started](#) [Need Help?](#)

Do you need to start an application?

To start an application for either ACP or Lifeline, select one of the blue buttons below. If you are interested in receiving an ACP and Lifeline benefit, select "Start Lifeline Application".

Do you already have an application?

You can check the My Applications table below to see if you already have an application. To return to an incomplete application, select the "Return to Application" button. If you need to edit an application, please review the "Need Help" section.

[Start Lifeline Application](#)

[Start ACP Application](#)

My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

[Return to Application](#)

Application Type	Application ID	Application Created	Expiration Date	Status
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Start an application to see if you qualify.

How to Apply Online (Continued)

- The consumer selects **all** the qualifying programs they participate in from the provided list.
 - If they do not participate in a qualifying program, they can also qualify based on their income or through a child or dependent.
 - Those who live on Tribal lands may also qualify based on their participation in Tribal assistance programs.

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. [?](#)

Which Tribal specific programs do you have? (Check all that apply.)

Bureau of Indian Affairs General Assistance

Tribally-Administered Temporary Assistance for Needy Families (TTANF)

Food Distribution Program on Indian Reservations (FDPIR)

Head Start (only if your household meets the Head Start income qualifying standard)

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

Back

Next

How to Apply Online (Continued)

- Review the consumer's information to ensure it is correct.
 - If corrections are needed, select **Edit** to update the information.
- Confirm with the consumer that USAC may use their information to check their eligibility for the Lifeline program.
 - Then click the checkbox confirming their consent.
 - Select **Submit**.

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:	Test Test	<input type="checkbox"/> Edit
Date of Birth:	January 1, 1991	
Last 4 Numbers of SSN:	2222	
Address:	123 Street Rd Washington, DC 20000	

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 Lifeline.

Back

Submit

How to Apply Online (Continued)

- The consumer may be asked to confirm their address by locating where they live on the map.
 - They can click on the map to move the pin to their address.
 - The coordinates automatically populate.
- This tool helps to confirm that the consumer lives on Tribal lands.

Find your address on the map below

We couldn't find your address, please show us where you live on the map.

Your address
123 STREET RD
WASHINGTON, DC 20000

How to find your address on the map

To show us where you live, click on the map to move the pin to your address. The pin will automatically fill in the longitude and latitude coordinates of your address.

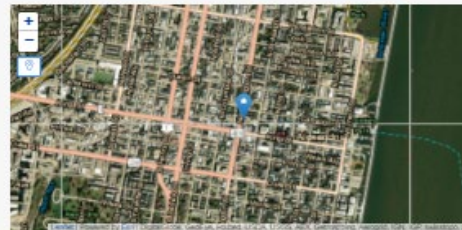


To move the map, click on the map, hold down, and move it until you find your area.

Click on the zoom buttons to zoom in and out.

When you find where you live on the map, click the spot on the map to place the pin.

To move the pin, click a new spot on the map.



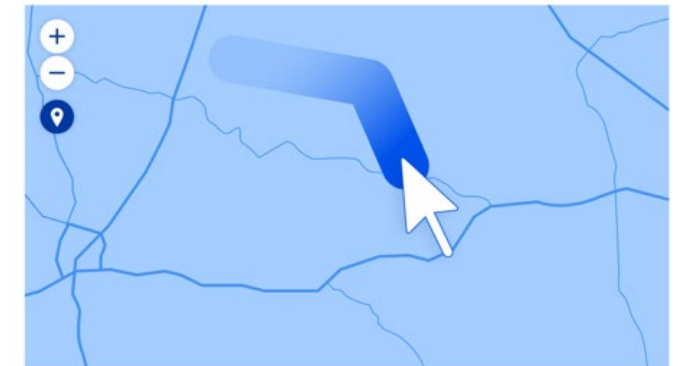
Latitude

Longitude

Next

Having trouble with the map?

To show us where you live, click on the map to move the pin to your address. The pin will automatically fill in the longitude and latitude coordinates of your address.



To move the map, click on the map, hold down, and move it until you find your area.



Your coordinates will automatically be filled in once the pin is placed. You can also find your latitude and longitude coordinates using [Google Maps](#). If you need help please reference the [instructions](#) for using Google Maps.

How can I edit my information or add a child or dependent?



How to Apply Online (Continued)

- The consumer may be asked to upload documents that confirm their date of birth.
- Documents must include:
 - First and last name, and
 - Date of birth.

Share proof of your date of birth

Your document must include:

- Your first and last name:
Test Test
- Your date of birth:
1/1/1991

Here are common examples:

- A Driver's license that is not expired
- A Passport that is not expired
- A birth certificate
- A U.S. government, military, state or Tribal issued ID that includes your date of birth and is not expired
- A Certificate of Naturalization, Certificate of U.S. Citizenship, or Consular Matricular ID

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose a file

Back

Next

How to Apply Online (Continued)

- The consumer may be asked to upload documents that confirm their Tribal ID number.
- Documents must include:
 - First and last name, and
 - The Tribal ID number.



Confirm Your Information

We couldn't confirm your identity information.

This is the information you gave us.

Full Legal Name: **Test Test Test**
 Date of Birth: **January 1, 1991**
 Last 4 SSN: **1234**

If you see a typo in your information, [fix it here](#).

You will have until 5/12/2024 to provide more documents so we can determine whether you qualify for Lifeline. If we don't receive this information by then, you will need to come back to this site and fill this form out again.

Provide documentation that includes:

- Your first and last name
- Your date of birth
- The last four digits of your SSN or Tribal ID number*
- An issue date within the last three months

Show us one document:

Provide one document that includes your first and last name, date of birth, the last four digits of your SSN or Tribal ID number, and an issue date in the last three months.*

Document examples:

- Government assistance program document
- Unemployment or worker's compensation statement of benefits

Or show us two documents:

Provide one of the documents below and another document that includes your first and last name, date of birth, and the last four digits of your SSN or Tribal ID.*

Show you are alive (documentation must be dated within last three months)

- Current utility bill
- Income statement such as a paystub
- Mortgage or lease statement
- Retirement/pension statement of benefits
- Notarized letter that confirms your identity and that you are alive

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Choose file

Back

Save

Next

How to Apply Online (Continued)

- The consumer may be asked to upload documents that confirm their Social Security number (last 4 digits).
- Documents must include:
 - First and last name, and
 - The last 4 digits of the SSN.

Share proof of your Social Security number (SSN)

Your document must include:

- Your first and last name:
Abcdef Tester
- The last four digits of your Social Security number:
xxx-xx-1234

Here are common examples:

- A Social Security Card
- A Social Security Benefit Statement (SSA-1099)
- A W-2 from the last 2 years
- A prior year's state, federal, or Tribal tax return

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Take a photo

Back

Next

How to Apply Online (Continued)

- The consumer may be asked to upload documents that confirm they are alive.
- Documents must include:
 - First and last name, and
 - An issue date within the last three months.

Share proof of life

Your document must include:

- Your first and last name:
Abcdef Tester
- An issue date within the last three months

Here are common examples:

- A current utility bill
- A paystub
- A mortgage or lease statement
- A retirement or pension statement of benefits
- A notarized letter that confirms your identity and that you are alive

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Take a photo

Back

Next

How to Apply Online (Continued)

- The consumer may be asked to upload documents that confirm their program eligibility.
- Documents must include:
 - Name, or child or dependent's name,
 - The name of the program,
 - The name of the issuing agency, and
 - An issue date within the last 12 months or an expiration date in the future.

We Could Not Confirm Your Eligibility

Are you or someone in your household in any of these?

Choose one.

SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?]

Medicaid

Supplemental Security Income (SSI)

Federal Housing Assistance

Veterans Pension and Survivors Benefit Programs

Federal Pell Grant in the current award year

Free and Reduced-Price School Lunch or Breakfast Program

USDA Community Eligibility Provision (CEP) School [?]

Special Nutrition Program for Women, Infants, and Children (WIC)

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.

Back Save Next

Share proof that you're enrolled in Supplemental Nutrition Assistance Program (SNAP)

Your document must include:

1. Your name, or your child or dependent's name
2. The name of the program
3. The name of the government, Tribal entity, or program administrator that issued the document
4. An issue date within the last 12 months or expiration date in the future

Here are common document examples:

- A benefit award letter
- A statement of benefits
- A benefit verification letter
- A screenshot of an online benefits portal

Common mistakes:

- Most SNAP cards do not include the required information. If your card does not, then it will not be accepted.
- Letters of temporary food assistance (i.e., TANF) will not be accepted.

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Take a photo

Back

Next

What if I don't have proof that I'm enrolled in SNAP?



How can I edit my information or add a child or dependent?



How to Apply Online (Continued)

- The consumer may be asked to upload documents that confirm their income.
- Documents must include:
 - Their name, child or dependent's name,
 - Their annual income, and
 - An issue date within the last 12 months.

Share more information to see if you qualify

With your help, we can confirm you qualify in a few more steps.

Do you have a document that shows your income?

- Yes. I have a document such as pay stubs, last year's tax return, or a social security statement.
- No. But I have a document that shows I (or my child or dependent) participate in a program such as SNAP or Medicaid.

Back

Next

Share proof of your income

Your document must include:

1. Your name, or your child or dependent's name
2. Your annual income is at or below \$29,160
3. An issue date within the last 12 months

Here are common examples:

- Your prior year's state, federal, or Tribal tax return
- Current annual income statement from your job
- A Social Security statement of benefits
- An unemployment or worker's compensation statement of benefits
- A Federal or Tribal notice letter of participation in General Assistance
- A divorce decree or child support award
- An official document with a date in the last 12 months that shows your annual income. Or official documents showing your income for three months in a row. This could be pay stubs that have dates within the last 12 months.

How to Apply Online (Continued)

- The consumer must initial each box and consent to the information in each statement, then electronically sign with their first and last name.
- Once they press **submit**, they have finished the application!

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. [?](#)

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.

Initial All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

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.

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

Initial If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 54.400(e) of the Lifeline rules. [?](#)

Your Signature

Type your full legal name below

audio webec

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

Submit

How to Apply Online (Continued)

- After submitting the required documentation, you will receive a status update confirming that we are reviewing the consumer's documentation.
- The consumer will receive an email about the status of their application. They can also sign into their account to check their application status.
 - If we cannot confirm their information, they will receive instructions on how to submit additional documentation.
 - If the application is approved, they will receive a message that says they're approved and instructions for how to start receiving the benefit.

We Are Checking Your Documents

Thank you for submitting your information. Someone is looking at your documents to make sure you qualify.

This may take some time.

You will receive an email when your documents have been reviewed.

Your status will also be updated in the system when your documents have been reviewed. Please check back later to see if you qualify for Lifeline.

This page will be available to be refreshed until 3/1/2024. If you need to leave and sign back in later, you can see your application status on your home page.

If you qualify...

You will have 90 days to [find a company](#) and sign up for service.

If you do not qualify...

We'll ask you for more information or tell you what to do next. **You will have until 3/1/2024** (Based on US Eastern Time) to send us the information or complete the next steps.

Full Legal Name: **Test Test**
 Address: **123 STREET ROAD,
 WASHINGTON, DC 20000**

Application ID: **Q94810-17399**

How to Apply Online (Continued)

- Once the application is **approved**, the consumer will need to sign up with a participating phone or internet company by the deadline provided on the application.
- **Note:** If the consumer does not sign up by the designated deadline, they will need to fill out the application again. The application deadline will vary based on how long their application has been open.
- The deadline may be found in the orange box on the “You Qualify for Lifeline” page.

You Qualify for Lifeline

Sign up for Lifeline by 5/2/2024 (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:	audio webee
Address:	123 APPLE ROAD, PITTSBURGH, PA 15064
Application ID:	Q59804-88383

Live on Tribal lands? Press the button below to see if you qualified for Tribal benefits:

[Confirm Tribal Qualification](#)

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

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

ⓘ If you do not sign up by 5/2/2024 (Based on US Eastern Time) you will need to come back to this site and fill this form out again.

[How to Find a Company Near You](#)

+

How to Apply Online (Continued)

- The [Companies Near Me](#) tool can help consumers find companies offering Lifeline in their area.
 - To use the tool, they'll enter their home zip code or city and state.
 - Then select Lifeline and click Search to receive a list of local providers.



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 OR Enter Your City and State

Example: 12345

Select a Program:

Affordable Connectivity Program (ACP)

Lifeline

[Clear Results](#)



Listening Session and Q&A

Resources

Interested in becoming an Eligible Telecommunications Carrier (ETC)?

- To offer Lifeline-supported services, service providers must be designated as an ETC by their respective state regulatory commission or by the FCC.
 - Where states designate Lifeline ETCs, service providers should contact their respective [state public utility commission](#) to initiate the ETC designation process.
 - Where states do not designate Lifeline ETCs, service providers must apply to the FCC for designation.
- For more information on how join the Lifeline program and access Lifeline systems, browse the [Service Provider Toolkit](#).

Resources

- Visit Lifeline’s consumer-facing website, [Lifelinesupport.org](https://lifelinesupport.org), for more information and materials.
 - [Tribal Flyer](#)
 - [Tribal Toolkit](#)
- Visit USAC’s Lifeline website for service providers, state and federal partners, consumer advocates, and Tribal partners: usac.org/lifeline.
 - USAC web page for Tribal Nations: [Tribal Nations Page](#)
 - Lifeline web page for Tribal partners: [Enhanced Tribal Benefit Page](#)
- Contact LifelineProgram@usac.org for technical questions, assistance, and general National Verifier inquiries. Be sure to **CC the Tribal Liaison**, TribalLiaison@usac.org, on all inquiries.
- Call the Lifeline Support Center for general application support:
 - Available by email at LifelineSupport@usac.org or telephone at (800) 234-9473 seven days a week from 9 a.m. to 9 p.m. ET.

USAC Contact Information

- For program information, visit [USAC.org](https://www.usac.org).
- Consumers interested in Lifeline can visit [LifelineSupport.org](https://www.lifelinesupport.org).
- Service Providers interested in participating in Lifeline can visit the [Get Started page](#).
- For general USAC Tribal information, visit the [Tribal Nations web page](#).
- USAC's Tribal Liaison can answer questions and connect you to resources. Contact Gem Shandiin Labarta at TribalLiaison@USAC.org.

Thank You!



Universal Service
Administrative Co.