



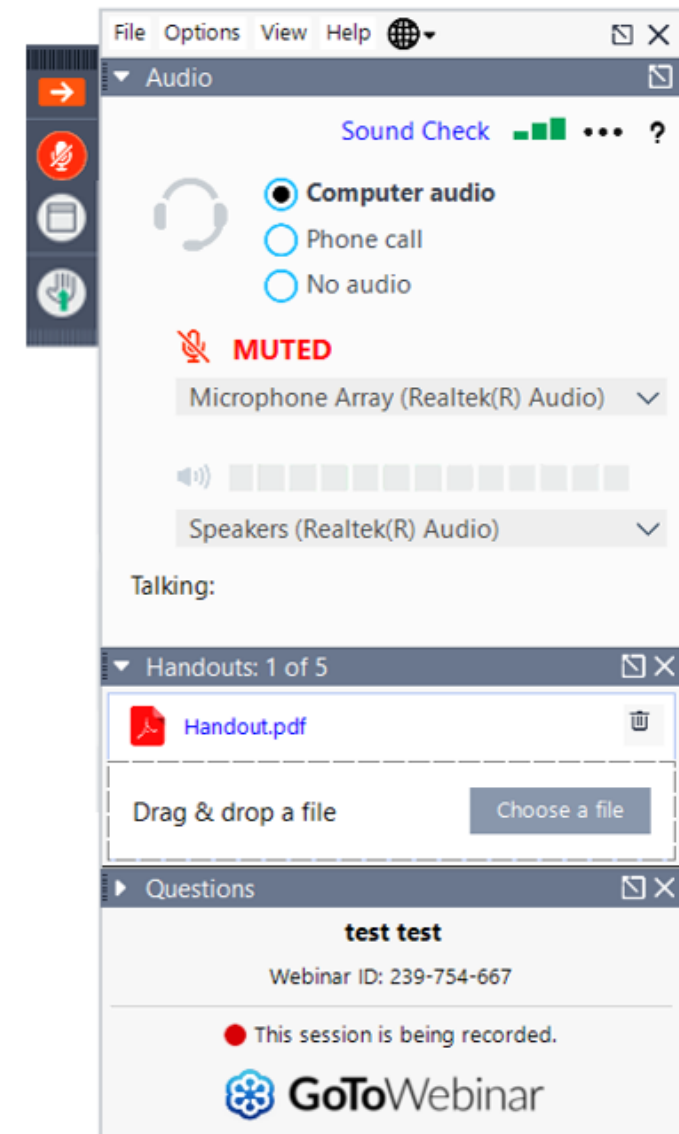
Disaster Assistance Office Hours

Lifeline Program

October 17, 2024

Housekeeping

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- 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 the webinar panel.



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!

Meet Our Team



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Communications Specialist | Lifeline



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Communications Manager | Lifeline

Agenda

- Announcements
- Lifeline Program Overview
- How to Apply for Lifeline Disaster Assistance
- Resources

Announcements

Announcements

Hurricane Helene Waiver

- On **October 1, 2024**, the Wireline Competition Bureau (WCB) adopted an [Order](#) temporarily waiving the non-usage, de-enrollment for non-usage and annual recertification requirements for participants requiring federal disaster assistance in areas eligible for such assistance.
- The affected disaster areas subject to the waiver include areas in the following states:
 - Alabama, Florida, Georgia, North Carolina, South Carolina, Tennessee, and Virginia.
- The waiver period under this order is through November 30, 2024.
- Consumers residing in the affected disaster areas and who are subject to the non-usage rules will have 30 days (beginning on December 1, 2024) to use their Lifeline service.
- If the consumer does not use their service during the 30-day period, the 15-day notice period will begin on December 31, 2024.

Announcements

Helene Weather Events Order

- On **October 2, 2024**, the Federal Communications Commission (FCC) adopted an [Order](#) allowing consumers affected by Hurricane Helene, Tropical Storm Helene, and Post-Tropical Cyclone Helene (collectively referred to as the Helene Weather Events) who are participating in FEMA's Individuals and Households Program (IHP) to qualify for and enroll in the Lifeline program.
- The waiver also confirmed consumers enrolled in Disaster SNAP (D-SNAP) will be treated like regular SNAP recipients and may qualify for the Lifeline benefit.
- Affected consumers are permitted to enroll using the waiver through April 2, 2025.

Announcements

Hurricane Milton Waiver

- On **October 9, 2024**, the WCB adopted an [Order](#) temporarily waiving the non-usage, de-enrollment for non-usage and annual recertification requirements for participants requiring federal disaster assistance in parts of Florida eligible for such assistance.
- The waiver period under this order is through December 15, 2024.
- WCB also temporarily waived the Lifeline non-usage and annual recertification requirements for 60 days following any future Emergency or Major Disaster Declarations through the end of 2024 for subscribers in affected areas. This waiver applies to events such as hurricanes, typhoons, tropical storms, tropical cyclones, and wildfires.

Announcements

Hurricane Milton Order

- On **October 10, 2024**, the FCC adopted an [Order](#) allowing consumers who are participating in FEMA's IHP because of Hurricane Milton to qualify and enroll in the Lifeline program.
- Affected Hurricane Milton consumers are permitted to enroll in Lifeline using the order through April 10, 2025.
- This Order will also apply to any other hurricanes, typhoons, tropical storms or tropical cyclones (collectively referred to as tropical weather systems) that result in a Presidential declaration of emergency or major disaster that occurs within the next six months. Once a covered disaster is declared, the waiver will remain in effect for six months from the date of declaration.

Announcements

Lifeline Systems and Application Update

- On **October 10, 2024**, USAC updated its systems and the Lifeline application to add FEMA's IHP as a Lifeline qualifying criteria.
- On the 'Detail Active Subscriber Report' in the National Lifeline Accountability Database (NLAD), the "Eligibility Program" listed for these subscribers will be E55.
- Service providers are encouraged to inform impacted consumers about this opportunity and work to support relief efforts throughout the impacted disaster areas.

Lifeline Program

Lifeline Program

Lifeline Benefit

- Lifeline is a federal program that helps lower the monthly cost of phone, internet, or bundled services.
- Qualifying consumers can receive:
 - A monthly discount of up to **\$9.25** for phone, internet, or bundled services.
 - A monthly discount of up to **\$34.25** for consumers living on qualifying Tribal lands.

Lifeline Program

How to Qualify

- Consumers receiving disaster assistance may temporarily qualify for Lifeline if they (or someone in their household) receive FEMA's Individuals and Households Program (IHP) support.
- Consumers can also qualify for Lifeline based on the standard qualifying criteria:
 - [Household income](#) at or below 135% of the federal poverty guidelines.
 - Participation in certain [federal assistance programs](#) and [Tribal assistance programs](#):
 - Supplemental Nutrition Assistance Program (SNAP), Medicaid, Supplemental Security Income (SSI), federal housing assistance, or Veterans Pension and Survivors Benefit.
 - Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy Families (Tribal TANF), or Food Distribution Program on Indian Reservations.

Questions?

How to Apply for Lifeline

How to Apply

Application Options

Consumers have **three options** for how to apply to the Lifeline program:

Option 1: Apply Online

- Visit [LifelineSupport.org](https://www.LifelineSupport.org) from any computer or mobile device to complete the electronic application and upload any required documentation.
 - [Online Application](#) instructions are available in 10 languages.

Option 2: Apply by Mail

- Fill out an application ([English](#) and [Spanish](#)).
 - [Paper Application](#) instructions are available in 10 languages.
- Mail the application and supporting documentation to the Lifeline Support Center.
 - P.O. Box 1000
Horseheads, NY 14845

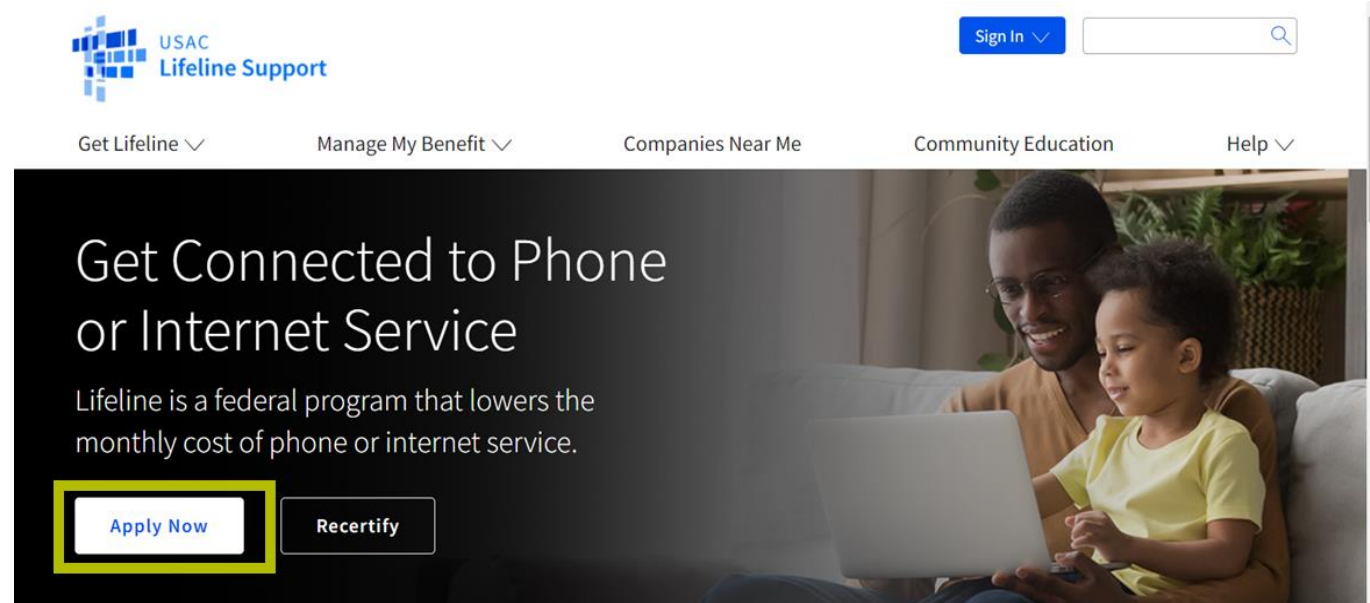
Option 3: Apply with a Participating Company

- Apply by contacting a participating Lifeline provider. Providers may submit an online application on the consumer's behalf (only with the consumer's consent) using the [National Verifier service provider portal](#).
 - This is an in-person interaction.
- Consumers may also apply through the service provider's website, if they make that option available.

How to Apply Online

Access the Lifeline Application

- Consumers can apply for Lifeline at LifelineSupport.org.
- They'll select “**Apply Now**,” to start their application.



USAC
Lifeline Support

Sign In

Get Lifeline Manage My Benefit Companies Near Me Community Education Help

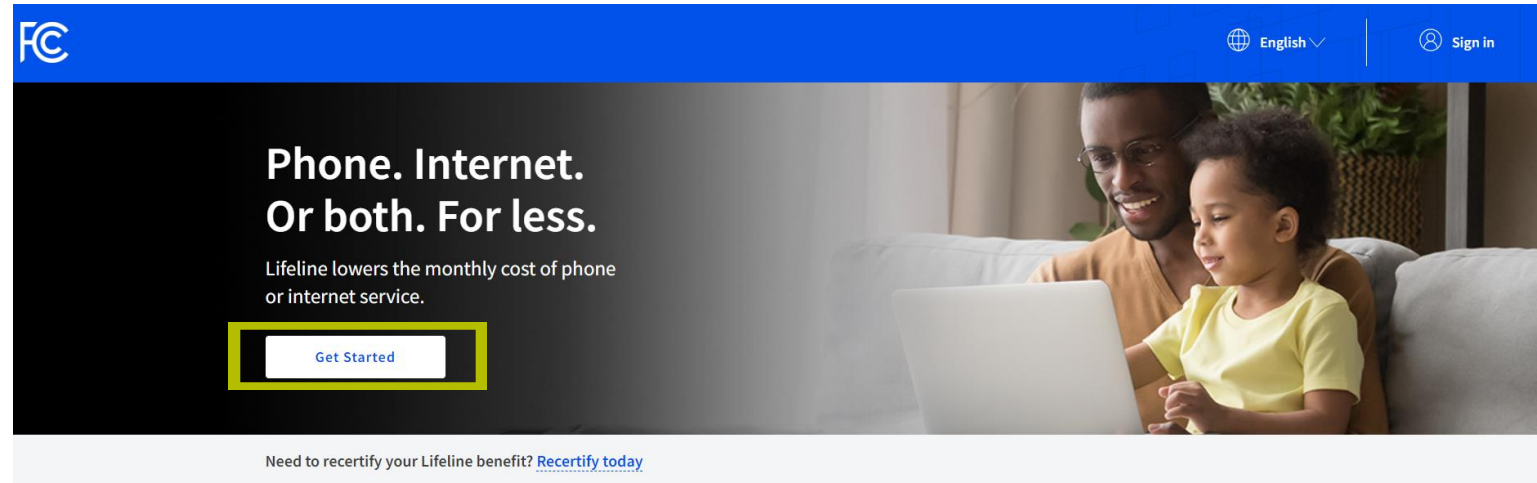
Get Connected to Phone or Internet Service

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

Apply Now Recertify

How to Apply Online Landing Page

- The consumer will be redirected to the application landing page.
- On the landing page, they should select “**Get Started**” to begin their application.



What are the program benefits?

Standard Lifeline Benefit

Phone, internet, or bundled service monthly discount up to \$9.25 for eligible subscribers.

Enhanced Tribal Benefit

Phone, internet, or bundled service monthly discount up to \$34.25 for those eligible subscribers living on Tribal lands.

How can I qualify?

- You, or your child or dependent are enrolled in government programs like Medicaid, SNAP, or others, or,
- Based on your household income

Learn more about [how to qualify](#).

How to Apply Online

Personal Information

- The consumer will need to provide the following information:
 - Their first and last name as it appears on their official documentation,
 - Their date of birth,
 - Their SSN4 or Tribal ID number,
 - And home address.

Fill out your information

We will only use this information to see if you are eligible for a discount on your phone, internet, or bundled service.

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

What is your date of birth?

Month **Day** **Year**

MM DD YYY

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.

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 **Apt, Unit, etc.**

123 Street Road

City **State** **Zip Code**

Your City or Town Choose ▾ 00000

How to Apply Online

Personal Information

- The consumer will be asked if they qualify for the benefit through themselves or through a child or dependent.
- Once they provide this information, they should click “**Next**”.

Do you qualify for Lifeline through your child or a dependent?

If you do not qualify on your own, you can sign up for Lifeline 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

Create an Account

- The consumer must create a username and password to set up an account and sign in.
 - Their username can be an email address or a unique ID.

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

How to Apply Online

Create an Account

- The consumer should provide their contact information and preferred language:
 - Email address (required),
 - Phone number (optional),
 - And their mailing address (if it is different from their home address).
- Then they must agree to the "Terms & Conditions" by checking the box.
- To continue with their application, they must click "**Submit**".

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 benefit. For text messages, message and data rates may apply. Text STOP to end messages.

Do you want to provide a mailing address? (Optional) ?

 Yes, my mailing address is different than home address

What is your preferred language? (Optional)

We will send you outreach about the status of your application in the language(s) you select.

English
 Español
 Both

Terms & Conditions

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

How to Apply Online

Account Homepage

- Next, the consumer will select "**Start Lifeline Application**" on their account homepage to continue with their application.

Welcome TEST

The National Verifier is a tool to help you confirm your eligibility for the Lifeline program.

[My Profile](#)

[Get Started](#)

[Need Help?](#)

Start or return to your Lifeline application

To start an application for Lifeline, 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.

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](#)

[Start Lifeline 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

Qualifying Programs – FEMA's IHP

- Consumers receiving disaster assistance through FEMA's IHP will select "**FEMA's Individuals and Households Program (IHP)**", as their qualifying program.

Confirm your program participation

Which of the following programs do you participate in?

Check all that apply.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Housing Assistance [?](#)
- Veterans Pension and Survivors Benefit Programs
- Tribal Specific Program (only choose if you live on Tribal lands)
- FEMA's Individuals and Households Program (IHP) [?](#)
- I don't think I participate in any of these programs, I may qualify through my **income**.
- I don't participate in any of these, but I have a **child or dependent** who may. [?](#)

[Back](#)

[Next](#)

[Return to top](#)

How to Apply Online

Qualifying Programs – Disaster SNAP

- Consumers receiving Disaster Supplemental Nutrition Assistance Program (D-SNAP) will select **‘SNAP (Supplemental Nutrition Assistance Program) or Food Stamps’** on their application.
 - D-SNAP recipients are treated as if they were enrolling in the program through SNAP.

Confirm your program participation

Which of the following programs do you participate in?

Check all that apply.

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

Medicaid

Supplemental Security Income (SSI)

Federal Housing Assistance [?](#)

Veterans Pension and Survivors Benefit Programs

Tribal Specific Program (only choose if you live on Tribal lands)

FEMA's Individuals and Households Program (IHP) [?](#)

I don't think I participate in any of these programs, I may qualify through my **income**.

I don't participate in any of these, but I have a **child or dependent** who may. [?](#)

[Back](#) [Next](#)

How to Apply Online

Review Information

- The consumer will then review their information for accuracy. Corrections can be made by selecting "**Edit**".
- They will review the consent statement and check the box to confirm that USAC can use their information to check if they qualify for Lifeline.
- To continue, they must 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 Tester	<input type="checkbox"/> Edit
Date of Birth:	January 1, 1991	
Last 4 Numbers of SSN:	1234	
Address:	1234 Street Road Washington, DC 20018	

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

Eligibility Check

- If USAC is unable to automatically confirm the consumer's eligibility, the consumer will need to:
 - Provide the program they qualify through, and
 - Upload proof of eligibility.
- To update their application, they should select "**Next**".

We need more information to see if you qualify

A few things happened:

- We couldn't find your address; please show us where you live on a map.
- Someone at your address already gets the Lifeline benefit; please answer some questions about your living situation to find out if you're eligible.
- We couldn't verify who you are; please attach a photo of a document that shows your identity information.
- We couldn't confirm your eligibility; please attach a photo of a document that shows you (or your child or dependent) participate in a government assistance program or your income.

What to do next

You need to provide additional information in order to qualify for the Lifeline program.

Next

How to Apply Online

Proof of Eligibility – FEMA’s IHP

- Consumers should select **FEMA’s Individuals and Households Program (IHP)** and select “**Next**”.

Share proof of your program participation

Which program do you, your child or dependent take part in?

You must provide proof of participation for the program you choose.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Housing Assistance [?](#)
- Veterans Pension and Survivors Benefit Programs
- Tribal Specific Program (only choose if you live on Tribal lands)
- FEMA's Individuals and Households Program (IHP) [?](#)
- I don't think I (or my child or dependent) participate in any of these programs, but I may qualify through my **income**.

You will have until 11/23/2024 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.

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How to Apply Online

Proof of Eligibility – FEMA's IHP

- Consumers will need to provide proof of documentation, such as an approval letter than includes:
 - First and Last Name,
 - Name of the program, and
 - Approval they receive disaster assistance.
- With no automated database, we expect all FEMA IHP participants to require manual review.

Share proof that you are in FEMA's Individuals and Households Program (IHP)

Your document must include:

1. Your name (or the name of your child or dependent)
2. The name of the program
3. Approval for you to receive disaster assistance

Here are common examples:

- A FEMA award notice (copy of letter or email accepted)
- Assistance approval from [DisasterAssistance.gov](https://www.disasterassistance.gov) (screenshot 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

Choose a file

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Next

What if I don't have proof of my participation in FEMA's Individuals and Households Program? +

What if I don't qualify for FEMA's Individuals and Households Program? +

How to Apply Online

Proof of Eligibility – D-SNAP

- If the consumer participates in **D-SNAP**, they should select SNAP from the qualifying list and select “**Next**”.

Share proof of your program participation

Which program do you, your child or dependent take part in?

You must provide proof of participation for the program you choose.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Housing Assistance [?](#)
- Veterans Pension and Survivors Benefit Programs
- Tribal Specific Program (only choose if you live on Tribal lands)
- FEMA's Individuals and Households Program (IHP) [?](#)
- I don't think I (or my child or dependent) participate in any of these programs, but I may qualify through my **income**.

You will have until 11/23/2024 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.

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How to Apply Online

Proof of Eligibility – D-SNAP

- To show the consumer participates in D-SNAP they should provide their benefit letter.

Show That You Are in SNAP

The Supplemental Nutrition Assistance Program (SNAP) used to be called Food Stamps.

Your state might use a different name for SNAP. Look it up on this list of [SNAP names by state](#).

We need to see proof of SNAP participation such as an award letter or a benefit statement.

SNAP eligibility documents should include the **consumer's full legal name** (or the BQP's legal name), the **program name** and must be **issued within the past 12 months** (or have an expiration date in the future).

More information about acceptable SNAP eligibility documents can be found on [USAC's website](#).

NOTE: All eligibility documents must be issued by the state, federal or local government, Tribal organization or their authorized agent.

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

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Save

Next

How to Apply Online Agreement Page

- The consumer must initial each box and consent to the information of each statement by signing electronically with their first and last name.
- Once they click "**Submit**" their application is finished.

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 webee

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

Documents Review

- Once the consumer provides documentation, they will receive a message that states we are reviewing their documents.
- Once the review is complete, they will receive a notification about the status of their application.

We are reviewing your documents

It generally takes about 15 minutes, but could be up to 2 days.

We'll email you when our review is complete. You can check the status of your application at any time on your [account homepage](#).

Application ID:

Q21653-23692

How to Apply Online

Application Approved

- The consumer will be informed they have been approved for Lifeline.
- They will need to follow the instructions and sign up with a participating phone or internet company by the deadline provided on their approval notice.

Contact a phone or internet company to get your benefit

You're approved to get your Lifeline benefit. **Sign up by January 7, 2025.**

What to do next

If you already have service

Contact your phone or internet company and say, "I have been approved for the Lifeline program and would like to apply it to my service."

If you don't currently have service

[Find a phone or internet company](#) in your area and say, "I have been approved for the Lifeline program and would like to sign up for service."

Application ID:

Q55078-67617

Full legal name

Audio Webee

Address:

**1234 AUDIO ROAD,
ALEXANDRIA, PA 15064**

Method of identity verification:

Last 4 digits of SSN

Do you live on Tribal lands?

+

Need to find an internet company near you?

+

How to Apply Online

Select a Company

- Consumers can use USAC's [Companies Near Me](#) tool to find a provider that services their affected area to enroll with.
- To find a company, they will have to:
 - Enter their zip code or city and state,
 - Select Lifeline, and
 - Select "**Search**" to receive a list of their local providers.

Companies Near Me

This tool can help you find companies in your area that offer [Lifeline](#), which can reduce the cost of your phone or internet service by providing a monthly discount.

If you previously received the Affordable Connectivity Program (ACP) benefit, you should check to see if you qualify for [Lifeline](#). Due to a lack of additional funding from Congress, the ACP stopped accepting new applications as of February 7, 2024. The last fully funded month of the ACP was April 2024, and the program has ended for now.

Find a Company

Enter Your Zip Code OR Enter Your City and State

Example: 12345

Select a Program:

Lifeline

Questions?

Resources

Resources

- **Consumers:**

- For more information visit the [Disaster Assistance](#) page on [LifelineSupport.org](#).
- The [Tools](#) page contains worksheets and resources available to assist consumers apply for the benefit.
 - [Paper and Online](#) application instructions are available in 10 languages.
- Review [FEMA's IHP fact sheet](#) for more information on disaster assistance.
- Contact LifelineSupport@usac.org for questions and assistance or call the Lifeline Support Center at **(800) 234-9473**, 7 days a week, from 9 a.m. to 9 p.m. ET.

- **Service providers, consumer advocates, state, federal, and Tribal partners:**

- Visit [USAC.org/lifeline](#) for general information on Lifeline.
- Email LifelineProgram@usac.org for technical support and additional information on processes, rules and requirements.
- Visit Lifeline's [Webinars](#) page to review past trainings and to register for upcoming webinars.

Thank You!





Universal Service
Administrative Co.