



Providing Additional Information

Tribal Training

June 11, 2024

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.

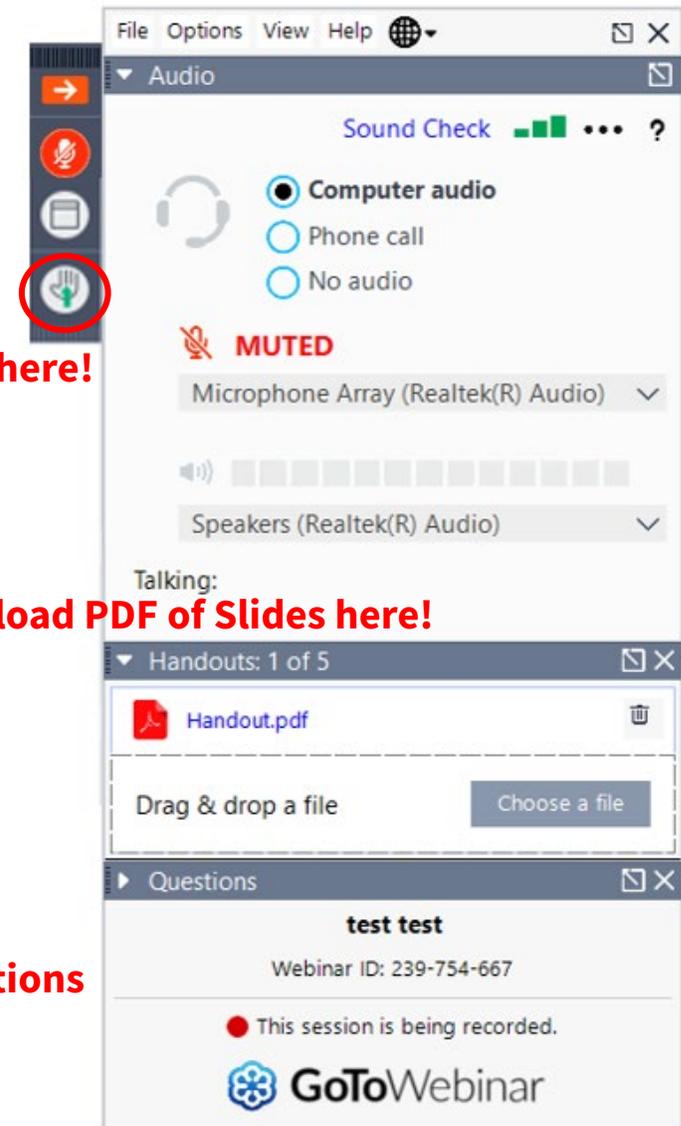
Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound.
 - Turn on your computer’s speakers, or
 - Use the call-in instructions in your confirmation email.
- All participants are on mute.
- Use the “**Raise Your Hand**” button to be unmuted and ask a question to the team!

Raise your hand here!

Download PDF of Slides here!

Ask questions here!



The screenshot displays the GoToWebinar control panel interface. At the top, there is a menu with 'File', 'Options', 'View', and 'Help'. Below this is the 'Audio' section, which includes a 'Sound Check' indicator and three radio button options: 'Computer audio' (selected), 'Phone call', and 'No audio'. A red circle highlights the 'Raise your hand' icon in the left sidebar, with the text 'Raise your hand here!' pointing to it. Below the audio settings, a 'MUTED' status is shown with a red microphone icon. The 'Talking:' section is currently empty. The 'Handouts: 1 of 5' section shows a PDF file named 'Handout.pdf' with a 'Choose a file' button. The 'Questions' section is titled 'test test' and displays the 'Webinar ID: 239-754-667'. A red dot indicates 'This session is being recorded.' The GoToWebinar logo is at the bottom.

Meet Our Team



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Agenda

- Announcements
- Introduction
 - USAC Overview
 - Q1 Lifeline Program Refresher
- Providing Additional Information
 - Complete the Lifeline Application
- Resources

Announcements

Announcements

New Lifeline Mailing Address

- The mailing address for the Lifeline Support Center transitioned to a new address on **June 1st**.
- Consumers should send their applications and/or supporting documentation to the new mailing address. The support center will forward mail sent to the old P.O. Box for one year to ensure there is no interruption in application/document processing.

New P.O. Box Mailing Address:

Lifeline Support Center

P.O. Box 1000

Horseheads, NY 14845

- Service providers should have updated their consumer outreach materials and FCC forms with the new address.

Introduction

Upcoming Dates

- Rural Health Care
 - June 12, 2024, at 2 p.m. ET – FY2024 Service Provider Training Webinar - [Register](#).
 - June 26, 2024, at 2 p.m. ET – FCC Form 460 in RHC Connect Webinar - [Register](#).
- E-Rate
 - June 27, 2024, at 2 p.m. ET – Beginning E-Rate Services Webinar - [Register](#).
- Lifeline
 - June 12, 2024, at 3 p.m. ET – Using the Lifeline Claims System (LCS) – [Register](#).

One USAC

Overview

- The Universal Service Administrative Company (USAC) is an independent, not-for-profit organization designated by the Federal Communications Commission (FCC) as the permanent administrator of the Universal Service Fund (USF) and its four programs.
 - The USF aims to ensure that all people in the United States have access to quality, affordable connectivity service.
 - The FCC develops policies and regulations for the Lifeline program and provides guidance to USAC.
 - USAC administers the Lifeline program and educates stakeholders on processes, systems, and rules and requirements.



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.

Lifeline Program Refresher

Overview

Introduction

Lifeline Overview

The Lifeline program is a federal benefit program that helps low-income households pay for phone and/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 voice-only 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 voice service from certain service providers.

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

Lifeline Program

How to Qualify

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

- [Household income](#) is at or below 135% 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

How to Apply

Option 1: Apply Online

- The consumer visits LifelineSupport.org from any computer or mobile device to complete the online application and upload any required documentation.
- If approved, the consumer contacts a participating service provider to enroll in Lifeline.

Option 2: Apply by Mail

- The consumer fills out and signs the [Lifeline Application Form \(Spanish\)](#).
- The consumer mails the application and supporting documentation to the Lifeline Support Center.
- Service providers may assist consumers with the paper application and mail it on the consumer's behalf.

Option 3: Apply with a Service Provider

- Service 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, where the service provider asks the consumer questions in an interview style approach.
 - The consumer must sign and certify the application.
- Consumers may also apply through the service provider's website, if the provider has elected to use the [National Verifier API](#).

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

Providing Additional Information

Completing the Lifeline Application

Providing Additional Information

More Information Needed

- If a consumer fills out the Lifeline application and USAC is not able to verify a consumer's identity, eligibility, or address they will be asked to submit additional documentation to the Lifeline Support Center for manual review.
- Consumers may submit the information under “Documentation Required” via mail to the Lifeline Support Center **or** online using the service provider or Lifeline consumer portal.
- Consumers should always submit copies of their documentation, never originals. If a consumer is submitting documentation via mail, they must include a completed [cover sheet](#).
- **Note:** The deadline to submit the requested information or documentation will be displayed on the online application and USAC correspondence. If the consumer misses the deadline they will need to submit a new application.

Providing Additional Information

More Information Needed

- After the consumer **reviews** and **submits** the application in the consumer portal, this page will populate if **more information** is needed.

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.
- 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 **create an account** to save your information and continue your application.

[Create account](#)

Providing Additional Information

Create Account

- To begin providing additional information, the consumer must create a **username** and **password** to set up an account and sign in.

Create your account

You need to create an account to save your information and continue your application.

Username
This could be your email address or unique ID.

Create a password
Choose something that is a mix of letters, numbers, and symbols. Write down your password and keep it in a safe location because you will need to use it again.

- At least 8 characters long
- At least 1 capital letter
- At least 1 number (0-9)
- At least 1 special character (!@#\$\$%^&*)
- No restricted phrases [?](#)

Show password

Confirm password
Type the same password again.

Show password

Create account and sign in

Providing Additional Information

Confirm Address

- Consumers 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 will be used to confirm 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.

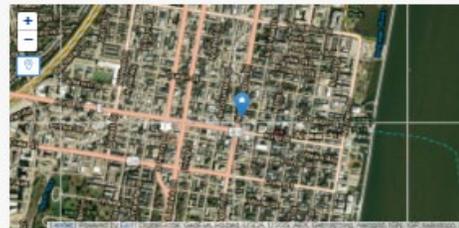


To move the map, click on the map, hold down, and move it until you find your area.

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?



Providing Additional Information

Proof of DOB

- Consumers 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

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Next

Providing Additional Information

Proof of SSN

- Consumers 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 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

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Providing Additional Information

Proof of Tribal ID

- Consumers may be asked to upload documents that confirm their **Tribal ID number**.
 - First and last name, and
 - The Tribal ID number.

The screenshot shows a web page from the FC (Federal Communications Commission) website. At the top, there is a blue header with the FC logo on the left and 'English' and 'Sign in' options on the right. Below the header is a progress bar with three steps: 'Confirm Your Household' (completed), 'Certify Your Identity' (current step), and 'Certify & Sign' (pending). The main content area is titled 'Share proof of your Tribal ID Number'. It lists requirements for the document: 'Your first and last name' (with an 'Audio Jams' link) and 'Your Tribal ID Number' (with the example '00-000001'). Below this, it provides 'Common examples' such as a Tribal ID card, an official certificate, or a CDIB. A 'Common mistakes' section notes that some CDIB cards may not include required information. At the bottom, there is a section titled 'How to add your photo or scanned copy' with instructions on file size and format, and a 'Choose a file' button.

An official website of the United States government Here's how you know

FC English Sign in

Confirm Your Household Certify Your Identity Certify & Sign

Share proof of your Tribal ID Number

Your document must include:

- Your first and last name:
Audio Jams
- Your Tribal ID Number:
00-000001

Here are common examples

- A Tribal ID card
- An official certificate or letter from your tribe's enrollment office
- A Certificate of Degree of Indian Blood (CDIB)

Common mistakes

- Some CDIB cards do not include the required information. If yours does not, then it 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.

Choose a file

Providing Additional Information

Proof of Life

- Consumers may be asked to upload documents that confirm if **they are alive**.
- Documentation 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

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Providing Additional Information

Proof of Income

- Consumers may be asked to upload documents that confirm their **income**.
- If they select **yes**, they will be asked to provide documentation such as:
 - Pay stubs spanning three consecutive months
 - Previous year's tax return
 - Social Security statement

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.

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Providing Additional Information

Proof of Income

- Documentation must include:
 - Their name, child or dependent's name,
 - Their annual income, and
 - An issue date within the last 12 months.

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.

Providing Additional Information

Proof of Income

- If the consumer does not have documentation that shows their income but qualifies through a participating program, they will select **no**.
- Then they will be asked to show proof of program to confirm eligibility.

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.

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Providing Additional Information

Proof of Eligibility

- Consumers may be asked to upload documents that confirm their **program eligibility**.

We Could Not Confirm That You Are in One of These Programs

To qualify for Lifeline, you need to give us more information.

Which program do you want to qualify through?
You will need to show proof that you are in the program you choose.

Choose one.

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? Choose one.

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 will have until 7/5/2024 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.

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

Providing Additional Information

Proof of Eligibility

- Documentation must include:
 - Name, or child or dependent's name,
 - The name of the program,
 - The name of issuing agency, and
 - An issue date within the last 12 months or expiration date in the future.

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

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

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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?



Providing Additional Information

Proof of Tribal Eligibility

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

Show That You Get Tribally-Administered Temporary Assistance for Needy Families (TANF)

To qualify for Tribal Lifeline, you must show that you reside on Tribal lands and participate in this program.

We need to see a copy of your award letter

The award letter should have:

- Name of the program
- Name of the participant
- Address of the participant
- Date of the award

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

Providing Additional Information

Proof of Emancipation

- Consumers must be at least 18 years old to qualify for Lifeline. Only emancipated minors can qualify for Lifeline under the age of 18.
- If a consumer is an **emancipated minor**, they must submit a copy of a court document or certificate that says they are an emancipated minor.

You Must Be at Least 18 Years Old

This is the information you gave us

Date of Birth: **January 1, 2008**

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

Please wait until you are 18, and try again.

Your parent or guardian may be able to apply if your household does not already get the Lifeline benefit. You are only allowed to get one Lifeline Benefit per household, not per person.

[Go to the Homepage](#)

Are you an emancipated minor?

If you are an emancipated minor, [provide a court document or certificate of emancipation](#).

You have until **7/18/2024** to provide documentation to confirm you are an emancipated minor. If you miss this deadline, you will need to submit a new application.

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](#)

Complete Lifeline Application

Complete Lifeline Application

Sign and Certify

- After submitting all requested additional documentation or information, the consumer must initial each box and consent to the information in each statement.
- Then, electronically sign with their first and last name.

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

Complete Lifeline Application Documentation Review

- After the required documentation is submitted, consumers will receive a status update confirming we are reviewing their documentation.
- Consumers will receive an email about the status of the application.
 - 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 7/5/2024. 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 7/5/2024 (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

Complete Lifeline Application

Qualified Application

- The consumer has qualified!
- Once the application is **approved**, consumers will need to sign up with a participating phone or internet company by the deadline provided on the application.
- **Note:** If consumers do 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 the app has been open. The deadline is available on the qualified page.

You Qualify for Lifeline

Sign up for Lifeline by 8/19/2024 (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 Audio
Address:	234 AUDIO ROAD, WASHINGTON, DC 20018
Application ID:	Q13860-51212

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](tel: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 8/19/2024 (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](#)



Complete Lifeline Application

Confirm Tribal Benefit

- Consumers will select **Confirm Tribal Qualification** to see if they qualify for the enhanced Tribal benefit.

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

Confirm Tribal Qualification

Confirmed Tribal:	No
Latitude:	39.7703351517527
Longitude:	-103.2620242403591
Coordinate Source:	Automated

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

Complete Lifeline Application

Choose a Company

- Consumers use USAC's [Companies Near Me](#) tool to find a local provider.
- They enter the zip code or city and state.
 - Then, select Lifeline and search to receive a list of 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

Example: 12345

OR

Enter Your City and State

Select a Program:

Lifeline

Search

Clear Results

Questions?

Resources

Resources

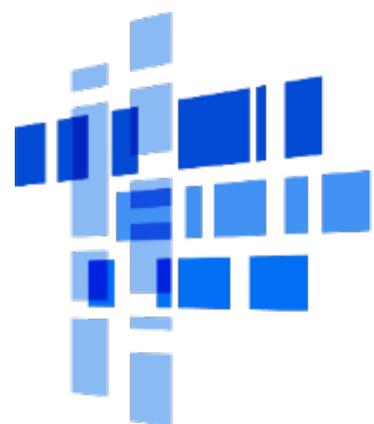
Tribal Educational Material

- [Tribal Flyer](#)
- [Tribal Toolkit](#)
- For general USAC Tribal information, visit the [Tribal Nations webpage](#).
- USAC's Lifeline website for service providers, state and federal partners, consumer advocates, and Tribal partners: usac.org/lifeline
 - Lifeline webpage for Tribal partners: [Enhanced Tribal Benefit Page](#)

USAC Contact Information

- USAC's Tribal Liaison can answer questions and connect you to resources. Contact Gem Shandiin Labarta at TribalLiaison@USAC.org.
- Contact LifelineProgram@usac.org for technical questions, assistance, and general National Verifier inquiries, **CC** the [USAC Tribal Liaison](#) on all inquiries.
- Consumers may contact the Lifeline Support Center:
 - Available by email at LifelineSupport@usac.org or telephone (800) 234-9473 seven days a week from 9 a.m. to 9 p.m. ET.

Thank You!



Universal Service
Administrative Co.