



# Lifeline 101

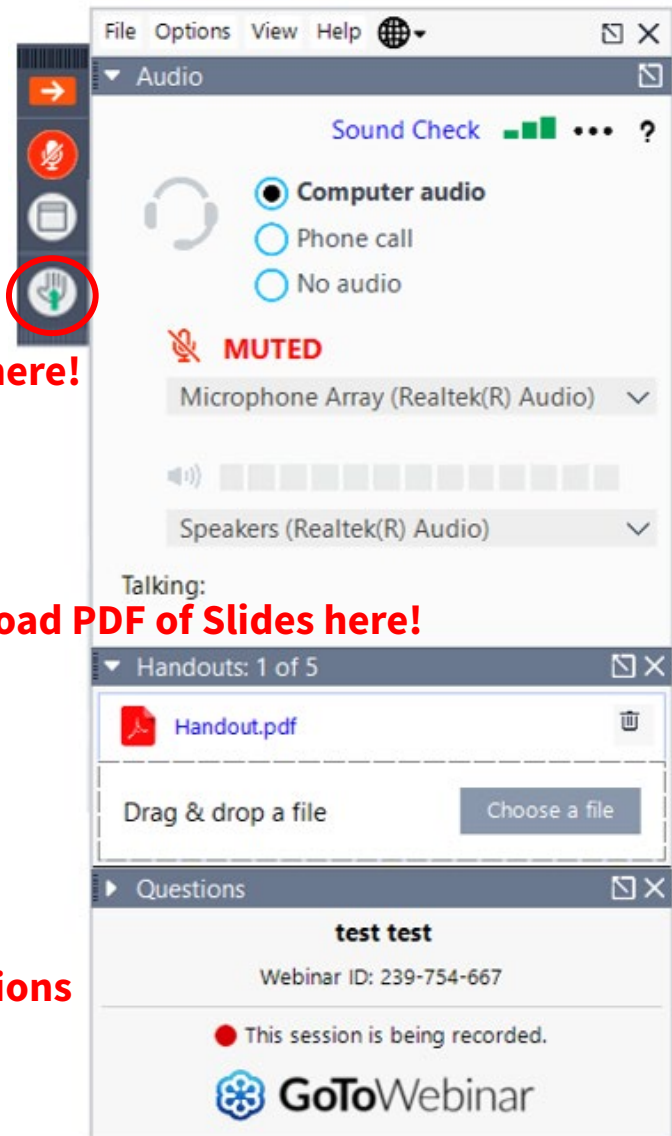
Tribal Training  
March 12, 2024

# 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!



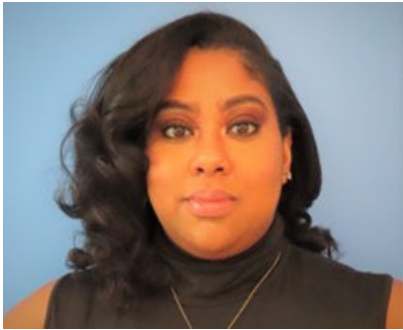
The screenshot shows a GoToWebinar control panel with several sections:

- Audio:** A section with a "Sound Check" indicator and three radio button options: "Computer audio" (selected), "Phone call", and "No audio". Below this, a "MUTED" status is shown with a microphone icon and a red slash. The selected audio source is "Microphone Array (Realtek(R) Audio)". A volume slider is visible, and the output device is "Speakers (Realtek(R) Audio)".
- Handouts:** A section titled "Handouts: 1 of 5" showing a file named "Handout.pdf" with a trash icon. Below it, there is a "Drag & drop a file" area and a "Choose a file" button.
- Questions:** A section titled "Questions" showing a question titled "test test" with "Webinar ID: 239-754-667". A red dot indicates "This session is being recorded." The GoToWebinar logo is at the bottom.

Red annotations are present:

- "Raise your hand here!" points to the "Raise Your Hand" button in the control panel's vertical toolbar.
- "Download PDF of Slides here!" points to the "Handout.pdf" file in the Handouts section.
- "Ask questions here!" points to the "Questions" section.

# Meet Our Team



**Winta Woldu**

Communications Specialist | Lifeline



**Gem Shandiin Labarta**

Tribal Liaison | Shared Services

# Agenda

- Introduction
  - USAC Overview
  - Lifeline Program Overview
- How to Help a Consumer Apply
  - How to Apply
  - Proof Documentation
- Resources

# Introduction

# One USAC

## Upcoming Dates

- **Rural Health Care**

- Wednesday, March 13, 2024, at 2 p.m. ET, RHC will host an Office Hours session for the HCF Program – [Register](#).
- Wednesday, March 20, 2024, at 2 p.m. ET, RHC will host an Office Hours session for the Telecom Program – [Register](#).
- Wednesday, March 27, 2024, at 2 p.m. ET, Service Providers Training – [Register](#).

- **E-Rate**

- Wednesday, March 27, 2024, at 11:59:59 p.m. ET – The FY2024 FCC Form 471 application filing window will close.

- **Lifeline**

- Wednesday, March 13, 2024, at 3 p.m. ET – NLAD 101 – [Register](#).

- **Service Providers**

- To view prior Service Provider training webinars, please visit the Service Provider [webinar page](#).

- **Tribal Teleconference**

- No Tribal Teleconference in April 2024

# 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

## Overview

# Lifeline Program

## Overview

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.

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

## How to Apply

### Option 1: Apply Online

- The consumer visits [LifelineSupport.org](https://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.

# How to Apply Online

Service Provider Portal

# How to Apply Online: Service Provider Portal

## One Portal

- Service providers can access the National Verifier through USAC's [One Portal](#) system.
- **Note:** Consumers can access the Lifeline application online at [LifelineSupport.org](https://LifelineSupport.org).

Universal Service Administrative Co. Sign Out

etc.admin@uat.com

### Dashboard

**Notification:** In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

#### Upcoming Dates

04/10 2024	April 2024 Monthly Webinar
05/08 2024	May 2024 Monthly Webinar
06/12 2024	June 2024 Monthly Webinar

[see full calendar](#)

#### Lifeline

- National Verifier** - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).
- National Lifeline Accountability Database (NLAD)** - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.
- National Lifeline Accountability Database Staging Environment** - The NLAD staging environment allows Lifeline and ACP providers to test system features.

#### Help?

- [Send us a message](#)  
[Click here](#)
- Call us**  
(888) 641-8722

# How to Apply Online: Service Provider Portal

## Landing Page

- On the National Verifier landing page, select **Sign in as a Service Provider** to sign in.
- **Note:** When using the portal you should not let the browser store your username and password. Enter your username and password each time you log in.

The screenshot shows the Lifeline Service Provider Portal landing page. At the top, there is a blue header with the FCC logo on the left, a globe icon and the word "English" with a dropdown arrow in the center, and a "Sign in" button with a user icon on the right. Below the header is a light blue banner with an information icon and text: "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." The main content area features a large image of a woman talking on a phone while holding a young child. Overlaid on the left side of this image is the text "Qualify for Lifeline!" followed by a description: "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." Below this is a form field labeled "What is your state or territory?" with a "Choose" dropdown menu. A "Get Started" button is positioned below the form, with a link to a paper form: "If you do not want to qualify online, you can use a paper form." At the bottom of the page, there are two blue boxes. The left box is titled "Do you need to recertify?" and contains the text "If you already get Lifeline and received a notice that said you need to recertify, use the recertify button." with a "Recertify to keep Lifeline" button. The right box is titled "Are you a service provider?" and contains the text "If you are a service provider and need to qualify your customer for Lifeline, use the service provider portal." with a "Sign in as a Service Provider >" button. The right box is highlighted with a yellow border.

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

**FCC** 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: Service Provider Portal

## Start Lifeline Application

- Select **Start Lifeline Application** to sign in.
- **Note:** To submit a Lifeline application via the service provider portal, the agent and the consumer must be together in-person.

Welcome ETC Admin UAT

Start Lifeline Application

Start ACP Application\*

### Pending Applications

Check Application Status

Displaying 2 of 2 records

Search:



Subscriber Name	Application ID	Application Created	Status	Failure Reason
JOHN DOE	Q38626-57415	03/01/2024 13:20:53	Pending Review	Eligibility, dupSub, tpivSSN4
JANE DOE	Q77410-66753	03/01/2024 13:11:21	Pending Review	Eligibility, dupSub, tpivSSN4

Show 25 records/page

< 1 > of 1 pages

<sup>i</sup> \*Only applicable if you have been approved by the FCC to become an Affordable Connectivity Program Provider. For more information, please visit [AffordableConnectivity.gov](https://www.AffordableConnectivity.gov)



# How to Apply Online: Service Provider Portal

## Personal Information

- Enter in the consumer's first and last name as it appears on official documentation.

### Subscriber's Information

We will use this information to find out if the subscriber qualifies for the Lifeline Program. We are committed to protecting their information. Their information will only be used to find out if they qualify and to send them important reminders about their application.

#### What is their full legal name?

The name they use on official documents, like their Social Security Card or State ID. Not a nickname.

**First Name**

**Middle Name** (Optional)

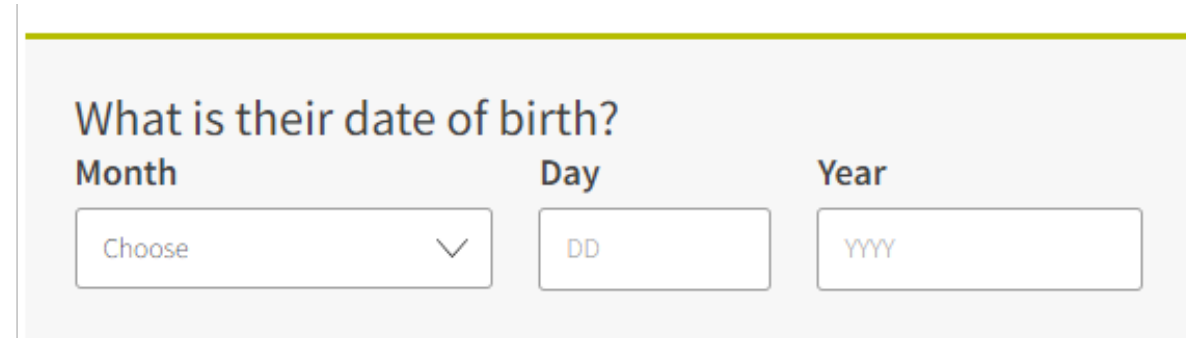
**Last Name(s)**

If they have multiple last names put them all into the box below.

# How to Apply Online: Service Provider Portal

## Personal Information

- Enter their date of birth.
  - Select the month from the drop-down menu.
  - Then, enter in the day and year.

A screenshot of a web form titled "What is their date of birth?". The form is divided into three columns: "Month", "Day", and "Year". The "Month" column contains a dropdown menu with the text "Choose" and a downward arrow. The "Day" column contains a text input field with the placeholder "DD". The "Year" column contains a text input field with the placeholder "YYYY".

What is their date of birth?

Month Day Year

Choose DD YYYY

# How to Apply Online: Service Provider Portal

## Identification Information

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

How do you want us to check their identity?

We'll use this information to see if they're eligible. It won't affect their credit status.

**Social Security Number (SSN)**

This is the fastest option if they know the last 4 digits of their SSN.

Enter last 4 digits of their SSN

XXX - XX -

This is required if they're applying for Lifeline.

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**Other government identification**

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

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**Number on Tribal ID**

Look for this number on their card or documentation.

# How to Apply Online: Service Provider Portal

## Home Address

- Enter their home address.
  - Providers may enter a **descriptive address** if there's no street address, or to explain where the consumer lives if they do not have a fixed residence.
- **Note:** This information will be used to confirm the household resides on qualifying Tribal lands.

What is their home address?  
The address where they will get service. Do not use a P.O. Box.

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

[Next](#)

# How to Apply Online: Service Provider Portal

## Program Participation

- Select **all** the **qualifying programs** the consumer participates in from the list provided.
  - If the consumer does not participate in a qualifying program, consumers can also qualify based on their income or through a child or dependent.
  - Consumers who live on Tribal lands may also qualify based on their participation in Tribal assistance programs.

### Tell Us Which Program They Are In

We will use this information to find out if the subscriber qualifies for the Lifeline Program.

**Are they 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 they live on Tribal lands)

FEMA's Individuals and Households Program (IHP) due to Hawaii Wildfires [?](#)

They don't participate in one of these programs, and want to qualify through income

They are not in any of these programs, but their child or dependent is in one of these programs [?](#)

---

**Which Tribal specific programs do they 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)

They may be asked to submit documents about the program(s) they select.

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# How to Apply Online: Service Provider Portal

## Review Information

- Review the consumer's information to ensure it is correct.
  - If corrections are needed, select **Edit** to update the information.
- Ask the consumer to confirm that USAC can use their information to check if they are eligible for the Lifeline program.
  - Then, click the checkbox confirming the consumer's consent.
  - Select **Submit**.

### Review the Subscriber's Information

Before we check if they qualify for Lifeline, make sure they check and see that their information is right.

Double check the information below.

Full Legal Name:	Nancy Johnson	<a href="#">✎ Edit</a>
Date of Birth:	March 01, 2000	
Last 4 Numbers of SSN:	1111	
Address:	123 Not Real Road Washington, DC 20001	

Ask the subscriber to confirm that it is okay for us to use their information to check if they qualify for Lifeline.

- 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](#)

**Questions?**

# Providing Additional Documentation

Service Provider Portal



# How to Apply Online: Service Provider Portal

## More Information Needed

- This page will populate if **more information** is needed.

We need more information to see if they qualify

A few things happened:

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

### What to do next

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

Next

# How to Apply Online: Service Provider Portal

## Find Address

- This page will appear if the consumer's address cannot be confirmed via the USPS.
- The map will try to locate the consumer's home.
  - The consumer can move the pin around to locate where they live.
  - The coordinates automatically populate.

Find their address on the map below

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

• Their address  
123 NOT REAL ROAD  
WASHINGTON, DC 20001

### How to find their 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 their area.



Click on the zoom buttons to zoom in and out.



When you find where they 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

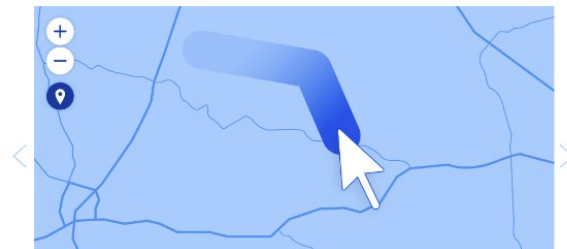
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They have until **April 19, 2024** to complete this section. If they do not complete it by this date, they will need to submit a new application.

Having trouble with the map?

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



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

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

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



# How to Apply Online: Service Provider Portal

## Duplicate Address

- If a consumer's address is identified as **already receiving a Lifeline benefit**, they will need to answer questions to determine if their household qualifies for the Lifeline benefit.
  - A household is a group of people who live together and share money (even if they are not related to each other).

## Someone at Their Address Already Gets Lifeline or the Affordable Connectivity Benefit

We need more information to determine whether they qualify for Lifeline or the Affordable Connectivity Benefit.

Do they share money (income and expenses) with another adult who gets Lifeline or the Affordable Connectivity Benefit?

This can be the cost of bills, food, etc., and income. If their spouse receives Lifeline or the Affordable Connectivity Benefit, please answer "Yes" to this question.

Yes  No

*Note: Select "no" if they do not share money (income and expenses) with another adult who already participates in the program(s) they are applying for. (Example: if they are only seeking to receive the Affordable Connectivity Benefit, and they are sharing income/expenses with another adult who already receives Lifeline, select "no".)*

They will have until 4/19/2024 to complete this section so we can determine whether they qualify for Lifeline or the Affordable Connectivity Benefit. If they do not complete this by then, they will need to come back to this site and fill this form out again.

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# How to Apply Online: Service Provider Portal

## Proof of SSN

- If a consumer's Social Security number (last 4 digits) **cannot** be confirmed, upload an official document that shows the consumer's:
  - First and last name, and
  - Last 4 digits of their SSN.

Share proof of their Social Security number (SSN)

Their document must include:

- Their first and last name:  
**Nancy Johnson**
- The last four digits of their Social Security number:  
**xxx-xx-1111**

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

Choose a file

Back

Next

They have until **April 19, 2024** to complete this section. If they do not complete it by this date, they will need to submit a new application.

# How to Apply Online: Service Provider Portal

## Proof of Tribal ID

- If a consumer's Tribal ID **cannot** be confirmed, upload an official document that shows the consumer's:
  - First and last name, and
  - Tribal ID number.

### Share proof of their Tribal ID Number

Their document must include:

- Their first and last name:  
**Nancy Johnson**
- Their Tribal ID Number:  
**1234**

Here are common examples:

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

**Common mistakes:**

- Some CDIB cards do not include the required information. If their card 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 file

Back

Next

They have until **April 19, 2024** to complete this section. If they do not complete it by this date, they will need to submit a new application.

# How to Apply Online: Service Provider Portal

## Proof of Date of Birth

- If a consumer's date of birth **cannot** be confirmed, upload an official document that shows the consumer's:
  - First and last name, and
  - Date of birth.

Share proof of their date of birth

Their document must include:

- Their first and last name  
**Nancy Johnson**
- Their date of birth:  
**3/01/2000**

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

They have until **April 19, 2024** to complete this section. If they do not complete it by this date, they will need to submit a new application.

# How to Apply Online: Service Provider Portal

## Proof of Life

- If a consumer is identified as potentially deceased, upload documentation that shows proof of life.
  - Documentation **must** have an issue date within the last three months.

### Share proof of life

Their document must include:

- Their first and last name:  
**Nancy 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 their identity and that they 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

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Next

They have until **April 19, 2024** to complete this section. If they do not complete it by this date, they will need to submit a new application.



# How to Apply Online: Service Provider Portal

## Proof of Eligibility

- If the consumer's **eligibility** cannot be confirmed, you'll need to:
  - Select how they qualify.
  - Then, upload proof of their participation in a qualifying program or proof of their income.

### We Could Not Confirm That They Are in One of These Programs

To qualify for Lifeline, the subscriber needs to give us more information.

**Which program do they want to qualify through?**  
They will need to show proof that they are in the program they 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 they live on Tribal lands)

FEMA's Individuals and Households Program (IHP) due to Hawaii Wildfires ?

They don't participate in one of these programs, and want to qualify through income

They are not in any of these programs, but their child or dependent is in one of these programs ?

---

**Which Tribal specific programs do they 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)

They will have until 4/19/2024 to provide more documents so we can determine whether they qualify for Lifeline. If we don't receive this information by then, they will need to come back to this site and fill this form out again.

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Next

### Show That They Get Bureau of Indian Affairs (BIA) General Assistance

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

#### We need to see a copy of one of these:

- **Award letter** from the national or regional BIA office
- **A check stub from the BIA** that has:
  - The date
  - Name of the participant
  - Name of the program as BIA General Assistance

#### 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: Service Provider Portal

## Complete Application

- The consumer must be the one to consent to the information in each statement of this section.
  - Service Providers cannot initial the boxes on the form or enter the e-signature for the applicant.**
- After submitting the application, one of the following application status pages will populate:
  - Qualified
  - Pending Review
  - Already Enrolled in Lifeline

### Agreement

Please have the consumer 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:

- I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
- 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

Nancy Tester

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

[Back](#)

[Submit](#)

# How to Apply Online: Service Provider Portal

## Reviewing Documentation

- After submitting the required documentation, you'll receive a status update confirming we are reviewing their documentation.

### We Are Checking Their Documents

We need to check their documents to make sure they qualify. When we finish, **the status on your account dashboard will change.**

#### This may take some time.

Their status will be updated in the system when their documents have been reviewed. Please check back later to see if they qualify for Lifeline. You can also see their application status on your account dashboard.

#### If they qualify...

**You will have 90 days** to enroll Nancy Tester in NLAD.

#### If they do not qualify...

We'll ask for more information or tell you what to do next. **You will have until 4/19/2024 (Based on US Eastern Time)** to send us the information or complete the next steps.

---

Full Legal Name:	Nancy Johnson
Address:	123 NOT REAL ROAD, WASHINGTON, DC 20001
Application ID:	Q87981-51565

---

[Return to Your Account](#)

[Qualify Another Person](#)

# How to Apply Online: Service Provider Portal

## Approval Page

- Once the application is approved, you may enroll the consumer in the Lifeline program via the National Lifeline Accountability Database (NLAD).
- Select **Confirm Tribal Qualification** to see if the consumer qualifies for the enhanced benefit.

### They Qualify for Lifeline

#### You can enroll Nancy Tester in the Lifeline Program

##### Next Steps

Use this information to enroll the subscriber in [NLAD](#).

Full Legal Name:	Nancy Tester
Address:	123 NOT REAL ROAD, WASHINGTON, DC 20001
Application ID:	Q87981-51565

**Do They Live on Tribal lands?** Press the button below to see if they qualified for Tribal benefits

Confirm Tribal Qualification

Confirmed Tribal:	No
Latitude:	35.0202294329168
Longitude:	-115.7268904474291
Coordinate Source:	Consumer

# How to Apply Online: Service Provider Portal

## Application Dashboard

- To check the status of an application, select “**Check Application Status**” from the dashboard.
- Service providers can see all pending applications they have submitted.
- The **status** column of the dashboard will confirm if a consumer’s application was successful or if more documentation is needed to complete the application.

Welcome ETC Admin UAT

Start Lifeline Application Start ACP Application\*

### Pending Applications

Check Application Status

Displaying 5 of 5 records Search:

Subscriber Name	Application ID	Application Created	Status	Failure Reason
NANCY TESTER	Q87981-51565	03/05/2024 10:40:15	Qualified	
JOHN DOE	Q38626-57415	03/01/2024 13:20:53	Pending Review	Eligibility, dupSub, tpivSSN4
JANE DOE	Q77410-66753	03/01/2024 13:11:21	Pending Review	Eligibility, dupSub, tpivSSN4

Show 25 records/page < 1 > of 1 pages

\*Only applicable if you have been approved by the FCC to become an Affordable Connectivity Program Provider. For more information, please visit [AffordableConnectivity.gov](https://www.AffordableConnectivity.gov)

**Questions?**

# Resources

# Resources

## Tribal Educational Material

- [Tribal Flyer](#)
- [Tribal Toolkit](#)
- USAC's Lifeline website for service providers, state and federal partners, consumer advocates, and Tribal partners: [usac.org/lifeline](https://usac.org/lifeline)
  - Lifeline webpage for Tribal partners: [Enhanced Tribal Benefit Page](#)
- Contact [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for technical questions, assistance, and general National Verifier inquiries, **CC** the [USAC Tribal Liaison](#) on all inquiries.
- The Lifeline Support Center:
  - Available by email a [LifelineSupport@usac.org](mailto: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.