



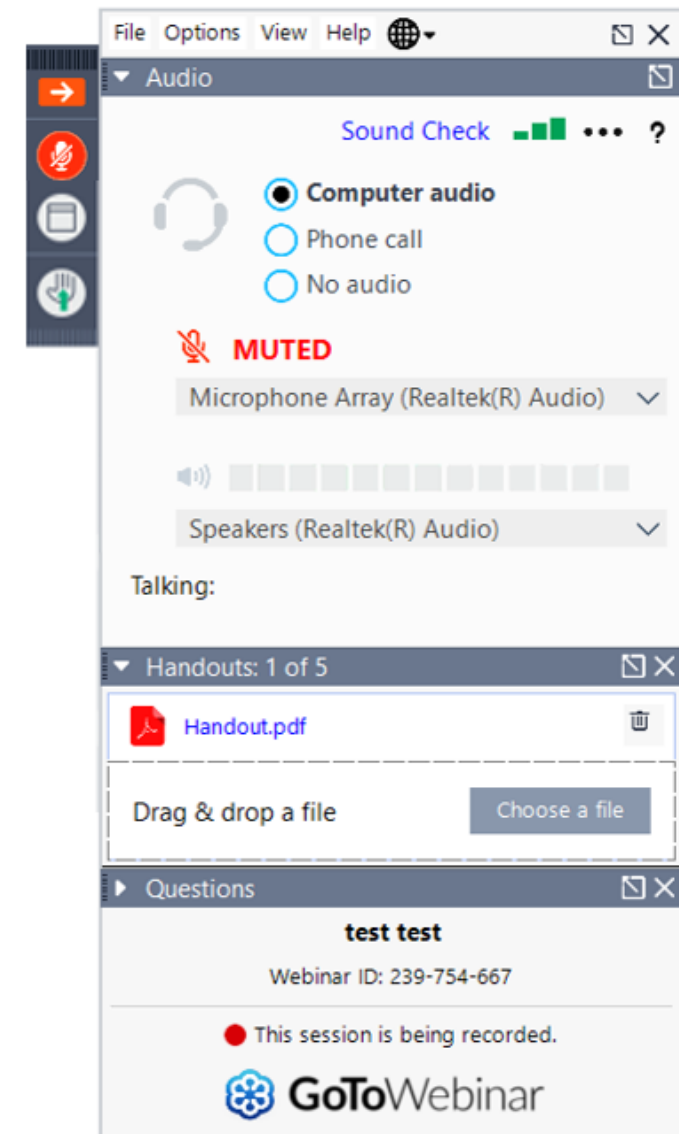
# Safe Connections Act Office Hours

Lifeline Program

September 18, 2024

# Housekeeping

- This webinar is being recorded.
- 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

**Oladotun Adio**

Communications Specialist

**Elizabeth Dewey**

Senior Communications Specialist

**Teodora Dimitrov**

Manager of Communications

**Tiffany Johnson**

Senior Manager of Program  
Management

# Agenda

- Safe Connections Act
- Lifeline Support for Survivors
- How to Apply
- Enroll Survivors in NLAD
- Claim Reimbursement
- Frequently Asked Questions
- Resources

# Safe Connections Act

# Safe Connections Act

## Overview

### Report and Order

- On November 16, 2023, the Federal Communications Commission (FCC) issued a [Report and Order](#) implementing the Safe Connections Act (SCA) of 2022 to support survivors of domestic violence, and related crimes, and individuals caring for those against whom such acts were committed.
  - Service providers are encouraged to thoroughly review the Report and Order to learn the specific rules they must follow and can also visit USAC's [Safe Connections Act](#) page for a high-level summary.

### Public Notice

- On August 29, 2024, the FCC issued a [Public Notice](#) announcing that compliance with the rules allowing survivors to receive emergency Lifeline support under the SCA is required and went into effect on the same day.

# Safe Connections Act

## Key Terms

- **Survivors** include anyone 18 years or older against whom a covered act has been committed or allegedly committed, or someone caring for a person against whom a covered act has been committed or allegedly committed.
- A **covered act** includes but is not limited to crimes such as: domestic violence, dating violence, sexual assault, stalking, human trafficking, sex trafficking, abuse in later life, child abuse and neglect, child maltreatment, economic abuse, and elder abuse.



# Safe Connections Act

## Emergency Lifeline Support for Survivors

- As of **September 4, 2024**, survivors experiencing financial hardship who pursue a line separation request may qualify for and receive emergency Lifeline support for up to six months.
  - Qualifying survivors can receive a discount of up to \$9.25 on phone, internet, or bundled services.
  - Qualifying survivors on Tribal lands, can receive a discount of up to \$34.25 on phone, internet, or bundled services.
  - After six months, qualifying survivors may apply for the standard Lifeline benefit of up to \$9.25 for qualifying internet or bundled services or up to \$5.25 per month for phone (voice-only) services.

# Lifeline Support for Survivors

## How to Qualify

- Survivors can participate in the Lifeline program, if they provide proof that they attempted a line separation request and can confirm they are experiencing financial hardship using one of the methods below:
  - Based on the [existing Lifeline program qualification requirements](#),
  - If they suffer from financial hardship and can demonstrate that their household income is at or below 200% of the [Federal Poverty Guidelines](#).
  - If they participate in the following programs:
    - Special Supplemental Nutrition Program for Women, Infants, and Children (WIC),
    - Free and Reduced-Price School Lunch or School Breakfast Program, including enrollment at a Community Eligibility Provision (CEP) school or school district, or
    - Received a Federal Pell Grant in the current award year.

# Lifeline Support for Survivors

## Required Documentation

- **Survivors will need to provide proof of an attempted line separation request from their service provider to receive the Lifeline discount.**
  - The survivor's provider must respond to this request within two business days with either an email, text message, or letter acknowledging the survivor's request.
  - A line separation request **must include** the survivor's name, a date from within the last twelve months, and the name of the phone company.
- Proof of a line separation request allows survivors to receive emergency Lifeline support for up to six months.

**Questions?**

# How to Apply

# How to Apply

## Application Options

Survivors have **two options** for how to apply to the Lifeline program:

### Option 1:

#### Apply Online

- Visit [LifelineSupport.org](https://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

# How to Apply

## Apply Online

- Survivors can apply for emergency Lifeline support at [LifelineSupport.org](https://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 Landing Page

- Survivors will be redirected to the application landing page.
- On the landing page, they should select “**how to qualify as a survivor**” to begin their application.

**\*Note:** This is the most direct way for a consumer to apply as a survivor.

**Phone. Internet. Or both. For less.**

Lifeline lowers the monthly cost of phone or internet service.

[Get Started](#)

Need to recertify your Lifeline benefit? [Recertify today](#)

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](#).

---

Are you a survivor of domestic violence or human trafficking?

We provide additional safeguards to protect your information during the application process.

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



# How to Apply

## Apply As a Survivor

- Survivors can first review summarized information on applying for emergency Lifeline support.
- To apply under survivor status, survivors must select yes, and then click "**Continue**".

**Note:** If a consumer selects “yes”, they must provide documentation showing an attempted line separation request to successfully qualify and be enrolled as a survivor.

## Apply as a Survivor

### The Safe Connections Act of 2022 for qualifying survivors [?](#)

What to expect as a survivor:

- You will be able to select how you want us to reach out to you – either by mail or email. To avoid an abuser seeing your data, we will not send communications that reveal critical information such as your address.
- You will need to provide documentation verifying your line separation request. [?](#)
- Only a limited group of designated personnel will have access to your information.
- The survivor benefit period lasts for 6 months if you qualify.

### Would you like to apply under this survivor status?

- Yes, I'm a survivor and can provide official line separation request documentation.
- No, I do not want to apply as a survivor and would like to continue with my application under the Lifeline program's typical requirements.

Continue

# How to Apply

## Personal Information (1/2)

- Survivors will be asked 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 their home address.

### Your Information

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

#### What is your full legal name?

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

**First Name**

**Middle Name (Optional)**

**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**

#### 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.**

**City**

**State**

**Zip Code**

# How to Apply

## Personal Information (2/2)

- Survivors will be asked if they qualify for the benefit through themselves or through a child or dependent.
- The survivor will select no, if they qualify by themselves or select yes, if they qualify through their child or dependent.
- Once they provide this information, they should click “**Next**”.

Do you qualify for Lifeline or the [Affordable Connectivity Benefit](#) through your child or a dependent?

If you do not qualify on your own, you can sign up for Lifeline or the [Affordable Connectivity Benefit](#) through your child or dependent if they participate in any of the qualifying programs.

No, I qualify by myself.  Yes, I qualify through my child or dependent.

[Back](#)

[Next](#)

# How to Apply

## Child or Dependent's Information

- If a survivor qualifies for emergency Lifeline support through a dependent or child, they will be asked to provide that person's information.
- Once they provide this information, the survivor should select “**Next**” to continue.

### Your Child or Dependent's Information

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

#### What is their 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 they have multiple last names put them all into the box below.

#### What is their date of birth?

Month

Day

Year




#### 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 you know the last 4 digits of their SSN.

**Enter last 4 digits of their SSN**

XXX - XX -

This is required if you're applying for Lifeline.

**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.

**Number on Tribal ID**

Look for this number on their card or documentation.

[Back](#)

[Next](#)

# How to Apply

## Create Account (1/2)

- Survivors 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.
  - Their password should be a mix of letters, numbers, and symbols.

## 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

## Create Account (2/2)

- Survivors should select the way they would like USAC to contact them about their benefit by choosing either "**Email**" or "**Mail**".
- Survivors should provide their contact information:
  - An email address (required),
  - A phone number (optional),
  - And their mailing address (if it is different from their home address).
- They can also choose their preferred language - English, Spanish, or both.
- Survivors must agree to the "**Terms & Conditions**" by checking the box to continue with their application.

**What is your preferred way to be contacted?**

We will send you information about your Lifeline application and benefits to the location you select.

Email

Mail

**What is your preferred language? (Optional)**

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

English

Español

Both

**Your Contact Information**

**What is your email address?**

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

I want to provide an alternate email.

**What is your phone number? (Optional)**

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

**Do you want to provide a mailing address?**

Yes, my mailing address is different than home address

**Terms & Conditions**

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

[Back](#) [Submit](#)

# How to Apply

## Account Homepage

- Next, survivors should select "**Start Lifeline Application**" on their account homepage to continue with their application.

### Welcome

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

[My Profile](#)

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

#### Start or return to your Lifeline application

If you are interested in starting a Lifeline application, select "Start Lifeline application" below. You can check the "My Applications" table to see if you already have a Lifeline application. To return to an incomplete application, select "Return to 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
------------------	----------------	---------------------	-----------------	--------

Start an application to see if you qualify.

#### Don't See an Application?

Enter the full Application ID using the following format: Q12345-67890

Application ID

[Search](#)

# How to Apply

## Qualifying Programs

- Survivors must state how they qualify by selecting all the programs they participate in.
- If they do not participate in any of the listed programs, they can also qualify based on income or through a child or dependent.
- This list has been updated with a unique option for survivors where they can ask to be shown more qualifying programs, if they do not qualify through the standard Lifeline criteria.

## 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 <sup>?</sup>
- Medicaid
- Supplemental Security Income (SSI)
- Federal Housing Assistance <sup>?</sup>
- Veterans Pension and Survivors Benefit Programs
- Tribal Specific Program (only choose if you live on Tribal lands)
- I don't think I participate in any of these programs, show me more programs available to me as a **survivor**.
- 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. <sup>?</sup>

**Additional programs available to you as a survivor** (Check all that apply.)

- Federal Pell Grant
- Free and Reduced-Price School Lunch or Breakfast Program
- USDA Community Eligibility Provision (CEP) School
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

Back

Next



# How to Apply

## Review Your Information

- Survivors can now review and make corrections to the information they provided, which will be used to check their eligibility by selecting "**Edit**".
  - The survivor's address will be masked for security purposes.
- Survivors should review the consent statement and check the box to confirm that USAC can use their information for the purpose of applying and receiving 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:	Strong Survivor	<a href="#">↗ Edit</a>
Date of Birth:	January 1, 2000	
Last 4 Numbers of SSN:	1234	

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

## Outcome of Eligibility Check – Need More Information

- If we can't verify a survivor's eligibility, they will receive specific information on what could not be confirmed and what additional documentation they will need to provide.
- To update and complete their application, they should select "**Next**".

We need more information to see if you qualify

A few things happened:

- 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.
- We couldn't confirm your eligibility; please attach a photo of a document that shows confirmation of your line separation request.

### What to do next

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

Next

# How to Apply

## Proof of Line Separation Request (1/2)

- ⚠ All survivors must provide proof of an attempted line separation request to qualify for emergency support from Lifeline.
- The survivor should select "**Yes**" and then click "**Next**".

Share proof of your line separation request if applying as a survivor

Do you have confirmation of your line separation request? [?](#)

When you call your phone company to separate a line, they will provide confirmation of your request.

- Yes, I can provide documentation for my line separation request**  
Select this option to apply for the survivor benefit. You must have confirmation of a legitimate line separation request from your phone company, or be able to get one to qualify.
- No, I can't provide documentation for a line separation request**  
You may still qualify for the standard Lifeline benefit. In the future if you want the survivor benefit, you will need to submit a new application.

Back

Next

# How to Apply

## Proof of Line Separation Request (2/2)

- The survivor's line separation request must be uploaded and include:
  - Their name,
  - A date within the last 12 months,
  - And the name of the phone company.
- A line separation request can be:
  - An email,
  - Text message,
  - Or a letter.

### Share proof of your line separation request

When applying for Lifeline, we will need proof that you asked your phone company to separate a phone line that you shared with an abuser.

The phone company's documentation will confirm that you made the request.

#### Your document must include

1. Your name
2. A date within the last 12 months
3. The name of your phone company

#### Here are common examples

- An email
- A text message
- A letter

#### 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

#### Attached Files

📎 2024 Federal Poverty Gui... (93591) ✕

#### Type your initials below to certify

I certify that I have received documentation from my service provider that I submitted a legitimate line separation request, and I am submitting my application with evidence of that documentation.

I understand that by qualifying for Lifeline through the Safe Connections Act (SCA), I am eligible for the benefit for 6 months. I understand that once the 6 month benefit period is over, I may for Lifeline through participation in another qualifying program or by confirming my initial income is at or below 135% of the Federal Poverty Guidelines.

[What if I don't have proof that I received a line separation?](#)



[How can I edit my information?](#)



Back

Next

# How to Apply Agreement Page

- Survivors 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

*Strong Survivor*

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

Submit

# How to Apply

## Application Status – Documents Review

- After a survivor submits any required documentation, they will receive a message that their documents are being reviewed.
- Once the review is complete, the survivor will receive a notification via mail or email about the status of their application.
  - If a survivor's information cannot be confirmed, they will receive instructions on how to submit additional documentation.
  - If their application is approved, they will receive instructions on what to do next to start receiving the benefit.

### 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

## Application Status - Approved

- The survivor will be informed they have been approved for Lifeline and given instructions on how to sign up with a participating phone or internet company by the deadline provided.

### Contact a phone or internet company to get your benefit

You're approved to get your survivor benefit through the Lifeline program. **Sign up by October 13, 2024.**

#### What to do next

##### If you already have service

Contact your phone or internet company and say, "I have been approved for the survivor benefit through 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](#) that can provide service to your address and say, "I have been approved for the survivor benefit through the Lifeline program and would like to sign up for service."

Application ID:  
**Q12593-45912**

Do you live on Tribal lands? +

Need to find an internet company near you? +

What happens at the end of the survivor benefit period or if I need to transfer phone or internet companies? +

Does my state offer additional Lifeline benefits? +

# How to Apply

## Select a Company

- Survivors can use USAC's [Companies Near Me](#) tool to find a provider to enroll with.
- To find a company, they will have to:
  - Enter their zip code or city and state, 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

[Clear Results](#)




**Questions?**

# Enroll Survivors in NLAD

# Enroll Survivors in NLAD


## Sign-in

- To enroll a survivor in Lifeline, log into NLAD through [One Portal](#).


Sign Out

### Dashboard

i 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.

<p> Upcoming Dates</p> <div style="border-bottom: 1px solid #ccc; padding: 5px 0 5px 20px;"> <p style="margin: 0;"><b>07/31</b> 2024</p> <p style="margin: 0; font-size: 0.8em; color: #0056b3;">HCF Consortium Best Practices Webinar</p> </div> <div style="border-bottom: 1px solid #ccc; padding: 5px 0 5px 20px;"> <p style="margin: 0;"><b>08/07</b> 2024</p> <p style="margin: 0; font-size: 0.8em; color: #0056b3;">Service Provider Training</p> </div> <div style="border-bottom: 1px solid #ccc; padding: 5px 0 5px 20px;"> <p style="margin: 0;"><b>08/14</b> 2024</p> <p style="margin: 0; font-size: 0.8em; color: #0056b3;">August 2024 Monthly Webinar</p> </div> <p style="text-align: center; font-size: 0.8em; color: #0056b3; margin-top: 10px;"><a href="#">see full calendar</a></p>	<p>High Cost <span style="float: right;">▼</span></p> <p>Lifeline <span style="float: right;">▼</span></p> <p>Rural Health Care <span style="float: right;">▼</span></p> <p>Service Providers <span style="float: right;">▼</span></p> <p>USAC Customer Service Portal <span style="float: right;">▼</span></p>	<p>Help?</p> <p><a href="#">Send us a message</a> <a href="#">Click here</a></p> <p><a href="#">Call us</a> (888) 641-8722</p>
---	---	--

# Enroll Survivors in NLAD

## Provide Subscriber Information

- Select "**Subscriber Management**" and then select "**Enroll Subscriber**".
- Then fill in the survivor's information: first name, last name, date of birth, SSN4 or Tribal ID (if applicable), and home address.

### OR

- Select the checkbox "**Application ID Enrollment**" and fill in the relevant fields- first name, last name, date of birth, and Application ID.

The image displays two side-by-side screenshots of the 'Enroll Subscriber' form in the National Lifeline Accountability Database. Both screenshots show the same navigation path: USAC Home | Lifeline Program | NLAD | Subscriber Management | Enroll Subscriber. The form is titled 'Enroll Subscriber' and has a progress indicator with four steps: Subscriber Information, Subscriber Address, Telephone Information, and Review. The 'Subscriber Information' section is highlighted in yellow.

**Left Screenshot (Application ID Enrollment unchecked):**

- SAC:  (with a red border and a dropdown arrow)
- SAC required.**
- Application ID Enrollment
- First Name:
- Middle Name (optional):
- Last Name:
- Last 4 SSN:
- Date of Birth:
- Use Tribal Identification Number instead
- e.g. mm/dd/yyyy
- Benefit Qualifying Person (optional) +**
- Next** button

**Right Screenshot (Application ID Enrollment checked):**

- SAC:  (with a dropdown arrow)
- Application ID Enrollment
- Application ID:
- First Name:
- Last Name:
- Date of Birth:
- e.g. mm/dd/yyyy
- Next** button

# Enroll Survivors in NLAD

## Service Information

- Enter in the survivor's service information:
  - **Service Type:** Survivor's Lifeline service offering: Voice, broadband, bundled voice, bundled broadband and bundled voice and broadband.
  - **Service Initiation Date:** Date the service provider initiated Lifeline service.
  - **Telephone Number:** Subscriber's phone number (if applicable).
  - **Lifeline Tribal Benefit:** Required field to claim Lifeline Tribal support for a qualified survivor. (This field will not appear if the subscriber's address falls on non-Tribal lands).
  - **Linkup Service Date:** Date of Linkup Service (mm/dd/yyyy format).
  - **ETC General:** Optional field that some carriers use to enter a subscriber's account number or to track the subscriber in their internal systems.

The screenshot shows the 'Enroll Subscriber' form in the National Lifeline Accountability Database. The form is titled 'Enroll Subscriber' and has a progress indicator with four steps: Subscriber Information, Subscriber Address, Telephone Information, and Review. The 'Telephone Information' section is currently active and contains the following fields:

- Service Type:** A dropdown menu with the text 'Select a Service Type'.
- Service Initiation Date:** A date picker field with a calendar icon and the example text 'e.g. mm/dd/yyyy'.
- Telephone Number:** A text input field with a help icon (i).
- Lifeline Tribal Benefit:** Radio buttons for 'No' and 'Yes'.
- Linkup Service Date (Optional):** A date picker field with a calendar icon and the example text 'e.g. mm/dd/yyyy'.
- ETC General Use (Optional):** A text input field.

At the bottom of the form, there are 'Back' and 'Next' buttons.

# Enroll Survivors in NLAD

## Enrollment Status

### Successful Enrollment

- Upon successful enrollment, you will be taken to the "**Transaction Successful**" page, where you will see a success message, followed by a read-only display of the enrollment details.
  - If a consumer has applied under the SCA, their address will be redacted, and a new field called "**SCA Status**" will automatically appear and say "Current SCA Recipient".
  - The "**SCA Status**" field identifies whether a subscriber is a current SCA recipient, former SCA recipient, or not SCA eligible.
  - This status is determined by the consumer's National Verifier application and will also appear after successful transfer or update transactions.

### Enroll Subscriber

🟢 You have successfully enrolled a new subscriber.

Subscriber ID: WAD1H174E

SAC  
100002

First Name  
TESTER

Last Name  
TIM

Last 4 SSN  
3048

Date of Birth  
02/22/1995

<p>Primary Address XXXXXXXXXXXXXXXXXXXX</p> <p>City XXXXXXXXXX</p>	<p>SCA Status Current SCA Recipient</p>				
	<table border="0"> <tr> <td>State</td> <td>ZIP Code</td> </tr> <tr> <td>XX</td> <td>XXXXXX</td> </tr> </table>	State	ZIP Code	XX	XXXXXX
State	ZIP Code				
XX	XXXXXX				

Telephone Information

Service Type  
Voice

Service Initiation Date  
03/13/2024

Telephone Number  
(301) 352-9100

ETC General Use

# Enroll Survivors in NLAD

## New Error Code

- **NOT\_SCA\_ELIGIBLE** has been added to NLAD to prevent non-SCA applications from being enrolled through NLAD in Opt-Out States (Texas and Oregon).

USAC Home | Lifeline Program | NLAD | Subscriber Management | **Enroll Subscriber**

### Enroll Subscriber

Subscriber Information    Subscriber Address    Telephone Information    **Review**

**Error**  
Subscriber: SCA. The subscriber is not eligible for SCA.

[Instructions](#)

#### Review Subscriber Information

SAC  
442090

Application ID Enrollment

First Name  
BCN

Middle Name Optional

Last Name  
VISION

Last 4 SSN  
1234

Date of Birth  
11/11/1998  
e.g. mm/dd/yyyy

Use Tribal Identification Number instead

Benefit Qualifying Person (optional)

Primary Address  
123 EVENINGS STREET

Apt, Unit, etc

City  
DALLAS

State  
TX

ZIP Code  
75083

Different Mailing Address?

#### Telephone Information

Service Type  
Voice

Service Initiation Date  
07/04/2024  
e.g. mm/dd/yyyy

Telephone Number  
(214) 225-3965

Consumer Email Optional

ETC General Use Optional

[Verify](#) [Enroll](#)

# Enroll Survivors in NLAD

## NLAD Reports

- The primary and mailing address information of survivors is masked in NLAD throughout the UI and in all reports.
- The following NLAD reports contain a new field that says "**SCA Status**", which indicates a subscriber's survivor status:
  - The Detail Subscriber Snapshot Report,
  - The Detail Active Subscriber Report,
  - The Detail Transaction Report,
  - And the Detail Subscriber Lookup.





# Claim Reimbursement

# Claim Reimbursement

## Log In

- Log in to [One Portal](#).
- Select **Lifeline Claims System (LCS)** under the Lifeline section of the dashboard.

### Dashboard

 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

09/11 [September 2024](#)  
2024 [Monthly Webinar](#)

10/09 [October 2024](#)  
2024 [Monthly Webinar](#)

[See full calendar](#)

#### High Cost

#### 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.

**Lifeline Claims System (LCS)** - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

#### Help?

[Send us a message](#)  
[Click here](#)

**Call us**  
(888) 641-8722

# Claim Reimbursement

## Download Claims Template

- To download the filing template, click on the “**Download a new filing template**” link.
  - This list includes subscriber data from the NLAD subscriber snapshot report taken on the 1<sup>st</sup> of the month.
- Click “**Download**” to review the list of subscribers eligible for reimbursement.
  - A new field called “**SCA Subscriber**”, will appear after the column labelled “Tribal Benefit Flag”.
  - Primary and mailing address information will be masked for consumers who appear as SCA Subscribers.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Subscriber Rate		Reason Cc	Tribal Link	SPIN	SAC	Last Name	First Name	Street Add	City	State	ZIP	Phone Nur	ETC Gener	Service Tyi	Tribal Benefit Flag	SCA Subscriber	
2	103TF6UJ4				1.43E+08	100003	1549274L	1549274F			XX	0			BROADBAI	1	1	
3	N03H8HN!	0			1.43E+08	100003	1549151L	1549151F	1234 Mess Soccer		XX	0		0231-003C	VOICE		0	0
4	N15N07TC	0			1.43E+08	100003	12970931I	12970931f			XX	0			VOICE		0	1

# Claim Reimbursement

## Complete Claims Template (1/2)

- Populate the claims template with the required information for each subscriber record.
  - **Rate** – enter the dollar amount for each subscriber that should be claimed or unclaimed.
    - If the **SCA Subscriber** field value is set to 1, then the subscriber can be claimed up to \$9.25 for phone or internet service (or up to \$34.25 if they live on Tribal lands).
    - If the **SCA Subscriber** field is set to 0, then standard validations apply.
  - **Reason Code** – enter a reason code for each unclaimed subscriber record.
- Save as a .csv file.

# Claim Reimbursement

## Complete Claims Template (2/2)

- Select **Upload File** to submit the claims template.

File or Revise Claim | Opt-Out State File or Revise Claim | Certify Claim | Filing History

### File Claim Instructions

July 2024

#### Filing Data

Last updated 02/24/22 12:52 PM EST

You successfully uploaded Claims\_input\_Template - 2022-02-24T123731.830.csv

**Upload Data** [Download a new filing template](#)

File format must be .csv

**Upload File**

#### Subscriber Counts

Displaying 1 to 1 of 1 records

SPIN	SAC	Name	Status	Non-tribal Reported	Non-tribal Claimed	tribal Reported	tribal Claimed	Total Reported	Total Claimed	tribal Link-up
14300013	199018	Eco Virginia Telecom LLC	Uploaded	244	244	0	0	244	244	0

Show 5 records/page < 1 > of 1 pages

[Download to review uploaded data](#)

[Back to Search](#) [View Support Summary](#)

# Frequently Asked Questions

# Frequently Asked Questions

## Emergency Benefit Information

### When did USAC start accepting emergency Lifeline support applications for survivors?

- USAC began accepting applications from survivors on September 4, 2024.

### What is the difference between the emergency Lifeline benefit for survivors and the standard benefit?

- The chart below outlines the standard Lifeline benefit amount and the amount available to survivors for each Lifeline service type:

<b>Service Type</b>	<b>Standard Benefit</b>	<b>Survivor Benefit</b>
Voice	<b>\$5.25</b>	<b>\$9.25</b>
Broadband	\$9.25	\$9.25
Bundled Voice	<b>\$5.25</b>	<b>\$9.25</b>
Bundled Broadband	\$9.25	\$9.25
Bundled Voice and Broadband	\$9.25	\$9.25

# Frequently Asked Questions

## Emergency Benefit Information

### **Is there an enhanced benefit for survivors on Tribal lands?**

- Survivors who qualify and live on Tribal lands can receive a discount of up to \$34.25 per month for phone, internet, or bundled services.

### **How long can qualifying survivors receive emergency Lifeline support?**

- Qualifying survivors can receive up to six months of emergency Lifeline support. After six months, they may apply for the standard Lifeline benefit of up to \$9.25 for qualifying internet or bundled services or up to \$5.25 per month for voice-only service.



# Frequently Asked Questions

## Required Documentation

### **Can a survivor receive emergency Lifeline support without submitting proof of an attempted line separation request?**

- No. Survivors cannot successfully complete their application for emergency Lifeline support without proof of an attempted line separation request.

### **What do survivors need to submit to USAC to show proof they attempted to separate their line?**

- A line separation request must include the survivor's name, a date from within the last twelve months, and the name of the phone company.

### **When do service providers have to respond to a line separation request?**

- Service providers must respond to a survivor's line separation request within **two business days**.

# Frequently Asked Questions

## Eligibility

### How does a service provider know if a subscriber is eligible for emergency support?

- Service providers can confirm a survivor's eligibility for emergency support, after a successful enrollment, update, or transfer transaction in NLAD.
  - After a successful transaction, the service provider can review the "**SCA Status**" field to confirm whether a subscriber is a current SCA recipient, former SCA recipient, or not SCA eligible.
- Service providers can also review any of the following NLAD reports which also contain an "**SCA Status**" field:
  - The Detail Subscriber Snapshot Report,
  - The Detail Active Subscriber Report,
  - The Detail Transaction Report,
  - And the Detail Subscriber Lookup.

# Frequently Asked Questions

## Claims

### How does a service provider know which subscribers can be claimed for emergency support?

- To confirm if a subscriber can be claimed for SCA support, download a new filing template from the Lifeline Claims System (LCS) in NLAD.
  - The snapshot lists all Lifeline subscribers that can be claimed for reimbursement.
  - A new field labeled “**SCA Subscriber**” will be visible.
  - If the “SCA Subscriber” field is populated with “1” for a subscriber entry, then that subscriber can be claimed for emergency support.

	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
1	Subscriber	Rate	Reason Co	Tribal Link	SPIN	SAC	Last Name	First Name	Street Add	City	State	ZIP	Phone Nur	ETC Gener	Service Ty	Tribal Benefit Flag	SCA Subscriber	
2	103TF6UJ4				1.43E+08	100003	1549274L	1549274F	1234 Mess	Soccer	XX	0			BROADBAI	1	1	
3	N03H8HN	0			1.43E+08	100003	1549151L	1549151F	1234 Mess	Soccer	XX	0		0231-0030	VOICE	0	0	
4	N15N07TC	0			1.43E+08	100003	12970931L	12970931F	1234 Mess	Soccer	XX	0			VOICE	0	1	

# Frequently Asked Questions

## Continued Eligibility

### **Will SCA subscribers undergo continued eligibility?**

- SCA survivors will undergo an automated continued eligibility check after three months of receiving emergency support.
- If a survivor's eligibility cannot be confirmed, the subscriber will need to submit the required proof documentation within 75 days to continue receiving Lifeline support or they will be de-enrolled.
- Service providers will be able to track the status of all SCA subscribers, including their continued eligibility status in a new NLAD report called the **SCA Subscriber Status Report**.
- Additional information on [continued eligibility for survivors](#) will be provided in the next SCA office hours scheduled for October 17, 2024, at 3 p.m. ET.

### **Should service providers de-enroll subscribers at the end of their 6-month SCA period?**

- USAC will track subscribers enrolled in Lifeline under the SCA, and de-enroll subscribers who no longer qualify for Lifeline or are unable to prove they remain eligible.

**Questions?**

# Resources

- Service providers, consumer advocates, state, federal, and Tribal partners:
  - Visit [usac.org/lifeline](https://usac.org/lifeline) for general information on Lifeline and the [Safe Connections Act](#) page for SCA-specific details.
  - Email [LifelineProgram@usac.org](mailto: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.
- Consumers:
  - Visit the [Survivor Benefit](#) page for more information on the benefit and [LifelineSupport.org](https://LifelineSupport.org) to apply online.
  - Survivors can contact [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org) for questions and assistance or call the Lifeline Support Center at **(800) 234-9473**, 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.
    - To protect survivors and their information, only a select, limited number of individuals will be able to assist survivors.

**Thank You!**





**Universal Service**  
Administrative Co.