



Lifeline Lowers Internet Costs for Low-Income Residents

August 27, 2019



Agenda

1. WebEx Instructions

2. Welcome

3. Overview of Lifeline & Helping Consumers Use the National Verifier

Jessica Zufolo, Senior Advisor for Strategic Partnerships to Universal Service Administrative Co. (USAC)

- Overview
- Apply Online
- Apply with a Paper Application
- How to Get Help

4. Lifeline Benefit Connection

Heather McNeive, Director of Resident Services for the Lawrence-Douglas County Housing Authority (LDCHA)

5. Q&A

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Q&A

**Heather McNeive, Director of Resident Services
Lawrence-Douglas County Housing Authority (LDCHA)**



Understanding the Lifeline Benefit

- Cell phone OR broadband OR home phone
- Only one Lifeline benefit per household
- Depends on who is the provider in your area
 - <https://data.usac.org/publicreports/CompaniesNearMe/Download/Report>



Lifeline

- Become a Customer
- Do I Qualify?
- How to Get Lifeline
- **Companies Near Me**
- National Verifier
- How to Use it
- Documents Needed
- Eligibility Error Messages
- Identity Error Messages
- Address Error Messages
- Current Customers
- Lifeline Rules & Rights
- Change My Company

Companies Near Me

See the [Do I Qualify?](#) page to find out if you qualify for a Lifeline Program discount.

Find a Company

Enter Your Zip Code OR Enter Your City and State

Example: 12345

Note: The search results may not show every company that is near you. A company may still offer Lifeline even if it is not on this list. Please ask the service provider if they offer Lifeline in your area.

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Overview of Lifeline & Helping Consumers Use the National Verifier

[Lifeline Benefit Connection](#)

Q&A

Application Assistance

- Online, paper by mail, or paper by fax
- Online is faster (if available)
 - Upload or fax in eligibility documentation
- Depends on Regional or Local provider

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Common Application Problems

- Can't remember self selected PIN number
- Can't read their handwriting on application
- Didn't initial all the policies in Section 4
- Didn't send in supporting income or benefit documentation
- Already receiving Lifeline benefit through another provider
- Didn't respond to follow up attempts for additional information
- Didn't complete annual recertification of eligibility paperwork
- For cell phones: didn't send a text, make a call, or go online at least once a month
- Watch for scams

“What a huge relief to be connected.”

- Elderly veteran
- Families with children that need internet for school
- Job seekers and students
- New tenant orientation packets

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