

Helping Consumers Use the National Verifier

August 2019

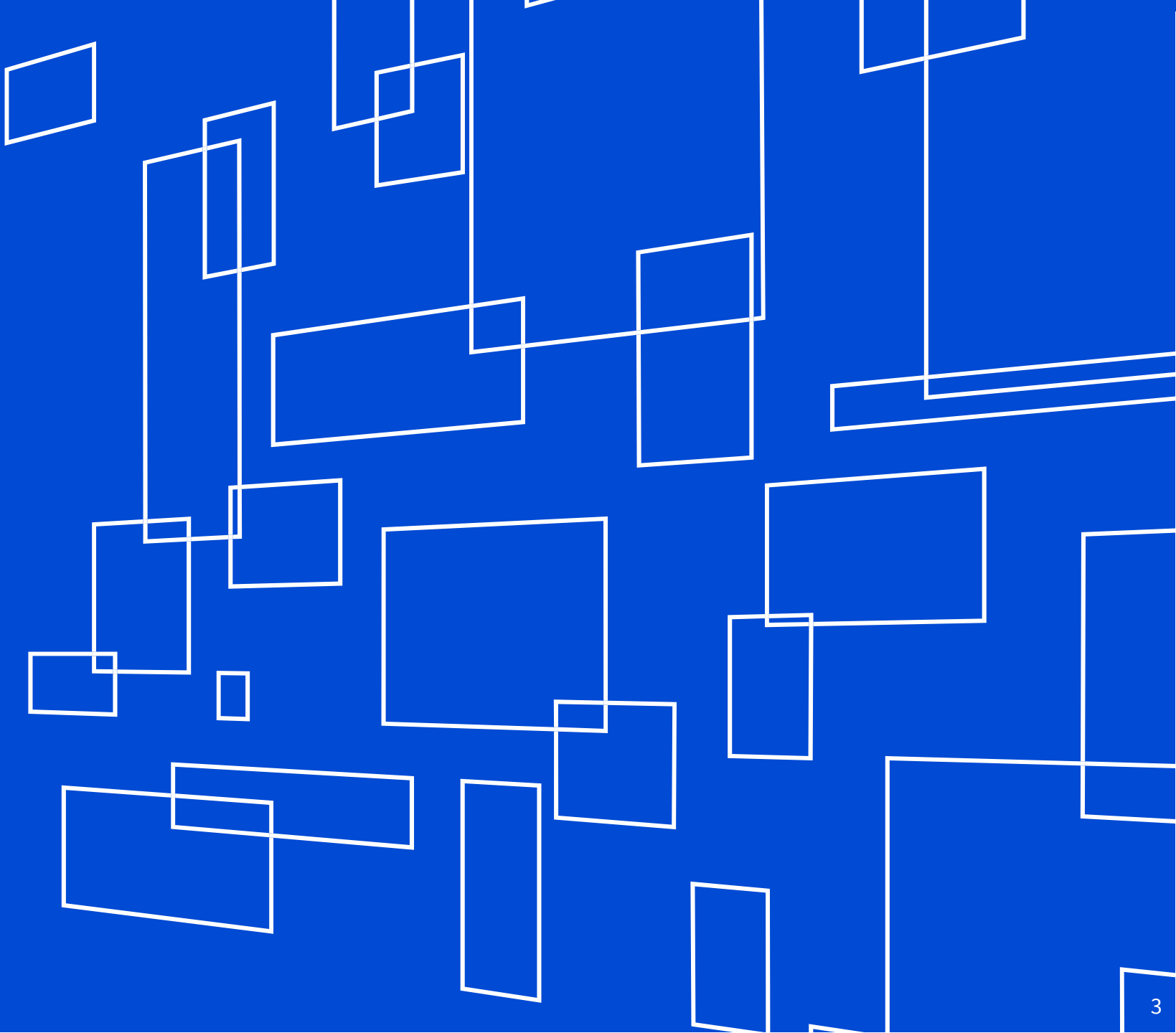


Universal Service
Administrative Co.

Agenda

1. Overview
2. Apply Online
3. Apply with a Paper Application
4. How to Get Help

Overview



Who is USAC?

The Universal Service Administrative Company

- The Universal Service Fund exists to ensure that all people in the United States have access to quality, affordable connectivity services.
- USAC is an independent, not-for-profit organization designated by the FCC as the permanent administrator of the Universal Service Fund and its four programs.

The Mission of Universal Service

USAC works to ensure that all people in the United States have access to connectivity services through these four programs:

- Connect America
- Lifeline Program
- Rural Health Care Program
- Schools and Libraries Program (E-Rate)

Lifeline Overview

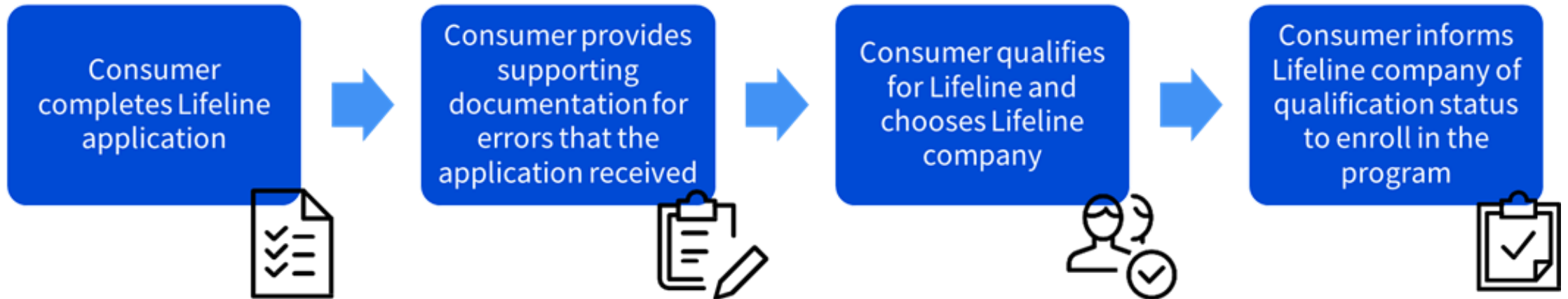


Lifeline Program

Provides reduced rates for eligible phone and internet services to low-income consumers

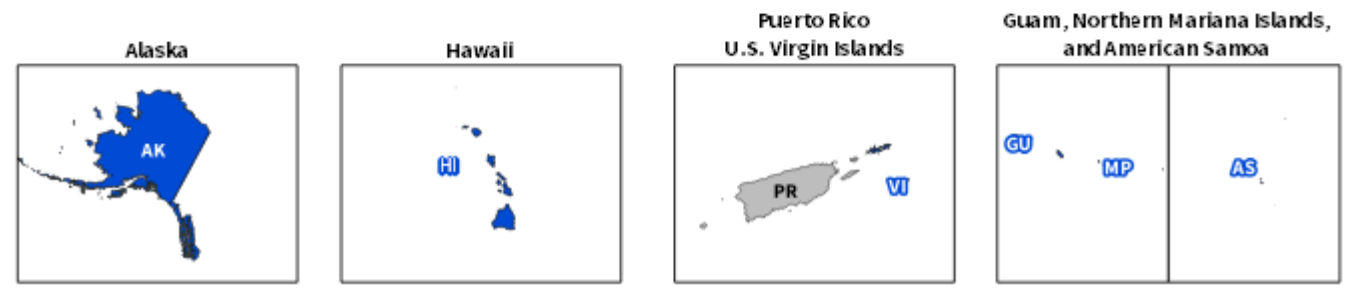
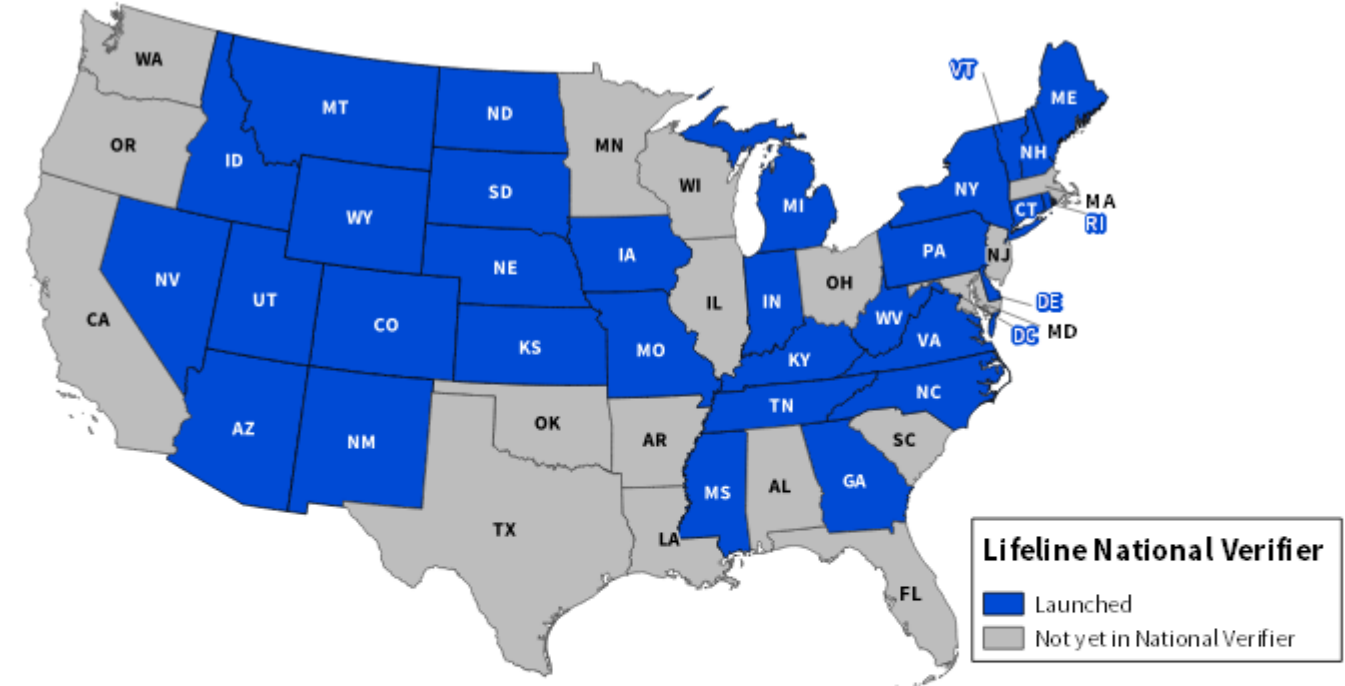
- Lifeline offers a **monthly discount** on phone or internet service.
- Out of the nine million households that participate in Lifeline, 274,000 of those are Tribal.
- All eligible consumers can receive a discount of \$9.25 per month.
- Consumers who live on qualifying Tribal lands can receive up to \$34.25 per month.

Lifeline Application Process



About the National Verifier

- The National Verifier (NV) checks a consumer's Lifeline eligibility.
- Phone or internet companies will no longer determine consumer eligibility for Lifeline.
- After determining eligibility, a consumer still works with the phone or internet company they select to enroll in the Lifeline program.



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Updated: May 29th, 2019

Hard Launch States

- Some states and territories have not yet launched in the National Verifier and are still using their legacy processes
- The following states and territories have **hard launched** in the National Verifier:

Alaska	Kentucky	North Dakota
American Samoa	Maine	Northern Marianas Islands
Colorado	Michigan	Pennsylvania
Delaware	Mississippi	Rhode Island
District of Columbia	Missouri	South Dakota
Guam	Montana	Tennessee
Hawaii	New Hampshire	Utah
Idaho	New Mexico	Virgin Islands
Indiana	North Carolina	Wyoming

Ways to Use the National Verifier

Option 1:

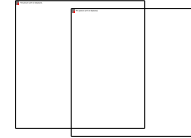
Apply Through a Service Provider



- The consumer visits a service provider.
- The service provider will enter the consumer's information into the National Verifier service provider portal.
- The consumer can find service providers in their area using the "[Companies Near Me](#)" tool on USAC's website.

Option 2:

Apply by Mail



- The consumer fills out the National Verifier [Lifeline Application Form](#), [One-Per-Household Worksheet](#), and provides [proof of program eligibility](#) and proof of identity.
- The consumer mails in their documentation to the Lifeline Support Center or delivers it to their service provider.

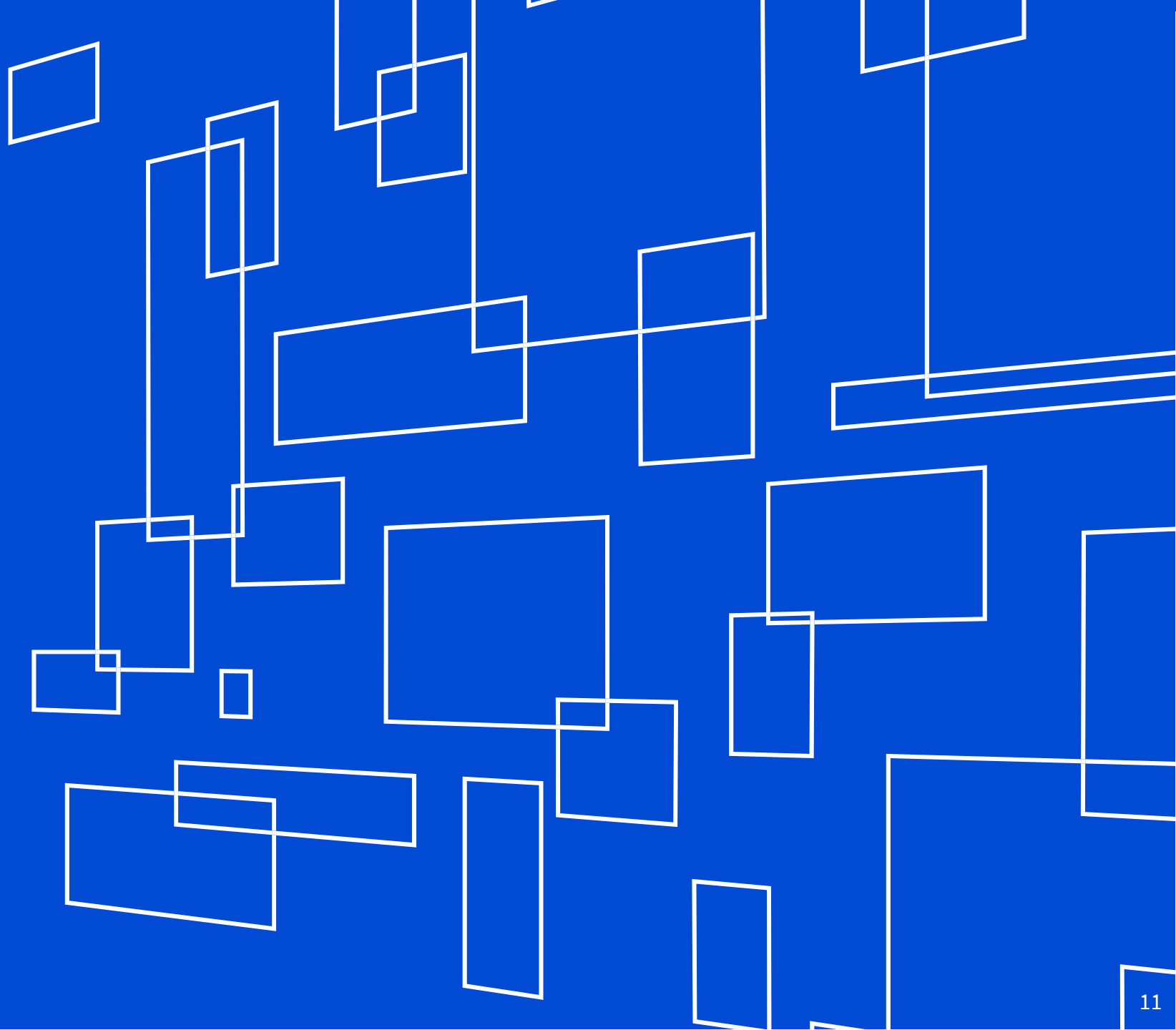
Option 3:

Apply Online



- The consumer visits [CheckLifeline.org/lifeline](https://www.checklifeline.org/lifeline) from any computer or mobile device to create an account and complete the electronic application.
- The consumer contacts a service provider to enroll in Lifeline.

Apply for Lifeline Online



Apply Online

Step 1: Create an NV Web Portal User Account

[CheckLifeline.org/lifeline](https://www.checklifeline.org/lifeline)

Lifeline National Verifier


English | Español

Consumer Sign In

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?

[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 >](#)

Apply Online

Step 1: Create an NV Web Portal User Account

Your Information

We will use this information to find out if you qualify for the Lifeline Program.

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

Suffix (Optional)

First and last name may only consist of letters, hyphens, spaces, and single quotes. The first name should be the consumer's legal name, not a nickname. The last name must be at least 2 characters.

Date of birth must be in the MM/DD/YYYY format.

What is your date of birth?

Month

Day

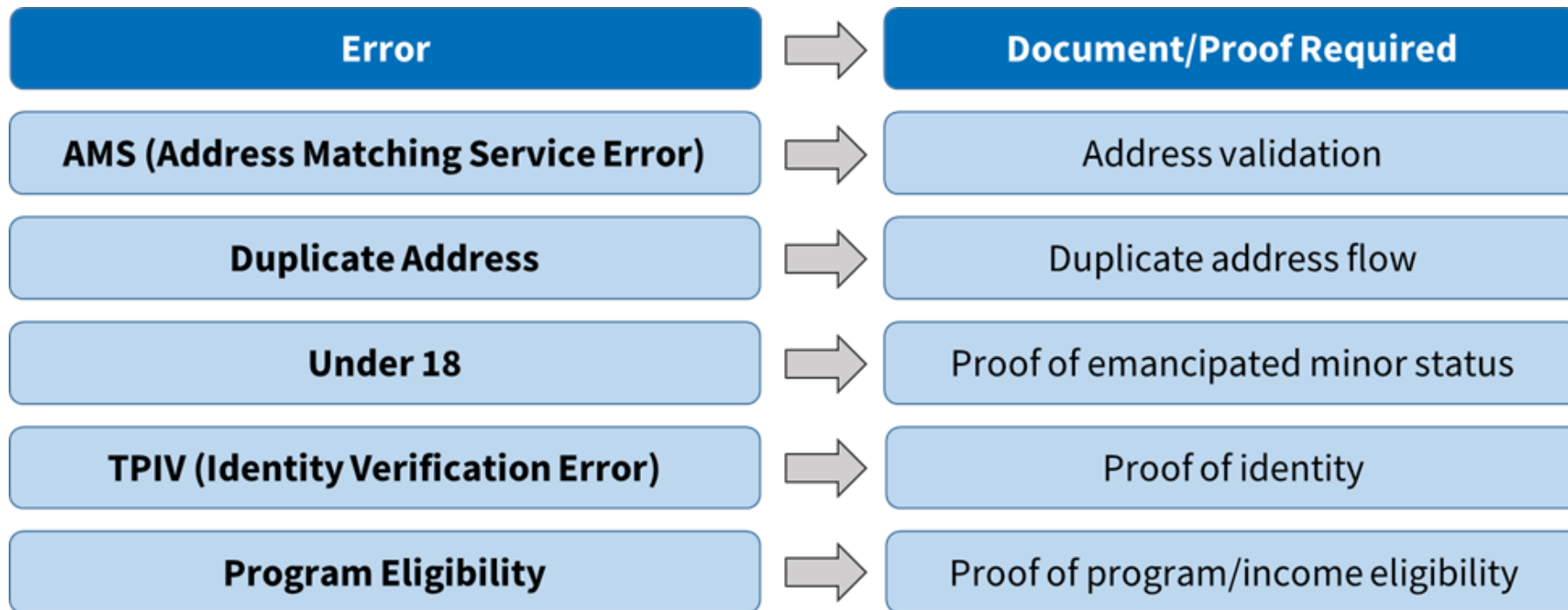
Year

Supporting Documentation

Apply Online

Providing Supporting Documentation

If a consumer receives any of the following errors, they can resolve them by submitting documentation or additional information to the portal:



Apply Online

Step 6: Resolve Errors– Address Error

We Didn't Recognize Your Address

The U.S. Postal Service could not find the address you gave us.

Show us that your address is right.

This is the information you gave us.

We need to confirm where you live on the map below. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.



Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude

Longitude

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Apply Online

Step 5b: Resolve Errors– Program Eligibility

The consumer must choose which of the **eligible programs** they participate in, if any. If the consumer is part of multiple programs, they **only need to choose one** that they have documentation for.

We Need More Information

To qualify for Lifeline, you need to show that you qualify through a government assistance program or through your income.

Are you in any of these?

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. [?](#)

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Show That They Are in SNAP

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

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

We need to see a copy of one of these:

NOTE: All documents must be issued by the state or federal government.

- **Approval letter** that shows:
 - Name of the participant
 - Eligibility dates
- **Benefits statement or letter** that shows:
 - Name of the participant
 - Eligibility dates
- **Verification letter** that shows:
 - Name of the participant

Give us your documents.

Upload the file here

[Choose file](#)

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[Next](#)


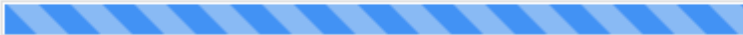

Apply Online

Step 5b: Resolve Errors

Give us your documents.

Upload the file here

[Choose file](#)

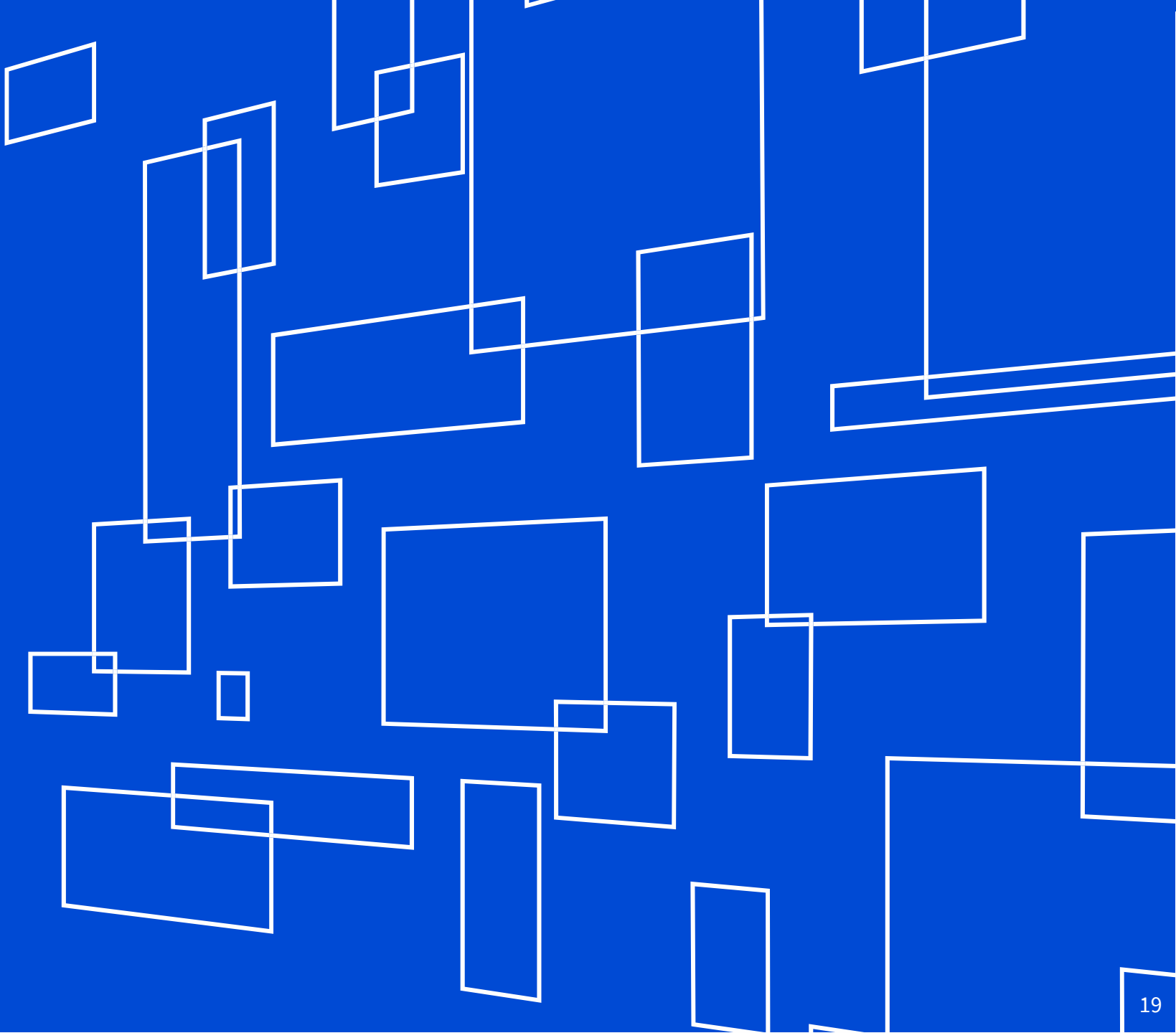
 pair-up.pptx (56394)  

This upload could not be completed. Please ensure your file size is less than 10 MB and is one of the following file types: jpg, jpeg, png, pdf, gif and try again.

If a consumer submits a document that is not an acceptable file type or is bigger than 10MB, they will get an error indicating so.

Note: Consumers can upload photos taken with a phone and/or PDF files

Apply For Lifeline with a Paper Form



Apply with a Paper Form

Required Fields

- Consumers must complete all sections of the application.
- Write clearly, using black ink and capital letters.
- Required fields include:
 - Full name, home address, whether the address is permanent or temporary, billing address (if different), date of birth, last four digits of SSN or Tribal identification number, and the name of the qualifying program or number of household members

The image displays three overlapping copies of the FCC Form 5629 Lifeline Program Application Form. The top-left copy shows section 2, 'Your Information', with fields for full legal name (First, Middle, Last, Suffix), phone number, date of birth, email address, and Social Security Number (SSN) or Tribal ID. The top-right copy shows section 2 (continued), 'Your Information (continued)', with fields for home address (Street Number and Name, Apt., Unit, etc., City, State, Zip Code), temporary address status, and Tribal Lands status. The bottom copy shows section 2 (continued) with a checkbox for 'Check if you are qualifying through a child or dependent in your household' and fields for the child's full legal name, date of birth, and SSN/Tribal ID. A red note on this copy states: 'Only fill this section out if you are applying through a child or dependent.' The forms include the FCC logo, OMB Approval Edition 3060-0819, and the Universal Service Administrative Co. logo.

Apply with a Paper Form

Qualification

- Applicants must show how they qualify for the Lifeline Program, either through a government program or based on their income.
- Only one method – an eligibility program or income eligibility – is required.
- The income table is based on 135% of the Federal Poverty Guidelines. This table is updated annually, typically in January.

FCC FORM 5629

Lifeline Program
Application Form

OMB APPROVAL EDITION 3060-0819

FCC

Universal Service
Administrative Co.

3. Qualify for Lifeline

Fill out this section to show that you, your dependent, or someone in your household qualifies for Lifeline.

You can qualify through some government assistance programs or through your income (you do not need to qualify through both).

Qualify through a government program:

Check all programs that you or someone in your household have:

- Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)
- Supplemental Security Income (SSI)
- Medicaid
- Federal Public Housing Assistance (FPHA)
- Veterans Pension or Survivors Benefit Programs

Tribal Specific Programs

- Bureau of Indian Affairs (BIA) General Assistance
- Tribal Temporary Assistance for Needy Families (Tribal TANF)
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribal Head Start (only households that meet the income qualifying standard)

Or

Qualify through your income:
(Only fill this out if you do not qualify through a government program.)

Including you, how many people live in your household? (check one)	Is your income the same or less than the amount listed for your state and household size? (only check yes or no next to your household size)				
	All 48 States & DC (not Alaska and Hawaii)	Alaska	Hawaii	Yes	No
<input type="checkbox"/> 1	\$16,862	\$21,060	\$19,413	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 2	\$22,829	\$28,526	\$26,271	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 3	\$28,796	\$35,991	\$33,129	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 4	\$34,763	\$43,457	\$39,987	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 5	\$40,730	\$50,922	\$46,845	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 6	\$46,697	\$58,388	\$53,703	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 7	\$52,664	\$65,853	\$60,561	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> 8	\$58,631	\$73,319	\$67,419	<input type="checkbox"/> Yes	<input type="checkbox"/> No
<input type="checkbox"/> If more than 8, add this amount for each extra person:	Add \$5,967	Add \$7,466	Add \$6,858	<input type="checkbox"/> Yes	<input type="checkbox"/> No

135% of the 2019 Federal Poverty Guidelines
*The Federal Poverty Guidelines are typically updated at the end of January.

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Universal Service Administrative Company | www.lifelinesupport.org
Need help? Call the Lifeline Support Center at 1-800-234-9473

Apply with a Paper Form

Submission

- Consumers mail completed applications to:

USAC Lifeline Support Center
P.O. Box 7081
London, KY 40742

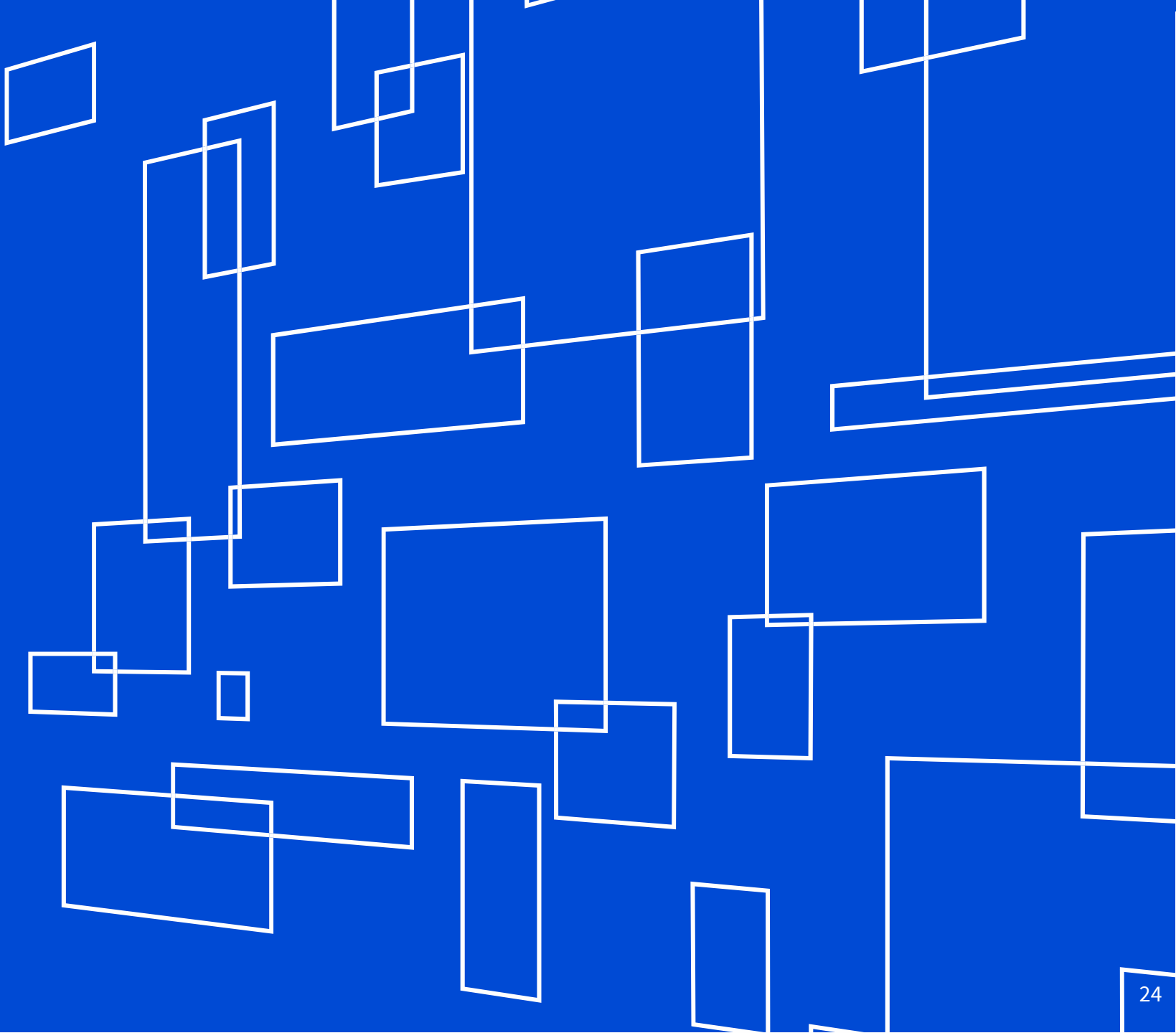
- USAC will send an eligibility decision via mail from the Lifeline Support Center.
- Most eligibility decisions will be made in 7 – 10 days.
- Consumers can call the Lifeline Support Center to check their application status at (800) 234-9473.

Apply with a Paper Form

Tips for consumers applying via paper:

- If consumers have access to email, we encourage them to include this information on their application.
- Include copies of eligibility and identity documents as well as the one-per-household worksheet to reduce processing time.
 - The [household worksheet](#) can be found on [LifelineSupport.org](#)

How to Get Help



Managing the Benefit

- **Recertification:** **annual** process of confirming continued eligibility for the Lifeline benefit via self-certification
 - Consumers must confirm their program eligibility every year, if the National Verifier cannot do so through an automated check
- **Non-usage:** consumers must use their service at least once every **30 days** to maintain the benefit
- **Address Update:** consumers must inform their company if they move or change residential addresses
 - If their company cannot automatically verify the consumer's new address, the consumer will need to verify it through the National Verifier
- **Transfer benefit:** consumers can switch to a different company by re-applying through the National Verifier

Resources for Consumers

- Lifeline Support Center
 - (800) 234-9473
 - LifelineSupport@usac.org
 - 9 a.m.– 9 p.m. ET, Monday – Sunday
- [LifelineSupport.org](https://www.LifelineSupport.org)
 - Consumer instructions
 - National Verifier one-pager
 - Consumer Videos
- Consumers with special needs can apply by calling the Lifeline Support Center



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