



Lifeline Program

An Overview of the Lifeline Benefit for Low
Income Native and Tribal Consumers



Universal Service
Administrative Co.

USAC: Who We Are

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.

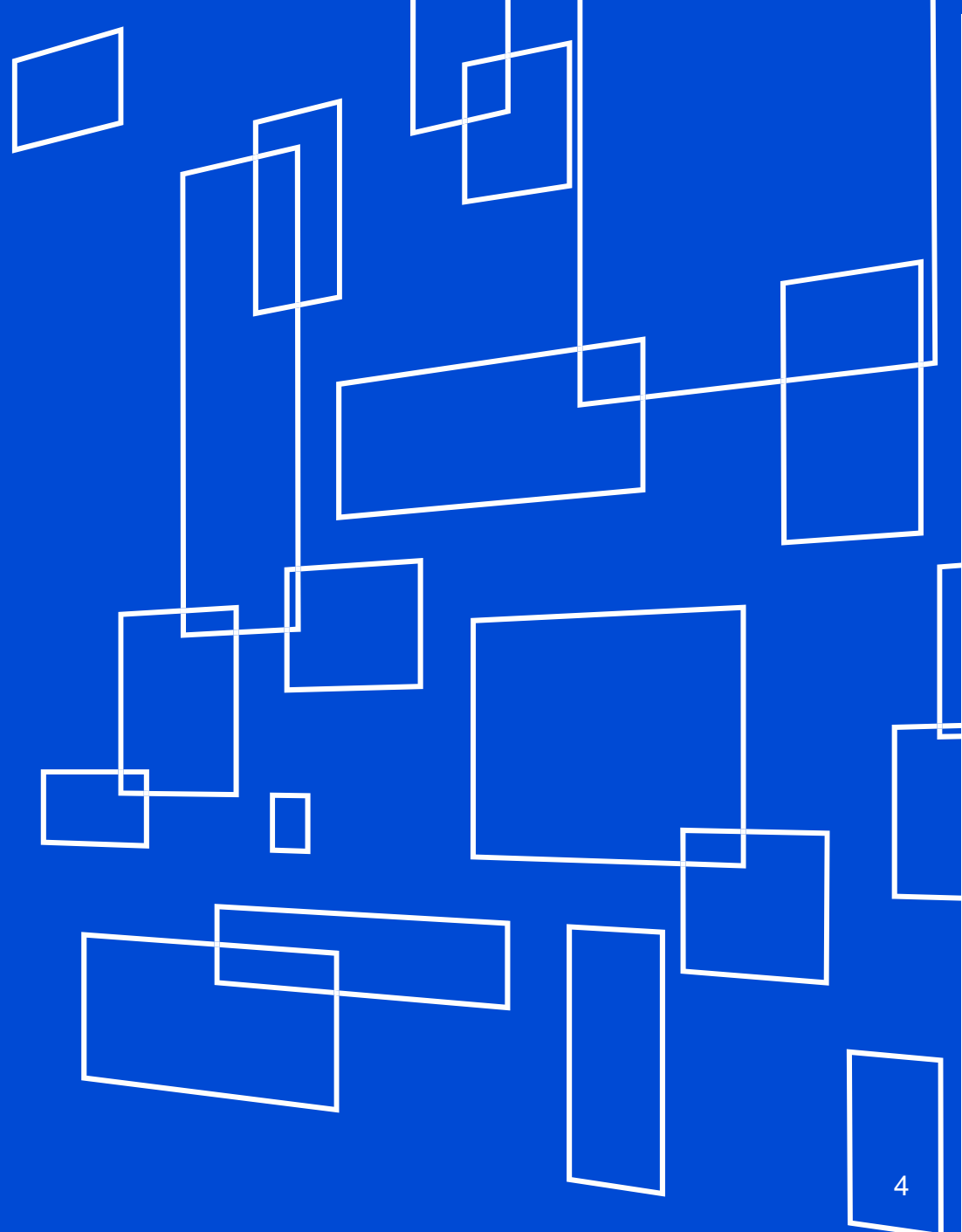
USAC: Who We Are

The Mission of Universal Service

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

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

Lifeline Program Details



Lifeline Program Details



Lifeline Program

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

- A monthly discount on phone, broadband, or bundled service
- Eight million U.S. households participate in Lifeline today
- Of those, 274,000 are Tribal households
- All eligible consumers can receive a discount of up to \$9.25 per month
- **Consumers who live on qualifying Tribal lands can receive up to \$34.25 per month**

Lifeline Program Details

Lifeline Benefit

The Lifeline discount is provided directly to the carrier. The service provider offers a package for the consumer, taking into account the discount for any of the following services:

- Broadband
- Mobile/Fixed Voice-Only
- Bundled
 - Voice or Broadband
 - At least one has to meet the minimum standards

Lifeline Program Details

How to Qualify

Government program:

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

Income:

- At or below 135 percent Federal Poverty Guidelines

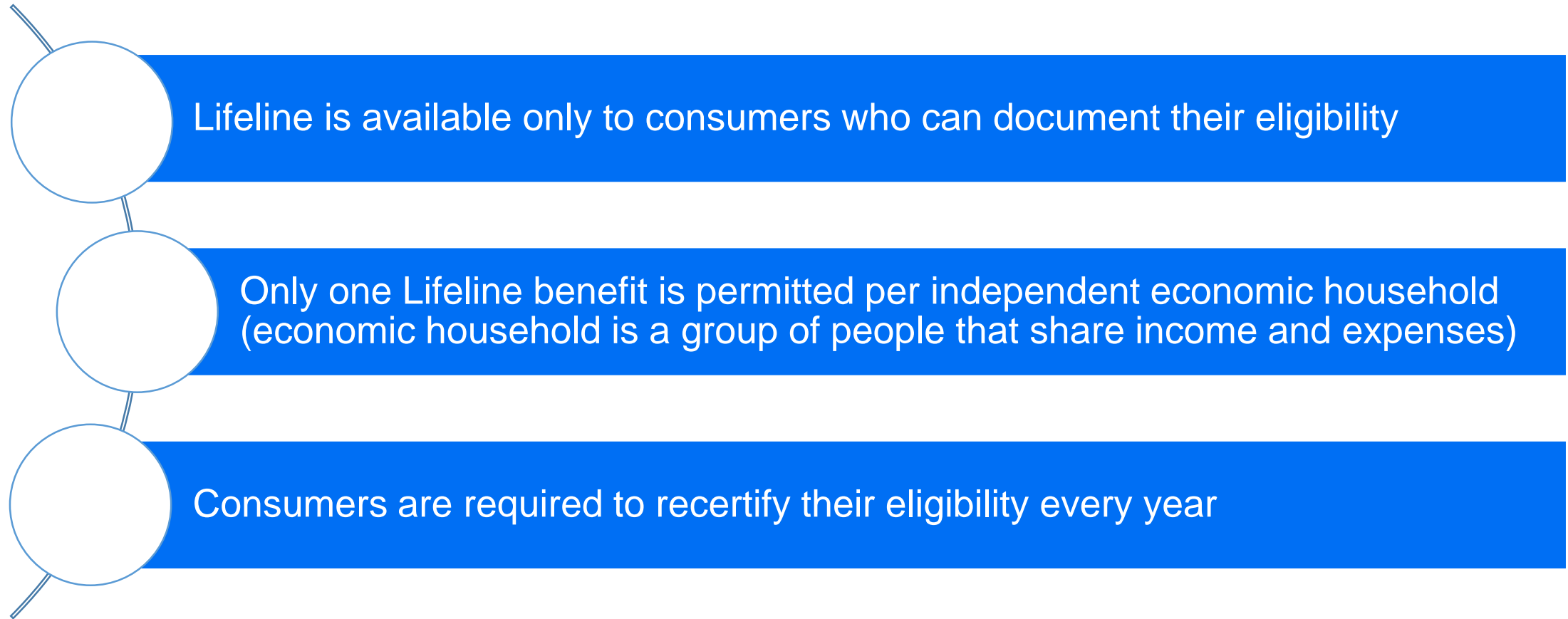
Lifeline Program Details

How to Qualify (Tribal Residents)

- Bureau of Indian Affairs General Assistance (BIA-GA)
- Tribally-Administered Temporary Assistance of Needy Families (TTANF)
- Tribal Head Start (must meet qualifying income standard)
- Food Distribution Program on Indian Reservations (FDPIR)

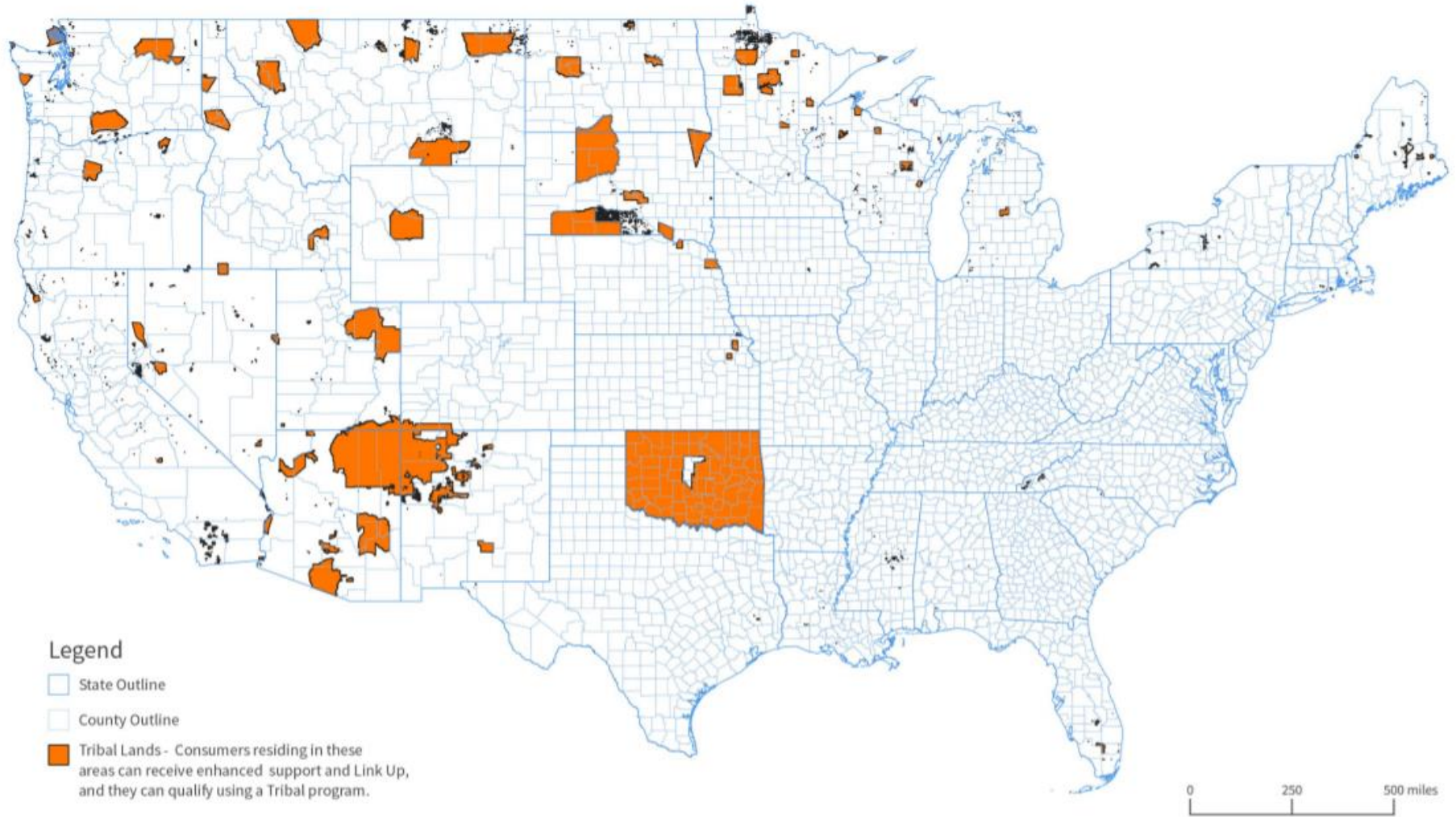
Lifeline Program Details

Program Rules






Lifeline Program Details

Eligible Tribal Lands



Legend

-  State Outline
-  County Outline
-  Tribal Lands - Consumers residing in these areas can receive enhanced support and Link Up, and they can qualify using a Tribal program.

0 250 500 miles

For more information about the Lifeline Tribal Enhanced Subsidy visit:
www.usac.org/lis/tribal-lands.aspx

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Lifeline Program Details

Numbers in Washington

- 135,500 subscribers
 - Of those subscribers 1,500 live on tribal lands
 - This year no consumers have utilized Link Up support on tribal lands

Year	WA Support Claimed Annually
2018	\$11.9M
2017	\$17.3M
2016	\$18.8M

Carrier Name	2018 Disbursements Total
Q LINK WIRELESS LLC	\$10M +
TRACFONE WIRELESS INC.	\$1M +
VIRGIN MOBILE USA LP	\$1M +
CENTURYLINK QWEST CORPORATION	\$100K +
BOOMERANG WIRELESS LLC	\$100K +
YAKIMA MSA LIMITED PARTNERSHIP	\$100K +

- Data on disbursement funding can be found [here](#)
- FCC filings can be found [here](#)

Lifeline Program Details

Numbers in Idaho

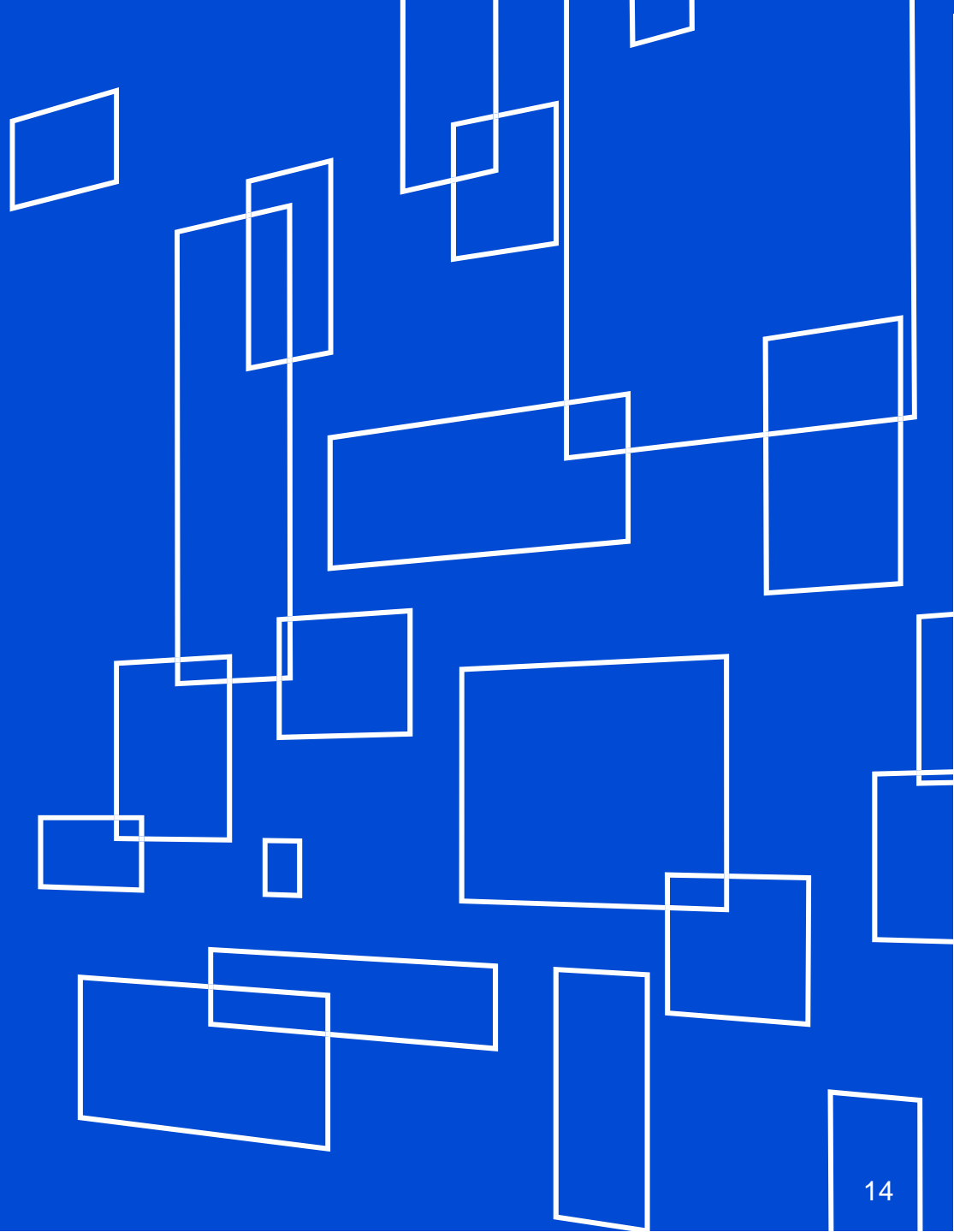
- 15,000 subscribers
 - Of those subscribers 270 live on tribal lands
 - This year no consumers have utilized Link Up support on tribal lands

Year	ID Support Claimed Annually
2018	\$1.3M
2017	\$1.7M
2016	\$1.5M

Carrier Name	2018 Disbursements Total
Q LINK WIRELESS LLC	\$100K +
VIRGIN MOBILE USA LP	\$100K +
CENTURYLINK QWEST CORPORATION	\$50K +
BOOMERANG WIRELESS LLC	\$50K +
FRONTIER COMMUNICATIONS N.W. INC.	\$50K +
INLAND CELLULAR LLC	\$40K +

- Data on disbursement funding can be found [here](#)
- FCC filings can be found [here](#)

National Verifier Overview



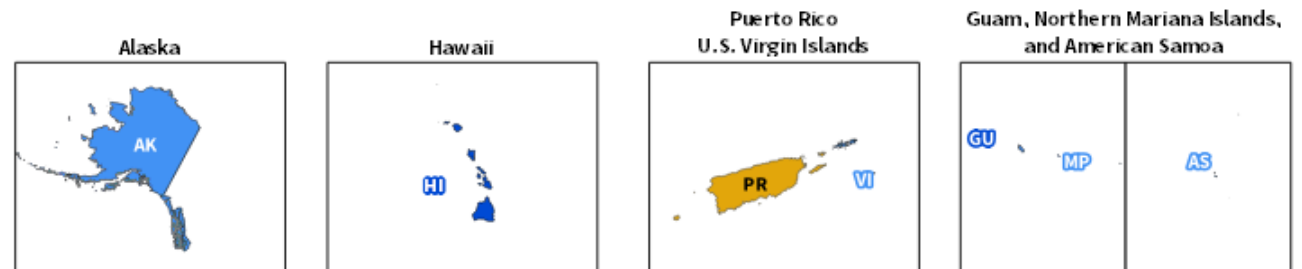
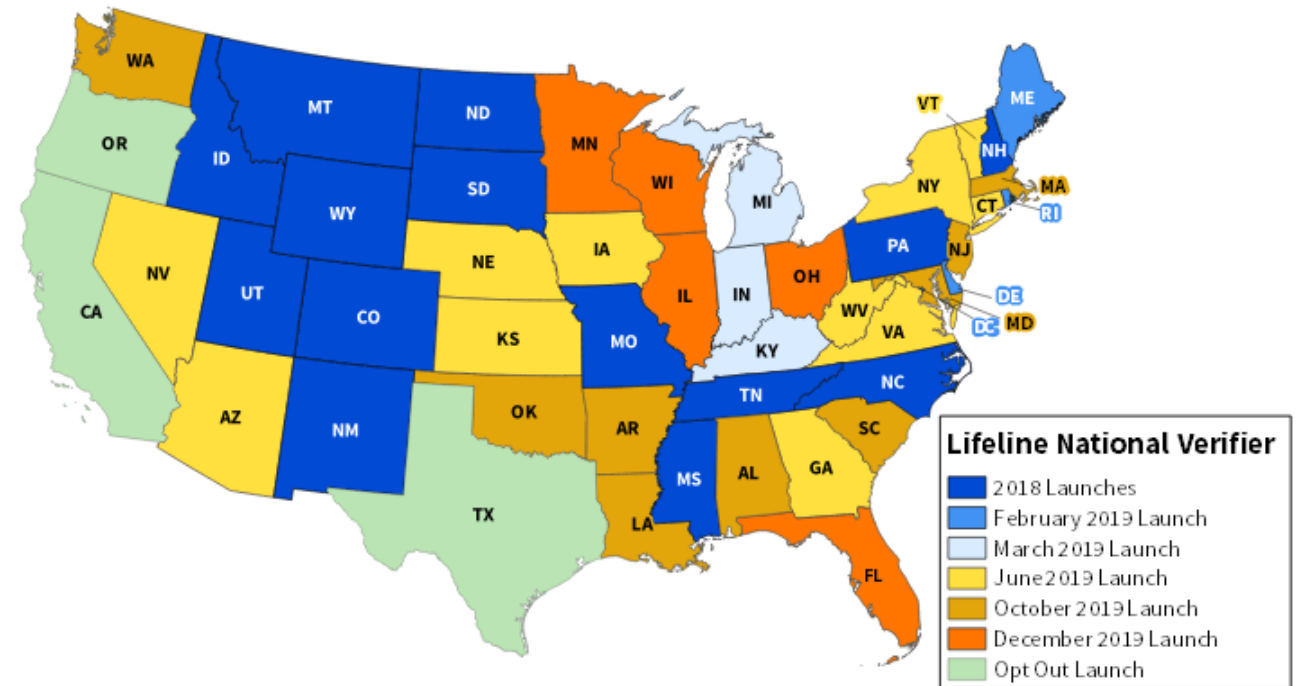
National Verifier Overview

- The National Verifier:
 - Determines consumer eligibility
 - Conducts annual recertification
- USAC partners with states, federal, and tribal agencies to utilize existing data sources that contain Lifeline eligibility information (e.g. participation in SNAP, Medicaid, Federal Public Housing, Tribal TANF etc.).

National Verifier Overview

2019 Launches

- In 2019, USAC successfully brought all remaining states and territories into the National Verifier



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Updated: December 10th, 2019

National Verifier Overview

Application Process

Consumers in National Verifier states have three options they can choose from when applying for the Lifeline benefit:

Service Provider Portal



A service provider can assist a consumer in-person through the National Verifier service provider portal at [CheckLifeline.org/lifeline](https://www.checklifeline.org/lifeline).

(https://www.checklifeline.org/lifeline?id=nv_sp_bpo_login)

Mail - in



Consumers can apply on their own by mailing in their documentation and application form to the Lifeline Support Center, and they will contact the consumers to let them know if they qualify for Lifeline.

Consumer Portal



Consumers can also apply on their own through consumer portal, [CheckLifeline.org/lifeline](https://www.checklifeline.org/lifeline).

National Verifier Overview

“Companies Near Me” Tool

Consumers who do not have a company can find one using this tool

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

Example: 12345

OR

Enter Your City and State

Search

[Clear Results](#)

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.

National Verifier Overview

Addressing

- Consumers must enter a residential address or identify where they live, per Lifeline program rules, and to confirm **whether a consumer lives on tribal lands so they can receive the enhanced subsidy.**
- Consumers may enter a descriptive address or the intersection near where they reside

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

Street Number and Name	Apt, Unit, etc.	
<input type="text" value="RED HOUSE IN THE MIDDLE OF TOWN"/>	<input type="text"/>	
City	State	Zip Code
<input type="text" value="Sample Town"/>	<input type="text" value="ID"/> ▾	<input type="text" value="83814"/>

Next

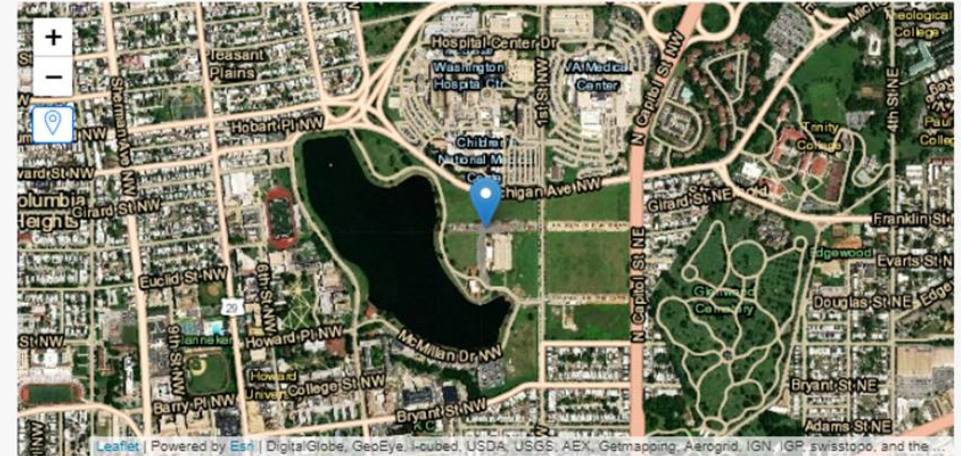
National Verifier Overview

Addressing

After creating the application, the consumer will have an opportunity to update their address before submission.

- The online tool will try to locate the consumer's home based upon the address they enter into the portal
- The tool will drop a pin that can be moved to the location of the consumer's residence
- Latitude and longitude are calculated based on the location of the pin

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

Back

Next

National Verifier Overview

Addressing

Consumers can mail in images to USAC to show their address, including:

- A hand drawn document that identifies the consumer's home address by identifying the nearest cross roads (or mile markers), identifiable landmarks, and distance between the locations, or
- A printed satellite image with a mapping tool icon (pin) identifying the consumer's residence and the latitude and longitude coordinates displayed from a mapping tool.
- Consumers can also mail in copies of documentation such as an unexpired driver's license or utility bill. For a full list, visit the [Acceptable Documentation for the National Verifier](#) page or review the [AMS Resolutions](#) PDF.

National Verifier Overview

Resources

Need help? Contact us!

- **General:** LifelineSupport@usac.org or call the Lifeline Support Center at (800) 234-9473

Trainings and Reference Materials

- Please email us at LifelineProgram@usac.org to be added to the consumer support training distribution list or the National Verifier training and outreach launch specific lists for states that you do business in.
- Sign up for general Lifeline Program email updates and upcoming events:
 - **Visit www.usac.org/lifeline** and click “Subscribe” in the upper right hand corner
- Visit USAC’s [Lifeline National Verifier](#) web pages.
- Visit USAC’s [Lifeline Learn](#) page for monthly webinar and National Verifier training recordings and slide decks.

Thank You!

Jessica Zufolo

Jessica.Zufolo@usac.org

(202) 572-5740

Kraynal Alfred

Kraynal.Alfred@usac.org

(202) 572-5733