

Helping Consumers Apply for Lifeline

Presented by HUD and the FCC
July 7, 2020

Speakers

- **Benjamin DeMarzo**, Assistant Deputy Secretary for Office of Field Policy and Management, HUD
- **Tim Smyth**, Director for Office of Field Policy and Management, HUD
- **Micah Caldwell**, Special Counsel, Telecommunications Access Policy Division, Wireline Competition Bureau at FCC
- **Catie Miller**, Manager of Communications for Lifeline, USAC

Agenda

- Overview
- Application Process
 - Apply Online: Consumer Portal
 - Apply with Paper Form
- Enhanced Tribal Benefit
- COVID-19 Relief
- How to Get Help
- Live Demo
 - Companies Near Me
 - National Verifier Website
- Q&A

Overview

Overview

Universal Service Administrative Company (USAC)

- 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 Federal Communications Commission (FCC) as the permanent administrator of the Universal Service Fund and its four programs

Overview

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:

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

Overview

Lifeline Program



Lifeline Program

A monthly discount on phone/Internet services for eligible low-income consumers

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

Overview

How to Qualify for Lifeline (1/2)

Consumers can qualify for the Lifeline Program by showing that:

- Their income is at or below 135% of the federal poverty guidelines, **OR**
- They participate in at least one of the following qualifying government programs:
 - Medicaid
 - Supplemental Nutrition Assistance Program (SNAP)
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance (FPHA)
 - Veterans and Survivors Pension Benefit

Overview

How to Qualify for Lifeline (2/2)

Residents of Tribal lands can also qualify for Lifeline by showing participation in one of the following programs:

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

Application Process

Application Process



Consumer completes Lifeline application



Consumer provides supporting documentation for any errors that the application received



Consumer qualifies for Lifeline and chooses Lifeline company

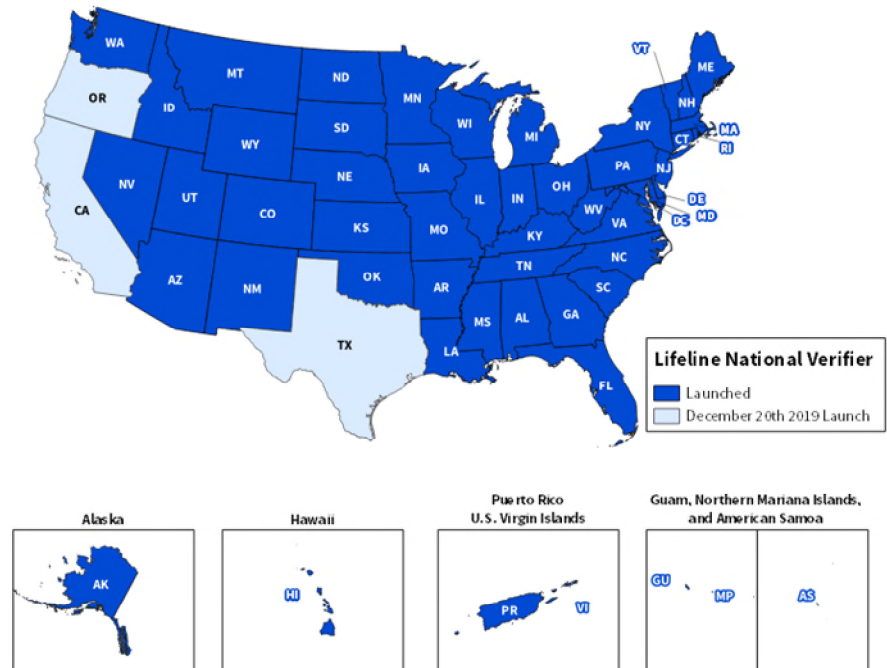


Consumer informs Lifeline company of qualification status to enroll in the program

Application Process

About the National Verifier

- The NV checks a consumer's Lifeline eligibility
- After eligibility is determined by the NV, a consumer selects a Lifeline-eligible phone or Internet service in order to enroll in the program and receive service
- The map shows all states where the NV has launched



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Updated: December 10th, 2019

* In Texas, Oregon, and California, the NV relies on existing state eligibility processes

Application Process

Ways to Use the National Verifier

Option 1

Apply Online: Consumer Portal

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

Option 2

Apply with Paper Form

- The consumer fills out the [National Verifier Lifeline Application Form](#)
- The consumer mails in their documentation to the Lifeline Support Center or delivers it to their service provider
- After the consumer qualifies for Lifeline, the consumer contacts a service provider to enroll

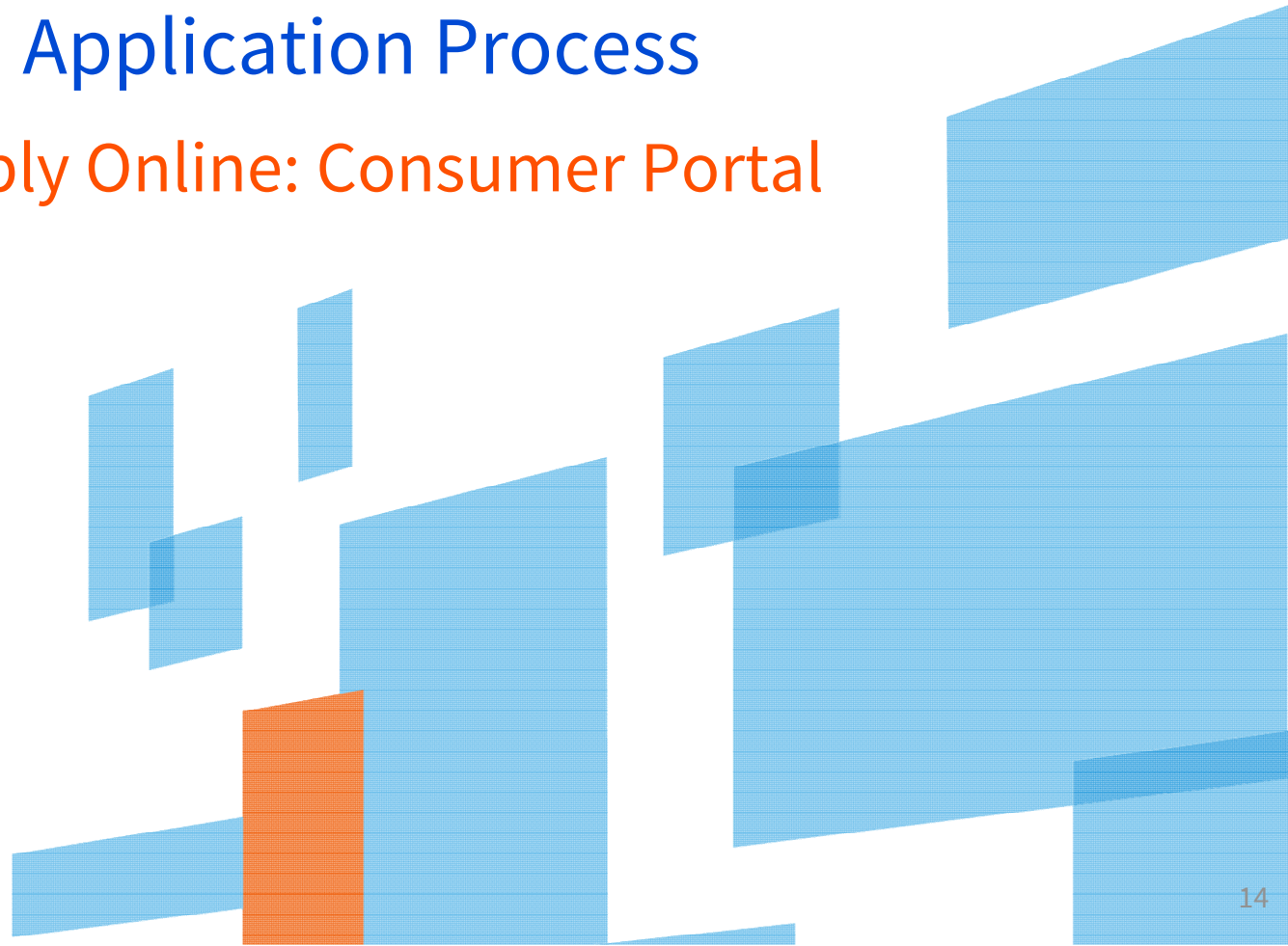
Option 3

Apply with a Service Provider

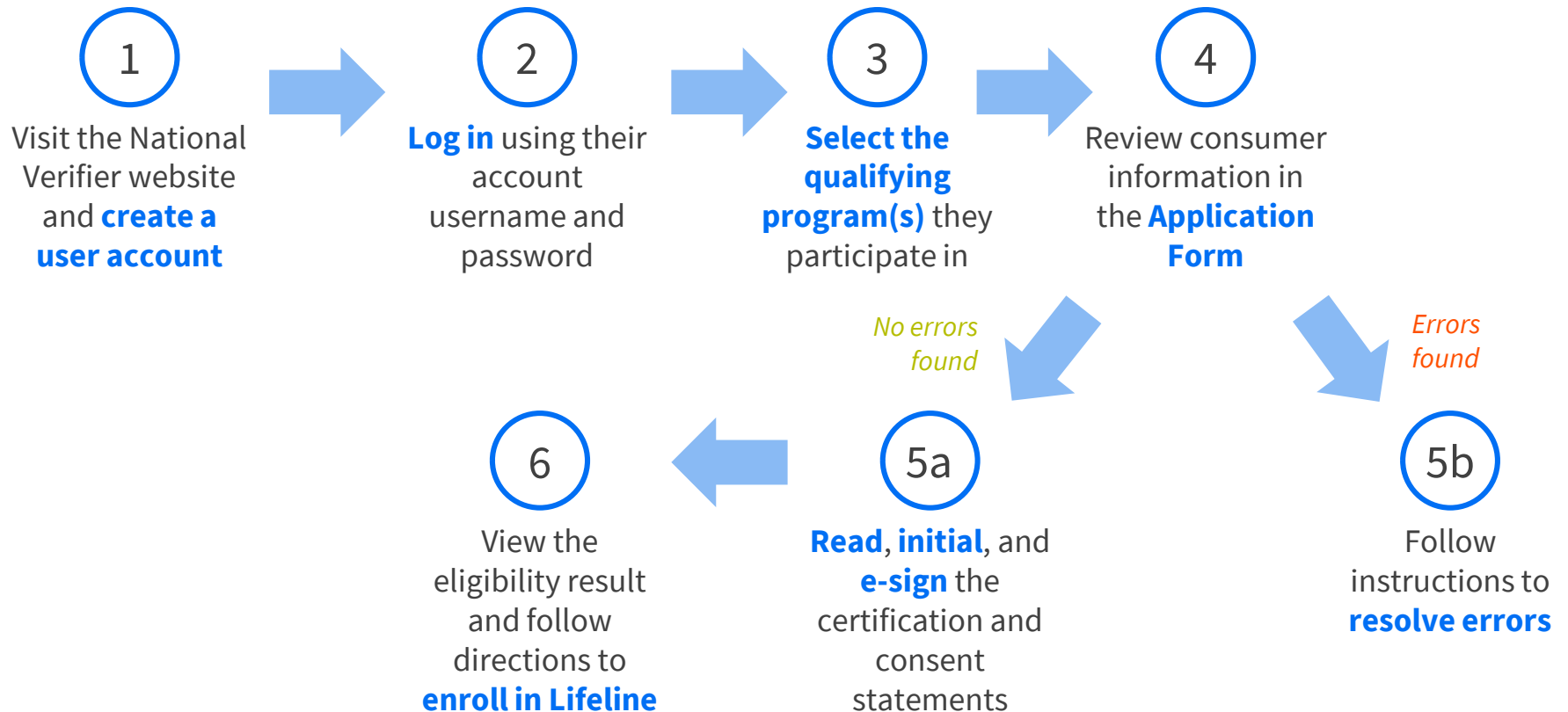
- The consumer can find service providers in their area using the [Companies Near Me](#) tool on USAC's website
- The consumer visits a service provider store or website and the service provider will collect the consumer's information
- After the consumer qualifies for Lifeline, the service provider enrolls the consumer

Application Process

Apply Online: Consumer Portal



Apply Online: Consumer Portal Process Overview



Apply Online: Consumer Portal

Step 1: Create NV Account

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

Returning
consumer
signs in here

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?

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 >

New consumer
starts here

Apply Online: Consumer Portal

Step 1: Create NV 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

Apply Online: Consumer Portal

Step 1: Create NV Account

What is your Tribal Identification Number?

I want to give my Social Security Number instead.

What are the last 4 numbers of your Social Security Number (SSN)?

I want to give my Tribal Identification Number instead.

Consumers **experiencing homelessness** or consumers whose home doesn't have a street number/name can input a descriptive address

What is your home address?

The address where you will get service. Do not use a P.O. Box.

Street Number and Name

RED HOUSE IN THE MIDDLE OF TOWN

Apt, Unit, etc.

City

Sample Town

State

WA 

Zip Code

12345

Clear All

Next >

All fields must be complete before pressing **"Next"**

Apply Online: Consumer Portal

Step 1: Create NV Account

The consumer will create their username and password and log in to the consumer portal

Create Your Account

Making an account will let us keep your information safe. It will also let you save it and can come back to it any time.

Choose your username.

Choose something that you can easily remember. If it helps, use your name in some form.

Username

The consumer will see the username and password requirements and they will be notified if: **1)** A username is unavailable **2)** A username does not meet requirements and/or **3)** A password does not meet requirements

Choose your password.

Make sure it is something you can remember. It has to follow the requirements below.

Password

Confirm Password

Type the same password again.

Password Requirements

- ① At least 8 letters or numbers long
- ① At least 1 capital letter
- ① At least 1 number (0-9)
- ① At least 1 special character (!@#\$%^&*)

Apply Online: Consumer Portal

Step 1: Create NV Account

Consumers will then be asked to provide answers to the security questions to help the consumer reset their password and / or username in the future, if necessary

Help us secure your account. Choose 3 security questions that only you know the answers to.
Make sure you can remember these answers. These will help you get back into your account if you forget your username or password.

Security Question 1

Select one

Your Answer to Security Question 1

What is the best way to reach you?
We will use this to contact you when you need to reset your password and to let you know when there are updates to your application status.

Email Phone Mail

What is your email address?
example@email.com

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Next >

The consumer selects and provides answers to **three** security questions

Apply Online: Consumer Portal

Step 1: Create NV Account

Sign In To Your Account

✔ Your account is created!

Please sign back in so we know it is still you and then you can complete the process.

- If a **consumer forgets their username or password, they can reset them** by clicking these links
- They enter in their email to recover their username or answer security questions to reset their password

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

By signing in, I accept the [terms and conditions](#) of the National Verifier system.

Don't Have an Account?

Find out if you qualify for the Lifeline program by creating an account.

[Create an Account](#)

Print an application to mail in?

If you want to fill out the form on paper, you can [print a paper form](#) to mail in.

I'm not a robot

 [Sign In](#)

Note: Consumers will need to **complete a CAPTCHA** when they log in

Apply Online: Consumer Portal

Step 2: Log in to the Consumer Portal



Welcome Jane Mary Smith

Lifeline is a federal program that lowers the cost of phone or internet services.

[Learn more about the Lifeline Program](#)

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](#)

Application ID	Application Created	Expiration Date	Status
Q42094-90971	02/06/2019	05/07/2019	Qualified

Apply or Transfer Your Service

Complete a new application if you'd like to sign up for Lifeline again or want to transfer your benefit to a different company.

Update Your Address

If you already get Lifeline but have moved recently, update your address here and let your company know as soon as possible.

Find a Company Near Me



Lifeline is a federal benefit. If you are not happy with your Lifeline service, you can move to another phone or internet company.

Submit **new** application

Apply Online: Consumer Portal

Step 3: Select Qualifying Program(s)

Tell Us Which Program You Are In

To qualify for Lifeline, we need to know which government assistance program you are in.

The consumer should check the box next to **all** the programs that they are in

Are you 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 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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Apply Online: Consumer Portal

Step 4: Review the Application Form

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:	Jane Mary Smith	✎ Edit
Date of Birth:	March 10, 1959	
Last 4 Numbers of SSN:	1234	
Address:	123 Main Street, Apt 206 Chicago, IL 56789	

The consumer can edit information if needed

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 the Lifeline program benefit.

The consumer will need to **read and check the box** for the statement in order to proceed to the next page

[< Back](#)

[Next >](#)

Apply Online: Consumer Portal

Step 5a: Initial Statements and E-Sign

- A person assisting a consumer cannot initial or enter the e-signature for the consumer
- The benefit recipient must be the one to enter their initials, even when applying with a benefit qualifying person (BQP)

Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

I understand that it is against the law to lie on this form and agree, under penalty of perjury, to the following statements:

Initial	Statement
JS	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).

...There are 9 total statements to initial

Your Signature
Type your full legal name (the same as you gave us before) below.

Jane Mary Smith

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

The consumer must enter their first and last initials here

Scroll Down
↓
...There are 9 total statements to initial

Apply Online: Consumer Portal

Step 6: Qualified, Next Steps | Follow Instructions to Enroll

The consumer's "Qualified" eligibility result **will expire in 90 days** so they must **sign up with a service provider** by the listed date

You Qualify for Lifeline

Sign up for Lifeline by Apr 30, 2018 (Based on US Eastern Time)

You have 90 days from today to sign up for Lifeline with a phone or internet company.

How to sign up

- 1 Choose a company
Find one using the [list of service providers near you](#).
- 2 Tell them you qualified for Lifeline online, and ask them to sign you up.

Bring the following with you:

- A form of identification (like a driver's license)
- Your confirmation number: **N3B-2U1-23WN**

- 3 After they sign you up, you will start getting your phone or internet service.

ⓘ If you do not sign up by Apr 30, 2018 (Based on US Eastern Time) you will need to come back to this site and fill this form out again.

Apply Online: Consumer Portal

Step 5b: Resolve Errors

If a consumer receives any of the following errors, they can resolve them by [submitting documentation](#) or additional information (the online system will also walk consumers through the process to submit more information):

Error	Document/Proof Required
AMS (Address Management Service Error)	Address validation
Duplicate Address	Duplicate address flow
Under 18	Proof of emancipated minor status
TPIV (Identity Verification Error)	Proof of identity
Program Eligibility	Proof of program/income eligibility

Apply Online: Consumer Portal

Step 5b: Resolve Errors - AMS

- If a consumer entered a descriptive address (e.g., **consumer experiencing homelessness**) or another address that cannot be verified, they will need to provide more information using this mapping tool
- The map will try to locate where the consumer resides based on the information originally entered
 - The latitude and longitude fields will automatically populate
- The consumer can move the pin around to locate where they live

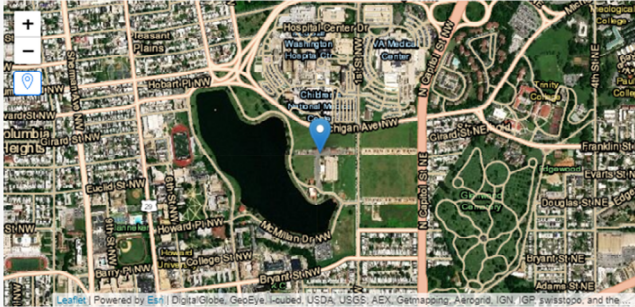
We Didn't Recognize Your Address

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.



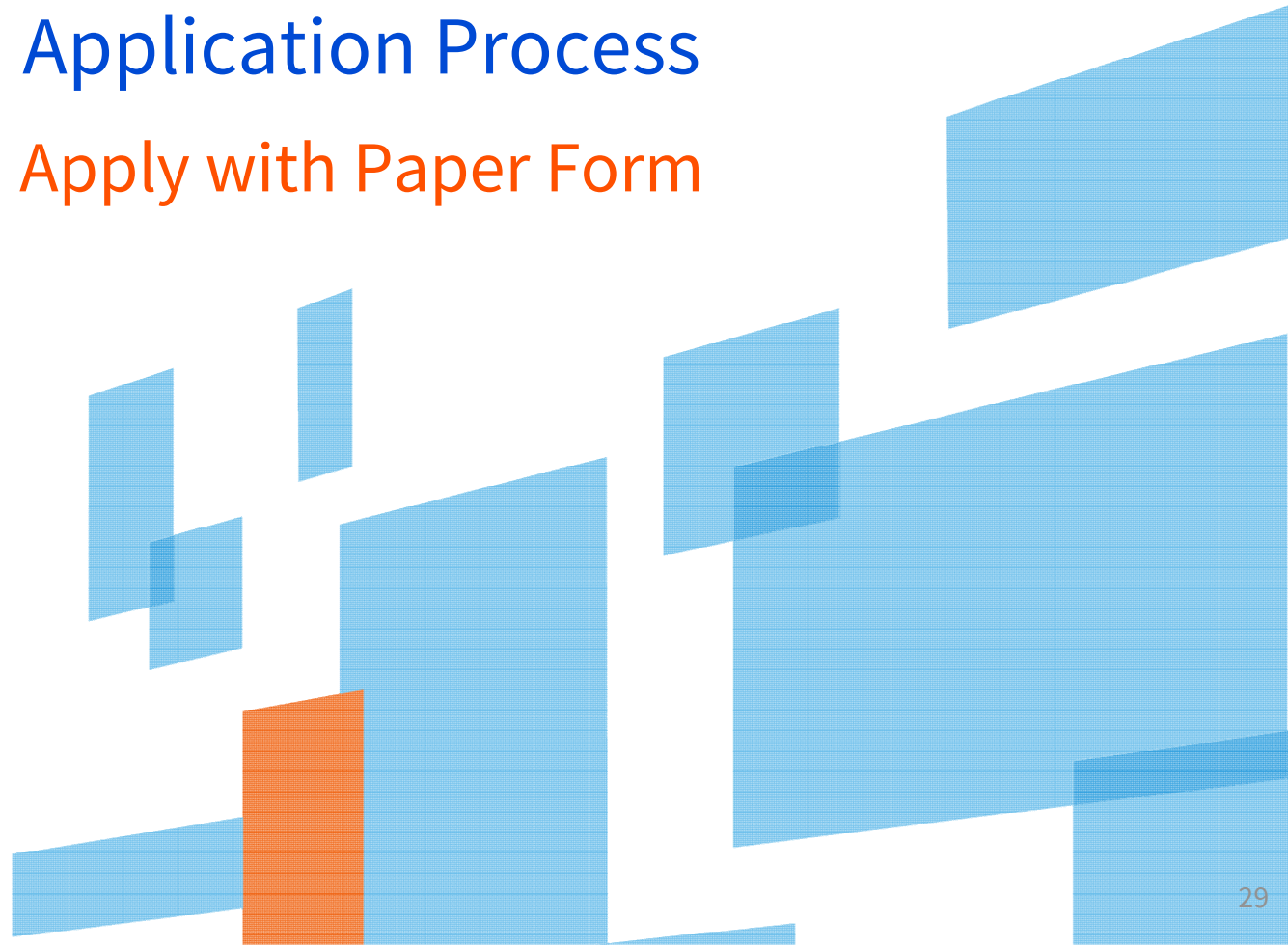
Note: If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude	Longitude
38.92529	-77.01403

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Application Process

Apply with Paper Form



Apply with Paper Form Required Fields

- Consumers must complete all sections of the [application](#) (excluding page 7)
- Write clearly, using black ink and capital letters
- Consumers enter the same information they would include on the online application

The image displays three overlapping copies of the FCC Form 5625 Lifeline Program Application Form. The top-left copy shows section 2, 'Your Information', with fields for full legal name, phone number, date of birth, and Social Security Number. The top-right copy shows section 2 (continued), with fields for home address, mailing address, and temporary address. The bottom-center copy shows section 2 (continued) with a note: 'Only fill this section out if you are applying through a child or dependent.' The forms include the FCC logo and the text 'OMB APPROVAL EDITION 3560-0025' and 'Lifeline Program Application Form'.

Apply with Paper Form

Resolve Errors: AMS

Option 1: If a consumer has access to the Internet but does not want to submit an online application, USAC recommends that they use a mapping tool (such as Google maps) to drop a pin where they live

- Consumers may take a screenshot of the mapping tool (the image should include the dropped pin and the consumer's latitude and longitude coordinates) and print it out

Option 2: A consumer may use a map from their community (i.e., from a gas station or if their phone/Internet company or, if applicable, Tribal government)

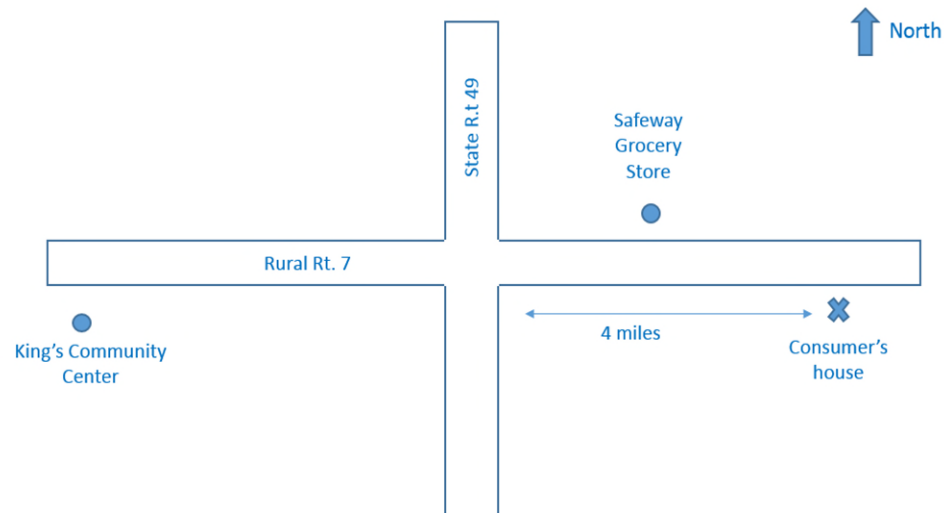
- The consumer must circle where they live
- If coordinates are known, the consumer should write them on the map

Apply with Paper Form

Resolve Errors: AMS

Option 3: Consumers may hand draw a map to show where they live

- This map should include cross roads, identifiable landmarks, and distances
- If coordinates are known, the consumer should write them on the map



Option 4: Several other documents are acceptable to resolve an [AMS error](#)

USAC strongly recommends that consumers seeking the enhanced Tribal benefit use options 1 - 3

Apply with 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
 - If a consumer's application receives an error and they need to submit more information, the consumer will also be notified via mail
- Consumers should receive eligibility decisions within 7 and 10 days
- Consumers can call the Lifeline Support Center to check their application status at (800) 234-9473

Apply with Paper Form

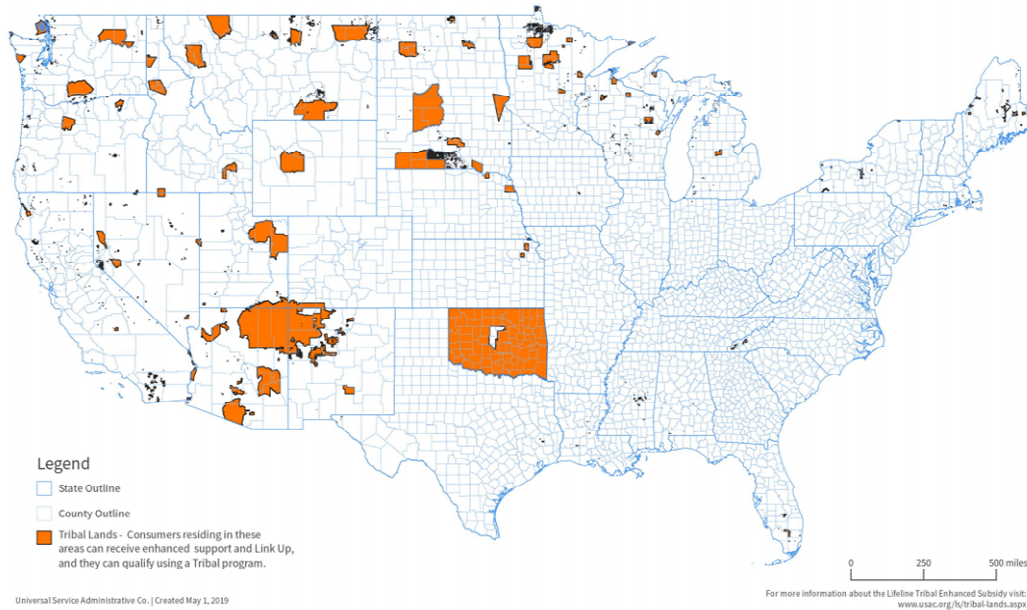
Tips

- If consumers have access to email, we encourage them to include their email address on their application
- Include copies of eligibility and identity documents as well as the Independent Economic Household (IEH) Worksheet to reduce processing time
 - The [IEH Worksheet](#) and information on what documentation is needed to resolve [specific errors](#) can be found on [LifelineSupport.org](#)

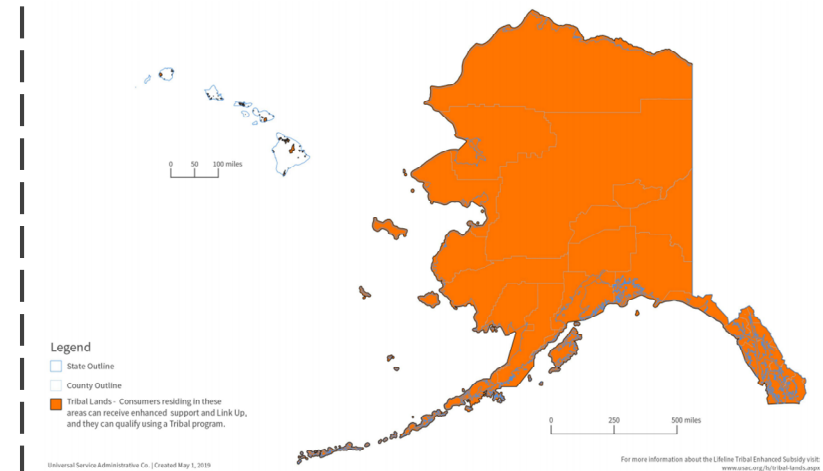
Enhanced Tribal Benefit

Federally Recognized Tribal Lands

Lower 48



AK and HI



https://www.usac.org/wp-content/uploads/lifeline/documents/tribal/fcc_tribal_lands_map.pdf

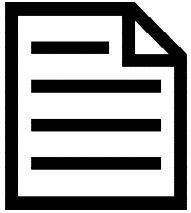
Eligibility

Tribal Residents

- Do you live on federally-recognized Tribal lands and do you, a child, or dependent participate in any of the following government programs?
 - Bureau of Indian Affairs General Assistance (BIA-GA)
 - Tribally-Administered Temporary Assistance for Needy Families (TTANF)
 - Tribal Head Start (must meet qualifying income standard)
 - Food Distribution Program on Indian Reservations (FDPIR)
- Are you starting service at this address for the first time?
 - If so, you may be eligible for Link Up, a Lifeline benefit for Tribal residents which reimburses consumers up to \$100 for starting their Lifeline service with certain carriers
 - You will need to confirm with your Lifeline carrier that they offer Link Up

COVID-19 Relief

COVID-19 Relief



The FCC and USAC have taken action, effective through **August 31, 2020**, to ensure that consumers have access to the communications services they need during the pandemic:

- **Continued service:** The FCC temporarily waived certain rules to ensure consumers are not involuntarily de-enrolled from the Lifeline Program during the pandemic
- **More flexibility:** The FCC temporarily adjusted income eligibility [documentation requirements](#) to allow people who are recently unemployed to prove Lifeline eligibility

COVID-19 Relief



- **Additional support:** USAC is temporarily accepting driver's licenses or state identification cards that have recently expired when needed to complete a Lifeline application
- **Relief for rural, Tribal consumers:** The FCC temporarily waived its rules so that Lifeline providers may elect to begin providing Lifeline service to consumers living in rural areas on Tribal lands even if those consumers have not yet submitted certain supporting documentation to complete their Lifeline application
 - Consumers who enroll through this waiver process will have 45 days to provide the required documentation
- For more information, visit USAC's Lifeline [COVID-19 Response](#) page

How to Get Help

How to Get Help

Consumer Resources

Lifeline Support Center

- (800) 234-9473
- LifelineSupport@usac.org
- 9 a.m.– 9 p.m. ET, 7 days a week

[LifelineSupport.org](https://www.usac.org/lifeline)

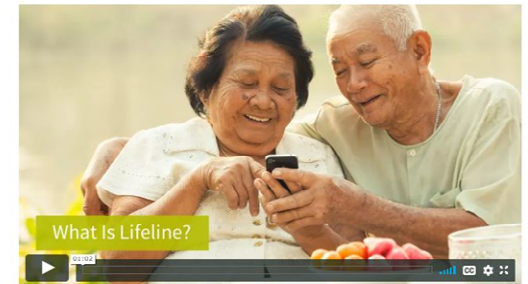
- Videos on the application process
- Information on [how to resolve errors](#)
- Specific information for [Tribal residents](#) (including information on Tribal Link Up)
- [Companies Near Me](#)


[Apply Now](#)

Lifeline Support

[Become a Customer](#)
[Do I Qualify?](#)
[How to Apply](#)
[Companies Near Me](#)
[National Verifier](#)
[How to Use it](#)
[Current Customers](#)
[Lifeline Rules & Rights](#)
[Change My Company](#)
[Help](#)
[Community](#)
[Tribal Lands](#)
[Community Outreach](#)

Get Connected



Lifeline is a federal program that lowers the monthly cost of phone and internet. Eligible customers will get up to \$9.25 toward their bill. You can only use Lifeline for either phone or internet, but not both. To get Lifeline, find a company near you.

ⓘ Consumers in some states and territories can apply for Lifeline directly. To learn how click here.

[Get Lifeline](#)
[Current Customers](#)
[Do I Qualify?](#)

Determine income or program eligibility.

[Change your Company](#)

Choose from local companies.

How to Get Help Consumer Resources

Downloadable Flyers

Lifeline Support

Become a Customer

Do I Qualify? ▾

How to Apply ▾

Companies Near Me ↗

National Verifier

How to Use It ▾

Current Customers

Lifeline Rules & Rights

Change My Company

Help ▾

Community

Tribal Lands

Community Outreach

Community Outreach

Lifeline is a federal program that provides a monthly benefit of \$9.25 to reduce or eliminate the cost of phone/internet connectivity for eligible households.

- Consumer Education (print materials)
- Events
- Getting Started with Lifeline
- Help & Customer Support

About Lifeline

What is Lifeline?

What to Lifeline! | 1:07 minutes

Watch this video to learn about the Lifeline program, including how to qualify and what the benefit can be used for.


Lifeline 101 Webinar

Lifeline 101 Webinar | 31 minutes


Watch this introductory presentation for community advocates (originally aired November 17, 2016) to learn about the Lifeline Program and how to support qualifying customers. Or, skip to Getting Started with Lifeline to learn more.

Consumer Education

Consumer advocacy groups, social service agencies, and other organizations that support Lifeline customers are welcome to print and distribute these publications in their communities:



[Lifeline: How to Apply - Click to View](#)



[Lifeline: Manage Your Benefit - Click to View](#)

[Lifeline: How to Apply \[Spanish\] - Click to View](#)

[Lifeline: Manage Your Benefit \[Spanish\] - Click to View](#)



Lifeline

Receive up to \$9.25 off your phone or Internet service

Lifeline is a federal program that helps lower the cost of your monthly phone or Internet bill.*

INDIVIDUAL ELIGIBILITY

You qualify for a discount if:

- You participate in any **ONE** of these government benefit programs:
 - Supplemental Nutrition Assistance Program (SNAP)
 - Medicaid
 - Federal Public Housing Assistance (FPHA)
 - Veterans Pension and Survivors Benefit
 - Supplemental Security Income (SSI)
- OR —
- Your income is at or below 135% of the federal poverty guidelines

HOUSEHOLD ELIGIBILITY

A household is a group of people that share income and expenses.

- You are only allowed to get **one** Lifeline discount per household.
- If you share housing, complete the **Household Worksheet**.
- The worksheet is available on our website, www.LifelineSupport.org. You can also ask your Lifeline service provider.

*If you live on federally recognized Tribal Lands, you may receive an additional discount towards your service.

THREE WAYS TO APPLY

APPLY ONLINE Find the online application at CheckLifeline.org

MAIL YOUR APPLICATION Print an application from www.LifelineSupport.org/National-Verifier. Fill out and mail it with proof of eligibility to:
Lifeline Support Center
P.O. Box 7081
London, NY 40742


CONTACT A PHONE OR INTERNET COMPANY Find a company that provides Lifeline at www.LifelineSupport.org. Click [Companies Near Me](#).

HOW TO SHOW YOU ARE ELIGIBLE

You may need to show proof that you qualify for Lifeline, such as:

- A copy of your award letter **OR**
- A copy of pay stub or tax return to prove your income is at or below 135% of the federal poverty guidelines.

LIFELINE SUPPORT CENTER
(800) 234-9473 | 9 AM-9 PM ET | 7 DAYS PER WEEK
LifelineSupport@usac.org | www.LifelineSupport.org

 **Universal Service Administrative Co.**
 USAC is an independent not-for-profit designated by the FCC. Available for Public Use

How to Get Help Consumer Resources

Downloadable Flyers

English

Lifeline

Lifeline is a federal program that helps lower the cost of your monthly phone or internet bill.*

HOW TO KEEP YOUR BENEFIT

USE IT OR LOSE IT
If your mobile phone or internet is free, use it at least once every 30 days to keep the benefit.

RECERTIFICATION
Each year, Lifeline will conduct a check to ensure you still qualify for the benefit. We will review databases that can verify your participation in qualifying programs.

We will send you a letter asking you to renew your benefit ONLY if we are unable to confirm you are still eligible.

What to do if asked to renew:

- Call (855) 359-4299 OR
- Complete the form online at CheckLifeline.org OR
- Complete the Renewal form and mail it to:
Lifeline Support Center
P.O. Box 7081
London, KY 40742

You may check your Lifeline Benefit status anytime by calling the Lifeline support Center, (800) 234-9473.

LIFELINE SUPPORT CENTER

(800) 234-9473 | 9 AM-9 PM ET | 7 DAYS PER WEEK
LifelineSupport@usac.org | www.LifelineSupport.org

Contact your phone or internet company about your phone, internet service, or bill.



TRANSFER YOUR BENEFIT

You may change the phone or internet company registered with Lifeline at any time.

To do so:

- Talk to your new company to make the switch—some companies may have transfer costs.
- Reply to Lifeline to confirm you are still eligible.
- Search for a phone or internet company at www.LifelineSupport.org. Click **Companies Near Me**.

*If you live on federally recognized Tribal Lands, you may receive an additional discount towards your service.

Spanish

Lifeline

Lifeline es un programa federal que puede reducir el coste mensual de su cuenta de teléfono o intranet.*

MANTENER SUS BENEFICIOS

ÚSALO O PERDERLO
Si su teléfono móvil o intranet es gratis, úselo al menos una vez cada 30 días para mantener su beneficio.

RECERTIFICACION
Cada año, Lifeline realizará una verificación para asegurarse de que aún califica para su beneficio. Revisaremos las bases de datos que pueden confirmar su participación en programas de calificación.

Le enviaremos una carta pidiéndole que renueve sus beneficios SÓLO si no podemos confirmar que aún es elegible.

¿Que hacer si se le pide renovar?

- Llame al (855)359-4299 O
- Complete el formulario en línea en CheckLifeline.org O
- Complete el formulario de renovación y envíelo por correo a:
Lifeline Support Center
P.O. Box 7081
London, KY 40742

Puede verificar su estado de beneficios Lifeline en cualquiera momento llamando al Lifeline Support Center, (800) 234-9473.

LIFELINE SUPPORT CENTER

(800) 234-9473 | 9 AM-9 PM ET | 7 DÍAS DE LA SEMANA
LifelineSupport@usac.org | www.LifelineSupport.org

Comuníquese con su compañía de teléfono o de internet si tiene preguntas sobre su teléfono, servicio de internet o factura.



TRANSFIERE SU BENEFICIO

Puede cambiar la compañía telefónica o de internet que tiene con Lifeline en cualquier momento.

Para hacerlo:

- Hable con su nueva compañía para hacer el cambio—compañías pueden tener costes de transferencia.
- Vuelva a aplicar a Lifeline para confirmar que aún eres elegible.
- Busque una compañía que ofrezca Lifeline en www.LifelineSupport.org. Haga clic en **Compañías Near Me**.

* Si vive en tierras tribales reconocidas por el gobierno federal, puede recibir un descuento adicional en su servicio.



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Disponible Para Uso Público

How to Get Help

Glossary (1/2)



- **National Verifier (NV):** The national application system that consumers in most states can use to apply for the program
- **Service provider portal:** The NV online system that phone and Internet companies may use to help their consumers submit an application for Lifeline
- **Consumer portal:** The NV online system that consumers may use on their own to submit an application for Lifeline

How to Get Help

Glossary (2/2)



- **Benefit qualifying person (BQP):** If an individual is not eligible for Lifeline, but has a child or dependent that is eligible, the individual qualifies for Lifeline based on the status of their child/dependent
- **Independent economic household (IEH):** Only one Lifeline benefit is allowed per household, which is defined as a group of people that share income and expenses
 - If a consumer lives with other people that receive Lifeline but do not share income and expenses (e.g., nursing home, homeless shelter, roommates), then they may still be eligible
- **IEH Worksheet:** The IEH Worksheet (or [Lifeline Household Worksheet](#)) is the form a consumer must complete to self-certify that they do not share income and expenses with another Lifeline subscriber if they share the same address

Live Demo

Q&A

Thank You

- Thank you for joining us!
- Keep watching the consumer web page for more updates
 - www.LifelineSupport.org
- Want to stay up to date on Lifeline?
 - Sign up for the [Lifeline newsletter](#)
- Need help? Contact us!
 - LifelineProgram@usac.org