

A woman and a young girl are sitting on a bed, looking at a tablet together. The woman is pointing at the screen, and the girl is looking at it with her hand on her chin. The scene is dimly lit, with a blue tint.

Lifeline Program

Building the National Verifier



Universal Service
Administrative Co.

Who is USAC?

The Universal Service Administrative Company

As established by the Telecommunications Act of 1996, USAC is an independent, not-for-profit corporation designated by the FCC as the permanent administrator of the Universal Service Fund and its four programs

Works as a **partner with the FCC** to protect the integrity of universal service through:

- Informing and educating program audiences
- Collecting and distributing contributions
- Promoting program compliance

The Mission of Universal Service

Ensuring that all people in the United States have access to quality, affordable connectivity services through these four universal service programs:

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

About the Lifeline Program



LIFELINE PROGRAM

**Provides reduced rates for
telecom services to eligible
low-income consumers**

Monthly discount on phone, broadband,
or bundled service

10 million U.S. households participate in
the federal Lifeline program

Subscribers prove eligibility through
participation in qualifying program or
demonstrating income at or below 135%
of federal poverty guideline

Available in every state, territory,
commonwealth, & on Tribal lands

National Verifier



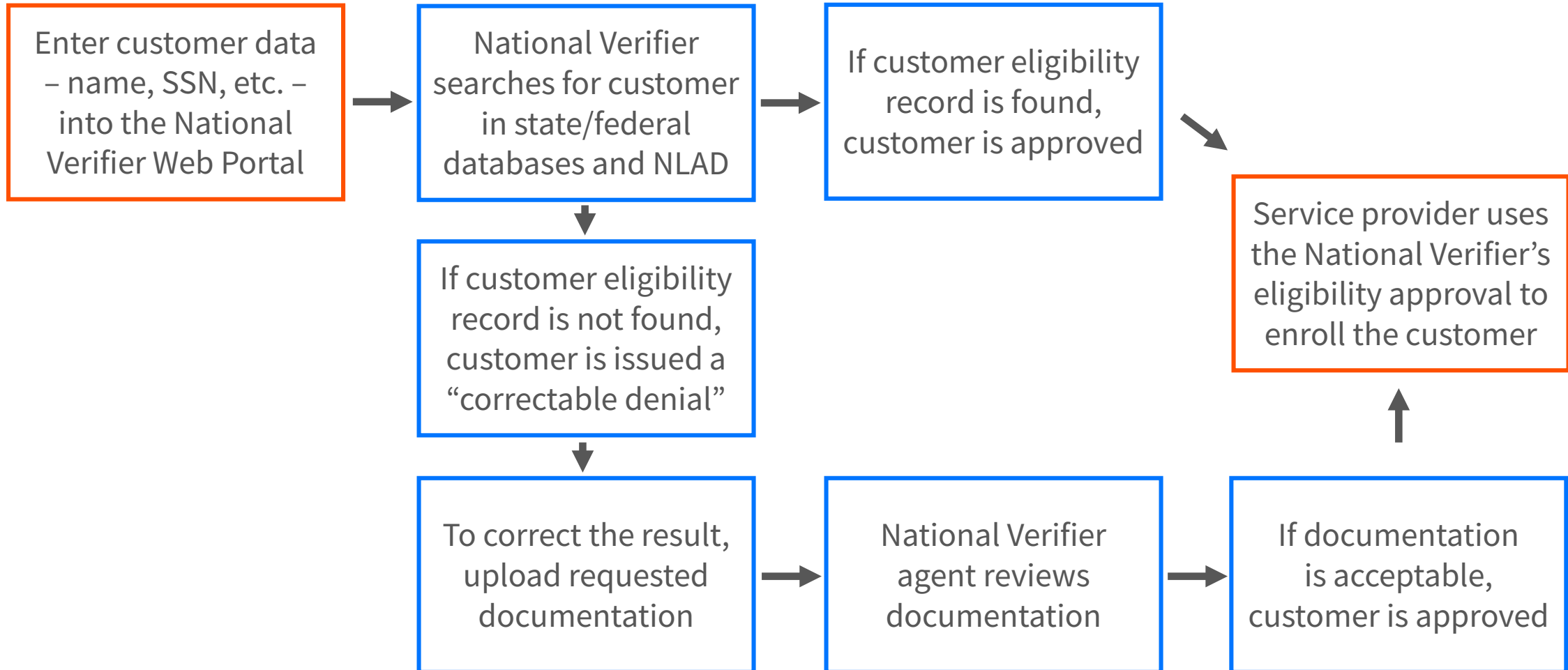
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National Verifier: Background

- The National Lifeline Eligibility Verifier (National Verifier) is a centralized system that determines whether subscribers are eligible for Lifeline
- USAC manages the National Verifier and its customer service department, the Lifeline Support Center
- When the National Verifier hard launches in a state, consumers can check their Lifeline eligibility themselves, or by working with a service provider

Example: Eligibility Checking with the National Verifier

START HERE



How to Apply for Lifeline With the National Verifier

Through a Lifeline Company

Visit a Lifeline phone or internet company near you.

They will ask you for information to check your eligibility.

You can find a list of service providers using the [Companies Near Me](#) tool on USAC's website. Type in your zip code to see a list of companies that offer the Lifeline benefit in your area.

By Mail

Mail in your finished [Lifeline Application](#) , [Household Worksheet](#), and copies of your proof of eligibility to:

**Lifeline Support Center
PO Box 7081
London, KY 40742.**

USAC will contact you by email from LifelineSupport@usac.org or mail from the Lifeline Support Center to let you know if you qualify for Lifeline.

If the National Verifier cannot check your eligibility, you will need to mail in more documents to the Lifeline Support Center.

Online

Visit the consumer portal, [CheckLifeline.org](https://www.usac.org/CheckLifeline.org), and create an account. You can fill out a Lifeline application online.

You will find out if you are eligible for Lifeline through the consumer portal immediately after applying online.

If the National Verifier cannot prove your eligibility automatically, you will need to upload more documents to the consumer portal.

National Verifier Eligibility Application

Lifeline Program
Application Form

OMB APPROVAL EDITION 3060-0819

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1. About Lifeline

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service.

Rules

If you qualify, your household can get Lifeline for phone or internet service, but not both.

- If you get Lifeline for phone service, you can get the benefit for one mobile phone or one home phone, but not both.
- If you get Lifeline for internet service, you can get the benefit for your mobile phone or your home connection, but not both.
- If you get Lifeline for bundled phone and internet service, you can get the benefit for your mobile phone bundled service or your home bundled service, but not both.

Your household cannot get Lifeline from more than one phone or internet company.

You are only allowed to get one Lifeline benefit per household, **not per person**. If more than one person in your household gets Lifeline, you are breaking the FCC's rules and will lose your benefit.

What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

Do not give your benefit to another person

Lifeline is non-transferable. You cannot give your Lifeline benefit to another person, even if they qualify.

Be honest on this form

You must give accurate and true information on this form and on all Lifeline-related forms or questionnaires. If you give false or fraudulent information, you will lose your Lifeline benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal actions against you. This may include (but is not limited to) fines or imprisonment.

You may need to show other documents

Lifeline

English | Español

Sign In

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)
<input type="text"/>	<input type="text"/>
Last Name	Suffix (Optional)
<input type="text"/>	<input type="text"/>

What is your date of birth?

Month	Day	Year
<input type="text"/>	<input type="text"/>	<input type="text"/>
MN	DD	YYYY

National Verifier: Launch 1 & 2

Launch 1: Colorado, Mississippi, Montana, New Mexico, Utah, Wyoming

Soft Launch – June 18, 2018

Hard Launch – November 2, 2018

- Use of the National Verifier is mandatory
- Consumers can check their eligibility themselves, or by working with a service provider

Launch 2: Guam, Hawaii, Idaho, New Hampshire, North Dakota, South Dakota

Soft Launch – October 15, 2018

- Service providers in these states and territory can begin using the National Verifier to check applicant eligibility via [CheckLifeline.org/sportal](https://www.checklifeline.org/sportal) or through the paper process

Hard Launch – Date has not been announced

National Verifier: Future Launches

What's Ahead?

- USAC is continuing discussion with the Centers for Medicare and Medicaid Services (CMS) to automate Medicaid verification across all states and territories.
- USAC will continue negotiating state database connections where cost effective, and states will roll out as they are ready throughout 2019.
- States without their own database connections can be supported by the CMS and HUD connections to offset otherwise manual reviews.

Learn More about Lifeline

- LifelineSupport.org
- www.usac.org/li/tools/national-verifier
- Sign up for Lifeline Program email updates and upcoming events
 - Visit usac.org/li and click “subscribe” in the upper-right corner
- Need help? Contact us!
 - General: LifelineProgram@usac.org



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