



# Applying for Lifeline and TAP

# Agenda

Lifeline &  
Telephone  
Assistance Plan

How to Apply for  
Telephone  
Assistance Plan

Applying for  
Lifeline

How to  
Apply

Recertification

## Lifeline

- Up to \$9.25 monthly credit on landline, cell phone, internet and/or bundled service
- Some participating wireless providers may offer free phones
- A federal discount administered by USAC (Universal Service Administrative Company)
  - Administers funds and ensures all people in the United States have access to connectivity services, such as Lifeline

## Telephone Assistance Plan

- \$7.00 monthly credit on landline services
- State-administered discount



# How to Apply for the Telephone Assistance Plan (TAP)

1. Contact your service provider or visit our website at [mn.gov/puc](http://mn.gov/puc) for an application
  2. Fill out the form and deliver to service provider
- When you apply for Lifeline, the TAP discount will automatically be applied to your bill if you have landline service with your service provider company

**mn MINNESOTA**  
PUBLIC UTILITIES COMMISSION

### Telephone Assistant Plan (TAP) Application

All personal information is kept confidential. If your application is illegible or incomplete, your discounts will be delayed.

**Step 1: Fill out information about the applicant.**

Name: \_\_\_\_\_  
Last Four Digits of Social Security Number OR Tribal ID Number: \_\_\_\_\_ Birthdate (MM/DD/YYYY): \_\_\_\_/\_\_\_\_/\_\_\_\_  
Mailing Address: \_\_\_\_\_ City: \_\_\_\_\_ State: MN Zip code: \_\_\_\_\_  
This is a temporary address. YES  NO  More than one family lives here. YES  NO   
Billing Address (if different): \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ Zip code: \_\_\_\_\_  
Telephone number where you can be reached: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_  
Telephone company where you want discount: \_\_\_\_\_  
Telephone account number if you have service now: \_\_\_\_\_

**Step 2: Fill out either Eligibility Option 1 OR Eligibility Option 2**

**Option 1: Program Eligibility**

Check the program you or a member of your household participate in and attach documentation.

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

Check the Tribal program you or a member of your household participate in and attach documentation.

- Bureau of Indian Affairs General Assistance
- Food Distribution Program on Indian Reservations (FDPIR)
- Tribally Administered Head Start (for those meeting income-qualifying standards)
- Tribally Administered Temporary Assistance for Needy Families (TANF)

I live on tribal lands. YES  NO

Name of program participant: \_\_\_\_\_

The program participant is a member of my household. YES  NO

**Option 2: Income Eligibility**

I do not participate in any of the programs listed in Eligibility Option 1. Instead, my gross yearly income is at or below 135% of the Federal Poverty Guidelines. Check whichever option best matches your household.

- 1-person household with income at or below \$17,226
- 2-person household with income at or below \$23,274
- 3-person household with income at or below \$29,322
- 4-person household with income at or below \$35,370
- 5-person household with income at or below \$41,418
- 6-person household with income at or below \$47,466
- For each additional person, add \$6,048

Attach one of the documents below.

- Child support award/divorce decree
- Current pay stub or other official documentation of income for the last three months
- Last year's State, Federal, or Tribal tax return
- Retirement/Pension benefits statement
- Unemployment/Workers compensation statement
- Veterans Administration benefits statement

How many people are living in my household? \_\_\_\_\_

- I certify the number of people living in the household to be true.
- I certify I have presented all income for all members of my household and myself.

March 2020

**Step 3: You must initial each certification and sign this application.**

I understand TAP is a state discount and is non-transferable.  
I here: [initial here](#)

I certify I meet the income-based or program-based eligibility criteria for receiving TAP.  
I here: [initial here](#)

I certify I will notify the service provider within 30 days if I no longer qualify for TAP, including: if I no longer meet the income-based or program-based support; if I am receiving more than one TAP benefit; and if another member of my household is receiving a benefit. A household is defined as any group of individuals who live together at the same address.  
I here: [initial here](#)

I certify I will provide the new address to my service provider within 30 days if I move.  
I here: [initial here](#)

I certify my household can only receive one TAP benefit, and my household is not already receiving a TAP benefit. A household is defined as any group of individuals who live together at the same address and share income.  
I here: [initial here](#)

I certify the information contained in my certification form is true and correct to the best of my knowledge.  
I here: [initial here](#)

I certify I have the knowledge that providing any false or fraudulent information to receive TAP benefits is punishable by law.  
I here: [initial here](#)

I certify I am required to recertify my continued eligibility for TAP at any time, and my failure to certify as to my renewed eligibility will result in de-enrollment and the termination of my TAP benefits.  
I here: [initial here](#)

I certify that I am seeking to qualify for TAP as an eligible resident of tribal lands and live on tribal lands.  
If seeking to qualify as an eligible resident of tribal lands, initial here: [initial here](#)

**Step 4: You must sign this declaration under penalty of perjury.**

By signing below, I declare under penalty of perjury that I understand and agree to all of the following:

- The information contained in this form is true and correct to the best of my knowledge.
- If I will inform the company within 30 days if I no longer satisfy the criteria for receiving the discount.
- If I move to a new address, I will provide the company with that address within 30 days.

**I do not receive more than one discount.**

Applicant Signature (Required): \_\_\_\_\_ Date: \_\_\_\_\_

**(Optional) If you designate an Authorized Representative for this application, this person must fill in this section to say they completed this form on your behalf and is willing to assist you in seeking telephone service discounts.**

Print Authorized Representative Name: \_\_\_\_\_  
Authorized Representative Signature: \_\_\_\_\_  
Authorized Representative's Phone Number: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Date: \_\_\_\_\_

Questions? Please contact your telephone or broadband company.

- ✓ Complete application.
- ✓ Attach program participation or proof of income.
- ✓ Contact a company where you want the discount before submitting application for the proper mailing address.
- ✓ Mail application and income documents to your telephone company.
- ✓ The Minnesota Public Utilities Commission (MPUC) regulates the TAP program. If you have an issue with your telephone or broadband company, contact the MPUC at 651.296.0406 or 1.800.657.3782.

# Applying for Lifeline

All new consumers applying for Lifeline will need to begin the process by going through the National Verifier first to verify their Lifeline eligibility.

The National Verifier is a system for determining eligibility for USAC.

# Applying for Lifeline

All new consumers applying for Lifeline will need to begin the process by going through the National Verifier first to verify their Lifeline eligibility.

The National Verifier is a system for determining eligibility for USAC.

if

on

# How to Apply for Lifeline

There are three different ways to apply:

Apply Online Through the  
Consumer Web Portal



Apply by mail



Apply through a  
service provider



# Applying Online Through the Consumer Web Portal

# Applying Online

1. Visit the National Verifier Consumer Web Portal at [checklifeline.org/lifeline](https://checklifeline.org/lifeline) and create a user account.

2. Login into your account

3. Select the qualifying program(s) that you or someone in your household participates in or select if you would like to qualify through your household income

4. Review your information in the Application Form

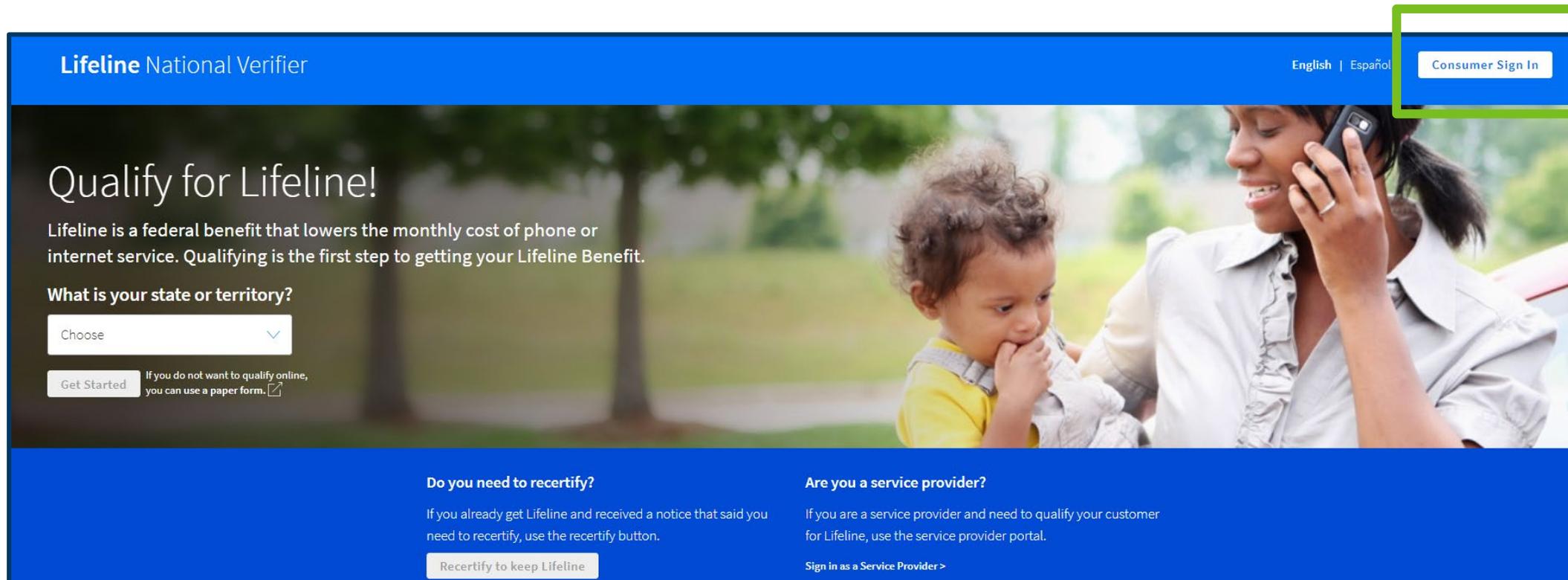
5. If an error is found, follow instructions to resolve

6. Read, initial, and e-sign the statements

7. View the eligibility result and follow directions to enroll to Lifeline

# Applying Online

Step 1: Visit the National Verifier Consumer Web Portal at [checklifeline.org/lifeline](https://checklifeline.org/lifeline) and create a user account



The screenshot shows the Lifeline National Verifier website. The top navigation bar is blue and contains the text "Lifeline National Verifier" on the left, "English | Español" in the center, and a white button with the text "Consumer Sign In" on the right. The "Consumer Sign In" button is highlighted with a green rectangular box. Below the navigation bar is a large banner image of a woman talking on a phone while holding a young child. To the left of the image, the text reads "Qualify for Lifeline!" followed by "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." Below this is a form field labeled "What is your state or territory?" with a dropdown menu showing "Choose" and a small blue arrow. To the left of the dropdown is a "Get Started" button. Below the dropdown, there is a link that says "If you do not want to qualify online, you can use a paper form." with an external link icon. At the bottom of the page, there are two columns of text. The left column is titled "Do you need to recertify?" and contains the text "If you already get Lifeline and received a notice that said you need to recertify, use the recertify button." with a "Recertify to keep Lifeline" button below it. The right column is titled "Are you a service provider?" and contains the text "If you are a service provider and need to qualify your customer for Lifeline, use the service provider portal." with a "Sign in as a Service Provider >" link below it.

# Applying Online

Step 1: Visit the National Verifier Web Portal at [checklifeline.org/lifeline](https://checklifeline.org/lifeline) and create a 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.

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

---

**What is your date of birth?**

<b>Month</b>	<b>Day</b>	<b>Year</b>
<input type="text" value="MM"/>	<input type="text" value="DD"/>	<input type="text" value="YYYY"/>

# Applying Online

Step 1: Visit the National Verifier Web Portal at [checklifeline.org/lifeline](https://checklifeline.org/lifeline) and create a user 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.](#)

---

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

<b>Street Number and Name</b>	<b>Apt, Unit, etc.</b>	
<input type="text" value="1234 Street Road"/>	<input type="text"/>	
<b>City</b>	<b>State</b>	<b>Zip Code</b>
<input type="text" value="Your City or Town"/>	<input type="text" value="▼"/>	<input type="text" value="00000"/>

[Clear All](#) [Next >](#)

# Applying Online

Step 1: Visit the National Verifier Web Portal at [checklifeline.org/lifeline](https://checklifeline.org/lifeline) and create a user account

## 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

## 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

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

# Applying Online

Step 1: Visit the National Verifier Web Portal at [checklifeline.org/lifeline](https://checklifeline.org/lifeline) and create a user account

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**

---

**Security Question 2**

Select one ▼

**Your Answer to Security Question 2**

---

**Security Question 3**

**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?**

[< Back](#) [Next >](#)

# Applying Online

## Step 2: Login into your 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.

**Username**

[Forgot your username?](#)

**Password**

[Forgot your password?](#)

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

**Sign In**

### 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.

# Applying Online

## Step 2: Login into your account

**Lifeline National Verifier** English | Español Your Account ▾

ⓘ You are in the National Verifier Testing environment. This site is for training purposes only. For production use, please use the Production environment at checklifeline.org.

### Welcome John 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.

Click on 'Apply or Transfer Your Service'

# Applying Online

3. Select the qualifying program(s) that you or someone in your household participates in or select if you would like to qualify through your household income

## Tell Us Which Program You Are In

To qualify for Lifeline, we need to know which government assistance program you 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. [?](#)

[Back](#) [Next](#)

## Step 4: Review your information in 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 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.

[Back](#) [Next](#)

# Applying Online

## Step 5: Read, initial, and e-sign the statements

### 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**

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).

### 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.

Back

Submit

# Applying Online

## Step 6: View the eligibility result and follow directions to enroll to Lifeline

You will be given a confirmation number

### 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.

Sign up with your service provider by the listed date

# Applying Online

Step 6: View the eligibility result and follow directions to enroll to Lifeline – If error comes up

Error	Document Required
TPIV (Identity Verification Error)	Proof of identity
AMS (Address Verification Error)	Proof of residential address
Duplicate Address	Household Worksheet
Under 18	Proof of emancipated minor
Program Eligibility	Proof of program/income
Deceased Subscriber	Proof of life

# Applying Online

## Step 6: Resolving 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.

You can upload photos taken with your phone and/or PDF files

# Applying By Mail

# Applying By Mail

FCC FORM 5629

OMB APPROVAL EDITION 3060-0819

**FCC** **Universal Service Administrative Co.**

**Lifeline Program Application Form**

**4. Agreement**

I agree, under penalty of perjury, to the following statements:

*You must initial next to each statement.*

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).

I agree that if I move I will give my service provider my new address within 30 days.

I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:

1) I, or the person in my household that qualifies, do not qualify through a government program or income anymore.

2) Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

I know that my household can only get one Lifeline benefit and, to the best of my knowledge, my household is not getting more than one Lifeline benefit.

I agree that my service provider can give the Lifeline Program administrator all of the information I am giving on this form. I understand that this information is meant to help run the Lifeline Program and that if I do not let them give it to the Administrator, I will not be able to get Lifeline benefits.

All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

I know that willingly giving false or fraudulent information to get Lifeline Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

My service provider may have to check whether I still qualify at any time. If I need to recertify (renew) my Lifeline benefit, I understand that I have to respond by the deadline or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

I was truthful about whether or not I am a resident of Tribal lands, as defined in section 2 of this form.

I consent to let USAC contact me at my Lifeline phone number for important reminders and updates to my Lifeline service. Message and data rates may apply. Text STOP to end messages.

**Signature** **Today's Date**

Page 6 of 8 [www.lifelinesupport.org](http://www.lifelinesupport.org)  
Need help? Call the Lifeline Support Center at 1-800-234-9473

1. Contact your service provider for an application or visit our website at [mn.gov/puc](http://mn.gov/puc) for one
2. Fill out the application, household worksheet, and gather proof of eligibility documents
3. You must review and initial each statement
4. When finished, sign and date the application at the bottom of the page



# Applying By Mail

You can mail completed applications to:

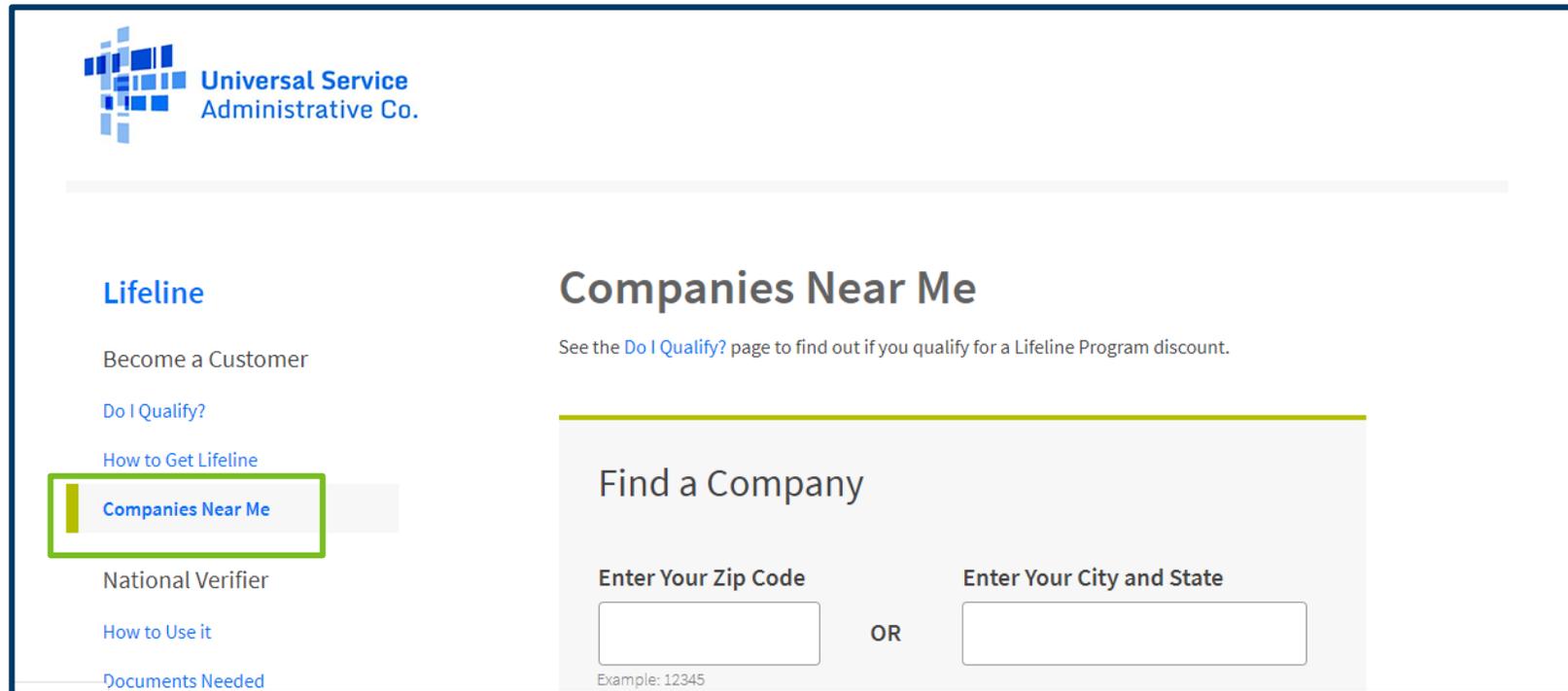
**USAC Lifeline Support Center**  
**P.O. Box 7081**  
**London, KY 40742**

- USAC will send you an eligibility decision by mail from the Lifeline Support Center.
- Most eligibility decisions will be made in 7 – 10 days.
- Call the Lifeline Support Center to check the status of your application at (800) 234-9473.

# Applying Through a Service Provider

# Applying Through a Service Provider

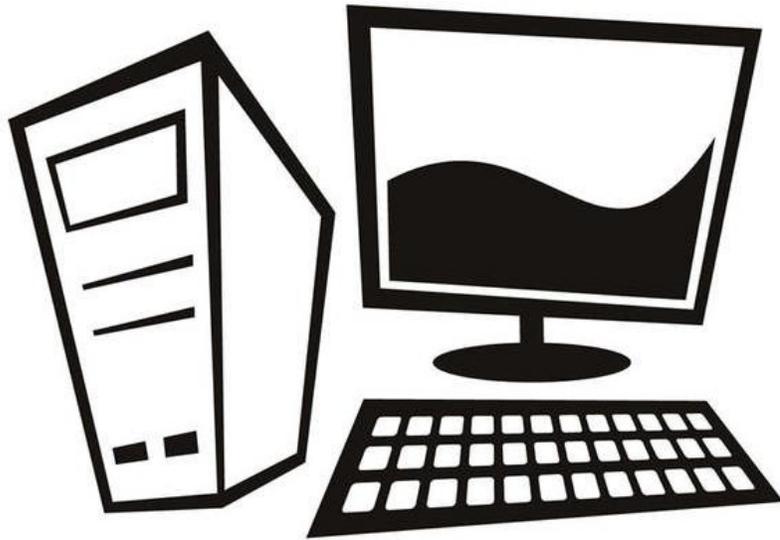
1. Find a participating service provider that offer Lifeline using the “Companies Near Me” tool on the USAC website



The screenshot shows the USAC website interface. At the top left is the logo for Universal Service Administrative Co. Below the logo is a navigation menu with the following items: Lifeline, Become a Customer, Do I Qualify?, How to Get Lifeline, Companies Near Me (highlighted with a green box), National Verifier, How to Use it, and Documents Needed. To the right of the navigation menu is the 'Companies Near Me' section. It features a heading 'Companies Near Me' and a sub-heading 'Find a Company'. Below the heading is a text prompt: 'See the [Do I Qualify?](#) page to find out if you qualify for a Lifeline Program discount.' The 'Find a Company' section contains two input fields: 'Enter Your Zip Code' and 'Enter Your City and State', separated by the word 'OR'. Below the 'Enter Your Zip Code' field is an example: 'Example: 12345'.

# Applying Through a Service Provider

2. Visit the service provider in-person to begin the application process. They will begin by asking a series of questions according to the application.



# Recertification

- You must recertify every year to maintain your Lifeline discount
  - You do not need to recertify if you only have the TAP discount
- USAC will contact you directly to confirm your contact information and program eligibility each year on a form, by a phone call, or text message

# Thank You!

**Miriam Diaz**

*Miriam.Diaz@state.mn.us*

651-296-0406