

Lifeline Program

NLAD Duplicate Resolution

Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound
 - Turn on your computer’s speaker, or
 - Use the call-in instructions in your confirmation email
- All participants are on mute
- Submit questions at any time using the “Questions” box
- Where to find presentation slides

Today's Speakers

- **Matt Lougheed**
Manager of Lifeline Program
- **Jean Yeung**
Manager of Lifeline Program

Agenda

- Identifying duplicate subscribers
- Notifications to subscribers
- Carrier responsibility
- Sample letter
- Duplicate subscriber report
- Q & A

NLAD Duplicate Resolution

Identifying Duplicate Subscribers

Identifying Duplicate Subscribers

Duplicate Subscriber Sample

NLAD Data Field	Carrier 1	Carrier 2	Carrier 3
lastName	Smith	Smith	Smith
phoneNumber	(100) 222-2222	(101) 223-4648	(100) 222-4792
last4ssn	5555	5555	5555
dob	10/10/1981	10/10/1981	10/10/1981

NLAD checks for duplicate subscribers using the following information:

- 1) Last name
- 2) Date of Birth
- 3) Last 4 of SSN

NLAD Duplicate Resolution

Notification to Subscribers

Notifications to Subscribers During the Call in Period:

- Subscribers identified as receiving multiple Lifeline Program supported services will receive a letter and postcard (10 business days after the letters are mailed) from USAC
- The letter and postcard will be sent alerting them of the 35 day call in period to select a single Lifeline Program service provider

Notifications to Subscribers During the Call in Period:

- Subscribers can only respond by calling the toll free number listed on their letter
- For subscribers that have not made a selection by day 30, a reminder robocall will be placed to the subscriber to make a selection within 5 days

Questions?

Use the “Questions” box in your user controls.

NLAD Duplicate Resolution

Carrier Responsibility

Carrier Responsibility

- Carriers that are not selected by the subscriber will have five business days to de-enroll the subscriber upon receiving notification to do so from USAC
- If a subscriber contacts a carrier directly within the 35 day call in period, they should be directed to call the number listed on their letter from USAC

Carrier Responsibility

- If a subscriber has called outside of the 35 day window they will be instructed to contact the carrier directly
- If a subscriber outside of the 35 day window calls a carrier directly, the carrier may initiate a benefit transfer to transfer Lifeline service
- Subscribers that do not make a selection or do not respond within the 35 day call in period will be randomly assigned a single default carrier

NLAD Duplicate Resolution

Sample Letter

JOHN SMITH
1234 USAC ST NW SUITE 000
WASHINGTON, DC 20000

Dear JOHN SMITH:

Our records show that you receive a Lifeline benefit on more than one telephone or cell phone service. Lifeline is a U.S. government benefit program that is available to qualifying consumers. Federal law prohibits you from receiving more than ONE Lifeline-supported service at the same time, and only ONE Lifeline service for your household. According to our records, you currently receive Lifeline benefits on phone service from the following companies:

Company 1 with phone number 202-222-2222
Company 2 with phone number 202-111-1111

You must take action within 35 days from the date of this letter to continue to receive ONE Lifeline benefit from the telephone or cell phone company of your choice and, if applicable, to avoid future unwanted charges on your phone bill. *You must choose ONE of the following options in response to this letter:*

1. If you wish to continue receiving a Lifeline benefit **only from Company 1**, you need to do nothing.
 - This selection will be made automatically if you do not respond to this letter.
 - After 35 days from the date of this letter, you will no longer receive a Lifeline benefit from **Company 2**.
 - **Company 2** will remove your Lifeline discount from your bill or service, which may increase the amount you have to pay each month or cause an interruption to your phone service. If you want to either make changes to your service to fit your budget or disconnect your service, you must contact **Company 2** at **888-123-4567**.
2. If instead you wish to continue receiving a Lifeline discount **only from Company 2**:
 - Call 1-888-888-8888 within 35 days of the date of this letter to select this single company as your preferred Lifeline discounted provider.
 - Once you make this selection, you will no longer receive Lifeline-supported service from **Company 1**. **If your service with Company 1 is a pre-paid or cell phone service** you may continue to use that cell phone company's service if you purchase additional service or minutes at the company's standard (non-Lifeline-supported) prices.
 - **If Company 1 is a landline or billed service**, you will be billed at the company's standard (non-Lifeline-supported) prices. If you want to either make changes to your service to fit your budget or disconnect your service, you must contact **Company 1** at **888-000-0000**.

Should you have any questions concerning this notification or need further assistance with your Lifeline discount selection, please call 1-222-222-2222 within 35 days of the date of this letter.

Sincerely,
The Universal Service Administrative Company (USAC)

WARNING: Lifeline is a U.S. government benefit program, and consumers that willfully make false claims to obtain Lifeline support can be punished by fine or imprisonment, or can be barred from the program.

Note: This letter is just an sample. All information including phone numbers are not valid.

NLAD Duplicate Resolution

Subscriber Report

How to Pull the Duplicate Subscriber Report

1. Log into NLAD
2. In the left navigation pane, under the “Reports and Tools” section, click on “Reports”
3. Click “Detail Duplicate Subscribers Report”
4. Select your SAC
5. Select either “CSV File” or “Display on a web page”
6. Click “Submit”

Note: This report shows, a) Duplicate subscriber, b) Duplicate address, and c) Duplicate address and subscriber. We will only be resolving (a) and (c) at this time.

Questions?

Use the “Questions” box in your user controls.

Thank You!

- Thanks for joining us at today's webinar
 - This presentation will be repeated in coming months
- Sign up for HCLI monthly newsletter and NLAD Bulletin for program updates and events
 - Go to www.usac.org and click “subscribe in the upper-right corner
- For questions about NLAD, email NLADsupport@usac.org or call (877) 524-1325