



National Lifeline Accountability Database

Industry Webinar

Wednesday, April 1, 2015

Agenda

- NLAD Industry Webinar schedule
 - Monthly beginning in May
- Topics by audience request
 - Two questions submitted in advance
- Open Q&A

Question #1 – Submitted in Advance

System Enhancements

Can you please provide a detailed description of the enhancements USAC made on 3/25 to the front end duplicate subscriber check on “Verify” and “Enroll” functions in NLAD?

Question #1 – Submitted in Advance

ANSWER

On 3/25, USAC released the enhanced duplicate check to the NLAD front end duplicate subscriber check for the “verify” and “enroll” functions. With this check all data fields will be evaluated for a potential duplicate subscriber check prior to enrollment in NLAD. This check was designed after analysis of existing data indicated a potential weakness in the prior duplicate subscriber verification check. With this front-end systematic check, we anticipate that the need for backend duplicate verification and manual duplicate resolution will be minimized. We however, still plan to continuously review the data in NLAD for any data anomalies or instances of duplicate subscribers or duplicate addresses.

Question #2 – Submitted in Advance

Dispute Resolution Page

Is USAC's Dispute Resolution page (<http://www.usac.org/li/tools/nlad/nlad-dispute-resolution.aspx>) fully updated?

For example, are all of the listed "T" codes currently valid for purposes of a TPIV Fail dispute, and are all of the listed "A" and "M" codes currently valid for purposes of Invalid Primary Address and Subscriber Under 18 disputes, respectively?

Question #2 – Submitted in Advance

ANSWER

Yes, the current list of acceptable documents and abbreviated codes to verify a subscriber's identity, address, and age is on our [website](#).

Please note that for TPIV failures, a listing of the documents or T-codes used to verify the first name, last name, SSN4, and DOB fields must be used. In the majority of instances, you will need to review two separate documents in order to verify all four data elements because SSN4 and DOB are often not present on the same document. Please review our website for further details, including the proper format for submitting dispute resolution requests.

Contact NLADQuestions@usac.org if you have any additional questions.