



National Lifeline Accountability Database

Industry Webinar

Wednesday, March 18, 2015

Agenda

- NLAD Changes
- Topics by audience request
 - Two questions submitted in advance
- Open Q&A

Question #1 – Submitted in Advance

Subscriber Reporting

What is a contact number or email address that we can give to subscribers who want to report Lifeline Program fraud on another carrier or dispute their Lifeline Program issues with another carrier?

Answer: If a Lifeline Program subscriber suspects that a Lifeline Program carrier is engaged in fraudulent activity related to the Lifeline Program, they can email potentialviolation@usac.org or alternately they can visit USAC's website and fill out the form as a whistleblower

alert, the website link for the whistleblower process is: <http://www.usac.org/about/tools/whistleblowerForm/Default.aspx>. USAC also has a contact number to handle whistleblower calls: (888) 641-8722

In addition, the FCC also has contact methods to report suspected fraud regarding the Lifeline Program. The FCC Lifeline Fraud Tip Line is 1-855-4LL-TIPS (1-855-455-8477), or email them at Lifeline@fcc.gov.

Other options for whistleblower tips:

FCC Office of the Inspector General: call 1-888-863-2244 or 1-202-418-0473 or visit their [website](#).

For simple disputes regarding Lifeline Program issues such as enrollment or questions about service/minutes, consumers should first attempt to contact their carrier directly. If the consumer has a complaint regarding the carrier's telephone service that cannot be resolved with the carrier, they also have the option to file a formal complaint with their state [public utility commission](#).

Finally, if subscribers are unsure about the category of their request, they can contact Lifelinesupport@usac.org for general Lifeline Program or NLAD issues.

Question #2 – Submitted in Advance

Puerto Rico Integration

Please provide an update on the integration of Puerto Rico into NLAD.

Answer: USAC has requested sample subscriber lists from Lifeline Program carriers in Puerto Rico. USAC has requested this data to begin developing the necessary IT changes needed in order to incorporate Puerto Rico's data in the 2nd quarter. We will continue to work closely with the FCC and the Puerto Rico TRB. We will provide updates as more information becomes available.

Thank You!

- Thank you for joining us at today's webinar
 - Submit agenda items for next week's webinar to NLADquestions@usac.org
- Sign up for the 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