



National Lifeline Accountability Database

Industry Webinar

Wednesday, March 4, 2015

Agenda

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

Question #1 – Submitted in Advance

TPIV Best Practices

What are some best practices to improve TPIV identification for Latin American subscribers?

Question #1 – Submitted in Advance

ANSWER:

When entering subscriber information into NLAD, carriers should adhere to the guidelines for acceptable inputs for the data fields outlined in the “NLAD Field Descriptions” document in the [NLAD Resources](#) section of the USAC website.

For instance, although not required, NLAD is capable of accepting subscriber’s first or last name that includes an accent grave for Latin American names. Carriers may always submit a Dispute Resolution request through NLAD to override TPIV failures only after reviewing documentation that verifies the subscriber’s first name, last name, last four of Social Security number or Tribal ID, and date of birth.

Question #2 – Submitted in Advance

Duplicate Resolution Report for MI and AZ

Please provide an explanation of duplicates that still exist and appear on the duplicate resolution report in NLAD for Michigan and Arizona after completion of the USAC initiated de-enrollment of the production duplicate subscribers in these states.

Question #2 – Submitted in Advance

ANSWER:

On March 2, 2015 USAC de-enrolled the duplicate subscriber records in Michigan and Arizona that had been identified as failing TPIV. This duplicate resolution process only involved production duplicate subscriber records, where one record passes the TPIV check, and the other duplicate record fails the TPIV check.

For all other scenarios, USAC will perform the standard track 1 duplicate resolution process.