

The Term	Our Definition
497 Officer	An individual assigned with the responsibility of filing and certifying FCC Form 497 for the Lifeline Program. The definition of an officer is a person who occupies a position specified in the corporate by-laws (or partnership agreement), and would typically be the president, vice president for operations, vice president for finance, comptroller, treasurer, or comparable position. If the filer is a sole proprietorship, the owner must sign the certification.
498 Company Officer	The officer of a service provider company who is authorized to certify that data set forth in the FCC Form 498 is true, accurate, and complete. The 498 Company Officer has access to certify forms through the E-File system and occupies a position specified in the corporate by-laws (or partnership agreement), and would typically be president, vice president of operations, vice president of finance, comptroller, treasurer, or a comparable position. If the reporting entity is a sole proprietorship, the owner must sign the certification.
499 Company Officer	A person who occupies a position specified in the corporate by-laws (or partnership agreement), and would typically be president, vice president for operations, vice president for finance, comptroller, treasurer, or a comparable position. If the reporting entity is a sole proprietorship, the owner must sign the certification. This person must review and certify the information reported on the FCC Forms 499-A/Q. The latest 499 Company Officer on file has access to certify forms through the E-File system.
Address Confidentiality Program (ACP)	A number of state or locally-run programs that provide confidential addresses to victims of domestic violence. While the actual title of the program may vary by state, ACP is an umbrella term that includes them all.
API account	An account used solely for machine-to-machine transactions through the NLAD API. An API account cannot be used to login to NLAD.
appeal	An appeal is a request to reconsider a USAC decision. Appeals can be made to either USAC or the FCC. Appeals must be filed within 60 days of the original USAC decision. Requests for waivers of rules must be filed directly with the FCC.
audit	A review of documentation and resources that verify the state of compliance with program rules.
Automated Clearing House (ACH)	An electronic clearing house and settlement system for exchanging electronic transactions among banking institutions.
Beneficiary and Contributor Audit Program (BCAP)	Run by USAC, and carried out by auditors trained in universal service and program audit requirements, these audits of beneficiaries and contributors serve to identify noncompliance with program rules and amounts of recoverable funds.
Benefit Qualifying Person (BQP)	An individual eligible for Lifeline Program benefits when the subscriber does not qualify. Typically, this person cannot subscribe to a carrier on their own, and is a dependent of the subscriber.
benefit transfer window	The 60-day benefit transfer window begins on the service initialization date. An ETC cannot transfer Lifeline Program benefits, or re-enroll a subscriber in the Lifeline Program, within 60 days of the last service initiation date.
benefits transfer	The process by which the Lifeline Program benefits for a subscriber are transferred from one carrier to another.
Board of Directors	USAC Board of Directors
certification/verification	Refers to annual Lifeline Program verification, which is sometimes referred to as Lifeline Program certification, which is the process a subscriber goes through to file and qualify for Lifeline Program benefits.
Chief Financial Officer (CFO)	Corporate officer responsible for financial operations.
Code of Federal Regulations (CFR)	The general and permanent rules published in the Federal Register by federal government agencies. Telecommunications rules are located in Title 47 CFR.
Commission	The short name for the Federal Communications Commission (FCC). See "FCC."
common carrier	An organization recognized by a regulatory authority (such as a state public utility commission) to provide telecommunications services to all requesting parties, or an organization that holds itself out to provide such services generally to the public for a fee.
competitive eligible telecommunications carrier (CETC)	A telecommunications carrier designated by a state's utility commission to receive universal service support. A CETC must offer services that are supported by the federal universal service programs utilizing its own facilities or a combination of its own facilities and resale of another carrier's services. In certain circumstances, the FCC has jurisdiction to designate carriers as CETCs.
competitive local exchange carrier (CLEC)	New entrants for local telephone service and on a selective basis for long distance, cellular, Internet access, and cable television.
contributor	A company that, based on the revenue reported on the FCC Forms 499-A/Q, is required to pay contributions directly to the universal service fund.
CORES ID	A 10-digit number that the FCC assigns to a business or individual that registers with the FCC. It is associated with an entity's Taxpayer Identification Number (TIN) and is required before filing FCC Forms 499-A/Q.
Data Collection Agent (DCA)	USAC is the FCC's agent responsible for the administration, processing, filing and distribution of carrier revenue data for the Telecommunications Relay Services Fund — the cost recovery mechanisms for numbering administration and local number portability, and the universal service programs.
Debt Collection Improvement Act (DCIA)	A law that requires federal agencies to transfer delinquent debts or claims to the Secretary of Treasury (Treasury) for further collection action. Unpaid obligations to the universal service fund are subject to the DCIA. In the event that a balance becomes over 120 days past due, (or 90 days past due for service providers), USAC will transfer the debt to the Treasury for further collection and enforcement actions.

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de-enroll	An NLAD transaction type with which an ETC may remove a subscriber from NLAD used when the subscriber leaves the ETC, or when the subscriber ceases to be eligible for, or declines Lifeline Program benefits.
de-enroll deceased	A de-enrollment code used in NLAD to de-enroll a Lifeline Program subscriber who has deceased.
de-enroll failed recertification	A de-enrollment code used in NLAD to de-enroll a Lifeline Program subscriber who has not filed their annual recertification.
de-enroll leaving	A de-enrollment code used in NLAD to de-enroll a Lifeline Program subscriber who is opting out of the program, or is no longer eligible for benefits.
de-enroll non-usage	A de-enrollment code used in NLAD to de-enroll a Lifeline Program subscriber who has not used their benefits for 60 days.
de-enrollment codes	Refers to one of the various NLAD de-enrollment types. The appropriate de-enrollment code must be selected when de-enrolling a Lifeline Program subscriber.
delegated users	The employee(s) of a service provider company authorized to enter and modify company information on FCC Forms 498 and 499 through the E-File application. Also known as "authorized users," these individuals are established by the Company Officer or General Contact.
Detailed Audit Finding Worksheet (DAF)	A worksheet that contains background information and notes the basis of an exception during an audit.
duplicate	A duplicate Lifeline Program subscriber, or a subscriber with a duplicate address, not permitted to enroll in NLAD.
duplicate resolution	The process by which duplicate Lifeline Program subscriber conflicts are resolved in NLAD.
e-certification (E-Cert)	Process that allows applicants to certify and submit forms online, eliminating the need for a paper form with an original signature.
E-File	USAC's online forms submission tool, available at https://forms.universalservice.org .
eligibility code	The NLAD program code under which the subscriber is eligible for Lifeline Program benefits.
eligible services	Products and services that are eligible for universal service support.
eligible telecommunications carrier (ETC)	A designation given to telecommunications service providers by their state public utility commissions or the FCC, enabling them to participate in universal service programs.
enhanced Lifeline and Link Up	Additional Lifeline Program and Link Up assistance is available to households that live on federally-recognized Tribal lands.
enroll	An NLAD transaction type with which an ETC may enroll a Lifeline Program subscriber into NLAD.
ETC	See "eligible telecommunications carrier."
ETC query	A function available through both the API and NAP that allows an ETC to submit a Lifeline Program subscriber's identity and address to NLAD, and check whether the subscriber already exists in NLAD, and whether that address is already receiving Lifeline Program benefits.
FCC Form 481	The Carrier Annual Reporting Data Collection Form is an FCC Form that all eligible telecommunications carriers in the High Cost and Lifeline programs file. For carriers in the High Cost Program, the form collects a progress report on the carrier's five-year service quality improvement plan, detailed information on any outages, the number of requests for service, branding information of the holding company and its affiliates, documentation demonstrating the carrier is engaged with Tribal governments, certification of voice services pricing, results of network performance tests, certifications on frozen high-cost support, certifications on broadband services, and an annual report on the company's financial condition and operations. For carriers in the Lifeline Program, the form collects branding information of the holding company and its affiliates and terms and conditions on service plans offered to subscribers.
FCC Form 497	The Lifeline and Link Up Worksheet is an FCC form that eligible telecommunications carriers file to be reimbursed for providing Lifeline Program, Link Up and Toll Limitation Support services.
FCC Form 498	The Service Provider Identification Number and Contact Information Form is an FCC form that service providers must fill out in order to participate in any of the universal service programs. The form is used to collect contact, remittance, and payment information for service providers that receive universal service support.
FCC Form 498 Company Officer	See "498 Company Officer."
FCC Form 498 delegated users	See "delegated users."
FCC Form 498 General Contact	See "General Contact."
FCC Form 555	The Annual Lifeline Eligible Telecommunications Carrier Certification Form is filed by eligible telecommunications carriers to report annual recertification efforts (performed by the carrier) to ensure that all enrolled subscribers remain eligible to receive Lifeline Program discounts on their telephone service.
FCC Registration Number	See "CORES ID."
Federal Communications Commission (FCC)	The U.S. government agency that regulates interstate and international communications and oversees the universal service fund. In 1997, the FCC designated USAC to be the independent not-for-profit corporation to administer the universal service fund in accordance with its rules.

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Federal Financial Management Improvement Act 1996 (FFMIA)	This act defines the financial operations requirements for government entities and this act would apply to the universal service fund as a result of the FCC Government Accounting Order.
Federal Generally Accepted Accounting Principles (Federal GAAP)	The standards for government agencies that will apply to the fund effective with the Government Accounting Order.
federal poverty guidelines (FPG)	Determined by the Department of Health and Human Services, the guidelines are a simplification of the poverty thresholds used for administrative purposes, such as determining financial eligibility for certain federal programs. A household at or below 135 percent of the FPG is eligible for Lifeline Program support when the federal eligibility criteria apply.
Federal Public Housing Assistance (FPHA)	A federal program that provides housing assistance to eligible individuals. FPHA participants are eligible to receive Lifeline Program support when the federal eligibility criteria apply.
Freedom of Information Act (FOIA)	The federal statute requiring access to information. Through the FCC, USAC is often called upon to respond to Freedom of Information Act requests.
General Accounting Office (GAO)	An agency that reports to Congress, who asks the GAO to study the programs and expenditures of the federal government. It studies how the federal government spends taxpayer dollars, evaluates federal programs, audits expenditures and issues legal opinions.
General Contact	The employee of a service provider company who filled out the FCC Form 498. This individual is listed on Line 8. The latest General Contact on file has access to submit and modify data in the E-file system, and to create delegated or authorized users.
Generally Accepted Accounting Principles (GAPP)	Uniform minimum standards of and guidelines to financial accounting and reporting. The Financial Accounting Standards Board and the Governmental Accounting Standards Board are authorized to establish these principles.
Generally Accepted Auditing Standards (GAAS)	Standards promulgated by the Auditing Standards Board (ASB) of the American Institute of Certified Public Accountants (AICPA) These standards are recognized by state boards of accountancy and the SEC. GAAS consists primarily of 10 standards and accompanying statements on auditing standards or "SAS."
Generally Accepted Government Auditing Standards (GAGAS)	The standards that apply to all government audits and will apply to audits of the fund and fund recipients effective with the Government Accounting Order.
IEH certification	Independent Economic Household certification, whereby an ETC can certify that a Lifeline Program subscriber is sharing an address with another eligible subscriber. See "Independent Economic Household."
Improper Payments Elimination and Recovery Act (IPERA)	A law passed in 2010 to amend IPIA and enhance the federal government's practices to measure and recover improper payments.
Improper Payments Information Act (IPIA)	A 2002 law that requires USAC to provide the FCC with accurate, timely information about improper payments to program beneficiaries. To comply, USAC created its Payment Quality Assurance (PQA) Program, which assesses specific payments made to beneficiaries in all four programs to determine if these payments were made in accordance with FCC rules. Using results of these assessments, USAC calculates estimates of improper payment rates and provides this information to the FCC.
incumbent local exchange carrier (ILEC)	The dominant local telephone company within a geographic area, as determined by the FCC.
Independent Economic Household (IEH)	IEH is a status a Lifeline Program subscriber may have that makes them eligible for Lifeline Program benefits while sharing an address with another Lifeline Program benefits recipient. When processing a subscriber in NLAD, the IEH flag can be used to indicate that the subscriber is an independent economic entity sharing an address with another Lifeline Program subscriber. ETCs must collect the IEH worksheet.
Internet service provider (ISP)	A company that provides Internet access service (also referred to as a service provider).
Lifeline Program (LI)	One of the four universal service programs administered by USAC. This program reimburses ETCs for providing a monthly reduction on basic, local telephone service to eligible consumers.
Link Up	The Lifeline Program support component that reimburses ETCs for reducing the one-time connection fee(s) associated with initiating telephone service for eligible consumers.

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Low Income Home Energy Assistance Program (LIHEAP)	A federal program that provides energy assistance to eligible individuals. LIHEAP participants are eligible to receive Lifeline Program support when the federal eligibility criteria apply.
Memorandum Opinion and Order (MO&O)	Order issued by the Commission to deny a petition for rulemaking, modify a decision, grant or deny a petition for reconsideration, or grant or deny an application for review of a decision. A second or third Memorandum Opinion and Order (2 nd MO&O/3 rd MO&O) may be issued.
migration	The period during which Lifeline Program carriers have their current dataset loaded into NLAD. This is a one-time event that occurs before NLAD moves into full production.
NAP account	An Lifeline Program NLAD Access Portal (NAP) account is used to login to the NLAD website through a web browser. This account cannot be used for transactions with an API.
National Exchange Carrier Association (NECA)	Parent company of USAC. Formed by the FCC as a not-for-profit corporation, NECA plays an important role in administering the FCC's access charge plan, which helps ensure telephone service remains available and affordable in all parts of the country.
National Lifeline Accountability Database (NLAD)	NLAD is designed to help carriers identify and resolve duplicate claims for Lifeline Program-supported service and prevent future duplicates. This is done by providing a means for carriers to check on a real-time and nationwide basis if the consumer is already receiving a Lifeline Program-supported service.
National Telecommunications and Information Administration (NTIA)	Part of the Department of Commerce, NTIA is responsible for telecommunications policy and provides telecommunications grants to various entities.
NLAD batch file	In NLAD, transactions can be processed in batches by including multiple NLAD transactions within a batch file and submitting it. The batch file format is CSV, where each row of the file is an individual transaction. Batch transactions are processed in the order they appear in the batch file from top to bottom.
NLAD Customer Service (NCS)	A customer service team focused on answering questions related to the NLAD system and dealing with Lifeline Program duplicate resolution.
NLAD flag	A term referring to any of the binary fields used to indicate a particular status for a Lifeline Program subscriber transaction in NLAD. A "flag" field can only have a value of "1" or "0".
NLAD production	The post-migration period in which NLAD is live and available to states and Lifeline Program ETCs that have gone through migration.
NLAD transaction effective date	The date the NLAD transaction, or interaction with Lifeline Program subscriber data in NLAD, actually took place, which may differ from the date the transaction was submitted to NLAD.
NLAD transaction type	Refers to a finite list of possible transactions in NLAD. The "transactionType" field is used in API and batch submissions to define the type of each transaction.
NLAD update	Refers to the update transaction type, which is used to change the information for an existing Lifeline Program subscriber in NLAD.
NLAD validations	Validations refer to the various rule checks that are performed on NLAD transactions. Failing a validation typically results in a rejection of that transaction.
Notice of Apparent Liability (NAL)	An order issued by the FCC that provides a penalty will be imposed on a carrier for violating an FCC rule or procedure.
Notice of Inquiry (NOI)	Adopted by the Commissioners primarily for fact-gathering; which is a way to seek comments from the public or industry on a specific issue.
Notice of Proposed Rulemaking (NPRM)	An announcement issued by the FCC to detail proposed changes to FCC rules and policies and seek public comment on the changes.
Office of Inspector General (OIG)	A division of the FCC that provides independent and objective audits and investigations relating to agency programs and operations.
Office of Management and Budget (OMB)	Part of the Executive Office of the President, OMB reviews and approves FCC forms that are used by universal service contributors and universal service program participants, contributors and service providers.
Payment Quality Assurance (PQA) Program	USAC's own program, created to comply with IPIA, which assesses specific payments made to beneficiaries in all four programs to determine if these payments were made in accordance with FCC rules. Using results of these assessments, USAC calculates estimates of improper payment rates and provides this information to the FCC.
PII	Stands for personally identifiable information.
Preparer	The employee of company that filed an FCC Form 499-A/Q. This individual is listed on the FCC Form 499-Q Line 108 and FCC Form 499-A Line 203. The latest preparer on file has access to submit and modify data in the E-File system.
Public Notice (PN)	A notice issued by the FCC to notify the public of an action taken, a change made, or an upcoming event.

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Red Light Rule	A requirement that the FCC withholds action on an application, payment, and/or other requests for benefits when the universal service program participant is delinquent in non-tax debts owed to the FCC or other federal governmental agencies. This rule extends to applications for support and disbursements from the universal service fund, and requires that USAC suspend support to any company that shares a Tax Identification Number with a company that has a delinquent debt.
Red Light status	An entity is considered in Red Light status when the Red Light Rule goes into effect (the entity is delinquent). See "Red Light Rule." USAC will not make any disbursements until the delinquency has been satisfied or payment arrangements are made. USAC takes into consideration the Red Light status of each entity at the FCC and will hold disbursements until the Red Light status is resolved.
Resolution ID/resolution request	When certain types of NLAD transactions fail, they will produce a resolution ID. This ID is a unique identifier that will be used during support requests with the NLAD call center.
rural address	An NLAD term for any address within a rural area that is not registered with USPS Address Matching Service, nor able to receive postal delivery.
scrubbing	Scrubbing, or data scrubbing, refers to the NLAD window of time in migration, during which a Lifeline Program ETC may continuously re-submit their data to ensure its validity before migrating the data into NLAD.
service initiation date	The date a service provider determined that the subscriber was eligible for Lifeline Program-supported service.
service provider	A company that participates in one of four universal service programs and provides telecommunications or Internet services, equipment, hardware, or software. Types of companies include but are not limited to: competitive access/competitive local exchange carriers (cellular, personal communications, or specialized mobile radio providers), incumbent local exchange carriers, interexchange carriers, Internet service providers, interconnected VoIP, local resellers (coaxial cable, non-traditional, operator, paging, messaging, payphone, prepaid card, private and satellite service providers), shared-tenant service providers or building local exchange carriers, SMR (dispatch), toll resellers, or wireless data providers.
Service Provider Identification Number (SPIN)	A unique number that USAC assigns to each service provider once that service provider has submitted the FCC Form 498 to USAC. Every service provider is required to have a SPIN in order to participate in any universal service programs and to receive payments from USAC.
Study Area Code (SAC)	A unique number that USAC assigns to ETCs that uniquely identifies that company based on its service area. Companies must have at least one SAC per state in which they operate, but can have more than one SAC within a state if they have more than one service area.
Supplemental Nutrition Assistance Program (SNAP)	A federal program (formerly known as Food Stamps) that provides food assistance to eligible households. SNAP participants are eligible for Lifeline Program support when the federal criteria apply.
Supplemental Security Income (SSI)	A federal program that provides income assistance to eligible households. SSI program participants are eligible for Lifeline Program support when the federal criteria apply.
telecommunications	The transmission, between or among points specified by the user, of information of the user's choosing, without change in the form or content of the information as sent and received.
telecommunications carrier	Common carrier, as defined by the FCC, is an entity that provides telecommunications service including interexchange carriers, wireless carriers, and competitive local exchange carriers (also referred to as service provider).
Temporary Assistance for Needy Families (TANF)	A federal program that provides cash assistance to eligible households. TANF participants are eligible for Lifeline Program support when the federal criteria apply.
Third Party Identity Verification (TPIV)	Refers to the service that will verify the identity of Lifeline Program subscribers during transactions with NLAD.
toll limitation service (TLS)	The support component that reimburses ETCs for the incremental costs associated with allowing eligible consumers to choose toll blocking or toll control services at no cost. The service deposit for providing local telephone service is waived if a consumer voluntarily elects toll blocking.
track 1 duplicate	Refers to a subscriber in NLAD receiving multiple Lifeline Program benefits.
track 2 duplicate	Refers to a single address in NLAD receiving multiple Lifeline Program benefits.
Tribal benefit	This refers to a Tribal lands part of the Lifeline Program where additional funds are offered to Lifeline Program subscribers living on Tribal lands.
Tribal enrollment number	See "Tribal Identification."
Tribal identification	A unique multi-digit identifier found on Tribal ID cards. Sometimes referred to as Tribal enrollment number.
universal service	Under the authority of the 1996 Telecom Act, the FCC created universal service as well as the Universal Service Administrative Company (USAC), the organization charged with administering universal service. Companies make contributions based on revenues from providing international and interstate telecommunications services.
Universal Service Administrative Company (USAC)	An independent, not-for-profit corporation created by the FCC in 1997 to administer the four universal service programs which help provide communities across the country with access to affordable telecommunications services.

The Term	Our Definition
universal service fund (USF)	Money collected from telecommunications companies and dedicated to fulfilling the goals of universal service. Under the authority of the 1996 Telecom Act, the FCC created the USF as well as the Universal Service Administrative Company (USAC), the organization charged with administering universal service. Companies make contributions to universal service based on revenues from providing international and interstate telecommunications services.
Voice over Internet Protocol (VoIP)	A technology that allows users to make phone calls using the same line as an Internet connection.
Whistleblower Alert/ "Code 9 Call"	This hotline allows members of the public to report suspected violations of program rules to USAC. These reports can be made anonymously and toll free by calling (888) 203-8100.