

NLAD State Access Request



To return this worksheet or ask a question, email NLADquestions@usac.org

State public utility commissions, state public service commissions, and state agencies that regulate telecommunications service providers (collectively referred to as “state agencies”) may have access to Lifeline Program subscriber data in the National Lifeline Accountability Database (NLAD) for that state.

CREATING A NEW USER ACCOUNT:

Complete this NLAD State Access Request to set up a user account for NLAD. State commissioner sign-off is required for all new users. An NLAD State Access Request must be completed for each user. A state agency is limited to no more than five user accounts.

Once a user account is created, the user will receive a temporary password via email. Upon logging into NLAD the first time, the user must accept the NLAD Access Agreement. A commissioner must only authorize users who are able to bind the state agency to the NLAD Access Agreement, located at www.usac.org/li. A user must (1) be at least 18 years old, (2) access and use NLAD within the United States, including its various states and territories, (3) read and accept the NLAD Access Agreement on behalf of the user and the state agency on whose behalf the user is accepting the NLAD Access Agreement.

DEACTIVATING A USER ACCOUNT:

If an NLAD user, at any time, no longer needs or should have access to NLAD, the state agency must notify USAC immediately via email at NLADquestions@usac.org. In the event that USAC receives allegations of abuse, fraud, or if unusual activity is observed, USAC will immediately suspend the user account and will subsequently contact the state commissioner. Additionally, USAC reserves the right to suspend or terminate a user’s use of or access to NLAD at any time, with or without notice.

REAUTHORIZING A USER ACCOUNT:

Each state agency that has access to NLAD must complete a user reauthorization quarterly. The state commissioner or delegate will receive a list of current NLAD users for the state agency from USAC and will be required to verify that the NLAD users should retain access to NLAD. Failure to reauthorize a user will result in a suspended account.

ASSIGNING A DELEGATE:

A state commissioner may assign one delegate to act on his or her behalf. **For more information, and to assign a delegate, see page 2.**

STATE AGENCY USER:			
State Agency Name:			
User Name:		User Title:	
User Address:	Street:		
	City:	State:	Zip Code:
User Phone Number:		User Email:	
User Signature:		Date:	
STATE COMMISSIONER:			
Commissioner Name:		Commissioner Title:	
Commissioner Address:	Street:		
	City:	State:	Zip Code:
Commissioner Phone Number:		Commissioner Email:	
I have read this NLAD State Access Request and understand my obligations.			
Commissioner Signature:		Date:	

This section is for Lifeline Program staff only:

Lifeline Program staff member: _____ Signature: _____

ASSIGNING A DELEGATE

A delegate is an individual that a state commissioner may appoint to perform the quarterly user reauthorization process. To assign a delegate, the commissioner must complete the information outlined below and return the completed request to NLADquestions@usac.org. If the delegate also needs an NLAD state user account, page 1 of this request must be completed and submitted for the delegate.

If a delegate, at any time, should no longer be the point of contact, the appointing state commissioner must notify USAC immediately via email at NLADquestions@usac.org. In the event that USAC receives allegations of abuse, fraud, or if unusual activity is observed, USAC will immediately suspend the delegate and will subsequently contact the state commissioner.

STATE COMMISSIONER:

State Agency Name:			
Commissioner Name:		Commissioner Title:	
Commissioner Address:	Street:		
	City:	State:	Zip Code:
Commissioner Phone Number:		Commissioner Email:	
Commissioner Signature:		Date:	

DELEGATE:

Delegate Name:		Delegate Title:	
Delegate Address:	Street:		
	City:	State:	Zip Code:
Delegate Phone Number:		Delegate Email:	
Delegate Signature:		Date:	

This section is for Lifeline Program staff only:

Lifeline Program staff member: _____ Signature: _____

ASSIGNING AN API MANAGER

The state commission may assign an API Manager as the primary contact for all technical issues related to the enrollment and use of the API system. The API Manager must also be a NLAD user, must set up a user account in NLAD and accept the NLAD Access Agreement. To assign an API Manager, the commissioner must complete the information outlined below and return the completed request to NLADquestions@usac.org.

If an API Manager, at any time, should no longer be the point of contact, the appointing state commissioner must notify USAC immediately via email at NLADquestions@usac.org. In the event that USAC receives allegations of abuse, fraud, or if unusual activity is observed, USAC will immediately suspend the API Manager and will subsequently contact the state commissioner.

STATE COMMISSIONER:

State Agency Name:			
Commissioner Name:		Commissioner Title:	
Commissioner Address:	Street:		
	City:	State:	Zip Code:
Commissioner Phone Number:		Commissioner Email:	
Commissioner Signature:		Date:	

API MANAGER:

API Manager Name:		API Manager Title:	
API Manager Address:	Street:		
	City:	State:	Zip Code:
API Manager Phone Number:		API Manager Email:	
API Manager Signature:		Date:	

This section is for Lifeline Program staff only:

Lifeline Program staff member: _____ Signature: _____