



National Lifeline Accountability Database

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# **Dispute Resolution and De-Enroll Report Tutorial**

May 20, 2014

## Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound, then:
  - Turn on your computer’s speaker, or
  - Use the call-in instructions in your confirmation email.
- Audience Q&A
  - Hold questions until the Q&A
  - A headset with microphone is recommended
  - Only use “Questions” box for webinar assistance
- Where to find presentation slides

## Today's Speakers

- **James Lee**  
Director of Lifeline Program
- **Jean Yeung**  
Manager of Lifeline Program

## Agenda

- Resources on the USAC website
- About disputes
- How to submit a dispute resolution
- How to expedite a backlogged ticket
- Resolution error codes
- Process updates
- Questions and answers



# NLAD Dispute Resolution

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# **Website Resources**

## Dispute Resolution

- [usac.org/li](https://usac.org/li)
- Select “NLAD” from left-hand navigation
- Dispute resolution information page
  - How to submit dispute resolution and expedite tickets
  - List of error codes

Getting Started  
Program Integrity  
Annual Recertification  
Trainings & Outreach  
Reference Area  
Broadband Pilot Program

**NATIONAL LIFELINE ACCOUNTABILITY DATABASE (NLAD)**

NLAD Migration      NLAD Resources      Duplicate Resolution

[Dispute Resolution](#)

**Dispute Resolution**

Upload failures can happen when a carrier submits subscriber data that cannot be verified in NLAD. Carrier has the option of submitting a dispute resolution.

**RESOURCES & TOOLS**

Forms  
File  
**NLAD**  
Latest News  
Funding Disbursement Search  
Rules & Orders  
Contact Lifeline

**How to Submit a Dispute Resolution**

When data cannot be verified by NLAD, the carrier will be notified and receive a unique Resolution ID number. To receive a Resolution ID, use this number to submit a dispute resolution. To complete the submission, you will need to enter a resolution error code that is relevant to your situation. You can find these error codes in the table on this page.

Take these steps to submit a ticket to NLAD:

1. Log in to NLAD.
2. Visit the "Submit Resolution Request" page.
3. Type your Resolution ID number into the Search box. The failed transaction will appear, along with the rejection.
4. Scroll down to find the comment box titled, "Resolution Request Description."
5. Type the relevant error code into the comment box (e.g., T1). If none of the codes available are relevant to your situation, then write a short explanation in the comment box instead.
6. Click Submit. The NLAD team will review your submission and notify you once it is approved or rejected.

**How to Expedite a Dispute Resolution**

To expedite a backlogged ticket you submitted in the past, follow these instructions:

1. Log in to NLAD.
2. Visit the "NLAD Reports" page.
3. Click on "Detailed Resolution Status Report" to review open requests and generate a report.
4. Gather the open Resolution ID numbers within the report.
5. Open the [Dispute Resolution template](#) and enter your Study Area Code (SAC), Resolution ID number, and relevant resolution error code. Reference the [sample template](#) to learn more.
6. Email the template to [NLADquestions@usac.org](mailto:NLADquestions@usac.org). The NLAD team will review your submission and notify you once it is approved or rejected.

**Resolution Error Codes**

Here are the resolution error codes you will need to complete your dispute resolution submission. These

# NLAD Dispute Resolution

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# About Dispute Resolution

## What is Dispute Resolution?

- Upload failures can happen when a carrier submits subscriber data that cannot be verified in NLAD.
  - Due to a duplicate phone number, failed TPIV, invalid primary address, or if the subscriber is under age 18
- Carriers have the option of disputing a failure
  - Submit a resolution request through NLAD
- A resolution error code is needed to complete the dispute resolution submission
  - [List of codes](#) available on our website



# NLAD Dispute Resolution

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# How to Submit

## Steps to Submit a Ticket to NLAD

- 1) Log in to NLAD.
- 2) Visit the "Submit Resolution Request" page.
- 3) Type your Resolution ID number into the "Search" box.
  - The failed transaction will appear, along with the reason for rejection.
- 4) Scroll down to find the comment box titled, "Resolution Request Description."

## Steps to Submit a Ticket to NLAD

5. Type the relevant error code into the comment box (e.g., T1).
  - If none of the codes are relevant to your situation, write a short explanation of your dispute in the comment box.
6. Click “Submit Resolution Request”
  - The NLAD team will review your submission and notify you once it is approved or rejected.

# NLAD Dispute Resolution

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# How to Expedite

## Steps to Expedite a Dispute Resolution

1. Log in to NLAD.
2. Navigate to the “NLAD Reports” page.
3. Click on "Detailed Resolution Status Report" to review open requests and generate a report



The screenshot displays the NLAD Reports interface. On the left, there are two main sections: 'SUBSCRIBER MANAGEMENT' and 'ACCOUNT MANAGEMENT'. 'SUBSCRIBER MANAGEMENT' includes links for Enroll Subscriber, Update Subscriber, Transfer Lifeline Benefit, De-Enroll Subscriber, Submit Resolution Request, Upload Subscriber File, Lookup Subscriber, Upload DRC File, Maintain Initialization Dates, and Perform State Migration. 'ACCOUNT MANAGEMENT' includes Change Password. The main content area is titled 'NLAD REPORTS' and features an 'Instructions' link. It is organized into four categories: 'Subscriber Reports' with links for Summary and Detail Active Subscriber Reports; 'Duplicate Subscriber Reports' with links for Detail Duplicate and Duplicate Resolution De-Enroll Reports; 'Transaction Reports' with links for Summary and Detail Transaction Reports; and 'Resolution Status Reports' with links for Summary and Detail Resolution Status Reports.

## Steps to Expedite a Dispute Resolution

### 4. Gather open Resolution ID numbers in the report.



The screenshot shows the 'DETAIL RESOLUTION STATUS REPORT' page. On the left is a navigation menu with three sections: 'SUBSCRIBER MANAGEMENT' (listing actions like Enroll Subscriber, Update Subscriber, etc.), 'ACCOUNT MANAGEMENT' (Change Password), and 'REPORTS AND TOOLS' (Reports, User Guide, API Specification, etc.). The main content area is titled 'DETAIL RESOLUTION STATUS REPORT' and includes an 'Instructions' link. It features a 'Select Filters' section with a dropdown for 'Select SAC(s)', 'Start Date' and 'End Date' input fields, and radio buttons for 'Open Requests' (selected), 'In Progress Requests', and 'Closed Requests'. Below is a 'Select Report Format' section with radio buttons for 'Display on web page (limited to first 500 responses)' (selected) and 'CSV file with each row containing selected data on a single resolution request'. A 'Submit' button is located below the filters. At the bottom, there are three links: 'Report Home', 'Summary Resolution Status Report', and 'Detail Resolution Status Report'.

## Steps to Expedite a Dispute Resolution

5. Open the [Dispute Resolution template](#) and enter the:
  - Study Area Code (SAC),
  - Resolution ID number, and
  - Relevant resolution error code.
6. Next, email the completed template to [NLADquestions@usac.org](mailto:NLADquestions@usac.org) and request expedition.
  - The NLAD team will review your submission and notify you once it is approved or rejected.

# NLAD Dispute Resolution

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# Error Codes



## Error Codes T1 – T16

| Code | Comment           | Verification   |
|------|-------------------|--|
| T1   | TPIV Fail Dispute | Reviewed unexpired driver's license to confirm identity  |
| T2   | TPIV Fail Dispute | Reviewed birth certificate to confirm identity   |
| T3   | TPIV Fail Dispute | Reviewed current income statement from an employer, paycheck stub, or W-2 to confirm identity  |
| T4   | TPIV Fail Dispute | Reviewed prior year's state, federal or Tribal tax return to confirm identity  |
| T5   | TPIV Fail Dispute | Reviewed Social Security card to confirm identity  |
| T6   | TPIV Fail Dispute | Reviewed Certificate of Naturalization or Certificate of U.S. Citizenship to confirm identity  |
| T7   | TPIV Fail Dispute | Reviewed unexpired Permanent Resident Card or unexpired Permanent Resident Alien Card to confirm identity                            |
| T8   | TPIV Fail Dispute | Reviewed unexpired United States government, military, state, or Tribal issued ID to confirm identity                                |
| T9   | TPIV Fail Dispute | Reviewed employer provided work ID or employee ID  |
| T10  | TPIV Fail Dispute | Reviewed unexpired passport to confirm identity  |
| T11  | TPIV Fail Dispute | Reviewed unexpired health insurance card to confirm identity   |
| T12  | TPIV Fail Dispute | Reviewed military discharge documentation to confirm identity  |
| T13  | TPIV Fail Dispute | Reviewed unexpired weapons permit to confirm identity  |
| T14  | TPIV Fail Dispute | Reviewed government assistance program document which includes the name and date of birth of the subscriber to confirm identity      |
| T15  | TPIV Fail Dispute | Reviewed statement of benefits from a qualifying program which contains name and date of birth of the subscriber to confirm identity |
| T16  | TPIV Fail Dispute | Reviewed an unemployment/workers' compensation statement of benefits to confirm identity   |

## Error Codes A1 – M2

| Code       | Comment                         | Verification  |
|------------|---------------------------------|---|
| <b>A1</b>  | Invalid Primary Address Dispute | Reviewed unexpired driver's license to confirm address  |
| <b>A2</b>  | Invalid Primary Address Dispute | Reviewed utility bill to confirm address  |
| <b>A3</b>  | Invalid Primary Address Dispute | Reviewed current income statement from an employer, paycheck stub, or W-2 to confirm address                              |
| <b>A4</b>  | Invalid Primary Address Dispute | Reviewed prior year's state, federal or Tribal tax return to confirm address  |
| <b>A5</b>  | Invalid Primary Address Dispute | Reviewed current mortgage or lease statement to confirm address   |
| <b>A6</b>  | Invalid Primary Address Dispute | Reviewed unexpired government, state, or Tribal issued ID to confirm address  |
| <b>A7</b>  | Invalid Primary Address Dispute | Confirmed with local USPS that address is a deliverable address   |
| <b>A8</b>  | Invalid Primary Address Dispute | Reviewed government assistance program documents which includes the name and address of the subscriber to confirm address |
| <b>A9</b>  | Invalid Primary Address Dispute | Reviewed statement of benefits from a qualifying program which contains name and address of subscriber to confirm address |
| <b>A10</b> | Invalid Primary Address Dispute | Reviewed retirement/pension statement of benefits to confirm address  |
| <b>A11</b> | Invalid Primary Address Dispute | Reviewed an unemployment/workers' compensation statement of benefits to confirm address                                   |
| <b>M1</b>  | Subscriber Under 18 Dispute     | Reviewed court document which demonstrates subscriber's status as an emancipated minor                                    |
| <b>M2</b>  | Subscriber Under 18 Dispute     | Reviewed birth certificate which demonstrates subscriber is at least 18 years old   |

# NLAD Dispute Resolution

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# Process Updates

## TPIV Failures No Longer Include Utility Bills

- ETCs must phase out the utility bill as a source of identity verification in disputes.
- Enrollments after May 15, 2014, that use a utility bill to confirm identity will be rejected.

## Use of Utility Bill in Existing Disputes

- If your dispute resolution ticket is dated prior to May 15:
  - OK to use a utility bill to verify identity
- If TPIV error was prior to May 15, but your dispute resolution ticket is submitted after May 15:
  - OK to use a utility bill if ticket is submitted to NLAD no later than Friday, June 20, 2014
  - Ticket will be rejected if submitted after June 20
- In new tickets, state in the “Comments” section that the utility bill use is consistent with the phase-out process.



# NLAD Dispute Resolution

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# **De-Enroll Reports**

## How to Pull a De-Enroll Report

- 1) Log into NLAD
  - Mozilla Firefox and Internet Explorer supported
- 2) Under “Report and Tools” section, select “Reports,” then “Duplicate Resolution De-Enroll Report”

The screenshot displays the NLAD Reports interface. On the left is a navigation menu with three main sections: SUBSCRIBER MANAGEMENT, ACCOUNT MANAGEMENT, and REPORTS AND TOOLS. The main content area is titled NLAD REPORTS and includes an [Instructions](#) link. It is organized into three sections: Subscriber Reports, Duplicate Subscriber Reports, and Transaction Reports, each with summary and detail report links. A Resolution Status Reports section is also present at the bottom.

| Section               | Item                          |
|-----------------------|-------------------------------|
| SUBSCRIBER MANAGEMENT | Enroll Subscriber             |
|                       | Update Subscriber             |
|                       | Transfer Lifeline Benefit     |
|                       | De-Enroll Subscriber          |
|                       | Submit Resolution Request     |
|                       | Upload Subscriber File        |
|                       | Lookup Subscriber             |
|                       | Upload DRC File               |
|                       | Maintain Initialization Dates |
|                       | Perform State Migration       |
|                       | ACCOUNT MANAGEMENT            |
| REPORTS AND TOOLS     | Reports                       |
|                       | User Guide                    |
|                       | API Specification             |
|                       | Field Descriptions            |
|                       | Low Income User Guide         |

**NLAD REPORTS** [Instructions](#)

**Subscriber Reports**

- [Summary Subscriber Report](#)
- [Detail Active Subscriber Report](#)

**Duplicate Subscriber Reports**

- [Detail Duplicate Subscriber Report](#)
- [Duplicate Resolution De-Enroll Report](#)

**Transaction Reports**

- [Summary Transaction Report](#)
- [Detail Transaction Report](#)

**Resolution Status Reports**

- [Summary Resolution Status Report](#)
- [Detail Resolution Status Report](#)

## How to Pull a De-Enroll Report

- 3) Select the study area code (SAC) from the drop-down menu
- 4) Select your preferred report format (display or CSV)
  - For best view, select “CSV file with each row containing selected data on a single subscriber”
- 5) Click “Submit”



The screenshot shows a web interface for generating a de-enroll report. On the left is a navigation menu with two sections: 'SUBSCRIBER MANAGEMENT' and 'ACCOUNT MANAGEMENT'. The 'SUBSCRIBER MANAGEMENT' section includes links for Enroll Subscriber, Update Subscriber, Transfer Lifeline Benefit, De-Enroll Subscriber, Submit Resolution Request, Upload Subscriber File, Lookup Subscriber, Upload DRC File, Maintain Initialization Dates, and Perform State Migration. The 'ACCOUNT MANAGEMENT' section includes Change Password. The main content area is titled 'DUPLICATE RESOLUTION DE-ENROLL REPORT' and features an 'Instructions' link. Below the title, there are two sections: 'Select Filters' with a 'Select SAC' dropdown menu, and 'Select Report Format' with two radio button options: 'Display on web page (limited to first 500 responses)' and 'CSV file with each row containing selected data on a single subscriber' (which is selected). A 'Submit' button is located below these options. At the bottom of the main area, there are three links: 'Report Home', 'Detail Duplicate Subscriber Report', and 'Duplicate Resolution De-Enroll Report'.



## About the De-Enroll Report

- All subscribers listed on the report will be automatically de-enrolled in NLAD. Carriers do not need to take further action for these subscribers in NLAD.
- Carriers will have five (5) business days to de-enroll or remove the identified subscriber(s) from their own internal company listings.
- Going forward, ETCs should not include these subscribers on their FCC Form 497 for support.
- Complete schedule of de-enroll dates available on the [Duplicate Resolution](#) page of our website.

## Audience Q&A

- Press the “raise hand” button to ask the moderator to un-mute your line 
  - Check the “audio” section of your control panel to make sure your sound is connected
  - Switch to “telephone” if you don’t have a microphone
- Attendees will be called on in order
  - Microphone icon will turn green when your sound is enabled 
- Do not enter questions in the text box on your control panel (unless you need webinar assistance)

# Questions?

Use the “Questions” box in your user controls.

## Thank You!

- Thanks for joining us at today's webinar.
- Sign up for HCLI monthly newsletter and NLAD Bulletin for program updates and events by visiting [usac.org](http://usac.org) and clicking "subscribe" in the upper-right corner.
- For questions about NLAD, email [NLADsupport@usac.org](mailto:NLADsupport@usac.org) or call (877) 524-1325.