

November 2020 Monthly Webinar: Lifeline Program Updates November 18, 2020



**Universal Service
Administrative Co.**

Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- **Enter questions at any time using the “Questions” box**
- If your audio or slides freeze, restart the webinar
- **A copy of the slide deck is in the “Handouts” section of webinar panel**

Today's Presenters



Tiffany Brady



Linnita Hosten



Anthony Price



Leah Sorini

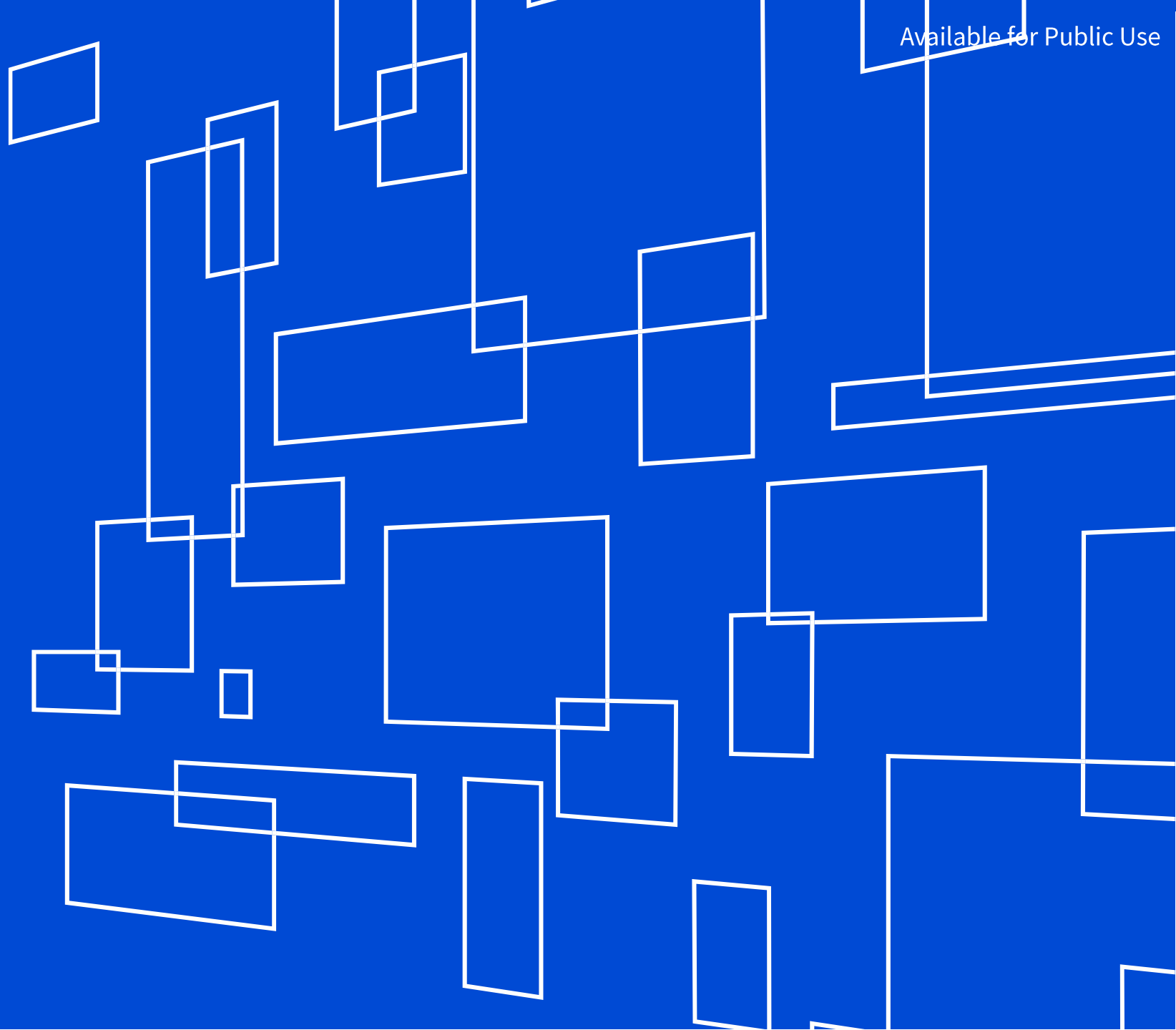


Brandi Streauslin

Agenda

- Announcements
- November System Releases
- NLAD 508 UI Redesign
- National Verifier System Enhancements
- Resources

Announcements



Announcements

COVID-19 Response -Temporary Program Changes (1/2)



The FCC and USAC suspended the following rules and processes through **February 28** to ensure existing Lifeline subscribers are not involuntarily removed from the program during the pandemic:

- Recertification
- Reverification
- General de-enrollment requirements, except de-enrollment at the user's request
- Usage requirements
- USAC program integrity reviews

Announcements

COVID-19 Response -Temporary Program Changes (2/2)

The FCC and USAC adjusted certain [documentation requirements](#) through **February 28** to make it easier for those hardest hit by the pandemic to apply:

- **Proof of Income:** Consumers who do not have three consecutive months of income documentation may provide other official documentation
 - Notice of unemployment benefit payments
 - Notice of a successfully submitted application for unemployment benefits
- **Proof of Identity:** USAC will accept expired driver's licenses or state identification cards when needed to complete a Lifeline application, as long as the identification expired on or after March 1, 2020
- **Relief for rural, Tribal consumers:** Consumers living in rural areas on Tribal lands may begin receiving service even if they are still in the process of providing any necessary documentation to confirm their eligibility
 - Consumers who enroll through this waiver process will have **45 days** to provide the required documentation

For more information, visit USAC's [Lifeline COVID-19 Response](#) page

Announcements

Updated Minimum Service Standards

- On [November 16](#), the FCC released an order addressing a petition about Lifeline's minimum service standards
 - The FCC stated that the minimum service standard for mobile broadband usage allowance **will increase to 4.5 GB per month instead of 11.75 GB per month** beginning Tuesday, December 1, 2020
 - The chart below outlines the updated minimum service standards that will become effective on December 1

Mobile Voice Minimum	Mobile Broadband Minimum	Fixed Broadband Minimum
1000 Minutes	Speed: 3G or better Usage Allowance: 4.5 GB	Speed: 25/3 Mbps Usage Allowance: 1024 GB

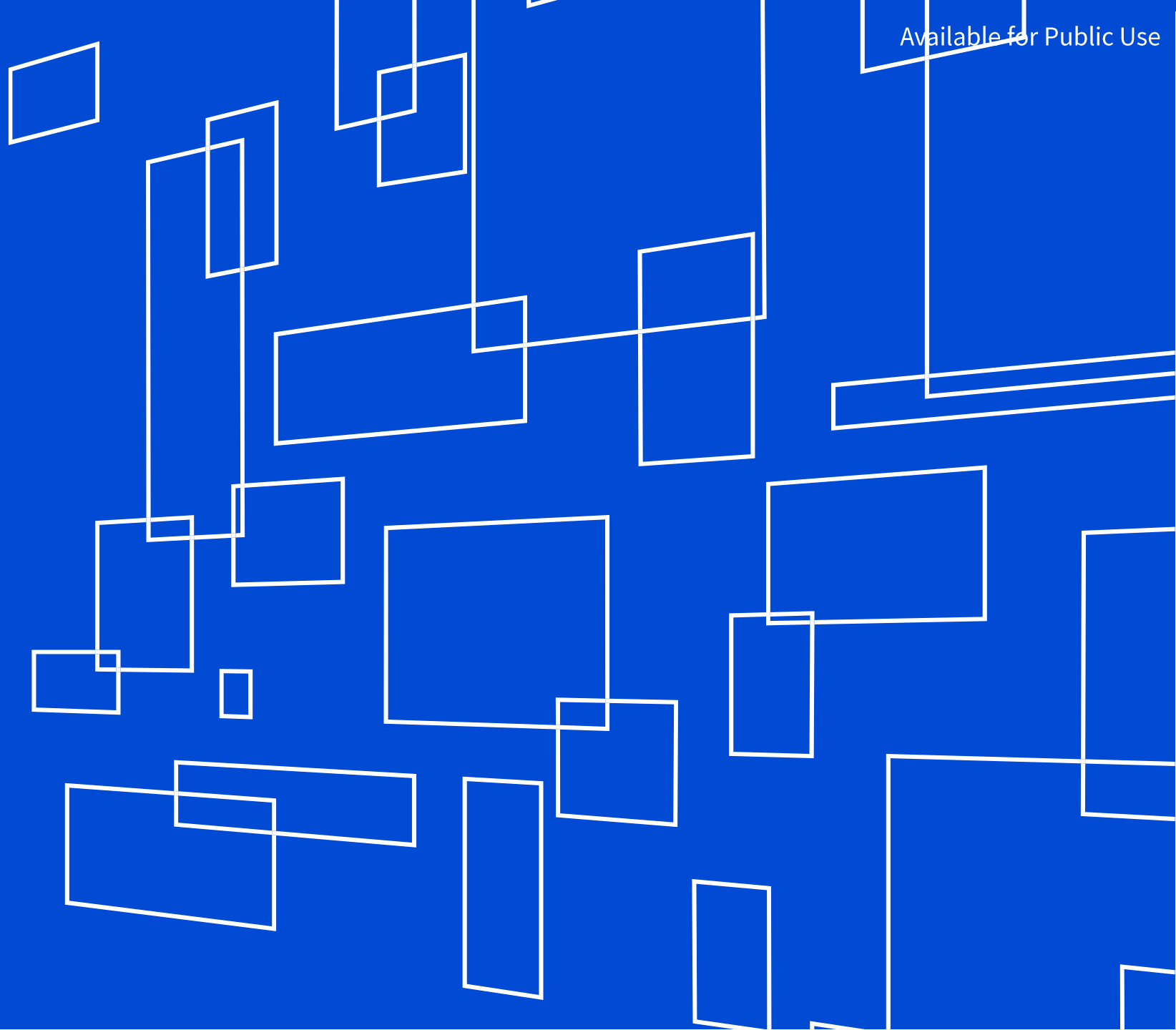
- In addition to the minimum service standards going into effect on December 1, Lifeline voice support will decrease from \$7.25 to \$5.25 per month

Announcements

National Verifier Hard Launch

- On today, **November 18, 2020**, Oregon and Texas fully launched in the National Verifier
 - **Note:** California will fully launch at a later time
- The NV operates in Oregon and Texas by:
 - Using state eligibility data to validate service providers' claims for federal Lifeline support
 - Performing reviews of state eligibility information and documentation to ensure that state eligibility determinations are made in accordance with the Commission's rules
- Consumers in Oregon and Texas will continue to apply for the federal Lifeline benefit through the state's application process
 - In Oregon, eligibility verification for consumers on Tribal lands, which was previously handled by service providers, will also transition to the state public utility commission

November System Releases



November System Releases

Overview



- USAC is releasing two system enhancements in November that require service providers who use the [National Lifeline Accountability Database \(NLAD\)](#) and/or [National Verifier](#) APIs to make updates
 - The **NLAD staging and production** release occurred on **Thursday, November 5**
 - The **National Verifier staging** release occurred on **Thursday, November 5**
 - The **National Verifier production** release will occur on **Monday, November 30**

November System Releases

NLAD SAC Release

To enhance Lifeline Program integrity efforts, USAC released updates to the NLAD portal and API. As a result of these updates:

- Service providers are unable to perform NLAD transactions (enrollments, verifies, updates, transfers) for consumers who reside outside of their Study Area Code (SAC) state
 - **Reminder:** The first two digits of every SAC is associated with a state, service providers may confirm their SAC by looking it up in the [Funding Disbursement](#) tool
- If a service provider attempts to perform a transaction, in applicable scenarios, they will receive an error notifying them that the consumer's address does not match the provider's SAC:
 - **NLAD portal error message:** "This SAC number is not authorized to submit transactions for this ZIP code"
 - **NLAD API error message:** "This SAC number is not authorized to submit transactions for this ZIP code.", "SAC_NOT_AUTHORIZED_FOR_ZIPCODE"

November System Releases

NLAD SAC Release: Cross-Border Designation

- USAC is aware that a few service providers have SACs where subscribers reside in ZIP codes outside of the service providers' SAC state due to cross-border designation
 - **Cross-border:** service areas that extend beyond or cross state borders
- USAC implemented exceptions for these limited circumstances
- To inform USAC of any cross-border designation that requires such an exception, service providers should email LifelineProgram@usac.org with the subject line Cross-Border

November System Releases

National Verifier API Tribal Release

- To provide clarity on whether a consumer's address is located on [federally-recognized Tribal lands](#) and thus whether the consumer qualifies for enhanced support, USAC is releasing enhancements to the [National Verifier API](#)
- Once this release is complete in production, service providers will see the following information after submitting an eligibility or status check for qualified consumers using the National Verifier API:
 - Whether the consumer is eligible for the enhanced Tribal benefit (Tribal **OR** Not Tribal),
 - The consumer's latitude and longitude coordinates, and
 - The source of the coordinates (*the coordinates were verified automatically through USAC's address check **OR** the coordinates were captured when the consumer submitted more information about their address through the National Verifier mapping tool or sent documentation through the mail*)

November System Releases

National Verifier API Tribal Release

- The new fields will be sent in National Verifier API responses as follows:

"tribalstatusconfirmed": "N" (or "Y")

"latitude": "24.42424"

"longitude": "-78.25921"

"coordinateSource": "Automated" (or "Consumer")

- **Reminder:** The National Verifier release is available in the staging environment for testing; updated API Specifications are available under NLAD's "Reports and Tools" section.

Questions?

NLAD 508 UI Redesign

NLAD 508 UI Redesign

Release on December 10

- Section 508 of the Rehabilitation Act of 1973 requires that any federal electronic and information technology (EIT) is accessible to people with disabilities
- On **Thursday, December 10, 2020**, USAC is releasing updates to NLAD to ensure that the system meets Section 508 requirements
 - **What is changing:** USAC will release updates to the user interface (UI) design in NLAD's staging and production environments
 - **What is remaining the same:** the transactions, errors, and reports available will remain the same

NLAD 508 UI Redesign

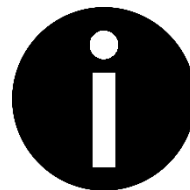
Release on December 10

- This enhancement:
 - Improves the system's accessibility and usability,
 - Aligns NLAD's design with USAC brand standards, and
 - Ensures NLAD's design is consistent with other Lifeline systems (National Verifier and RAD)
- These updates are broken up into three main categories:

Subscriber Management



Account Management



Tools & Resources



NLAD 508 UI Redesign

Subscriber Management: Key UI Changes

Subscriber Management Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Subscriber Management

Enroll Subscriber

Subscriber Information Subscriber Address Telephone Information Eligibility Information Review

[Instructions](#)

Subscriber Information

SAC

☐ National Verifier

First Name

First name required.

Middle Name (optional)

Last Name

Last 4 SSN

Use Tribal Identification Number instead

Date of Birth

e.g. mm/dd/yyyy

Benefit Qualifying Person (optional) [+](#)

[Next](#)

Existing “National Verifier Toggle” button is now a checkbox option, but the checkbox only appears on pages where the workflows differ from the legacy/pre-National Verifier process (*i.e., **Enroll, Transfer, Update***). In addition, the checkbox will only appear if the SAC selected has access to the legacy workflow.

NLAD 508 Enhancements

Subscriber Management: Key UI Changes

ETC Admins and ETC Analysts will notice key changes on the “**Enroll**” and “**Transfer**” Subscriber web pages:

- The information needed for these transactions will be entered in smaller segments over 3-4 pages
- Implementation of a “Progress Bar” to assist users track the completion of the workflow
 - If the user unchecks the National Verifier checkbox, the bar will update for the user to complete the “eligibility information workflow” (*i.e., legacy/pre-National Verifier process*)
- Users can select either "Last 4 SSN" **or** "Tribal ID" field
 - Both field options will not appear consecutively
- Benefit Qualifying Person (BQP) fields are placed closer to the personally identifiable information (PII) fields

NLAD 508 UI Redesign

Account Management: Key UI Changes

ETC Admins will notice a key change on the “**Manage Subaccounts**” web page:

- “Manage NLAD Subaccount” changed to “Manage Subaccount” to better reflect that ETC Admins manage NLAD and National Verifier accounts
- ETC admins can manage and create subaccounts by clicking on *Account Management* via the Account Management tab

The screenshot displays the 'Manage Subaccounts' interface. At the top, there is a navigation bar with tabs: 'Subscriber Management', 'Claims', 'Account Management' (which is highlighted), and 'Tools & Resources'. Below this, a breadcrumb trail reads: 'USAC Home | Lifeline Program | NLAD | Account Management | Manage NLAD Subaccounts'. The main heading is 'Manage Subaccounts'. Below the heading is a 'Subaccounts Search' section with a 'Search by Email' label, a text input field, and a blue 'Search' button. A note below the input field states: 'For API Accounts, search by User ID'. To the right of the search section is a button labeled '+ Create NLAD Subaccount'. Below the search section is a link that says 'View all subaccounts' followed by a minus sign. The main content area is titled 'Authorized Subaccounts' and contains a table with the following columns: 'User ID', 'Last Name', 'First Name', 'Phone Number', 'Role', and 'Action'. The table has two rows of data, both with placeholder text in the first three columns, phone numbers '(202) 555-555', and roles 'ETC API'. Each row has an 'Action' icon (a square with a diagonal line).

User ID	Last Name	First Name	Phone Number	Role	Action
			(202) 555-555	ETC API	
			(202) 555-555	ETC API	

NLAD 508 UI Redesign

Account Management: Key UI Changes

ETC Admins will notice a key change on the **“Create Subaccounts”** web page:

- “Create NLAD Subaccount” changed to “Create Subaccount” to better reflect that ETC Admins create NLAD and National Verifier accounts

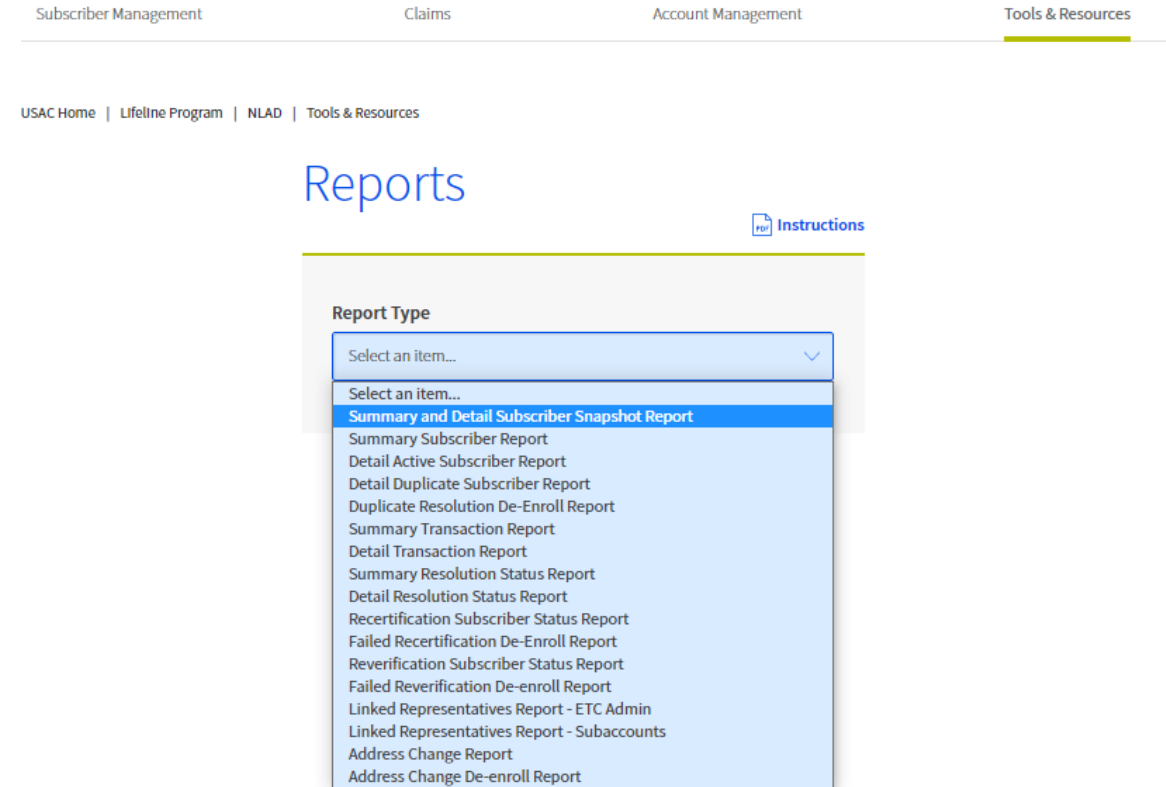
The screenshot shows the 'Create Subaccount' page within the NLAD 508 UI. The top navigation bar includes 'Subscriber Management', 'Claims', 'Account Management' (highlighted), and 'Tools & Resources'. Below this, a breadcrumb trail reads 'USAC Home | Lifeline Program | NLAD | Account Management | Create NLAD Subaccount'. The main heading is 'Create Subaccount' with a link to 'Instructions'. The form is titled 'Authorized NLAD User Information' and contains two input fields: 'Email Address' and 'Confirm Email Address'. A blue 'Submit' button is located at the bottom right of the form.

NLAD 508 UI Redesign

Tools & Resources: Key UI Changes

All NLAD user roles will notice key changes on the “**Reports**” home page:

- Enhancements to allow users to select reports from a drop-down menu
- Selection of report filters will take place on this page, after selecting the desired report



NLAD 508 UI Redesign

Tools & Resources: Key UI Changes

All NLAD user roles will notice key changes on the reports displayed:

- Each report will only show a maximum of 10 columns detailing subscriber information when a service provider views the data in the UI
- Users can select particular subscribers to view detailed subscriber information without downloading a detailed report

NLAD 508 UI Redesign


Tools & Resources: Key UI Changes

Step 1: Select report & filtering options


Subscriber Management Claims Account Management **Tools & Resources**

USAC Home | Lifeline Program | NLAD | Tools & Resources



Reports

 [Instructions](#)


Report Type

Detail Active Subscriber Report 


SAC(s)

Anniversary Month (optional)

January 

Report Format

Display on web page (limited to first 500 responses) 


NLAD 508 UI Redesign

Tools & Resources: Key UI Changes

Step 2: View report

Active Subscriber Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

 [Export to CSV](#)

 [Instructions](#)

Displaying 1-25 of 500 records.

Study Area Code	Enrollment Date	Last Transaction Type	Last Name	First Name	Subscriber ID	Telephone Number	Service Type	Lifeline Tribal Benefit Flag	Anniversary Date
	10/10/2010	ENROLL					VOICE	0	01/30
	10/10/2010	ENROLL					BROADBAND	0	01/12
	10/10/2010	ENROLL					BROADBAND	0	01/06
	10/10/2010	ENROLL					BROADBAND	0	01/29
	10/10/2010	ENROLL					BROADBAND	0	01/02
	10/10/2010	ENROLL					VOICE	0	01/06
	10/10/2010	ENROLL					BROADBAND	0	01/03
	10/10/2010	ENROLL					VOICE	0	01/12
	10/10/2010	ENROLL					VOICE	0	01/10
	10/10/2010	ENROLL					VOICE	0	01/29
	10/10/2010	ENROLL					BROADBAND	0	01/30
	10/10/2010	ENROLL					VOICE	0	01/22
	10/10/2010	ENROLL					BROADBAND	0	01/05
	10/10/2010	ENROLL					BROADBAND	0	01/29

[illegible]

Questions?

National Verifier System Enhancements

National Verifier System Enhancements

Overview

- To continue to improve the end-to-end experience and performance of the National Verifier, USAC is releasing the following system enhancements on **Monday, December 14, 2020:**
 - Lifeline Support Center- Interactive Voice Response (IVR)- Application Status Check
 - NV Consumer Portal- Lifeline Enrollment Status
 - NV Consumer Portal- Application Search
 - NV Consumer & Service Provider Portal- Verify Tribal Eligibility

National Verifier System Enhancements

Lifeline Support Center- (IVR)- Application Status Check

After entering an application ID and SSN4, consumers will be able to receive the following information regarding their Lifeline application via the IVR:

- **Application status**
 - Application statuses such as qualified, more documents needed, pending review, etc.
- **Application expiration date**
 - Applications will be able to be searched up to 180 days after expiration date

National Verifier System Enhancements

Lifeline Support Center- (IVR)- Application Status Check (cont.)

- **Application errors**
 - Application errors such as third party identity verification (TPIV), under 18, duplicate address, etc.
- **Application next steps**
 - Next steps such as signing up with a service provider

Note: Starting on **December 14**, consumers can access the updated IVR through the Lifeline Support Center to check the status of all application types including the Lifeline Program application, recertification, reverification, and address update.

National Verifier System Enhancements

NV Consumer Portal -Lifeline Enrollment Status

- Consumers will be able to access their Lifeline benefit enrollment details on the NV consumer portal dashboard (located on the homepage)
- The updated dashboard will include enrollment details such as:
 - Lifeline phone number
 - Service provider
 - Customer support number
 - Recertification status
 - Last recertification date
 - Method of their last recertification

My Enrollment Details

Lifeline Phone Number:	311-000-7050 / N/A
Phone/Internet Company:	Talley / N/A
Phone/Internet Company Support Number:	(800) 444-3000 / N/A
Annual Recertification Status*	Not Due Yet / In Progress / Complete
Last Recertification Date:	02/02/2020 / N/A
Method of Last Recertification:	Automatic / Online / Phone / Mail

* For more information about the recertification, visit: <https://www.lifelinesupport.org>

National Verifier System Enhancements

NV Consumer Portal- Application Search

- An application search feature will be added to the consumer's home page in the NV consumer portal
- Consumers will be able to search for their Lifeline application using their application ID
 - The consumer's application ID is provided on all mailed notices

My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

[Start New Application](#)[Return to Application](#)

Application Type	Application ID	Application Created	Expiration Date	Status
Lifeline Application	G32-110-000	09/30/2020	10/23/2020	Pending Review
Lifeline Application	H00-110-000	07/08/2020	09/22/2020	Expired

Don't See an Application?

Enter the full Application ID using the following format: Q12345-67890

Application ID

[Search](#)

Error: Please enter the full Application ID in the following format: Q56367-42091.

National Verifier System Enhancements

NV Consumer Portal- Application Search


- This search feature will assist consumers with locating applications that may have been created using a different address, name, etc.

Note: If an application is expired/closed, the application will not appear in the search results.

Match Found!

The address on this application is different from the information on your account. If this is correct, you can add this application to your account.

Search Result

 By adding this application, you might no longer be able to access other existing applications on your current dashboard unless you know their Application IDs.

Application Type	Application ID	Address	Expiration Date
Lifeline Application	R00-001-2010	123 Roundtree Way Largo MD 20774	10/23/2020

Cancel

Add

National Verifier System Enhancements

NV Consumer & Service Provider Portal- Verify Tribal Eligibility

- To confirm if a consumer resides on [federally-recognized Tribal lands](#) and thus if the consumer qualifies for the enhanced subsidy, USAC is adding a Tribal eligibility button
- The **Confirm Tribal button** will be located on the final status page of the Lifeline application, “*You Qualify for Lifeline*”
 - **Note:** The Tribal eligibility button will also be available on the “You Already Have Lifeline” status page

You Qualify for Lifeline

Sign up for Lifeline by 11/5/2020 (Based on US Eastern Time)

How to sign up

1 Choose a company
Find one using the [list of service providers near you.](#)

Full Legal Name: consumer mockup
Address: 1 Q,
Q, UT 12345
Application ID: Q67919-93426

Live on Tribal lands? Press the button below to see if you qualified for Tribal benefits:

Confirm Tribal

Need help? Call the Lifeline Support Center at [1-800-234-9473](#)

2 After they sign you up, you will start getting your phone or internet service.

① If you do not sign up by 11/5/2020 (Based on US Eastern Time) you will need to come back to this site and fill this form out again.

National Verifier System Enhancements

NV Consumer & Service Provider Portal- Verify Tribal Eligibility

- When the **Confirm Tribal button** is selected, the button will turn gray to indicate that the request is processing
- When processing is complete, the page will update with a populated yellow information box to include:
 - Tribal confirmation (Y/N)
 - Latitude
 - Longitude
 - Coordinate Source

You Qualify for Lifeline

Sign up for Lifeline by 11/5/2020 (Based on US Eastern Time)

How to sign up

1 Choose a company

Find one using the [list of service providers near you](#).

Full Legal Name:	consumer mockup
Address:	1 Q, Q, UT 12345
Application ID:	Q67919-93426
Confirmed Tribal:	True
Latitude:	2432.23432
Longitude:	3243243.34324
Coordinate Source:	Consumer

Live on Tribal lands? Press the button below to see if you qualified for Tribal benefits:

Confirm Tribal

Need help? Call the Lifeline Support Center at 1-800-234-9473

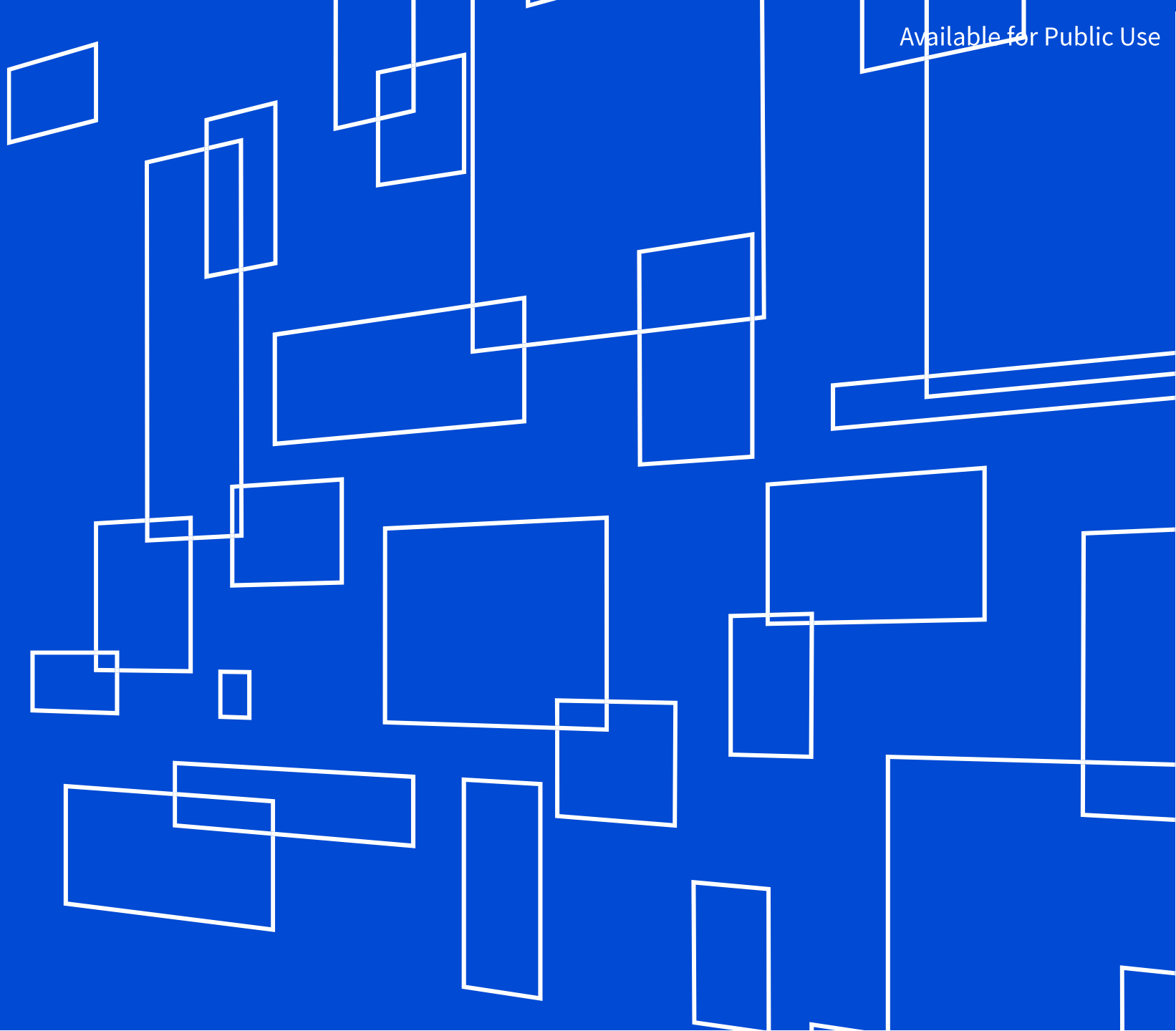
2 After they sign you up, you will start getting your phone or internet service.

① If you do not sign up by 11/5/2020 (Based on US Eastern Time) you will need to come back to this site and fill this form out again.

Note: The coordinate source can be verified automatically through USAC's address check; captured when the consumer submits address information through the National Verifier mapping tool; or through a consumer's submission of additional documentation via mail.

Questions?

Resources



Resources

Lifeline Support

The Lifeline Support Center continues to operate and provide support. We will communicate with you as soon as possible if anything affects our operations.

- **Service provider inquiries, email:**
LifelineProgram@usac.org
- **Consumer inquiries, email:**
LifelineSupport@usac.org

By phone:

- 1 (800) 234-9473
- Agents available 7 Days a Week,
9 a.m. to 9 p.m. ET

By mail:

Lifeline Support Center

PO Box 7081

London, KY 40742

Learn More about Lifeline

- Sign up for Lifeline Program email updates and upcoming events
 - Visit usac.org and click “subscribe” in the upper-right corner
- Need help? Contact us!
 - General: LifelineProgram@usac.org



Universal Service
Administrative Co.