

Lifeline Program

NLAD Duplicate Resolution

Housekeeping

- Use the “Audio” section of your control panel to select an audio source and connect to sound
 - Turn on your computer’s speaker, or
 - Use the call-in instructions in your confirmation email
- All participants are on mute
- Submit questions at any time using the “Questions” box
- Where to find presentation slides

Today's Speakers

- **Jean Yeung**
Manager of the Lifeline Program

Agenda


- NLAD information on the USAC website
- Identifying duplicate subscribers
- Notifications to subscribers
- Carrier responsibility
- Sample letter
- Duplicate subscriber report
- FAQs and Q&A

NLAD Duplicate Resolution

**Information on the
USAC Website**

NLAD Section

- usac.org/li
- Select “NLAD” from left-hand navigation



USAC
Universal Service Administrative Company

LIFELINE

[USAC Home](#) | [Lifeline Program](#)

ABOUT THE PROGRAM

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

RESOURCES & TOOLS

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

GETTING LIFELINE

Learn how to sign up for the Lifeline Program in your state. [GET STARTED »](#)

LATEST NEWS

[More News »](#)

- 2013 USAC Annual Report Now Available (4/1/2014)
- Group 6 Subscriber Data Is Now Live in the NLAD Production Environment (3/27/2014)
- E-File User Entitlements to Set Up NLAD Accounts Webinar Today (3/27/2014)
- Walkthrough of FCC Form 481 Webinar Slides Now Available (3/27/2014)
- NLAD Duplicate Subscriber Resolution Mailing Schedule (3/26/2014)

What's there?

- “Log In” button
- Training resources
- Duplicate resolution information
- FAQs
- Contact information

GETTING LIFELINE

TELECOM CARRIERS

NATIONAL LIFELINE ACCOUNTABILITY DATABASE (NLAD)

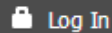
NLAD Migration

NLAD Resources

Duplicate Resolution

The National Lifeline Accountability Database (NLAD) is designed to help carriers identify and resolve duplicate Lifeline Program-supported service and prevent future duplicates. This is done by providing a means for carriers on a real-time and nationwide basis if the consumer is already receiving a Lifeline Program-supported service.

Access NLAD by clicking the "Log In" button.

 Log In

For more information on the process of resolving duplicate subscriber status, visit the [Duplicate Resolution](#) page. For information regarding the timeline for migration, visit the [NLAD Migration](#) page. Please note that the timeline was last modified on December 27, 2013.

Please review the [NLAD Resources](#) page and submit any questions via email to [NLAD Support](#). To subscribe to the "NLAD Center and Bulletin" from the list, visit the [Subscription Center](#) and [NLAD Bulletin](#).

Frequently Asked Questions

As NLAD has evolved, we have received questions from users and try to answer each question on our [NLAD Frequently Asked Questions \(FAQs\)](#) webpage.

For access to recordings of past NLAD Connectivity Workshop webinars, NLAD instructional videos, and more Lifeline Program [Online Learning Library](#). For information about NLAD terminology, review the [NLAD glossary](#).

Duplicate Resolution

- How duplicates are resolved
- Letter date calendar

Duplicate Resolution

NLAD is designed to help carriers identify and resolve duplicate claims for Lifeline Program-supported service and prevent future duplicates. Duplicates are identified using the following NLAD data: subscriber's last name, date of birth, and last four digits of their Social Security Number.

Subscribers identified as receiving multiple Lifeline Program-supported services will receive a letter from USAC. The letter will alert the subscriber that they have 35 days from the letter date (see table below) to select a single Lifeline Program carrier. A postcard is sent to the subscriber 10 business days after the letter, to serve as a reminder of the deadline. In addition, subscribers that have not made a selection by day 30 of the call-in period will also receive an automated phone call reminder.

How does this get resolved?

To select a single carrier, subscribers should call the toll free number provided in their letter. On the letter, the subscriber will see that USAC has identified a default carrier. If the subscriber is happy with the default carrier, they do not have to call the toll free number. After the 35 day window, this default carrier will be automatically assigned to them.

Letter Date Calendar

The calendar below outlines the schedule that USAC will follow for mailing duplicate status notification letters to subscribers identified as receiving multiple Lifeline Program-supported services. The mailings are completed by state. The letter date indicated below is the date that begins the 35-day window deadline for each state. Dates included in this schedule are subject to change. Please check back to review updates and changes to the schedule.

Migration Group	State	Letter Mailing Date
1	MD, AR	3/17/2014
1	OK	3/25/2014
1	LA, WA	4/1/2014

NLAD Duplicate Resolution

Identifying Duplicate Subscribers

Identifying Duplicate Subscribers

Duplicate Subscriber Sample

This is the same subscriber with 3 accounts

NLAD Data Field	Carrier 1	Carrier 2	Carrier 3
lastName	Smith	Smith	Smith
phoneNumber	(100) 222-2222	(101) 223-4648	(100) 222-4792
last4ssn	5555	5555	5555
dob	10/10/1981	10/10/1981	10/10/1981

Duplicate Subscriber Sample

NLAD checks for duplicate subscribers using the following criteria:

1. Last name;
2. Date of birth; and
3. Last 4 of SSN

NLAD Duplicate Resolution

Notification to Subscribers

Notifications to Subscribers During the Call in Period:

- Subscribers identified as receiving multiple Lifeline Program-supported services will receive a letter and postcard from USAC.
- Postcards are mailed approximately 10 business days after the letters are mailed.
- The letter and postcard will be sent alerting them of the 35 day call in period to select a single Lifeline Program service provider.

Notifications to Subscribers During the Call in Period:

- Subscribers can only respond by calling the toll free number listed on their letter.
- For subscribers that have not made a selection by day 30, a reminder robocall will be placed to the subscriber to make a selection within 5 days.

Questions?

Use the “Questions” box in your user controls.

NLAD Duplicate Resolution

Carrier Responsibility

Carrier Responsibility

- Carriers that are not selected by the subscriber will have five business days to de-enroll the subscriber upon receiving notification to do so from USAC.
- If a subscriber contacts a carrier directly within the 35 day call in period, they should be directed to call the number listed on the letter they received from USAC.

Carrier Responsibility

- If a subscriber has called outside of the 35 day window they will be instructed to contact the carrier directly.
- If a subscriber outside of the 35 day window calls a carrier directly, the carrier may initiate a benefit transfer to transfer Lifeline Program service.
- Subscribers that do not make a selection or do not respond within the 35 day call in period will be randomly assigned a single default carrier.

NLAD Duplicate Resolution

Sample Letter

JOHN SMITH
1234 USAC ST NW SUITE 000
WASHINGTON, DC 20000

Dear JOHN SMITH:

Our records show that you receive a Lifeline benefit on more than one telephone or cell phone service. Lifeline is a U.S. government benefit program that is available to qualifying consumers. Federal law prohibits you from receiving more than ONE Lifeline-supported service at the same time, and only ONE Lifeline service for your household. According to our records, you currently receive Lifeline benefits on phone service from the following companies:

Company 1 with phone number 202-222-2222
Company 2 with phone number 202-111-1111

You must take action within 35 days from the date of this letter to continue to receive ONE Lifeline benefit from the telephone or cell phone company of your choice and, if applicable, to avoid future unwanted charges on your phone bill. *You must choose ONE of the following options in response to this letter:*

1. If you wish to continue receiving a Lifeline benefit **only from Company 1**, you need to do nothing.
 - This selection will be made automatically if you do not respond to this letter.
 - After 35 days from the date of this letter, you will no longer receive a Lifeline benefit from **Company 2**.
 - **Company 2** will remove your Lifeline discount from your bill or service, which may increase the amount you have to pay each month or cause an interruption to your phone service. If you want to either make changes to your service to fit your budget or disconnect your service, you must contact **Company 2** at **888-123-4567**.
2. If instead you wish to continue receiving a Lifeline discount **only from Company 2**:
 - Call 1-888-888-8888 within 35 days of the date of this letter to select this single company as your preferred Lifeline discounted provider.
 - Once you make this selection, you will no longer receive Lifeline-supported service from **Company 1**. **If your service with Company 1 is a pre-paid or cell phone service** you may continue to use that cell phone company's service if you purchase additional service or minutes at the company's standard (non-Lifeline-supported) prices.
 - **If Company 1 is a landline or billed service**, you will be billed at the company's standard (non-Lifeline-supported) prices. If you want to either make changes to your service to fit your budget or disconnect your service, you must contact **Company 1** at **888-000-0000**.

Should you have any questions concerning this notification or need further assistance with your Lifeline discount selection, please call 1-222-222-2222 within 35 days of the date of this letter.

Sincerely,
The Universal Service Administrative Company (USAC)

WARNING: Lifeline is a U.S. government benefit program, and consumers that willfully make false claims to obtain Lifeline support can be punished by fine or imprisonment, or can be barred from the program.

Note: This letter is just an sample. All information, including phone numbers, are not valid.

NLAD Duplicate Resolution

Subscriber Report

How to Pull the Duplicate Subscriber Report

1. NLAD: <https://nlad.universalservice.org>
2. In the left navigation pane, under the “Reports and Tools” section, click on “Reports”
3. Click “Detail Duplicate Subscribers Report”
4. Select your SAC
5. Select either “CSV File” or “Display on a web page”
6. Click “Submit”

Note: This report shows, a) Duplicate subscriber, b) Duplicate address, and c) Duplicate address and subscriber. We will only be resolving (a) and (c) at this time.

Questions?

Use the “Questions” box in your user controls.

NLAD Duplicate Resolution

Frequently Asked Questions

Q1: Will a copy of the slides be available to download?

A1: Yes, it will be available in the “Trainings & Outreach” section of the Lifeline Program website.

Q2: What is the schedule for the duplicate resolution process?

A2: Please see the [Duplicate Resolution Schedule](#) in the NLAD section of our website. ETCs will be notified via email before their states begin the duplicate resolution process.

Q3: How will ETCs know whether the subscriber is within the 35-day window?

A3: ETCs will be notified via email when their state’s letters are scheduled to be mailed. The 35-day window will begin with the drop date of the consumer letters being mailed.

Q4: Will USAC notify the ETCs of the subscribers it is sending letters to?

A4: Yes. The list will be available in NLAD after your state goes live.

Under the “Reports and Tools” section, select “Reports.” Then select “Detail Duplicate Subscriber Report” to download a list of your duplicate subscribers by SAC. Please be mindful of the letter mail date and the 35-day call in period. Do not inform your subscribers to call in before or after the 35-day call in period. More information is available on the [Duplicate Resolution](#) page of our website.

Q5: Will the robocalls go to all Lifeline Program accounts?

A5: Only the consumers that have not responded by day 30 of their 35-day window will receive a robocall.

Frequently Asked Questions

Q6: How will ETCs know when to de-enroll the duplicate subscriber?

A6: At the end of the duplicate resolution process, there is a 5-day window to remove subscribers who were identified as duplicates. USAC will notify ETCs when it is time for de-enrollment to begin. Please do not de-enroll your subscribers until you receive direct notice from USAC to pull your de-enroll report from NLAD and de-enroll duplicate subscribers.

Questions?

Use the “Questions” box in your user controls.

Thank You!

- Thanks for joining us at today's webinar
 - This presentation will be repeated in coming months
- Sign up for HCLI monthly newsletter and NLAD Bulletin for program updates and events
 - Go to www.usac.org and click “subscribe in the upper-right corner
- For questions about NLAD, email NLADsupport@usac.org or call (877) 524-1325