



National Lifeline Accountability Database

Industry Webinar

Wednesday, February 4, 2015

Agenda

- Topics by audience request
 - Two questions submitted in advance
- Open Q&A

Question #1 – Submitted in Advance

TPIV Check

Please again explain what data is checked against public databases for TPIV, and expand on if there are any differences in how the check is performed in the Verify, Update, Enroll and Transfer functions.

Question #1 – Submitted in Advance

ANSWER:

When a TPIV call is made, all subscriber data is used to perform the check. The validated fields include name, date of birth, last four digits of SSN, and address.

There is no difference in the TPIV query in NLAD when a TPIV call is made. For instance, the TPIV message and results of a verify call should equal the TPIV message and results for a enroll or transfer request.

Question #2 – Submitted in Advance

Dispute Resolution

For carriers that are unable to use the 2/3 dispute resolution process, what direction are we to give Lifeline applicants who are denied service for TPIV, Age or Address?

Our customer service agents often have to serve Applicants that are denied service, and will have no recourse to open an investigation. As first line responders, they are dealing with irate callers so they need as much support as possible.

Question #2 – Submitted in Advance

ANSWER:

The recent enhancements to NLAD (version 2.3.13) provide detailed error messages, including specific reasons for a TPIV failure. Carriers are encouraged to correct or request corrected information from the subscriber so they can resubmit the enrollment. The updated subscriber data can then be verified using the verify function or as another enrollment attempt. If the only error message received is related to a bad address and the subscribers reside in a rural or tribal address, carriers may continue to use the rural or tribal address flag to complete the enrollment in NLAD.