



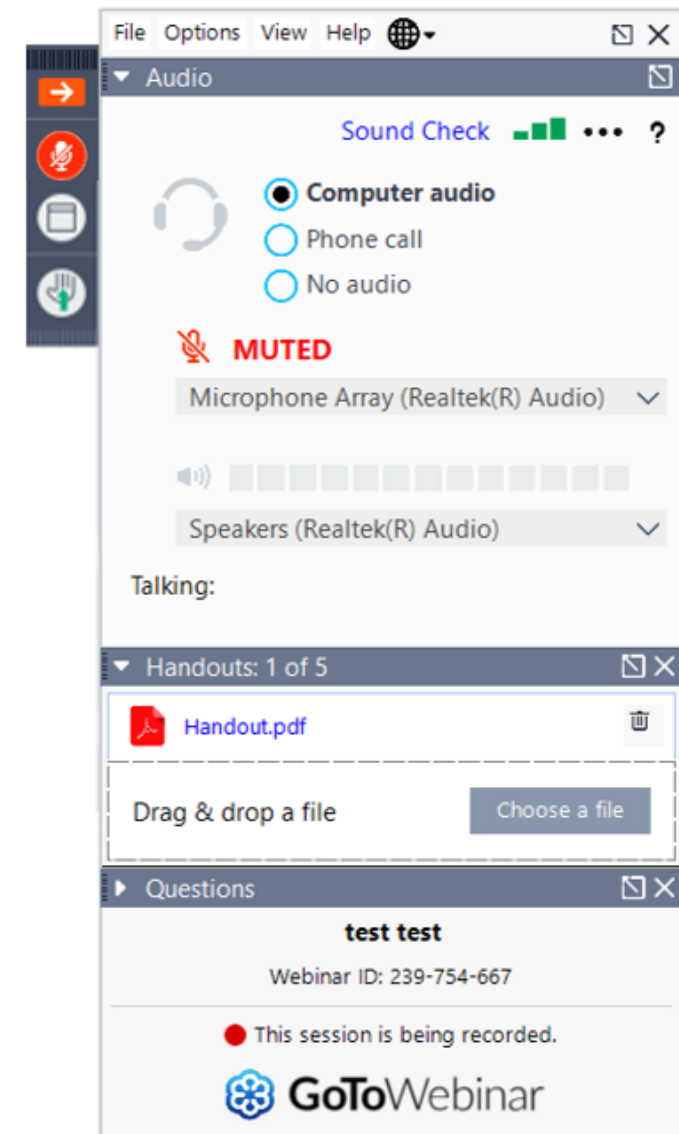
Lifeline May 2024 Monthly Webinar

USAC Systems and Their Functions

May 8, 2024

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 the webinar panel.



Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support!

Meet Our Team



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Communications Specialist |
Lifeline



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Senior Communications Specialist |
Lifeline

Agenda

- Announcements
- Introduction
- System Resources
 - E-File
 - Create User Accounts
 - Representative Accountability Database (RAD)
 - National Verifier (NV)
 - National Lifeline Accountability Database (NLAD)
 - Lifeline Claims System (LCS)
- Resources

Announcements

Announcements

Lifeline Mailing Address Transition

- The mailing address for the Lifeline Support Center will transition to a new address on **June 1st**.
- Beginning June 1, 2024, consumers will send their applications and/or supporting documentation to the new mailing address. The support center will forward mail sent to the old P.O. Box for one year to ensure there is no interruption in application/document processing.

New P.O. Box Mailing Address:

Lifeline Customer Support Center

P.O. Box 1000

Horseheads, NY 14845

- For now, service providers should update their consumer outreach materials including FCC forms that contain the current Lifeline Support center mailing address to account for the new address.

Announcements

Reverification Group Two & Four Updates

- [Reverification](#) is a one-time process to confirm that all subscribers enrolled in the Lifeline program through legacy processes (i.e., pre-National Verifier processes) meet the National Verifier's eligibility standards.
- USAC implemented reverification in groups. Each reverification group proceeds through a two-part process to reverify subscribers that did not automatically pass the database check:
 - **Part One:** Collect on-hand documentation from service providers. At this stage, service providers were not expected to collect documentation from subscribers.
 - **Part Two:** Perform direct consumer outreach to collect documentation from subscribers.

Announcements

Reverification Group Two

- Reverification Part One for Group Two is complete (Both parts are complete for Group 1).
- Group Two includes Puerto Rico, California (broadband only), Florida, Illinois, Minnesota, Ohio, and Wisconsin.
- On May 21, 2024, USAC will initiate direct outreach to subscribers in Group Two and Group Four to request required documents.
 - Subscribers will have 60 days to submit documentation.
 - USAC will de-enroll from the National Lifeline Accountability Database (NLAD) subscribers that fail to successfully complete reverification and notify affected subscribers by mail.
 - **All final documentation is due between July 17- July 21, 2024.**

Announcements

Reverification Group Four

- Reverification Part One for Group Four is complete.
- Group Four includes all states/territories.
- On **May 21, 2024**, USAC will initiate direct outreach to subscribers in Group Four to request required documents.
 - Subscribers will have 60 days to submit documentation.
 - USAC will de-enroll from the National Lifeline Accountability Database (NLAD) subscribers that fail to successfully complete reverification and notify affected subscribers by mail.
 - **All final documentation is due between July 17- July 19, 2024.**

Introduction

Introduction

USAC Overview

- The Universal Service Administrative Company (USAC) is an independent, not-for-profit organization designated by the Federal Communications Commission (FCC).
- USAC is responsible for administering the Universal Service Fund (USF) and its four programs.
- The USF aims to ensure that all people in the United States have access to quality, affordable connectivity service.



Lifeline Program

Discounted phone and internet service to eligible low-income consumers.



E-Rate Program

Funding for broadband services to eligible schools and libraries.



Rural Health Care Program

Funding for telecom and broadband services for eligible rural health care providers.



High Cost Program

Reduced rates for telecom and broadband services in eligible high-cost areas.

Introduction

Lifeline Overview

The Lifeline program is a federal benefit program that helps low-income households pay for phone and/or internet service.

Eligible households can receive:

\$9.25 Standard Discount

Up to \$9.25/month discount for internet or bundled services and up to \$5.25/month for voice-only service that meets the [minimum service standards](#).

\$34.25 Tribal Discount

Up to \$34.25/month discount for households on [qualifying Tribal lands](#).

\$100 Link Up Discount

A one-time discount of up to \$100 off the initial set up fees at addresses on qualifying Tribal lands receiving voice service from certain service providers.

The Lifeline benefit is limited to one monthly service discount per household.

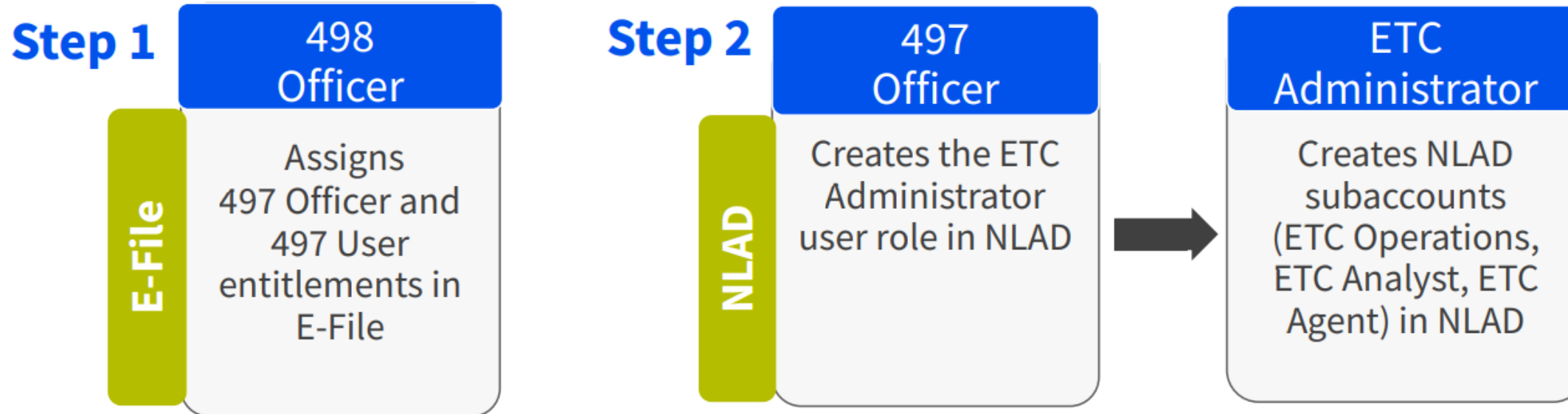
System Resources

USAC Systems and Their Functions

System Resources

Accessing Lifeline Systems

Getting access to Lifeline systems, including the National Lifeline Accountability Database (NLAD), starts with E-file.



System Resources

Lifeline Systems Overview

System
Functions

User
Functions

E- File

- Service provider registration
- File FCC Form 498
- **498 Officer** assigns **497 Officer** and **497 User** roles.

Representative Accountability Database (RAD)

- Representative registration
- Service provider agents register for a representative ID in **RAD**.

National Lifeline Accountability Database (NLAD)

- Subscriber management
- **497 Officer** assigns ETC Administrator user role.
- **ETC Administrator** assigns ETC Analyst, ETC Operations, and ETC Agent user roles.

National Verifier

- Consumer eligibility verification
- Once the **NLAD** account is created ETC Administrator, Analyst, Operations, and Agent user roles will automatically have access to the **National Verifier**.

Lifeline Claims System (LCS)

- Service provider files claims for reimbursement
- **497 Officer** and **497 User** are the **only** users with access to the **LCS**.

Questions?

E-File

E-File

Service Provider User Accounts for E-File

498 Officer

Authorized to certify the FCC Form 498.

Also assigns and manages the 497 Officer and 497 User roles in E-File.

497 Officer

Must certify reimbursement claims.

Manages the ETC Administrator user role in NLAD.

497 User

Can upload, modify, and submit claims, but cannot certify claims.

E-File

497 Officer Entitlements

- To file a claim using LCS or to submit a downward revision using the FCC Form 497, an E-File account is required.
- 498 Officers have entitlements as a 497 Officer but must certify that entitlement in E-File to access NLAD.
- The company's 498 Officer must log in to E-File and either:
 - Certify themselves as the 497 Officer, or
 - Establish new users and current E-File users associated with the company.

E-File

Access E-File & New Users

- 498 Officers, may log in to USAC's One Portal to access E-File:
 - Then, Select to **Manage FCC Forms 498** under the Service Provider section of the dashboard.

The screenshot shows the USAC dashboard interface. At the top, there is a blue header with the USAC logo and the text "Universal Service Administrative Co." on the left, and a "Sign Out" button on the right. Below the header, the user's email "barwright@netzero.net" is displayed with a dropdown arrow. The main content area is titled "Dashboard" and features a yellow notification banner at the top. The notification states: "In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom Invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the USAC Supply Chain page." Below the notification, there are three columns of content. The left column, titled "Upcoming Dates", lists three monthly webinars: "06/12 2024 June 2024 Monthly Webinar", "07/10 2024 July 2024 Monthly Webinar", and "08/14 2024 August 2024 Monthly Webinar", with a "see full calendar" link at the bottom. The middle column lists navigation options: "High Cost", "Lifeline", "Rural Health Care", "Schools and Libraries", and "Service Providers", each with a dropdown arrow. The right column, titled "Help?", includes links for "Send us a message Click here" and "Call us (888) 641-8722". At the bottom of the "Service Providers" section, there is a grey box with the text: "Manage FCC Forms 498 - Provide contact and banking information for entities that receive support from universal service programs, manage authorized users."

E-File

E-File Landing Page

- The 498 Officer can select **Form 497** from the lefthand menu to access the form.

The screenshot shows the E-File landing page. The top navigation bar is blue with the Universal Service Administrative Co. logo and the text "E-File". A "Log Out" button is visible in the top right corner. The left-hand navigation menu includes the following items:

- Information Center
- Service Providers
- View Sent Remittance Emails
- Schools and Libraries
- 472 Online Bear
- 473 SPAC
- Online Item 21
- Rural Health Care
- Invoice
- Form 463
- High Cost & Low Income** (highlighted with a yellow box)
- Form 497 (highlighted with a yellow box)
- Form 555
- 481 Online Form

The main content area displays the "Information Center" heading and "498 IDs by Program". Under the "High Cost & Low Income" section, there is a table with the following structure:

498 ID	Company Name	Action
		Manage Entitlements Manage Agents

At the bottom of the page, there is a copyright notice: "© 1997-2022, Universal Service Administrative Company, All Rights Reserved." and two links: "Website & Privacy Policies" and "Website Feedback".

E-File

Certify 497 Entitlement

- Then they can select **Form 497 Officer or User** and select **OK** to confirm.
 - For 498 Officers with multiple SPINs, it can take up to an hour for the entitlements to update in E-File.

To access the Low Income system you must confirm that you are an Officer of this company. You must be an officer to certify the Form 497

Form 497 Officer

Form 497 User

OK Cancel

For a user with multiple SPINs this process can take up to an hour. Please be patient. Clicking OK will allow you to continue working in E-File or even log out of E-file while the entitlements update.

Administrative Company (USAC). All rights reserved.

E-File

Create New Users

E-File

Create New User

- To create a new 497 officer:
- They select, **New User** under the authorized Users section of the left-hand navigation menu.

Universal Service Administrative Co. E-File Log Out

Information Center

Service Providers

View Sent Remittance Emails

Schools and Libraries

472 Online Bear

473 SPAC

Online Item 21

Rural Health Care

Invoice

Form 463

High Cost & Low Income

Form 497

Form 555

481 Online Form

690 Online Form

54.314 Certifications

Authorized Users

New User

Add or Remove 498 Users

Pending Users

Information Center

Service Providers

498 ID	Company Name	View	498 ID Status	Action
			Active	Edit Deactivate

To combine one or more 498 IDs, go to [consolidate 498 IDs](#).

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E-File

Create 497 Officer

- Enter in the **email address** of the user to receive the 497 Officer entitlements, and **Search**.
- Enter in the user's **first and last name** (these are the only required fields), and
- Click **Next**
 - Note: It may take a few seconds before the next page loads

User Management - Assign New User

User:

[My Account](#) | [Log Out](#)

Please enter the email address of the user you wish to add. If that user already exists, the existing user profile information will be displayed on the next screen. If the user does not exist, you will be prompted to create the user. Please note that the user's logon id for E-File will be his or her email address.

Email:

[Search](#)

User Management - Assign New User

User:

[My Account](#) | [Log Out](#)

'abc@usac.org' is an existing user in the E-File system. The existing profile information is shown below. If you plan to grant access to the Form 497, please indicate if this individual is an LI 497 User who will submit forms or if they are a certifying officer who should have LI 497 Officer level permission to certify forms.

Email:

[Search](#)**First Name:**

Last Name:

Street Address :

City:

State:

Zip:

Phone:

Fax:

Please hit Next to assign entitlements...

[Next](#)

Field names in bold are required.

E-File

Create 497 Officer

- Click the **LI Form 497** checkbox,
- Select **497 Officer** from the dropdown menu,
- Click the checkbox for the SPIN(s) the user should have 497 Officer entitlements, and
- Select **Save**.
- You will receive a confirmation message that the user was successfully added.

User: [My Account](#) | [Log Out](#)

Please ensure you add at least one entitlement above to this user. In order to successfully create a user they must have at least one entitlement. Once you have added an entitlement the "save button" will be available.

User Email:

Full Name:

<input type="checkbox"/> SLD Form 472	<input type="checkbox"/> RHC Invoice	<input checked="" type="checkbox"/> LI Form 497 497 Officer	<input type="checkbox"/> Form 525 Not Selected	<input type="checkbox"/> Form 481 Not Selected	<input type="checkbox"/> HUBB Not Selected	<input type="checkbox"/> HCPMM Not Selected	<input type="checkbox"/> Form 690 Not Selected	<input type="checkbox"/> Form 5G Not Selected
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ETC Administrator

Create New Users

Create ETC Administrator

Access NLAD

- To create an ETC admin, log in to USAC's [One Portal](#) to access NLAD.
 - Select **National Lifeline Accountability Database (NLAD)** under the Lifeline section of the dashboard.

The screenshot shows the USAC One Portal dashboard. At the top, there is a blue header with the USAC logo and the text "Universal Service Administrative Co." and a "Sign Out" button. Below the header, the word "Dashboard" is displayed. A yellow notification banner at the top of the main content area contains information about supply chain orders and certifications. The main content area is divided into three columns: "Upcoming Dates", "Lifeline", and "Help?". The "Upcoming Dates" column lists three webinars: "06/12 2024 June 2024 Monthly Webinar", "07/10 2024 July 2024 Monthly Webinar", and "08/14 2024 August 2024 Monthly Webinar". The "Lifeline" column contains two text boxes. The top one is titled "National Verifier" and describes its purpose. The bottom one is titled "National Lifeline Accountability Database (NLAD)" and describes its function; this box is highlighted with a yellow border. The "Help?" column contains links for "Send us a message" and "Call us (888) 641-8722".

Universal Service Administrative Co. Sign Out

Dashboard

In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

Upcoming Dates

06/12 2024 June 2024 Monthly Webinar

07/10 2024 July 2024 Monthly Webinar

08/14 2024 August 2024 Monthly Webinar

Lifeline

National Verifier - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.

Help?

Send us a message [Click here](#)

Call us (888) 641-8722

Create ETC Administrator Account Management

- From the 497 Officer Homepage workflow, you can create a new ETC Administrator account or assign it to an existing account.
- Select **497 Officer Home Page** from the Account Management section.

The screenshot shows a navigation bar with three items: 'Claims', 'Account Management' (which is highlighted with a green underline), and 'Tools & Resources'. Below the navigation bar is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Account Management'. The main heading is 'Account Management' in blue. Below the heading is the text 'Create, manage, and review subaccounts for your SPINs'. A list of links follows, with the first link, '497 Officer Home Page - Review ETC Administrator Accounts and manage SPIN assignments.', highlighted with a yellow border.

Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Account Management

Account Management

Create, manage, and review subaccounts for your SPINs

- [497 Officer Home Page](#) - Review ETC Administrator Accounts and manage SPIN assignments.
- [ETC Administrator Home Page](#) - Maintain SAC Information.
- [Manage Representative IDs](#) - Link one or more Representatives who have an existing subaccount.
- [Manage Subaccounts](#) - Review NLAD and National Verifier subaccounts and select accounts to update.
- [Create Subaccounts](#) - Create a new NLAD or National Verifier subaccount.
- [Create ETC API Account](#) - Create a new NLAD or National Verifier API Account.
- [Manage Email Recipients](#) - Assign contacts to receive NLAD-related emails.

Create ETC Administrator

ETC Entitlements

- Select the **SPIN(s)** you want to assign.
- Select **one** of the options below:
 - Assign to new ETC Administrator
 - Assign to me
 - Assign to existing ETC Administrator

Universal Service Administrative Co. National Lifeline Accountability Database

barwright@netzero.net

Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Account Management | 497 Officer Home Page

497 Officer Home Page

ETC Administrative Entitlements

Displaying 1-1 of 1 records [Instructions](#)

User ID	Last Name	First Name	Phone Number	Role	Action
barwright@netzero...	Wright	William		ETC Admin	✎

Show 25 records/page 1 of 1 pages

Update ETC Admin SPIN Permissions

SPIN	Current Assignment	
		<input checked="" type="checkbox"/>
14E		<input checked="" type="checkbox"/>

[Assign to Existing ETC Administrator](#)
[Assign to Me](#)
[Assign to New ETC Administrator](#)

Create ETC Administrator

New ETC Administrator

- Enter the **email address** for the account you want to set up as the ETC Administrator and **Submit**.
- Then the **new user's account and company information** into the Authorized ETC Administrator Information section.
- Click **Create**.
- You will receive a confirmation message that the user was successfully added as an ETC Administrator.

Create ETC Administrator Account

[Instructions](#)

Authorized ETC Administrator Information

Email Address

Confirm Email Address

[Submit](#)

Create ETC Administrator Account

[Instructions](#)

Authorized ETC Administrator Information

Email: JohnDoe@abc.com

First Name

Last Name

Phone Number

Representative ID (optional)

ETC Information

Company Primary Address

Apt, Unit, etc

City

State

ZIP Code

[Cancel](#) [Create](#)

Questions?

Representative Accountability Database

Representative Accountability Database

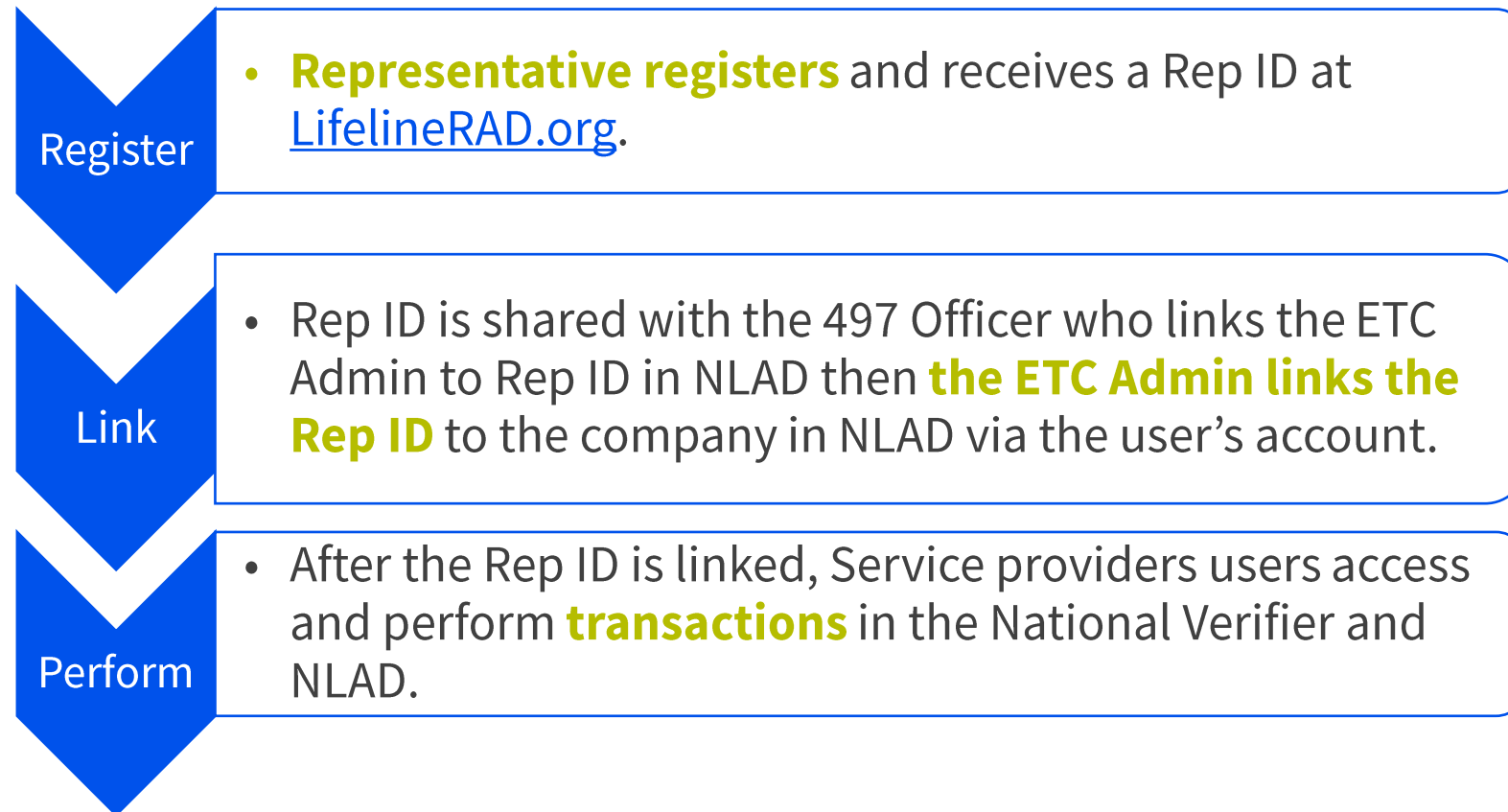
Overview

- The [Representative Accountability Database \(RAD\)](#) is the registration system that validates the identities of service provider representatives performing transactions in [NLAD](#) and the [National Verifier](#).
- The Representative ID is a unique 9-digit number that connects Service provider's identity to the transactions they complete in NLAD and the National Verifier.
- The 497 Officer is responsible for linking ETC Administrator accounts.
 - The ETC Administrator is responsible for linking NLAD subaccount users (ETC Analyst, ETC Operations, ETC Agent).

The screenshot shows the 'Representative Registration' page. At the top, there is a blue header with the Universal Service Administrative Co. logo and the title 'Representative Accountability Database'. Below the header, the page title 'Representative Registration' is displayed. A paragraph of text explains the purpose of the registration: 'Please submit your personal email address below to begin the process of obtaining a Representative ID. A Representative ID is needed if you work for an eligible telecommunications carrier (ETC) that provides Lifeline. You will receive additional information by email after selecting the Submit button. For more information on the Representative Accountability Database and who should register for a Representative ID, please visit USAC's [website](#).' Below this text is a form with a label 'Email Address' and a text input field containing 'example@email.com'. To the right of the input field are links for 'Forgot Representative ID' and 'Annual Agreements'. Below the input field, a line of text states: 'By submitting your email address, you agree to the Representative Accountability Database [Terms & Conditions](#).' At the bottom of the form, there is a checkbox labeled 'I'm not a robot' next to a reCAPTCHA logo. A blue 'Submit' button is located at the bottom right of the form area.

Representative Accountability Database

Obtain a Rep ID



Note: Any international representatives cannot be linked to NLAD subaccounts. They can only be linked to APIs.

National Lifeline Accountability Database

National Lifeline Accountability Database

Overview

- The [National Lifeline Accountability Database](#) (NLAD) is the system that service providers use to manage their Lifeline subscribers, including enrolling consumers in the program, transferring and de-enrolling subscribers, and reviewing reports about their Lifeline subscribers.
- Use of NLAD is available through USAC's [One Portal](#) system, which allows users to access all Universal Service Fund IT applications through the same portal.
 - In most states (with the exception of [NLAD opt-out states](#) – California, Oregon, and Texas), service providers use NLAD to enroll their consumers.
- After qualifying for the Lifeline program through the National Verifier, service providers must enroll them in NLAD in order to claim reimbursements.
- All account types for NLAD and the National Verifier are created in NLAD.

National Lifeline Accountability Database

NLAD Subaccounts

ETC Admin

Can perform subscriber transactions, query subscriber data, create and view reports, and submit resolution requests in NLAD. User can create and manage the other three account types.

User also has access to the National Verifier to check consumer eligibility.

ETC Analyst

Can perform subscriber transactions, query subscriber data, create and view reports, and submit resolution requests in NLAD.

User also has access to the National Verifier to check consumer eligibility.

ETC Operations

Can query subscriber data and view reports in NLAD.

User also has access to the National Verifier to check consumer eligibility.

ETC Agent

Only has access to the National Verifier to check consumer eligibility.

User does not have NLAD access.

- To perform transactions in NLAD and the National Verifier, service provider representatives must register for a Representative ID (Rep ID).

National Lifeline Accountability Database

Subscriber Management

Service providers must update NLAD every time a customer enrolls or de-enrolls in Lifeline or changes their account information.

- **Verify:** Allows a provider to pre-validate whether a subscriber transaction would successfully process in NLAD.
- **Enroll:** Enrolls a new subscriber in Lifeline and adds the consumer to the service provider's NLAD subscriber records.
- **Update:** Allows a provider to update certain subscriber information such as the subscriber's contact information.
- **Transfer:** Transfers an existing Lifeline subscriber from their current service provider in NLAD to allow the transacting provider to provide Lifeline service to the subscriber.
- **De-Enroll:** Removes or de-enrolls a subscriber from NLAD who no longer receives the Lifeline benefit.

National Lifeline Accountability Database

Subscriber Management

Service providers can perform transactions in NLAD using the following methods:

- **Individual Transactions (Portal):** Providers can perform individual transactions for one consumer at a time in the NLAD user interface (UI).
- **Batch Upload:** Providers can complete a [batch template](#) (CSV format file) to perform multiple transactions from a single file upload in NLAD.
- **NLAD API:** Providers can use an Application Programming Interface (API), which connects their billing or customer management system directly to NLAD to perform transactions.

Note: Enrolling subscribers is necessary in order for service providers to claim reimbursements.

National Verifier

National Verifier

Overview

- The [National Verifier](#) is the centralized application system where consumers can apply for and determine whether they are eligible for Lifeline.
 - Use of the National Verifier is required in all 56 states and territories to determine eligibility (with the exception of the [NLAD opt-out states](#): Texas, Oregon, and California, where the National Verifier monitors the state administrator Lifeline eligibility verification process).
- After qualifying for Lifeline, service providers must enter subscribers in NLAD and enroll them in order to claim reimbursement.

National Verifier

Access National Verifier

- Access the National Verifier through USAC's [One Portal](#) using their NLAD credentials.
 - Select National Verifier

Universal Service Administrative Co. Sign Out

etc.admin@uat.com

Dashboard

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08/14 2024 **August 2024 Monthly Webinar**

[see full calendar](#)

Lifeline

National Verifier - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.

National Lifeline Accountability Database Staging Environment - The NLAD staging environment allows Lifeline and ACP providers to test system features.

Help?

[Send us a message](#)
[Click here](#)

Call us
(888) 641-8722



Lifeline Claims System

Lifeline Claims System

Overview

- The [Lifeline Claims System \(LCS\)](#) is the online filing system that service providers use to receive reimbursement for offering Lifeline-supported services to eligible Lifeline subscribers.
- After providing subscribers with Lifeline-supported service, a service provider must submit a claim to receive reimbursement.
- Service providers must submit one reimbursement claim for each month they are claiming support through LCS.
 - A 497 officer or 497 user account is required to file a claim.
- Service providers have up to one year after the data month to submit original claims and upward revisions.

Dashboard

 In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page. 

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06/12
2024 **June 2024**
Monthly
Webinar

07/10
2024 **July 2024**
Monthly
Webinar

08/14
2024 **August 2024**
Monthly
Webinar

[see full calendar](#)

High Cost

Lifeline

National Verifier - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

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National Lifeline Accountability Database Staging Environment - The NLAD staging environment allows Lifeline and ACP providers to test system features.

Lifeline Claims System (LCS) - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

Help?

[Send us a message](#)
[Click here](#)

Call us
(888) 641-8722

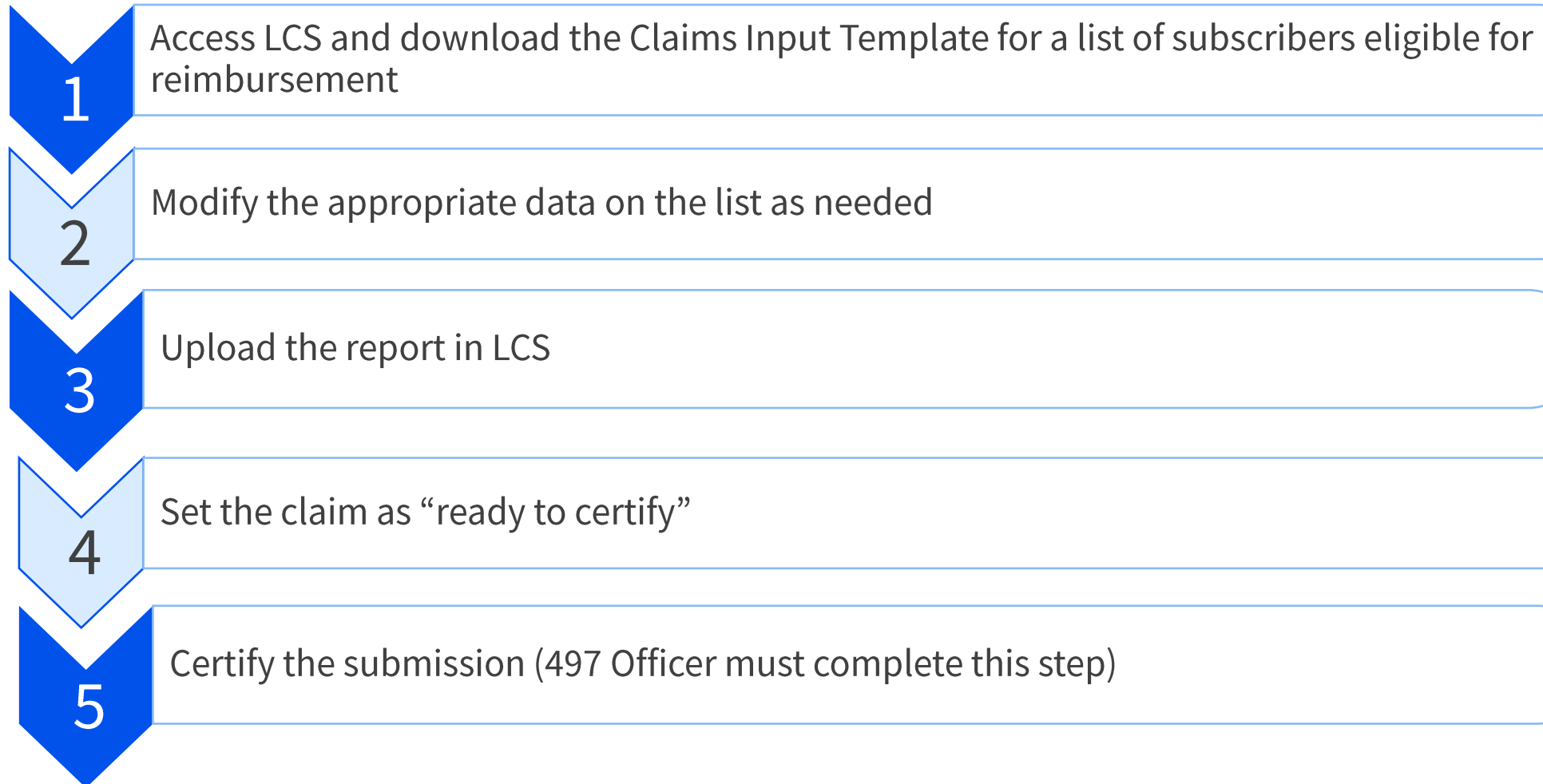
Lifeline Claims System

User Accounts

- LCS User Account Types:
 - A **497 Officer** can enter data, is authorized to certify the claim and is responsible for password resets for sub-accounts.
 - A **497 User** (sub-account) can enter data, but does not have the authority to certify the claim.

Lifeline Claims System

How to File Claim



Questions?

Resources

Resources

Service Provider Resources

- [Service Provider Toolkit](#)
- USAC's Lifeline website for service providers: usac.org/lifeline
 - Lifelines Webpages for: [RAD](#), [NV](#), [NLAD](#), [LCS](#).
- [Service Provider FAQs](#)
- Contact LifelineProgram@usac.org for technical questions, assistance, and general inquiries.
- The Lifeline Support Center:
 - Available by email at LifelineSupport@usac.org or telephone (800) 234-9473 seven days a week from 9 a.m. to 9 p.m. ET.

Thank You!



Universal Service
Administrative Co.