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USAC Announces June System Enhancements to Further Streamline Emergency Broadband Benefit Program Enrollments

July 23, 2021

Currently, to enroll a consumer who qualified for the Emergency Broadband Benefit Program (EBB Program) through the National Verifier, service providers must enter the consumer's personally identifiable information (PII) in the National Lifeline Accountability Database (NLAD) exactly as it appears on the consumer's application.

To make the enrollment process as seamless as possible, USAC will release two system enhancements in June:

- A *"Check Application Status"* search tool to help service providers identify applicant information needed for PII matching, and
- An *"App ID Enrollment"* feature to allow for PII matching based on a new combination of fields (i.e., application ID, full name, and date of birth).

Both enhancements, which will further streamline enrollment of qualified consumers into NLAD, are described in more detail below.

Check Application Status

On June 15, USAC will release a new search tool to assist service providers in determining a consumer's application status and other information in the National Verifier.

In the National Verifier service provider portal a new feature called *"Check Application Status"* will be available on the provider's home page which can be used to confirm the status of a prospective consumer's EBB Program application.

To sign into the National Verifier service provider portal, please go to checklifeline.org and click *"Sign In as a Service Provider."*

To check an application status, a service provider will need to provide the consumer's:

1. Application ID
2. First and Last Name
3. Date of Birth

If an application is found, the National Verifier will return additional information from the consumer, which can be used to enroll them in NLAD. This information includes the consumer's:

1. Qualifying status and whether they are eligible to be enrolled for the EBB Program
2. Application expiration date
3. Whether the consumer provided alternative identification with their EBB Program application, such that the provider should enter "0000" instead of the last four digits of the consumer's Social Security Number at enrollment
4. Whether the consumer qualified through a child/dependent, also known as a benefit qualifying person (BQP)
5. Full address to be used for enrollment

As a reminder, service providers can obtain access to the National Verifier service provider portal through their NLAD account. To request an NLAD account, users can request their account be created by their company's 497 Officer in NLAD. Each of the following user roles in NLAD will be able to access the National Verifier portal:

- ETC Administrator
- ETC Analyst
- ETC Operations
- ETC Agent

App ID Enrollment Feature

On June 24, USAC will also offer participating EBB Program service providers an additional way to enroll subscribers in NLAD. Today, when enrolling subscribers in NLAD, providers must provide the consumer's information exactly as it appears on the consumer's National Verifier application. On June 24, a new option will be available that allows service providers to enroll subscribers in NLAD using only the consumer's application ID from the National Verifier, their first and last name, and their date of birth.

USAC will provide more information over the next few weeks regarding this new enrollment method, including an updated batch upload template and instructions, as well as API documentation to allow providers to prepare their systems before the feature is available. USAC hopes to announce availability of this feature for Lifeline program enrollments in the near future.

Enrollment Office Hours

On Thursday, June 10 at 3 p.m. ET, USAC will conduct office hours for participating EBB Program service providers to review the enrollment process, answer enrollment questions, and discuss the upcoming Application Status Check and App ID Enrollment feature.

Use the link to register for [Office Hours](#) or visit USAC's [Webinars and Trainings](#) page.

Need Help? Contact Us!

For questions about the Emergency Broadband Benefit Program, service providers can visit [USAC.org](https://www.usac.org) and consumers should visit [GetEmergencyBroadband.org](https://www.getemergencybroadband.org). For general program support, service providers should email EBBElection@usac.org and consumers should email EBBHelp@usac.org. Both providers and consumers may also call the Emergency Broadband Support Center at 833-511-0311 for assistance.

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