Universal Service Administrative Co.

USAC

Emergency Broadband Benefit Program August NLAD Enhancements

August 26, 2021

On August 26, 2021, USAC launched a series of National Lifeline Accountability Database (NLAD) enhancements designed to streamline the service provider experience.

These enhancements are live in the NLAD staging and production environments and include:

- **Application ID feature available in NLAD user interface (UI)**: Service providers can now perform enroll, verify, and transfer functions using the Application ID through the NLAD user interface (UI). To use the consumer's Application ID and certain personally identifiable information (PII) for transactions; the user should select the checkbox for "Application ID" and then provide the required information. Service providers that do not select the checkbox for "Application ID" must enter the consumer's full PII to complete transactions.
- **Address update functionality added** : Service providers will now have the ability to change a subscriber's address through the update transaction workflow. Previously, service providers were required to de-enroll and re-enroll a subscriber to change their address. Service providers can use the update transaction to change an address using the UI, batch template, or API. They can change an address using the full PII update method or the limited PII update method.
  - Note: if a service provider is using the limited PII update method (updateInd = 1 in batch or API transactions) and they do provide an address, the system will treat the provided address as a request to change the address. The system does not verify whether the address matches the existing address or not. When using the limited PII method, the address should only be provided if it is actually changing or if the service provider is prepared to resolve any errors resulting from the address change. The methods for resolving an error vary based on the type of error and the way the subscriber qualified, as indicated below.
  - **Resolving address errors during an update transaction**: The types of errors that may need to be resolved include invalid address errors, Tribal errors, or duplicate address/subscriber errors. If an error is encountered during an address update, the service provider must resolve that error and resubmit the transaction, as follows:
    - **Invalid address or Tribal errors** : If a subscriber receives the enhanced Tribal benefit and their address cannot be automatically verified, they will receive errors related to their address and their Tribal eligibility. To resolve the errors, the service provider should use the AMS Exception Indicator (amsFailureException = 1 in batch or API transactions) and provide the latitude and longitude for the subscriber's residential address in the corresponding fields and the AMS. USAC will use the coordinates provided to resolve the address error and validate the subscriber's Tribal eligibility. Service providers may use this approach regardless

of the subscriber's original qualification method. Service providers also have the option to ask the subscriber to complete an application in the National Verifier where they will need to identify their residential location, and information from National Verifier will be used to resolve the update failures.

- **Duplicate address errors** : Resolution of a duplicate address error depends on how the subscriber originally qualified. If the subscriber qualified through an AVP or the School Lunch Exception process, the service provider may collect an IEH worksheet from the subscriber and resolve the error using the Duplicate Address Exception (dupeAddressException = 1 in batch or API transactions). They may also send the subscriber to the National Verifier to submit an application and complete the IEH worksheet there. Subscribers who qualified because they were actively enrolled in Lifeline or through a National Verifier application must complete the household worksheet in the National Verifier.

- **Future device reimbursement date functionality added**: Service providers can now add a device reimbursement date (i.e., device delivery date as defined in the [NLAD Field Descriptions](#)) up to 30 days in the future. Previously, users could not enter a date in the future.
  - **Note:** Service providers may enter the anticipated device delivery date; however, service providers cannot enter a device reimbursement date into NLAD before shipping the device to the subscriber. To maintain the accuracy of data in the NLAD, providers that have entered a "device reimbursement date" in NLAD, but have not shipped a connected device to the subscriber must clear the "device reimbursement date" field on the subscriber's record in the NLAD immediately.

- **NLAD user interface will accept social security number "0000**." Service providers using the NLAD user interface can enter "0000" as a social security number to enroll, verify and transfer consumers who used an alternative identity verification process. Although "0000" has always been an accepted value for batch and API transactions, service providers can now enter this value when performing individual transactions on the NLAD website.

Need Help? Contact Us!
For questions about the Emergency Broadband Benefit Program, service providers can visit [USAC.org](#) and consumers should visit [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.

This email was sent to: [jaymie.gustafson@usac.org](#). Please do not reply to this email.

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