NLAD for the Emergency Broadband Benefit Program
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 webinar panel
Meet Our Team

James Lee
Acting Vice President | Lifeline

Jaymie Gustafson
Outreach Director | Shared Services

Joseph Ho
Manager of Products | Lifeline
Program Announcements
Objectives

At the end of the session, you will...

...be able to:

• Enroll a consumer in the EBB Program
• Run EBB Program Reports in NLAD
Emergency Broadband Benefit Program Overview
Emergency Broadband Benefit Program (EBB Program)

Eligible consumers can receive:

- Up to $50/month discount for broadband services and associated equipment rentals
- Up to $75/month discount or households on qualifying Tribal lands
- A one-time discount of up to $100 for a laptop, desktop computer, or tablet supplied through a participating provider (consumer co-pay of more than $10 and less than $50 required)

The Emergency Broadband Benefit is limited to one monthly service discount and one device discount per eligible household.

Program is temporary and expires when funds are exhausted or six months after the Department of Health and Human Services declares the end of the COVID-19 health emergency.
EBB Program Eligibility

Service providers have three paths to enroll eligible consumers in the EBB Program:

• Consumers whose eligibility was determined through the National Verifier
• Consumers whose eligibility was determined through an FCC-approved Alternative Verification Process
• Consumers whose eligibility can be confirmed based on existing Lifeline participation
Eligibility – National Verifier

• The National Verifier will use the consumer’s information to perform the following automated checks:
  • Eligibility check
  • Identity check
  • Address check
  • Duplicate subscriber check
  • Duplicate address check
  • Tribal eligibility check
• If any of these checks return errors, the consumer will be directed to either resolve the error in the portal or to provide documents
Eligibility – Existing Lifeline Consumers

• Service providers must receive affirmative consent from all existing subscribers to enroll them in the EBB Program

• For existing subscribers, service providers must collect documentation to show that the consumer received disclosures about the EBB Program and provided affirmative consent to apply the Emergency Broadband Benefit to their service

• Documentation must be kept for the duration of the consumer's enrollment in the EBB Program, and for at least six calendar years after the program ends

• Service providers do not need to retain such documentation for new subscribers, but still need to obtain consent before transmitting their information to NLAD

• Existing Lifeline subscribers do not need to fill out an application for the EBB Program. Service providers can enroll them directly in NLAD
Eligibility – Approved Alternative Verification Process (AVP)

- Service providers who have an FCC-approved AVP can determine program eligibility using that process.
- Service providers must receive affirmative consent from all existing subscribers to enroll them in the EBB Program.
  - For existing subscribers, service providers must collect documentation to show that the consumer received disclosures about the EBB Program and provided affirmative consent to apply the Emergency Broadband Benefit to their service.
  - Service providers do not need to retain such documentation for new subscribers, but still need to obtain consent before transmitting their information to NLAD.
- For FCC-approved AVPs, including for existing low-income or COVID-19 relief programs, service providers must also maintain documents used to make eligibility verification.
- Documentation must be kept for the duration of the consumer's enrollment in the EBB Program, and for at least six calendar years after the program ends.
Application Process

Option 1: Apply with a Service Provider
- The consumer visits a service provider to apply through the National Verifier Service provider portal.
- OR-
- The consumer applies with the service provider using the provider’s FCC-approved alternative verification process (AVP)

Option 2: Apply Online
- The consumer visits the National Verifier from any computer or mobile device to complete the electronic application
- After receiving their eligibility determination from the National Verifier, the consumer can then contacts a service provider to enroll in the EBB Program

Option 3: Apply by Mail
- The consumer fills out and signs the National Verifier EBB Application Form
- The consumer mails the application and supporting documentation to the Emergency Broadband Support Center
- Service providers may assist consumers with the paper application and mail it on the consumer’s behalf

Lifeline consumers can contact an EBB Service Provider to request service – they do not need to complete a separate EBB Program application
Using NLAD for the EBB Program
National Lifeline Accountability Database (NLAD)

- **NLAD** is available through USAC’s OnePortal system, which is a single portal dashboard that allows users to access all of their Universal Service Fund IT applications (including EBB Program systems) through the same portal.

- NLAD will allow service providers to manage their EBB Program subscribers, including enrolling consumers in the program and transferring subscribers.

- NLAD also allows service providers to manage their NLAD and National Verifier representative accounts.

- In the EBB Program, service providers in all states will use NLAD.

- To enroll, transfer or update subscribers in NLAD, service provider representatives must have NLAD credentials and a Representative Accountability Database Rep ID.

*Please note that because the EBB Program leverages Lifeline systems, you will see system terms that relate to Lifeline processes (e.g., “ETC Administrator”). Use of “ETC” or similar terms does not mean that a non-ETC participating in the EBB Program is considered an ETC.*
Enroll Subscribers in the EBB Program

• Service providers have two processes they can use to enroll consumers in the EBB program:
  • Batch upload files
  • Automated Programming Interface (API)
Enroll Subscribers in the EBB Program

USAC collects the same subscriber information in each method:

**SAC:** "Study area code;" A six-digit number associated with the service provider providing the EBB Program benefit to the subscriber

**Name:** Subscriber’s full legal name

**Last 4 SSN:** four digits of subscriber's Social Security Number (or Tribal ID) (this is optional – enter 0000 if the subscriber did not provide)

**Date of Birth:** Subscriber’s date of birth

**BQP:** “Benefit qualifying person;” only include this information if the applicant is qualifying through their child or dependent
Enroll Subscribers in the EBB Program

USAC collects the same subscriber information in each method (cont’d):

**Primary Address:** Subscriber’s primary residential address (cannot be a PO Box)

**Mailing Address:** Subscriber’s mailing address, if different from their primary address

**Service Type:** Subscriber’s EBB Program service offering: DSL, Cable, Fiber, Fixed Wireless, Satellite, Mobile Broadband

**Service Initiation Date:** Date the service provider initiated EBB Program service
Enroll Subscribers in the EBB Program

USAC collects the same subscriber information in each method (cont’d):

**Telephone Number:** Subscriber's phone number (if applicable)

**EBB Program Tribal Benefit:** Required field to claim EBB Program Tribal support for a qualified subscriber; this field will not appear if the subscriber’s address falls on non-Tribal lands

**ETC General:** Optional field that some providers use to enter a subscriber’s account number or to track the subscriber in their internal systems
Manage Consumers in EBB Program – Batch Upload

• Service provider fills in batch template with subscriber information

• For each subscriber, the provider should indicate the transaction type:
  • Verify
  • Enroll
  • Transfer
  • Update
  • De-enroll
Manage Consumers in EBB Program – Batch Upload

Verify

- Optional transaction to pre-validate subscriber prior to enrolling
- Successful verify transaction means consumer is eligible and can be enrolled
- If there are errors, NLAD will return specific error reasons and instructions on how to resolve those errors
Manage Consumers in EBB Program – Batch Upload

Enroll

• Confirms consumer is eligible for EBB Program
• Adds consumer to service provider’s NLAD subscriber records
• Once enrolled, consumer can be claimed for reimbursement if the consumer is receiving EBB-supported service from the provider when the monthly snapshot is taken on the first of the month
Manage Consumers in EBB Program – Batch Upload

Transfer

- Similar to enroll, transfer transaction adds existing EBB Program consumer to service provider’s subscriber list
- Consumer must initiate transfer with service provider
Manage Consumers in EBB Program – Batch Upload

Fields required for a Verify, Enroll, or Transfer transaction:

- Transaction Type (Verify, Enroll, or Transfer)
- Transaction Effective Date
- SAC
- Consumer’s full PII (First name, last name, DOB, SSN4/Tribal ID, Full Address)
- Service Type
- Service Initiation Date
- Benefit Qualifying Person’s PII (if applicable)
- Tribal Benefit Flag (if seeking to claim the enhanced Tribal Benefit)
- Expected Service Rate*
- Device Reimbursement Date (date device was delivered to household, if seeking to claim up to $100 connected device reimbursement)
- Device Type (if providing a connected device and seeking reimbursement)
- Device Make (if providing a connected device and seeking reimbursement)
- Expected Device Rate* (if providing a connected device and seeking reimbursement)
- Certification indicating provider’s understanding of certain rules and disclosures
- Rep ID

*While not required, USAC and FCC encourage providers to transmit a good faith estimate of the monthly support amount for service and any device provided to the household within seven days of enrolling the household in NLAD.
Update

- Once a consumer is enrolled, service providers can update the following fields:
  - Service Type
  - Mailing Address
  - Tribal Benefit Flag
  - Device Reimbursement Date
  - Device Type
  - Device Make
  - Expected Device Rate
  - Expected Rate of Service

Service providers cannot update a subscriber record with the consumer’s first name, last name, DOB, SSN4/Tribal ID, or full address. To update this information, service providers must de-enroll the subscriber and re-enroll the subscriber with their correct information.
Manage Consumers in EBB Program – Batch Upload

Update

• To make an update, add UPDATE as the transaction type and then submit the updated information in the subscriber record.
• To remove all information from the existing field (such as the mailing address), submit the transaction with a blank (or null) value in said field.
Manage Consumers in EBB Program – Batch Upload

De-enroll

- Service providers must de-enroll a consumer from NLAD within 5 business days when de-enrolling for ineligibility or duplicate support.
- When de-enrolling at the consumer’s request, service providers must de-enroll a consumer within 2 business days.
- Service provider must include:
  - Transaction type
  - Subscriber’s phone number (if available) or subscriber ID
  - Transaction effective date
  - Rep ID
Manage Consumers in EBB Program – Batch Upload

Upload EBBP Subscriber File

Displaying 1-9 of 9 records

<table>
<thead>
<tr>
<th>SAC Filename</th>
<th>Username</th>
<th>Submitted Date</th>
<th>Rows Processed</th>
<th>Status</th>
<th>Submitted</th>
<th>Rejected</th>
<th>Errors</th>
</tr>
</thead>
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<td>pentestetanalyst...</td>
<td>03/31/2021 17:35 pm</td>
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<td>ERRORS</td>
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<td>1</td>
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<td>1</td>
<td>ERRORS</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>
Manage Consumers in EBB Program – Batch Upload

- Batch upload can contain one or many transactions
- Can include multiple SACs and transaction types
- Name the template with your SAC and company name: (e.g., "810000_Company.csv").
Manage Consumers in EBB Program – Batch Upload

Tips to ensure successful batch transactions:

• Provide all required fields for the transaction type
• Do not change/modify any of the template headers (row 1)
• Include a rep ID for each transaction
  • If no representative was involved (such as enrollments submitted via a provider’s online enrollment system), use the repNotAssisted field
Manage Consumers in EBB Program – Batch Upload

- NLAD provides a batch results table following each upload
- All records processed successfully = SUCCESS status
- Report will indicate how many records were processed
Manage Consumers in EBB Program – Batch Upload

• If subscriber records contain errors, NLAD will return an ERROR file
• Providers can download ERROR file to understand which transactions were not completed and why
• After correcting errors, provider can re-submit records in a later batch upload
• To avoid overwriting previous files, use a different SAC in the file name
• Avoid including subscribers who were previously successfully uploaded in new batch uploads
Manage Consumers in EBB Program – API

• The EBB Program NLAD Application Programming Interface (API) is another connection option

• The EBB Program NLAD API allows service providers to connect their billing or customer management system directly to NLAD so that their system can send enrollments or other transactions and pull reports automatically
  • For example, a service provider captures a consumer’s enrollment in their own billing system, and the billing system sends the enrollment to NLAD

• To use the EBB Program NLAD API, service providers must have a signed Interconnection Security Agreement (ISA) with USAC
Manage Consumers in EBB Program – API

• Review the API Specifications
  • Information on how a service provider can integrate NLAD into their existing business models is available within the **EBB Program NLAD API Specifications** document.

• Complete Technical Development and Test
  • Technical work is required to establish an API connection. The API Specifications will assist technical teams with development.

• Submit a Signed Interconnection Security Agreement (ISA) to USAC
  • An ISA is an agreement established between USAC and service providers to document the technical requirements and security components of the interconnections between IT systems.
Manage Consumers in EBB Program – API

Service providers accessing NLAD via the EBB Program API must submit to USAC:

- API ID(s) they would like to register for EBB Program API production access
  - If provider has not created an API ID yet, the ETC Administrator can create an API account in NLAD
- Completed and signed ISA
  - Providers that are new to USAC systems must sign the ISA. If you are an existing Lifeline provider that has already signed an ISA, USAC will contact you about additional steps.
- Domain
Questions?
Stay Informed about the EBB Program

For service providers:

• Visit USAC.org to follow EBB Program updates

• Sign up for the USAC EBB Program Outreach List to:
  • Receive EBB Program email updates
  • Learn about EBB Program trainings

• Visit https://www.fcc.gov/emergency-broadband-benefit-program for information about the provider application process

For consumers:

• Visit fcc.gov/broadbandbenefit for the latest information on the Emergency Broadband Benefit