



# **Navigating USAC Systems**

Lifeline and Tribal Teleconference

June 9, 2026

# Housekeeping

- This webinar is being recorded.
- Audio is available through **your** computer's speakers.
- Double check your speaker settings.
- Make sure you are connected to a source that works.
- If your audio or slides freeze, restart the webinar.



# Housekeeping

- A copy of the slide deck is in the **Materials** section of the webinar panel.
- Enter questions at any time using the **Questions** box.
- **Attendees control their own captioning.**
  - You control the font size and color on CC.
  - Toggle CC off and on at your preference.
  - We apologize in advance for any transcription errors or distractions.



# Meet Our Team

**Oladotun Adio**

Communications Specialist

**Gem Labarta**

Tribal Liaison

# Upcoming Dates

- Tribal Teleconference
  - T-LEAP Summer Kick-Off and Information Session – June 16, 2026, at 4 p.m. ET – [Register](#).
- Lifeline
  - Navigating USAC Systems – June 10, 2026, at 3 p.m. ET – [Register](#).
- Rural Health Care
  - Post-Commitment Change Request Webinar (HCF) – June 10, 2026, at 2 p.m. ET – [Register](#).
  - Post-Commitment Change Request Webinar (Telecom) – June 17, 2026, at 2 p.m. ET – [Register](#).
  - Service Provider Quarterly Training (Q2) – June 24, 2026, at 2 p.m. ET – [Register](#).
- E-Rate
  - Open Data Webinar Part 1: Open Data Overview – June 16, 2026, at 2 p.m. ET – [Register](#).
  - E-Rate Invoicing Applicant and Service Provider – June 18, 2026, at 2 p.m. ET – [Register](#).
  - Open Data Webinar Part 2: Creating Reports and Visualizations – June 25, 2026, at 2 p.m. ET – [Register](#).

# Agenda

- Announcements
- Introduction
- Lifeline Systems
  - E-File
  - Representative Accountability Database (RAD)
  - National Lifeline Accountability Database (NLAD)
  - National Verifier
  - Lifeline Claims System (LCS)
- Resources

# Announcements

# SAM.gov Unique Entity Identifier (UEI) Requirement

- Beginning August 2026, USAC will use SAM.gov banking information to remit payment for all Universal Service Fund (USF) invoices and requests for reimbursement.
- **All** service providers and **all E-Rate participants that use the BEAR invoicing method** to receive USF disbursements must have:
  - A Unique Entity Identifier (UEI) on their FCC Form 498
  - An active SAM.gov account
  - A valid bank account associated with the SAM.gov account

# SAM.gov UEI Requirement (cont.)

- If you are a Service Provider or E-Rate participant who receives funding from USAC:
  - Confirm that your FCC Form 498 includes a UEI and active SAM.gov account and that it is connected to the correct bank account—specifically, the bank account that is designated to accept USF disbursements.
  - To prepare for this change, USAC will contact service providers and E-Rate applicants by email to ensure they met these requirements.
- If you are a Service Provider or E-Rate applicant that does **not** have a UEI, or if you have a SAM.gov generated UEI but **not** an active SAM.gov account connected with a bank account:
  - Visit SAM.gov and complete the registration process.
  - This process can take up to six weeks, so USAC recommends starting **as soon as possible**.
- Service Providers and BEAR applicants will have to annually register with SAM.gov to keep their account active. USAC will not be able to process disbursements if the payee's SAM.gov account is inactive.
- For more information, visit USAC's [SAM.gov UEI Requirement webpage](#).

# Announcements

## Tribal Lands Verification Tool

- On March 26, 2026, Lifeline launched the [Lifeline Tribal Lands Verification Tool](#) to help consumers check whether their home address is located on qualifying Tribal lands.
- Consumers can search by their home address or location, using latitude and longitude coordinates.
- This tool is for informational purposes only and does not establish a consumer's eligibility for the Lifeline benefit.**
  - Consumers must apply for the Lifeline benefit and have an approved application before enrolling with a phone or internet company to begin receiving the benefit.
- Consumers can access the Lifeline Tribal Lands Verification tool on LifelineSupport.org under the [Tribal Benefit](#) page.

### Tribal Lands Verification Tool

Use this tool to see if your address is on qualifying Tribal lands. This tool is for informational purposes. It may not accurately show where you live if your address can't be found.

If you live on qualifying Tribal lands, you may be eligible to get a Lifeline discount of up to \$34.25 per month and a one-time Link Up discount up to \$100. Learn more and apply at [LifelineSupport.org](https://LifelineSupport.org).

# Announcements

## LifelineSupport.org Enhancements

- Lifeline’s consumer website [LifelineSupport.org](https://LifelineSupport.org) has been updated to improve the consumer experience and make key information easier to access.
- The following web pages have been simplified and reorganized to improve clarity and usability:
  - [About Lifeline](#)
  - [How to Apply](#)
  - [How to Qualify](#)
  - [Tribal Lands Benefit](#)
  - [Supporting Documents](#)
- These improvements are part of USAC’s ongoing commitment to ensure that Lifeline information is accessible, helpful, and easy to understand.

# Announcements

## FCC Form 481 Due July 1

- **All ETCs** participating in Lifeline **must** file and certify FCC Form 481 by July 1, 2026, even if the provider is not seeking Lifeline support.
- For more information on FCC Form 481, see our [April 1, 2026](#), bulletin or visit our [File FCC Form 481](#) page.
- For guidance on how to complete FCC Form 481, review the High Cost [Filing FCC Form 481 \(2026\)](#) training on USAC's website.

# Introduction

# Introduction

## USAC Overview

- The Universal Service Administrative Company (USAC) is an independent, not-for-profit organization designated by the Federal Communications Commission (FCC) as the administrator of 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.
  - The FCC develops policies and regulations for all four programs, including Lifeline, and provides guidance to USAC.
  - USAC administers all programs, including Lifeline, and educates stakeholders on processes, systems, and rules and requirements.



### 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 or internet service.

- Eligible households can receive:

### **\$9.25 Standard Benefit**

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

### **\$34.25 Tribal Benefit**

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

### **\$100 Link Up Benefit**

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

### **\$9.25 Survivor Benefit**

A \$9.25/month discount for phone, internet, or bundled services for up to 6 months for [survivors who qualify](#).

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

# Introduction

## How to Qualify for Lifeline

- Households can [qualify for the standard Lifeline](#) benefit in **three ways**:

---

1

### Household income

at or below 135 percent of the [Federal Poverty Guidelines](#).

---

2

### Participation in certain Tribal assistance programs

Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy Families (Tribal TANF), or the Food Distribution Program on Indian Reservations (only available to households that live on Tribal lands).

---

3

### Participation in certain federal assistance programs

SNAP, Medicaid, Supplemental Security Income, federal public housing assistance, or Veterans Pension and Survivors Benefit.

---

# Lifeline Systems

# Lifeline Systems

## Overview

- The Lifeline program uses four USAC systems to support service providers. These systems are listed below:

	Representative Accountability Database (RAD)	National Lifeline Accountability Database (NLAD)	National Verifier	Lifeline Claims System (LCS)
System Functions	<ul style="list-style-type: none"> <li>Representative registration</li> </ul>	<ul style="list-style-type: none"> <li>Subscriber management</li> </ul>	<ul style="list-style-type: none"> <li>Consumer eligibility verification</li> </ul>	<ul style="list-style-type: none"> <li>Claims system for service providers to file reimbursements</li> </ul>
User Functions	<ul style="list-style-type: none"> <li>Where service provider agents register for their Representative ID</li> </ul>	<ul style="list-style-type: none"> <li>497 Officers use this system to assign the ETC Administrator user role</li> <li>ETC Administrators assign ETC Analyst, ETC Operations, and ETC Agent user roles</li> <li>ETC agents do not have access to NLAD</li> </ul>	<ul style="list-style-type: none"> <li>ETC Administrator, Analyst, Operations, and Agent user roles automatically receive access to the National Verifier with eligibility verification capabilities once their accounts are created in NLAD</li> <li>497 Officers do not have access the National Verifier</li> </ul>	<ul style="list-style-type: none"> <li>Only 497 Officers and 497 Users have access to LCS and may file and certify reimbursement claims</li> </ul>

**Note:** USAC uses a single sign-on dashboard, [One Portal](#), where users can log into NLAD, the National Verifier, and LCS.

# Lifeline Systems

## Accessing Lifeline Systems

- Getting access to all Lifeline systems begins with [E-File](#).
  - Service providers are required to complete [FCC Form 498](#) and [register for a 498 ID](#) by visiting E-File in [One Portal](#).
    - FCC Form 498 is used to collect remittance, payment, and contact information for companies that receive support from the Lifeline program.
    - A 498 ID is required for all service providers and is a unique number that ensures that approved support is directed to the correct service provider.
  - Once FCC Form 498 has been successfully completed, a 498 ID is assigned to the service provider's Company Officer listed on the provider's Form 498, making them the 498 Officer.
- In E-File, the 498 Officer must assign a 497 Officer who will be responsible for certifying Lifeline reimbursement claims and assigning the ETC Administrator account in NLAD.

**Questions?**

# E-File

# E-File

## Service Provider User Accounts

- The following user accounts and associated permissions are created in E-File:

### **498 Officer**

- Submits and certifies the FCC Form 498.
- Assigns and manages the 497 Officer and other 497 User roles.

### **497 Officer**

- Responsible for certifying reimbursement claims.
- Manages the ETC Administrator user role in NLAD.

### **497 Users**

- Can upload, modify, and submit claims but cannot certify claims.
- Users include the ETC Administrator, ETC Analyst, ETC Operations, and ETC Agent roles.

# E-File

## Access E-File

- 498 Officers should log into [One Portal](#) to access E-File.
- From the homepage, select **Service Provider** and then select **Manage FCC Forms 498**.

The screenshot shows the dashboard for Universal Service Administrative Co. The header is blue with the company logo and name. Below the header is a 'Dashboard' section with a green underline. On the left, there is a calendar view titled 'Upcoming Dates' with three entries: '06/10 2026 June 2026 Monthly Webinar', '07/08 2026 July 2026 Monthly Webinar', and '08/12 2026 August 2026 Monthly Webinar'. A 'see full calendar' link is at the bottom. On the right, there are three expandable sections: 'High Cost', 'Lifeline', and 'Rural Health Care'. The 'Service Providers' section is highlighted with a green border and expanded, showing a description: '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 should select **High Cost & Low Income** from the navigation menu.
- Next, click **Form 497** to complete FCC Form 497.

The screenshot shows the E-File landing page for Universal Service Administrative Co. The navigation menu on the left includes: Admin Center, Service Providers, View Sent Remittance Emails, Schools and Libraries, Rural Health Care, Invoice, Form 463, **High Cost & Low Income** (highlighted with a green box), Form 497, Form 555, and 481 Online Form. The main content area is titled "Information Center" and features a "Service Providers" table. The table has columns for "View", "498 ID Status", and "Action". One provider is listed with ID 143035643, name "Computer Systems and Network Services of Georgia, Inc", and status "Active". Below the table, there is a link to "consolidate 498 IDs". The footer contains copyright information and links for "Website & Privacy Policies" and "Website Feedback".

Universal Service Administrative Co. E-File barwright@netzero.net Log Out

Admin Center

Service Providers

View Sent Remittance Emails

Schools and Libraries

Rural Health Care

Invoice

Form 463

**High Cost & Low Income**

Form 497

Form 555

481 Online Form

## Information Center

### Service Providers

	View	498 ID Status	Action
143035643 Computer Systems and Network Services of Georgia, Inc		Active	Edit   Deactivate

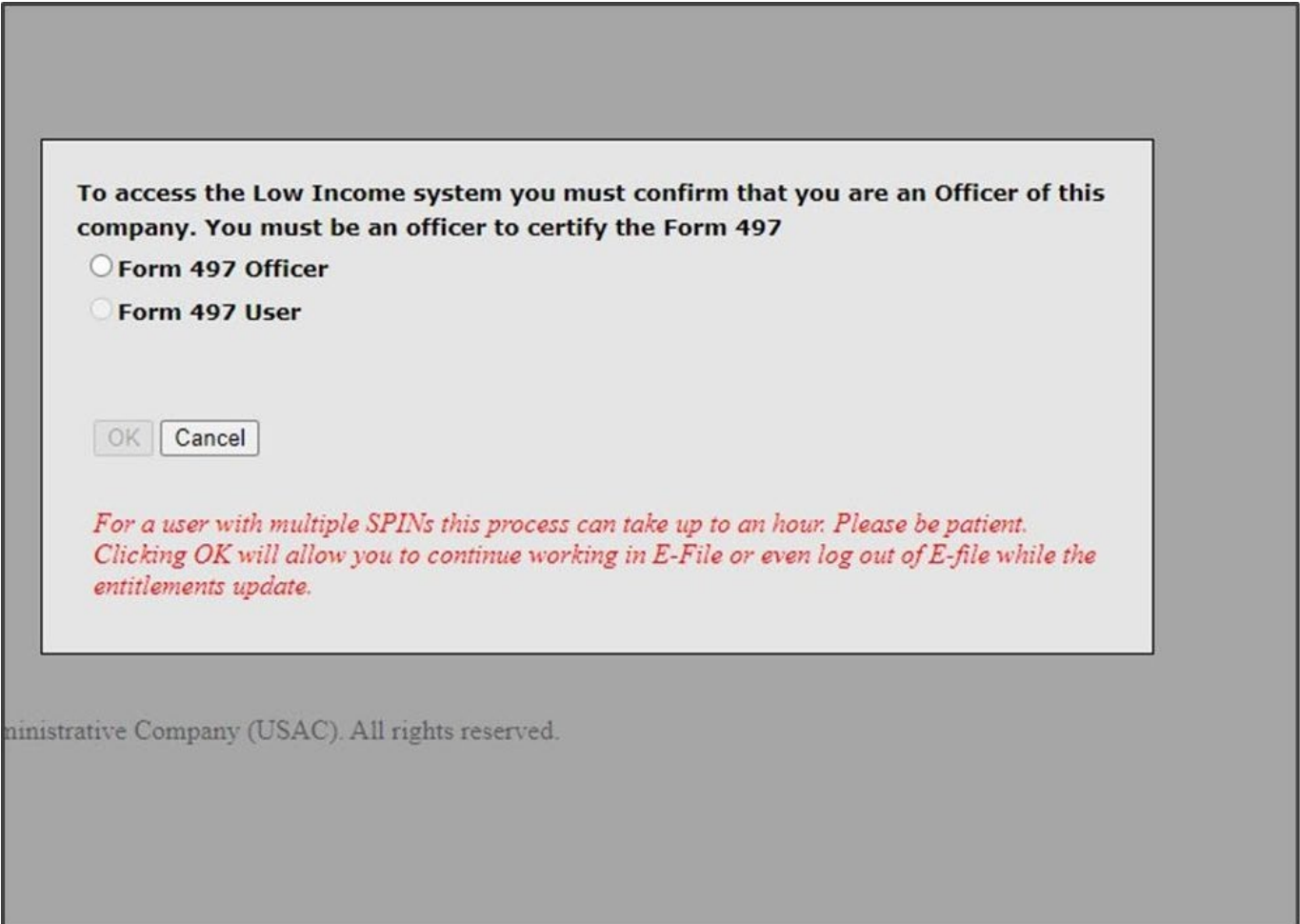
To combine one or more 498 IDs, go to [consolidate 498 IDs](#).

© 1997-2025, Universal Service Administrative Company, All Rights Reserved. [Website & Privacy Policies](#) | [Website Feedback](#)

# E-File

## Certify 497 Entitlement

- Select either **Form 497 Officer** or **Form 497 User**.
- **Note:** 498 Officers with multiple SPINS may experience a wait time of up to one hour for E-File to update entitlements.



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 User

- From the E-File page, select **New User** under the **Authorized Users** section of the navigation menu.

The screenshot displays the E-File web application interface. The top navigation bar is blue and contains the Universal Service Administrative Co. logo and the text "E-File". The left sidebar navigation menu includes sections for Admin Center, Service Providers, Schools and Libraries, Rural Health Care, High Cost & Low Income, Authorized Users, FAQs, and My Account. The "New User" link under the Authorized Users section is highlighted with a green border. The main content area shows the "Information Center" for "Service Providers" with a table of provider information and a footer with copyright and policy links.

**Universal Service Administrative Co. E-File**

**Admin Center**

- Service Providers
- View Sent Remittance Emails

**Schools and Libraries**

**Rural Health Care**

- Invoice
- Form 463

**High Cost & Low Income**

- Form 497
- Form 555
- 481 Online Form

**Authorized Users**

- Add or Remove 498 Users
- New User**
- Pending Users

**FAQs**

- Company Information and W9
- ACH Instructions

**My Account**

- Change Password

### Information Center

#### Service Providers

498 ID	Company Name	View	498 ID Status	Action
			Active	<a href="#">Edit</a>   <a href="#">Deactivate</a>

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

© 1997-2025, Universal Service Administrative Company, All Rights Reserved. [Website & Privacy Policies](#) | [Website Feedback](#)

# E-File

## Create 497 Officer (1/2)

- Provide the **Email** of the user being assigned 497 Officer privileges and then select **Search**.
- Enter the user's **First Name** and **Last Name** in the highlighted fields, which is required.
  - Providing the address information of the user is optional.
- Select **Next**.

### 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:

### 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:

abc@usac.org

**First Name:**

abc

**Last Name:**

def

Street Address :

City:

State:

Zip:

Phone:

5555555555

Fax:

Please hit Next to assign entitlements...

Field names in bold are required.

# E-File

## Create 497 Officer (2/2)

- Select the **LI Form 497** checkbox, and then select **497 Officer** from the dropdown menu.
- Select the checkbox for the SPIN(s) the user should have 497 Officer access to and then 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"/>

# E-File

## Create ETC Administrator

- To create an ETC Administrator user role, login to [One Portal](#).
- Select **National Lifeline Accountability Database (NLAD)** from under the Lifeline section of the dashboard, and then select **Account Management** from the header menu.
- Select **497 Officer Home Page** to continue with creating the ETC Administrator role and follow the prompts.
- For additional guidance, review the [Get Started as a New Company](#) webinar.

The image shows two screenshots from the Universal Service Administrative Co. dashboard. The top screenshot is the 'Dashboard' page, which has a blue header with the company logo. Below the header, there's a 'Dashboard' title and a horizontal line. On the left, there's an 'Upcoming Dates' section with a calendar icon, listing three webinars: '06/10 2026 June 2026 Monthly Webinar', '07/08 2026 July 2026 Monthly Webinar', and '08/12 2026 August 2026 Monthly Webinar', with a 'see full calendar' link below. On the right, there's a 'Lifeline' section with an upward arrow icon. It contains four informational cards: 'National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline 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 reimbursement.' (highlighted with a green box), 'National Lifeline Accountability Database Staging Environment - The NLAD staging environment allows Lifeline providers to test system features.', 'Lifeline Claims System (LCS) - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.', and 'FCC Form 555 - The FCC Form 555 reports company recertification results. All Lifeline service providers must complete their form(s) annually on or before January 31.'

The bottom screenshot is the 'National Lifeline Accountability Database' page. It has a blue header with the company logo and the page title. Below the header, there's a navigation menu with four items: 'Subscriber Management', 'Account Management' (highlighted with a green box), 'Claims', and 'Tools & Resources'. Below the navigation menu, there's a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Account Management'. The main heading is 'Account Management' in blue. Below it, the text says 'Create, manage, and review subaccounts for your SPINs'. There's a list of links, with the first one '497 Officer Home Page - Review ETC Administrator Accounts and manage SPIN assignments.' highlighted with a green box. Other links include '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.', and 'Manage Email Recipients - Assign contacts to receive NLAD-related emails.'

**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](#).
- All NLAD subaccounts, except the 497 Officer, are required to register for a **Representative ID** to verify their identity.
  - Once a user's identity is verified, RAD issues a unique 9-digit number called the Representative ID which connects them to the transactions they perform in NLAD and the National Verifier.
  - Representative IDs should **only** be shared with the carrier(s) for which the representative works.

# Representative Accountability Database

## Registration & User Roles

- RAD registration is a two-step process:
  1. Representatives [self-register for a Representative ID](#), which is needed to perform transactions in NLAD and the National Verifier.
  2. Once a representative has received their Representative ID, they are required to provide it to their 497 Officer or ETC Administrator.
    - The 497 Officer or ETC Administrator will use the Representative ID to create the representative's NLAD and National Verifier account credentials.
- Once the account credentials and Representative ID are linked, users can perform transactions in NLAD and the National Verifier. These users are ETC Administrators, ETC Analysts, ETC Operations and ETC Agents.

# Representative Accountability Database

## Resources

- For more information on RAD, view the following:
  - The [Representative Accountability Database 101](#) webinar
  - USAC's [RAD page](#) which provides a detailed overview of RAD and lists important links on [how to register](#) and [manage representative IDs](#)
  - The [RAD Resources](#) page which lists frequently asked questions and has an instructional video

# National Lifeline Accountability Database

# National Lifeline Accountability Database

## Overview

- NLAD is used to enroll Lifeline-eligible consumers and manage existing subscribers' benefits.
- Once a consumer qualifies for the Lifeline program through the National Verifier, their service provider must enroll them using NLAD so that the subscriber can receive the benefit and so that the service provider can claim reimbursements.
  - NLAD is available in all states except for Oregon and Texas, which are considered *NLAD [opt-out states](#)*.

Universal Service Administrative Co.

### Dashboard

#### Upcoming Dates

06/10 2026	June 2026 Monthly Webinar
07/08 2026	July 2026 Monthly Webinar
08/12 2026	August 2026 Monthly Webinar

[see full calendar](#)

#### Lifeline

- National Lifeline Accountability Database (NLAD)** - Service providers enroll Lifeline 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 reimbursement.
- National Lifeline Accountability Database Staging Environment** - The NLAD staging environment allows Lifeline providers to test system features.
- Lifeline Claims System (LCS)** - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.
- FCC Form 555** - The FCC Form 555 reports company recertification results. All

# National Lifeline Accountability Database

## Account Types and Functions

- NLAD has 4 account types and functions:

### **497 Officers**

Are responsible for certifying claims and overseeing the ETC Administrator user role.

### **ETC Administrators**

Manage all sub-accounts (Analyst, Operations, and Agent roles) and can perform subscriber transactions, query subscriber data, and view reports. These users can also access the National Verifier to check consumer eligibility.

### **ETC Analysts**

Can perform subscriber transactions, query subscriber data, and view reports in NLAD, and can use the National Verifier to confirm consumer eligibility.

### **ETC Operations**

Users can query data and view reports in NLAD, as well as use the National Verifier to confirm consumer eligibility.

**ETC Agents do not** have access to NLAD and can only use the National Verifier to confirm consumer eligibility.

# National Lifeline Accountability Database

## Transaction Types

- Users can perform 5 types of transactions in NLAD to manage subscribers:

<b>Verify</b>	<ul style="list-style-type: none"><li>• Allows providers to pre-validate whether a subscriber transaction would successfully process in NLAD</li></ul>
<b>Enroll</b>	<ul style="list-style-type: none"><li>• Enrolls new subscribers in Lifeline and adds them to the service provider's NLAD subscriber records</li></ul>
<b>Transfer</b>	<ul style="list-style-type: none"><li>• Transfers existing Lifeline subscribers from their current service provider in NLAD to allow the transacting provider to provide Lifeline service to the subscriber</li><li>• The subscriber <b>must</b> give their consent</li></ul>
<b>Update</b>	<ul style="list-style-type: none"><li>• Allows providers to update subscriber information such as contact information</li></ul>
<b>De-enroll</b>	<ul style="list-style-type: none"><li>• Removes or de-enrolls subscribers from NLAD who no longer receive the Lifeline benefit</li></ul>

# National Lifeline Accountability Database

## Subscriber Management

- Service providers can manage subscribers in NLAD using the following methods:

### Individual Transactions (Portal)

- Providers can perform individual transactions for one consumer at a time using the NLAD user interface (UI), which is accessible via [One Portal](#).

### Bulk Upload

- Providers can add or update many subscribers at once by using a bulk upload template (CSV format file) to perform multiple transactions from a single file upload in NLAD.

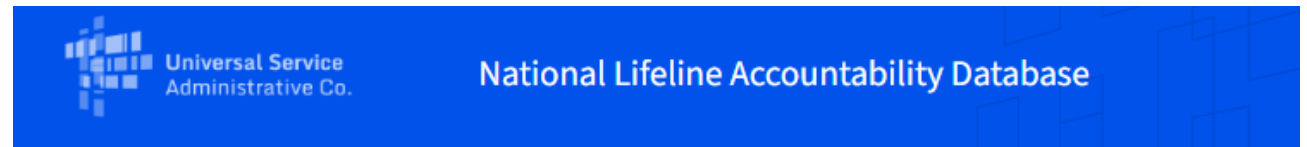
### NLAD API

- Providers can use an Application Programming Interface (API), which connects their billing or customer management system directly to NLAD to perform transactions and automatically pull reports.
- To use the NLAD API, service providers must have a signed Interconnection Security Agreement (ISA) with USAC.

# National Lifeline Accountability Database

## Resources

- Additional resources are available in the **Tools & Resources** section of NLAD and include some of the following:
  - Reports
  - User Guide
  - NLAD API Specifications
  - Field Descriptions
- Review the [NLAD FAQs](#) for common questions about NLAD.
- Review the [NLAD 101 webinar](#) for a complete system overview.
- Learn how to [resolve NLAD errors](#).



Subscriber Management

Account Management

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Tools & Resources](#)

## Tools & Resources

- [Reports](#) - Review reports on Lifeline subscribership and activity.
- [Tribal Lands Eligibility Verification](#) - Check if a subscriber's address is on Tribal lands. For information purposes only.
- [User Guide](#) - Information on using the NLAD system.
- [NLAD API Specification](#) - Learn how to connect to NLAD by API.
- [NV API Specification](#) - Learn how to connect to the National Verifier by API.
- [NV API ISA](#) - Required agreement to connect to USAC's systems by API.
- [Field Descriptions](#) - Detailed information on required fields in NLAD.
- [Training Videos](#) - Review information on using NLAD.

**Questions?**

# National Verifier

# National Verifier

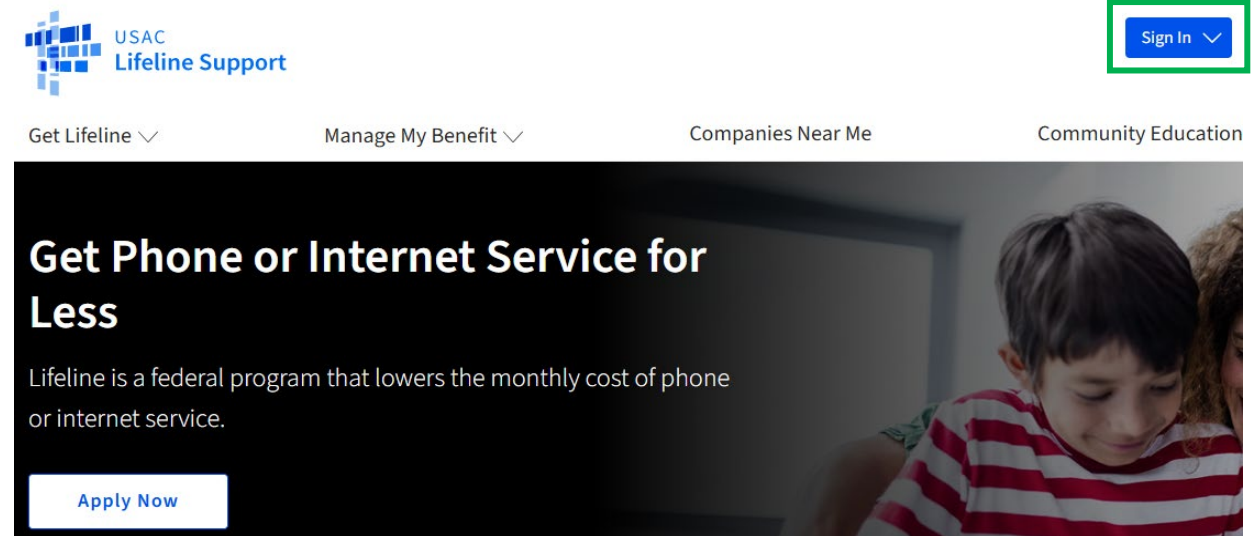
## Overview

- The National Verifier is Lifeline's centralized application system that determines whether consumers are eligible for Lifeline.
- Service providers in all 56 states and territories (except in NLAD [opt-out states](#) - Texas and Oregon) must use the National Verifier when helping consumers apply to Lifeline.
- Both service providers and consumers have access to the National Verifier, which can be found at [LifelineSupport.org](#).
  - Service providers can use the National Verifier [service provider portal](#) to help consumers complete an application or [One Portal](#).
  - Consumers can use the National Verifier to apply for Lifeline using the [online application](#).
- Review the [National Verifier 101](#) webinar for additional information.

# National Verifier

## Access National Verifier

- The National Verifier can be found online at [LifelineSupport.org](https://LifelineSupport.org).
  - Service providers can click the **Sign In** button to be redirected to the sign-in page for access to the system.
  - Consumers can select **Apply Now** to begin their application.
- Service providers can also access National Verifier from the One Portal dashboard.



# Lifeline Claims System

# Lifeline Claims System

## Overview

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

# Lifeline Claims System Overview



Review Claims

Complete Claims  
Template

Certify Claims

**Download and review**  
the list of subscribers  
eligible for  
reimbursement.

**Populate and submit**  
the template  
with necessary  
information about  
subscribers.

**Certify claims submissions**  
within one year of the snapshot  
date (taken on 1<sup>st</sup> of the  
month).

# Lifeline Claims System

## LCS Access

- Service providers can access LCS from the [One Portal](#) dashboard.

ⓘ **Reminder:** LCS users must have 497 Officer or 497 User credentials to access LCS.

The screenshot shows the dashboard for Universal Service Administrative Co. The page title is "Dashboard". On the left, under "Upcoming Dates", there is a calendar icon and a list of three monthly webinars: "06/10 2026 June 2026 Monthly Webinar", "07/08 2026 July 2026 Monthly Webinar", and "08/12 2026 August 2026 Monthly Webinar". A link "see full calendar" is at the bottom. On the right, under "Lifeline", there are three informational boxes. The first box describes the National Lifeline Accountability Database (NLAD). The second box describes the NLAD Staging Environment. The third box, which is highlighted with a green border, describes the Lifeline Claims System (LCS).

Universal Service Administrative Co.

### Dashboard

#### Upcoming Dates

06/10 2026	June 2026 Monthly Webinar
07/08 2026	July 2026 Monthly Webinar
08/12 2026	August 2026 Monthly Webinar

[see full calendar](#)

#### Lifeline

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline 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 reimbursement.

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

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

# Lifeline Claims System

## Resources

- For more information on the LCS, view:
  - [Lifeline Claims System \(LCS\)](#) web page
  - [Lifeline Claims System User Guide](#)
  - [Reimbursement FAQs](#)
  - [LCS Upload Field Descriptions](#)
  - [Lifeline Claims System 101](#) webinar
- For instructional videos, view:
  - [How to Submit Claims in LCS in NLAD States](#)
  - [How to Submit Claims in LCS in NLAD Opt-Out States](#)
- Email [Form497@usac.org](mailto:Form497@usac.org) for questions about claims and disbursements.

**Questions?**

# General Resources

- Visit [usac.org/lifeline](https://usac.org/lifeline) for general program information.
- Email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for technical support and additional information on processes, rules, and requirements and cc our Tribal Liaison at [TribalLiaison@usac.org](mailto:TribalLiaison@usac.org).
- Visit Lifeline's [Webinars](#) page to review past trainings and register for upcoming events.

**Thank You!**



**Universal Service**  
Administrative Co.