RAD: Registration and Linking Accounts

Lifeline Program Update

June 12, 2019

Universal Service
Administrative Co.

Housekeeping

- Audio is available through your computer's speakers

- The audience will remain on mute

- Enter questions at any time using the "Questions" box
  - There is a large audience signed in today. We will accept as many questions as possible!

- If your audio or slides freeze, restart the webinar

- Copy of the slide deck in the "handouts" section of webinar panel

Today's Presenters

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Agenda

1. RAD Overview

2. Representative ID Registration Overview

3. Linking Representative IDs to Accounts Overview

4. Questions

Announcements

Representative Accountability Database (RAD)

Announcements

- USAC will host live training sessions on RAD for service providers so that they can assist their representatives register for their Representative IDs
  - Additional training modules and information on RAD will be posted on USAC's website to serve as a resource for representatives

- Mid-June NLAD release
  - Beginning tomorrow, Thursday, June 13, BQP updates will require a de-enroll/re-enroll in NLAD
  - Service providers will be able to input a general delivery address into the mailing address field for a consumer in NLAD
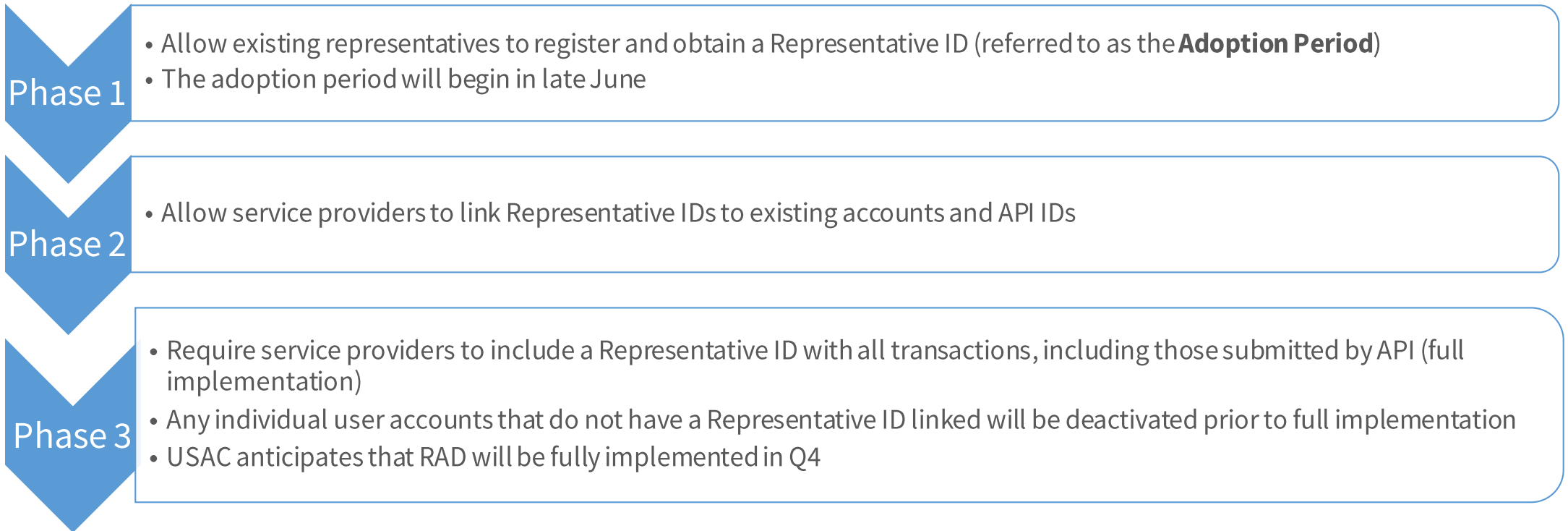
RAD Overview

Representative Accountability Database (RAD)

RAD Review

- The Representative Accountability Database (RAD) is a new registration system that will require service provider representatives to obtain a unique ID

- USAC will use this ID to track a representative's transactions in the National Lifeline Accountability Database (NLAD) and National Verifier (NV):
  - Transactions will be monitored for potentially fraudulent activity
  - A unique identifier will give USAC the ability to revoke system access for individual users suspected of fraudulent activity

RAD Implementation

Implementation is expected to occur in three phases:

Phase 1
- Allow existing representatives to register and obtain a Representative ID (referred to as the **Adoption Period**)
- The adoption period will begin in late June

Phase 2
- Allow service providers to link Representative IDs to existing accounts and API IDs

Phase 3
- Require service providers to include a Representative ID with all transactions, including those submitted by API (full implementation)
- Any individual user accounts that do not have a Representative ID linked will be deactivated prior to full implementation
- USAC anticipates that RAD will be fully implemented in Q4

Note: Substantial **time** will be given for carriers to test API changes prior to full implementation

Representative ID Registration

RAD Implementation Phase 1

Implementation Phase 1: Registration

The following list provides examples of who needs to register for a Representative ID:

- Individuals directly interfacing with potential subscribers to enroll them in Lifeline

- Immediate supervisors of individuals directly interacting with potential subscribers to complete Lifeline enrollments

- Individuals that contract directly with ETCs and oversee or manage several teams of people working to complete Lifeline enrollments

- Individuals that either assist subscribers with recertification or prepare subscriber information for recertification and submission to the NLAD/NV

- Customer service representatives that update PII for existing Lifeline subscribers

- Back office individuals that conduct manual eligibility reviews of subscriber enrollment or recertification information that is initially submitted through an electronic systems, e.g., an online portal, ETC billing system

Implementation Phase 1: Registration

Registration will be performed directly by the representative on a public website created by USAC. Each representative will receive one Representative ID, regardless of the number of service providers for which they work.

How does it work?

Personally identifiable information (PII) will be collected: full name, date of birth, last four digits of Social Security number, residential address, and email address.

PII will go through a validation process similar to subscriber third-party identity verification (TPIV) and duplicate checks.

USAC will manually review identity documentation for any representative whose identity cannot be verified or who is identified as a duplicate.

Self Registration Process
Step 1: Submit Email

- Representatives will self register for their Representative ID through the RAD website

- First, they will provide their email address and select "I'm not a robot"

Representative 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.

Email Address   Forgot Representative ID?

example@email.com

Note: Representatives will need to **complete a CAPTCHA** before they press submit.

☐ I'm not a robot   reCAPTCHA

Submit

Self Registration Process
Step 1a: Follow Link

- Representatives will be emailed a link to continue the registration process

- They will select the link to begin submitting their personally identifiable information (PII)
  - The link will expire 72 hours after the representative received it

Next Steps …

Thank you for submitting your information. Please check your email for additional information and next steps.

Didn't get an email? Click here to resend.

Self Registration Process
Step 2: Submit PII

- Representatives will input their information into the fields below

Full Legal Name
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name

Middle Name (Optional)

Last Name

Suffix (Optional)

Address
Please provide your residential address. Do not provide the address of the company you represent.

Street Number and Name

Apt., Unit, etc.

City

State

Zip Code

First and last name may only consist of letters, hyphens, spaces, and single quotes. The first name should be the representative's legal name, not a nickname. The last name must be at least 2 characters.

Date of Birth

MM/DD/YYYY

Date of birth must be in the MM/DD/YYYY format.

The last 4 digits of Social Security Number (SSN)

Self Registration Process
Step 2a: Create Security Questions

- Representatives will create three security questions and agree to two certifications

Security Question 1

| What is the name of your first pet? | ⌄ |

Your Answer to Security Question 1

Security Question 2

| What elementary school did you go to? | ⌄ |

Your Answer to Security Question 2

Security Question 3

| In what city/town was your first job? | ⌄ |

Your Answer to Security Question 3

☐ By checking this box you agree that all of the information you are providing may be collected, used, shared, and retained by USAC for the purposes of applying for and receiving a Representative ID.

☑ I certify, under penalty of perjury, that I am providing my own information to apply for a Representative ID and that all requested identification information has been provided and is accurate. I know that I must comply with all rules and regulations for the federal Lifeline program. I know that willingly giving false information or engaging in fraudulent behavior to qualify or enroll individuals in the Lifeline Program is punishable by law, including imprisonment. I understand that, once received, a Representative Identification number is issued for a specific individual and is not transferable.

Submit

Self Registration Process
Step 2b: Review Information

- Representatives will be able to review their information before submitting it and edit it if need be

Review Your Information

Full Legal Name:	**Erica Greene**
Address:	**801 Amberly Dr**
	Reston, VA 20193
Date of Birth:	**March 10, 1987**
Last 4 Numbers of SSN:	**3456**
Email:	**egreene@vz.com**

Security Question 1:	**What is the name of your first pet?**
Your Answer:	**wiz**
Security Question 2:	**What elementary school did you go to?**
Your Answer:	**sunrise**
Security Question 3:	**In what city/town was your first job?**
Your Answer:	**chantilly**

Edit   **Submit**

Self Registration Process
Step 3: Check Email

- Representatives who successfully register will receive their Representative ID

- Representatives who register but have identity errors will receive their Representative ID along with the list of errors and information on how to resolve them

Next Steps …

Thank you for submitting your information. Please check your email for additional information and next steps.

Didn't get an email? Click here to resend.

Self Registration Process
Step 3a: Resolving Errors

- Representatives may be identified as a duplicate or their information may encounter one or more of the following errors

    - Identity cannot be found

    - Date of birth cannot be verified

    - SSN4 (last four digits of their social security number) cannot be verified

    - Identified as deceased

- Representatives will mail documentation to resolve their errors to the Lifeline Support Center at

    PO Box 7081

    London KY 40742

- Representatives **must** send a cover page that includes their Representative ID, first and last name, and email address that they used to register, along with any documentation otherwise their documentation will not be processed

    - The required cover sheet will be posted on USAC's website

Self Registration Process
Step 3a: Resolving Errors

The table below reflects what documentation is acceptable documentation for a **Date of Birth (DOB)** or last 4 digits of **Social Security Number (SSN4)** error:

Acceptable Documentation	DOB	SSN4
Driver's license	X	
Birth certificate	X	
W-2		X
Tax return		X
Social Security card/ SSA-1099		X
Certificate of Naturalization/ Certificate of U.S. Citizenship	X	
Permanent Resident Card/Permanent Resident Alien Card	X	
Federal, state, or tribal ID	X	X
Passport	X	
Military discharge documentation	X	X
Weapons permit	X	X
Government assistance program document	X	X
Statement of benefits from a qualifying program	X	X
Unemployment/workers' compensation statement of benefits	X	X

Self Registration Process
Step 3a: Resolving Errors

- If a representative receives an "**Identity not found**" error or if they are identified as a duplicate, they must submit copies of documentation proving

    1. Their date of birth (DOB) and

    2. The last four digits of their social security (SSN4)

Self Registration Process
Step 3a: Resolving Errors

- If a representative is **identified as deceased**, they must submit copies of documentation proving
    1. Their date of birth (DOB),
    2. The last four digits of their social security (SSN4), and
    3. That they are alive (one from the list below):
        - Current utility bill
        - Current income statement
        - Current mortgage or lease statement
        - Current retirement/pension statement of benefits
        - Notarized letter affirming the identity and alive status

Linking Representative IDs to Accounts

RAD Implementation Phase 2

Implementation Phase 2: Linking Accounts

Representatives will be **linked** to the service provider(s) they work for through the existing NLAD and NV account management structure.

How does it work?
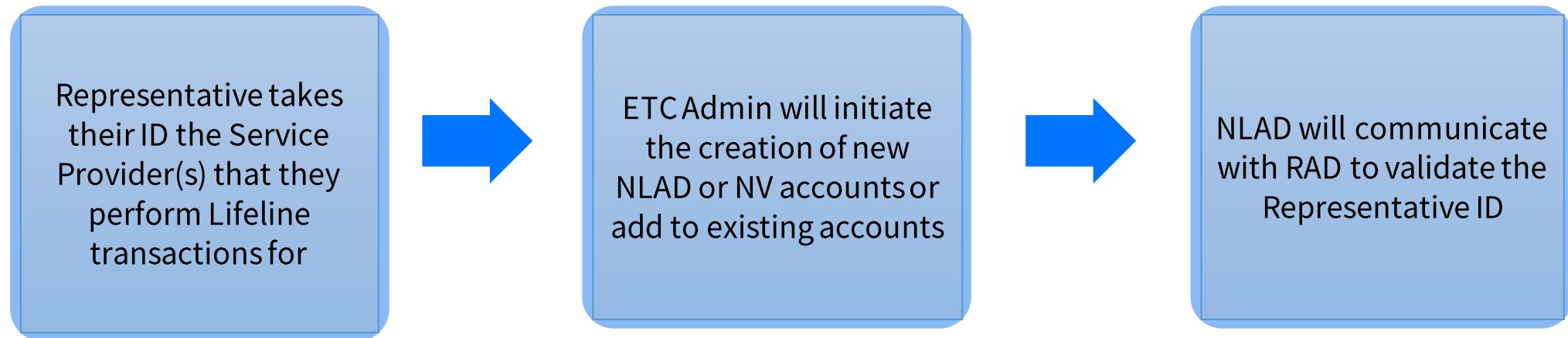
Once a representative has successfully registered, they will take their Representative ID to the service provider(s) they work for.	The service provider will assign the Representative ID to the representative's NLAD and NV accounts.	When RAD is operational, the creation of any new NLAD or NV account will require a Representative ID.

If all validations are successful, the account will be created, thereby linking the representative to the service provider(s) that they work for.

Implementation Phase 2: Linking Accounts

Representative takes their ID the Service Provider(s) that they perform Lifeline transactions for

→

ETC Admin will initiate the creation of new NLAD or NV accounts or add to existing accounts

→

NLAD will communicate with RAD to validate the Representative ID

Questions?

Lifeline Program Webinar

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