Representative Accountability Database (RAD) Overview

Lifeline Program Update

May 8, 2019
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. Announcements
2. System Overview
3. Questions
Announcements

Representative Accountability Database (RAD)
Announcements

- The National Verifier hard launched in Alaska, American Samoa, District of Columbia, Delaware, Maine, Northern Mariana Islands, Rhode Island, and Virgin Islands (February 2019 launch) yesterday, Tuesday, May 7
- The National Verifier is now launched in 27 states and territories, with 24 hard (full) launched
- USAC anticipates that all remaining states and territories will launch in the National Verifier by the end of 2019
- Reminder: service providers must always enter their consumer’s name and address in NLAD exactly as it was entered in the National Verifier
System Overview

Representative Accountability Database (RAD)
RAD Overview: Definition

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).

1. Transactions will be monitored for potentially fraudulent activity.
2. A unique identifier will give USAC the ability to revoke system access for individual users suspected of fraudulent activity.
RAD Overview: Purpose

1. In its 2017 “Safeguards Letter,” the FCC directed USAC to create a system for registering service provider representatives that would include the ability for USAC to:
   - Verify representatives’ identity,
   - Link representatives who handle Lifeline program enrollment and other related transactions, and
   - Lock representatives suspected of fraud out of its system.

2. In response to these requests, USAC also stated it would create a process for regularly confirming representatives’ status.
RAD Overview: Project Components

There are four main components of RAD:

1. **Phase 1 - Register:** Verify identity and create a Representative ID
2. **Phase 2 - Link:** Link representatives to specific companies through user accounts
3. **Phase 3 - Reports & Lock Outs:** Monitor activity through reporting and lock out individual users as needed
4. **Phase 4 - RAD Confirmation:** Regularly confirm representatives’ status
RAD Overview: Register

**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.
RAD Overview: Link

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.
### RAD Overview: Reports and Lock Outs

When USAC identifies potentially fraudulent behavior, it will have the ability to **lock** representatives out of the NLAD and the National Verifier systems.

#### How does it work?

- **The representative will be locked out from all companies for whom they work, if they work for more than one company.**
- **A review of the potentially fraudulent activity will be conducted. RAD will send a notification to all service providers that administer accounts associated with the Representative ID.**
- **Following review, USAC will have the ability to unlock a Representative ID.**
RAD Overview: RAD Confirmation

The **RAD Confirmation** process will ask service providers to confirm the status of their representatives.

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**How does it work?**

- The goal is to verify that representatives linked to a service provider should remain linked to that service provider.
- USAC will provide a report to each service provider of all representatives linked to the service provider.
- The service provider will review and request that representatives are unlinked or acknowledge that representatives remain linked.
RAD Overview: Implementation

Implementation will occur in three phases:

Phase 1
- Allow existing representatives to register and obtain a Representative ID

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)
- An individual NLAD/NV user account will be deactivated without a linked Representative ID
Questions?
Lifeline Program Webinar

• Thank you for joining us!

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