

# Representative Accountability Database (RAD) Overview

Lifeline Program Update

May 8, 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. 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.

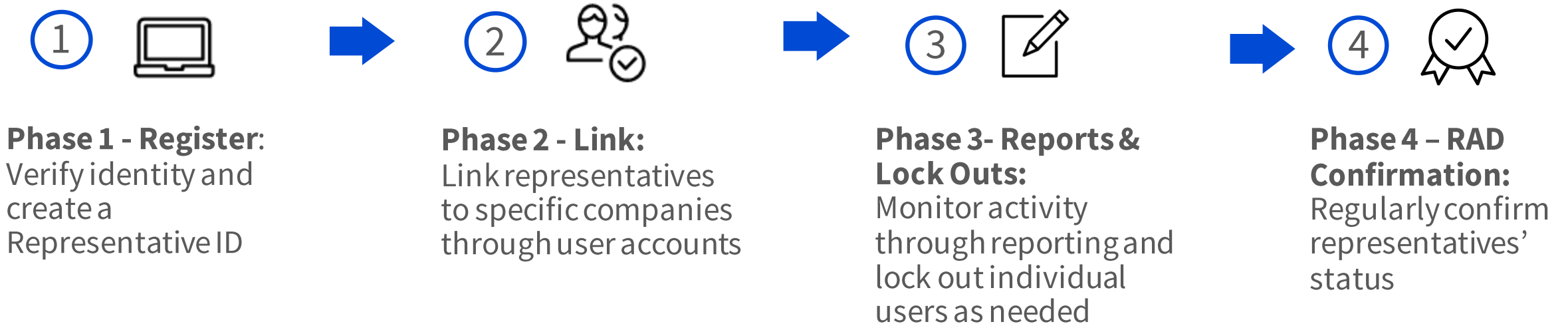


## RAD Overview: Purpose

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:



# 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.

## 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!
- **Further feedback can be submitted with the subject line “RAD Feedback” to [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org).**
- Sign up for Lifeline Program email updates and upcoming events
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