Optional Use of the Representative Accountability Database in Production

November 13, 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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1. Announcements

2. Introduction to RAD Changes

3. RAD Refresher

4. What to Expect in Production

5. RAD Resources

Announcements

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Announcements

- USAC's new website launched **Monday, November 11**
  - With this launch, you will see improved design and functionality on USAC.org and LifelineSupport.org
  - All web links (excluding USAC.org landing page and LifelineSupport.org landing page) have changed
  - Visit USAC.org for a video tutorial of the new site and for the updated URLs

- Minimum Service Standards
  - [Updated minimum service](#) standards for speed and usage allowances for Lifeline-supported services go into effect on December 1, 2019

Announcements

- Minimum Service Standards are changing December 1

- If the type of service provider to a consumer will change, Carriers will need to update the "service type" in NLAD.

- There are five types of Lifeline service carriers can offer:
  - **Voice -** Subscriber is provided a Voice only service that meets the minimum service standards.
  - **Broadband -** Subscriber is provided a Broadband only service that meets the minimum service standards.
  - **Bundled Voice -** Subscriber is provided a Voice and Broadband service that meets the Voice minimum service standards only.
  - **Bundled Broadband** - Subscriber is provided a Voice and Broadband service that meets the Broadband minimum service standards only.
  - **Bundled Voice & Broadband** – Subscriber is provided a Voice and Broadband service that meets both the Voice and Broadband minimum service standards.

- Any updates need to be made in NLAD within ten days of the change of service

Announcements

- New Hostname for the National Lifeline Accountability Database (NLAD) APIs
  - SPs who submit transactions by API (directly from their company's systems to NLAD) should share information about the hostname change with their technical teams so that they can make updates to their API requests
  - The new hostname will be "api-stg.universalservice.org"/"api.universalservice.org" for the staging (pre-production)/production environments
  - All other components of the base URL for the NLAD APIs will remain the same
  - This new hostname is currently available in the staging (pre-production) and production environments
  - **On November 25, 2019**, use of the new hostname will be required and any transaction submitted by API using the old hostname will fail

Questions?

Introduction to RAD Changes

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Introduction to RAD Changes

The Representative Accountability Database (RAD) will be released to NLAD production and available for optional use the week of December 2.

- Use of RAD will not be required – carriers may **choose** to use all RAD features

- Changes will include:
  - The ability to link a Representative ID to NLAD and National Verifier accounts in production
  - The ability for USAC to trace an eligibility check, enrollment, or other transactions to a representative if the representative's account is linked to a Representative ID
  - The ability to provide a Representative ID for transactions submitted by API

RAD Refresher

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What is RAD?

RAD was created to allow USAC to track a representative's transactions in NLAD and the National Verifier.

- USAC will use the data gathered to improve program integrity by monitoring for potentially fraudulent activity.

- A key component of RAD is the Representative ID (Rep ID):
  - A Rep ID is a unique ID provided to representatives after their identity is verified by USAC. Representatives only have one Representative ID, even if they work for multiple service providers.

How does RAD work?

① Representatives register

- Visit lifelineRAD.org

- Provide email address and identity information

- Receive a Rep ID

- Provide Rep ID to service provider(s)

② Service Providers link Rep IDs

- ETC Admins link Rep IDs to NLAD/NV accounts
  - 497 Officers link a Rep ID to ETC Admin accounts

- Service providers include Rep ID with transactions submitted by API
  - NLAD and NV automatically track Rep ID for portal transactions

③ USAC monitors

- USAC monitors transactions for potentially fraudulent activity

- USAC has the ability to lock out representatives suspected of fraud
  - Locked out representatives cannot access NLAD or NV or submit transactions like enrollments or updates

Who is Impacted by RAD

Service Provider Role	RAD Impact
Form 497 Officer	• Does not need Rep ID • Responsible for linking ETC Admins' Rep IDs to their accounts
ETC Administrator	• Needs Rep ID if responsible for eligibility checks, enrollments, etc. • Responsible for linking Rep IDs to subaccounts, including API accounts
Subaccount holder (ETC Analysts, ETC Operations, and ETC Agents)	• Needs Rep ID if responsible for eligibility checks, enrollments, etc.
Anyone who performs enrollments, updates, recertification, etc.	• Needs Rep ID
Master Agent	• Needs Rep ID
API account managers/technical teams	• Needs to prepare for changes to API requests/batch file template • Plan to include Rep ID on eligibility checks, enrollments, and other transactions performed by API/batch upload

Questions?

What to Expect in Production

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RAD Fully Optional

At the time RAD is released into NLAD production, it will **not** be required

- Representatives can choose whether or not to register for a Rep ID

- Service providers can choose whether or not they want to link Rep IDs to subaccounts or API accounts
  - If a Rep ID is linked to a subaccount, the Rep ID will be tracked for transactions submitted in the National Verifier Service Provider Portal or the NLAD website

- Service providers that do not register/link accounts will still see the Rep ID fields on the ETC Admins and 497 Officer "Account Management" pages but will not receive any errors associated with a Rep ID

- Service providers can choose to include RAD fields in API transactions or the batch file template

Account Management Changes

497 Officers and ETC Admins will see changes to the "Account Management" pages in NLAD:

- Optional fields for adding a Rep ID or master agent when creating a new subaccount

- New page for managing Rep IDs

SUBSCRIBER MANAGEMENT

Enroll Subscriber
Update Subscriber
Transfer Lifeline Benefit
De-Enroll Subscriber
Submit Resolution Request
Upload Subscriber File
Lookup Subscriber

CLAIMS SYSTEM

Claims

ACCOUNT MANAGEMENT

497 Officer Home Page
ETC Administrator Home Page
Manage Representative IDs
Manage NLAD Subaccounts
Create NLAD Subaccount
Create ETC API Account

CREATE NLAD SUBACCOUNT

Instructions

Authorized NLAD User Information

Email Address*

Confirm Email Address*

Search

Email Address   testrepid@test.com

First Name*   Last Name*

Phone Number*   Representative ID

Master Agent for Authorized NLAD User

☐ **Master Agent** *(Optional)*

Questions?

RAD Resources

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RAD Resources

- General RAD information: visit the RAD section of usac.org

- Registration Process: review our June Monthly Webinar and our series of short videos explaining how to register

- Linking Rep IDs: review our July Monthly Webinar and staging linking guides

- Changes to API transactions: view the API Specifications available in NLAD under the Reports and Tools section of the left-hand navigation bar

- Changes to batch file transactions: view the revised batch file templates on the RAD Resources page

RAD Overview and Updates

- Thank you for joining us!

- Sign up Lifeline Program News to receive the latest news about RAD
  - Visit [our subscription center](#)

- Need help? Contact us!
  - General inquiries: LifelineProgram@usac.org
  - RAD inquiries:

    LifelineSupport@usac.org

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