Representative Accountability Database (RAD) Fact Sheet

Table of Contents

Registration

Representatives visit LifelineRAD.org to register for a Representative ID.

Who needs to register

The following NLAD user roles require a Representative ID if the individual in that role is considered an enrollment representative and may perform Lifeline enrollments, eligibility checks, recertifications, etc.:

- ETC Administrator
- ETC Analyst
- ETC Operations
- ETC Agent

In addition, the list below describes who should 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 a team of people working to complete Lifeline enrollments (Master Agent)
- Individuals that either assist subscribers with recertification or prepare subscriber information for recertification and submission to the National Verifier or NLAD
- Customer service representatives that update Personally Identifiable Information (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 system, e.g., an online portal, ETC billing system

Registration tips

Use your personal email address:

USAC suggests that representatives use their personal email address when registering. The email provided will be used to communicate with a representative if they need to retrieve their Representative ID. Using a personal email will ensure that representatives still have access if they work for more than one Lifeline company, or if they move between companies and are not able to access a company email.

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 ⑦

example@email.com

By submitting your email address, you agree to the Representative Accountability Database Terms & Conditions.

Use your residential address:

You may enter a residential address or a work address in the address field. USAC suggests that representatives use their residential address because this may increase the chances of an automated identity validation, speeding up the process by which the RAD issues a confirmed representative ID.

Address

Please provide your residential or business address.

Street Number and Name

Apt., Unit, etc. (Optional)

City   **State**   **Zip Code**

If you have more than one last name:

Representatives should enter their two last names into the last name field. If you have three last names, enter the last two in the "Last Name" field.

Representative Registration

The information below will be used to validate your identity.

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)

If you have a Tribal ID:
Representatives that do not have a Social Security Number but do have a Tribal ID, can enter their Tribal ID into the "SSN4" field.

The last 4 digits of Social Security Number (SSN)

Resolving errors during the registration process

Representatives should only submit **copies** of documentation when resolving an identity error, never originals. The copy can be a photo taken on a phone, scanned, etc. and as long as the image is clear it will be processed.

Representatives **must** include the completed RAD cover sheet when submitting copies of their documentation.

Representatives may submit the documentation and cover page:
1. Online, through USAC's secure webpage, or

2. Through the mail:
   > Lifeline Support Center:
   > PO Box 1000
   > Horseheads, NY 14845

Representatives will receive information on the initial documentation that they provided within 10 to 14 business days from when it is received by the Lifeline Support Center.

International representatives

Submitting your information:
Representatives that are employed outside of the United States should follow the special instructions below when registering for a Representative ID:
1. In the "State" field:
   - From the state dropdown menu, select "IT" (international)
2. In the "Zip Code" field:
   - Enter 5 zeros (for example, you would type in "00000")
3. Leave the "Social Security Number" field blank

Resolving errors:

Representatives that are employed outside of the United States and receive an error message when registering for a Representative ID, or their service provider on their behalf, must submit all items below to USAC:

1. A letter that includes:
   o The service provider's name and contact information of an employee that can confirm the representative's position,
   o The representative's full legal name and Representative ID, and
   o The employer's signature and the date it was signed.
2. A copy of some form of government-issued identification.
3. RAD Cover Sheet

Protecting Your Personal Information

USAC uses representatives' PII to verify their identity and tie each Lifeline transaction to a specific user. PII collected in RAD will follow the same data security practices as data collected in the National Lifeline Accountability Database (NLAD), so the same privacy procedures that are followed for subscribers will be applied to representatives. The NLAD system, where the RAD resides, has undergone Federal Information Security Management Act (FISMA) authorization in accordance with National Institute of Standards and Technology (NIST) standards.

Representative ID

Representative IDs are a combination of 9 alphanumeric characters. The Representative ID is unique to the individual and is theirs even if they leave the program and come back at a later time.

After successfully registering a Representative ID, representatives should bring their Representative ID to **all** service providers for which they work. Each Representative ID must be assigned to one NLAD and/or National Verifier login. Please note that it is a violation of the NLAD Access Agreement to share an NLAD or National Verifier account with another person.

Representatives assisting consumers with Lifeline paper applications will be **required** to provide their Representative ID. This information will need to be added on *Section 5* of the Lifeline paper application under the "*What is the Agent's ID Number*" field.

Resources

- Review the RAD web pages on USAC's website for more information on RAD.
  - The RAD Resources page includes previous service provider training sessions on RAD and how to link a Representative ID to NLAD and National Verifier accounts.
- Training modules about RAD are posted on the Lifeline Learn page on USAC's website.
- Service providers and representatives can contact the Lifeline Support Center with RAD questions at LifelineProgram@usac.org or (800) 234-9473.