

NLAD Dispute Resolution Guide for California Broadband-Only Consumers

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Dispute Resolution

This guide outlines the error resolution process in the [National Lifeline Accountability Database \(NLAD\)](#) for service providers with **broadband-only consumers in California**. If a representative receives an error code that they believe is incorrect, they can dispute the failure by submitting a dispute resolution request.

Address Resolution

Consumer addresses are validated through the USPS Address Matching Service (AMS). If a match is not found, the system will reject the entry with the following error message:

Error Code	Description
INVALID_ADDRESS	Address unrecognized (failed Address Matching Service).

Service providers may resolve an invalid address error by reviewing documentation that confirms the address is deliverable. Acceptable documentation that may be used is outlined in the Verification column in the “Address Resolution Error Codes” table below.

How to Submit an Address Resolution Request

1. Log in to [NLAD](#).
2. Visit the “Submit Resolution Request” page.
3. Type your Resolution ID into the search box. The failed transaction will appear, along with the reason for the rejection and the transaction details.
4. Review the transaction information.
5. Enter the following required information when submitting the resolution request:
 - The name and/or ID of the agent who reviewed the consumer’s information.
 - Select the “A” code that corresponds to the documentation used to confirm the address.
 - Check the certification box.
6. Click “Submit Resolution Request to NLAD Customer Service.”

Service providers will not be able to submit a resolution request if they do not provide all of the required information (e.g., agent name and/or ID, documentation reviewed, and the certification statement).

Address Resolution Error Codes (“A” Codes)

These codes are used to confirm that an address is deliverable. When using these codes, the consumer’s first and last name must be present on the verification documentation.

Code	Verification
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A1	Reviewed unexpired driver's license
A2	Reviewed utility bill
A3	Reviewed current income statement from an employer, paycheck stub, or W-2
A4	Reviewed prior year's state, federal, or Tribal tax return
A5	Reviewed current mortgage or lease statement
A6	Reviewed unexpired government, state, or Tribal issued ID
A7	Confirmed with local USPS that address is a deliverable address
A8	Reviewed government assistance program documents
A9	Reviewed statement of benefits from a qualifying program which contains name and address of consumer
A10	Reviewed retirement/pension statement of benefits
A11	Reviewed an unemployment/workers' compensation statement of benefits
A12	Reviewed as valid address compared to local, state, or federal government address data or documentation sources
A13	Reviewed documentation containing the latitudinal and longitudinal coordinates of consumer's address

Service providers must securely retain copies of documentation reviewed to override the NLAD address failure (Section 54.404 (b)(11)).

With questions regarding dispute resolutions, email the [Lifeline Program](#) or call (800) 234-9473.

Duplicate Subscriber Resolution

A duplicate subscriber error will occur when a service provider attempts to enroll a subscriber that already exists in NLAD. In the majority of cases, service providers can resolve this error by obtaining consent to transfer the subscriber’s Lifeline Program benefit and completing a [benefit transfer](#) in NLAD.

How to Transfer a Lifeline Benefit

1. Log in to [NLAD](#).
2. Visit the “Transfer Lifeline Benefit” page.
3. Enter in all of the required data fields. Required fields are denoted with a red superscript asterisk (*).
4. Click “Transfer Benefit.”

Disputed Duplicate

If a prospective subscriber, who has been identified as a duplicate in NLAD, claims to **not** have an existing Lifeline Program benefit, please submit a duplicate subscriber dispute via email to the [Lifeline Program](#). Include the prospective subscriber’s name and contact information. USAC will investigate the duplicate subscriber dispute to determine if an exception will be provided.

Eligibility Application Resolution

If a service provider performs a verify check in NLAD for a consumer qualified via the National Verifier who has not successfully completed an eligibility application in the past 90 days, they may receive one of the following error messages below.

Eligibility Application Error Codes and Resolutions

Service providers may use NLAD’s National Verifier-integrated API (i.e. NLAD’s National Verifier mode). Service providers may use this API to enroll consumers that successfully qualified for Lifeline through the National Verifier. The API responses along with their descriptions are below. Most errors can be resolved by logging in to the National Verifier and helping the consumer complete their application.

National Verifier Error Codes	Description	Resolution Prompt
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'Application_Not_Found'	The consumer has not qualified through the Lifeline National Verifier yet or their application has expired.	You can qualify them now at <hyperlink URL>
'Application_Not_Complete'	The consumer has not finished qualifying through the Lifeline National Verifier.	Submit documents for errors below at <hyperlink URL>
'Application_Pending'	The consumer's application is currently under review.	Please contact customer support at <phone #>

Eligibility Application Not Successful/Does Not Exist

When a service provider performs a verify call in NLAD by entering a consumer's PII and the customer does not have a valid National Verifier eligibility decision, NLAD will return the error messages:

- 'Application_Not_Found'
- 'Application_Not_Complete'
- 'Application_Pending'

To resolve this:

1. The service provider will log in to the National Verifier portal and enter the consumer's PII.
2. If the consumer has not started an eligibility application or the eligibility decision has expired (e.g. over 90 days old), the service provider may [help the consumer](#) complete an eligibility application using the National Verifier service provider portal.

Or:

1. If the consumer's eligibility application contains errors or needs more documentation, the service provider may help the consumer fix the errors and upload documents in the National Verifier service provider portal.
2. Once the application is completed or errors are fixed, the service provider may complete the enrollment process.

Subscriber is Enrolled with Another Provider; Needs New Eligibility Application

When a service provider performs a verify call in NLAD by entering the consumer's PII and the customer does not have a valid National Verifier eligibility decision with the current service provider (because it is over 90 days old), NLAD will return the error message:

- 'Application_Not_Found', and
- The existing NLAD duplicate subscriber message.

To resolve this error:

- The service provider logs in to the National Verifier portal and enters the consumer's PII to re-confirm their eligibility.
- The National Verifier portal will return the eligibility result, and that the consumer is currently enrolled in Lifeline.
- If the consumer requests a benefit transfer, the service provider can complete the transfer process in NLAD using the existing NLAD benefit transfer process.

Phone Number Resolution

A "Duplicate Phone Number" error may occur when a service provider attempts to enroll a consumer with a telephone number that already exists in NLAD.

To resolve this error, service providers may choose one of the following options:

1. Assign a new phone number for the potential subscriber to bypass the duplicate phone number error message. In addition, please contact the [Lifeline Program](#) with the duplicate phone number used during the enroll/transfer transaction as USAC will conduct further research and analysis to prevent the re-occurrence of the error.
2. Submit a dispute via email to the [Lifeline Program](#) including the phone number and the SAC with which the service provider is attempting to enroll/transfer the potential subscriber. In addition, service providers must provide documentation that verifies the phone number has been ported or belongs to the service provider. Service providers must provide proof of ownership of the number.

USAC will investigate the duplicate phone number dispute and contact the service provider claiming the number in NLAD and request that they confirm the phone number belongs to them. If that service provider cannot prove that they have possession of the phone number, USAC will instruct that they de-enroll the phone number from NLAD immediately. USAC will then notify the service provider submitting the claim to enroll the consumer using that number.

Consumer Under 18 Resolution

If a consumer is under 18 years of age, NLAD will provide the service provider with the following error message:

Error Code	Description
SUBSCRIBER_UNDER_18	No consumer can be less than 18 years of age.

Acceptable documentation that may be used to resolve this error is outlined in the Verification column in the “Consumer Under 18 Dispute Resolution Error Codes” table below.

How to Submit a Consumer 18 Resolution Request

1. Log in to [NLAD](#).
2. Visit the “Submit Resolution Request” page.
3. Type your Resolution ID into the search box. The failed transaction will appear, along with the reason for the rejection and the transaction details.
4. Review the transaction information.
5. Enter the following required information when submitting the resolution request:
 - The name and/or ID of the agent who reviewed the subscriber’s information.
 - Select the resolution code that corresponds to the documentation used to confirm the subscriber’s age eligibility.
 - Check the certification box.
 - Click “Submit Resolution Request to NLAD Customer Service.”

Service providers will not be able to submit a resolution request if they do not provide all of the required information (e.g., agent name and/or ID, documentation reviewed, and the certification statement).

Consumer Under 18 Resolution Error Codes (“M” Codes)

These codes are used to confirm the eligibility of a consumer’s age. When using these codes, the consumer’s first and last name must be present on the verification documentation.

Code	Verification
M1	Reviewed court document which demonstrates consumer’s status as an emancipated minor

Effective February 17, 2016, service providers must securely retain copies of documentation reviewed to override the NLAD failure (Section 54.404 (b)(11)).

With questions regarding dispute resolutions, email the [Lifeline Program](#) or call (800) 234-9473.

Third Party Identity Verification (TPIV) Resolution

When a consumer's identity cannot be verified through Third Party Identity Verification (TPIV), NLAD will generate specific error messages regarding the reason for the TPIV failure.

Possible error messages are:

Error Code	Description	What needs to be confirmed in order to submit a dispute resolution request?
TPIV_FAIL_IDENTITY_NOT_FOUND	The consumer's identity could not be found.	Confirm the consumer's first and last name, date of birth, and last four digits of SSN or Tribal ID.
TPIV_FAIL_NAME_SSN4	The consumer's full name and/or SSN4 could not be validated.	Confirm the consumer's first and last name and last four digits of SSN or Tribal ID.
TPIV_FAIL_DOB	The consumer's date of birth could not be validated.	Confirm the consumer's first and last name and date of birth.
TPIV_FAIL_DECEASED	The consumer is identified as deceased.	Confirm the consumer is living by reviewing acceptable documentation dated within the previous three months.

Prior to submitting a TPIV dispute resolution request through NLAD, service providers should:

1. Review the consumer data for accuracy and resubmit the transaction in NLAD if corrections are made.
2. Review documentation that confirms the consumer's identity information.

Acceptable documentation is outlined in the Verification column in the “TPIV Dispute Resolution Error Codes” table below.

How to Submit a TPIV Resolution Request

1. Log in to [NLAD](#).
2. Visit the “Submit Resolution Request” page.
3. Type your Resolution ID into the search box. The failed transaction will appear, along with the reason for the rejection and the transaction details.
4. Review the transaction information.
5. Enter the following required information when submitting the resolution request:
 - The name and/or ID of the agent who reviewed the consumer’s information.
 - Select the Skip to: “T” code(s) that correspond to the documentation used to confirm the consumer’s identity information.
 - Check the certification box.
6. Click “Submit Resolution Request to NLAD Customer Service.”

Service providers will not be able to submit a resolution request if they do not provide all of the required information (e.g., agent name and/or ID, documentation reviewed, and the certification statement).

TPIV Dispute Resolution Error Codes (“T” Codes)

TPIV dispute resolution error codes are used to confirm a consumer’s identity information and are required to resolve a TPIV failure. When using these codes, the consumer’s first and last name must be present on the verification documentation.

Service providers are only required to review documentation that verifies the failed part of the TPIV validation. For example, if the consumer’s SSN fails, service providers are only required to confirm documentation necessary to validate the last four digits of the consumer’s SSN.

Effective February 17, 2016, service providers must securely retain copies of documentation reviewed to override the NLAD TPIV failure (Section 54.404 (b)(11)).

Code	Verification	DOB	SSN4	**Deceased
T1	Reviewed unexpired driver’s license	X		
T2	Reviewed birth certificate	X		

T3	Reviewed W-2 from within the last two years		X	
T4	Reviewed prior year's state, federal, or Tribal tax return		X	
T5	Reviewed Social Security card or SSA-1099 (Social Security Benefit Statement)		X	
T6	Reviewed Certificate of Naturalization or Certificate of U.S. Citizenship	X		
T7	Reviewed unexpired Permanent Resident Card or unexpired Permanent Resident Alien Card	X		
T8	Reviewed unexpired United States government, military, state, or Tribal issued ID, which includes date of birth and/or Social Security Number and/or Tribal ID,	X	X	
T10	Reviewed unexpired passport	X		
T12	Reviewed military discharge documentation which includes date of birth and/or Social Security Number and/or Tribal ID	X	X	
T13	Reviewed unexpired weapons permit which includes date of birth and/or Social Security Number	X	X	
T14	Reviewed government assistance program document which includes date of birth and/or Social Security Number and/or Tribal ID	X	X	**X
T15	Reviewed statement of benefits from a qualifying program which includes date of birth and/or Social Security Number and/or Tribal ID	X	X	
T16	Reviewed an unemployment/workers' compensation statement of benefits which includes date of birth and/or Social Security Number and/or Tribal ID	X	X	**X

T17	Reviewed eligibility confirmation from state eligibility database or administrator which includes date of birth and/or last four digits of Social Security Number or Tribal ID	X	X	
T18	Reviewed current utility bill*			X
T19	Reviewed current income statement from an employer, such as a paycheck stub			X
T20	Reviewed current mortgage or lease statement			**X
T21	Reviewed current retirement/pension statement of benefits			**X
T22	***Reviewed a notarized letter affirming the consumer's identity and alive status			**X

*The utility bill cannot be a telephone bill generated by the service provider.

**Documentation must be dated within three months of the review date.

***The letter needs to include the consumer's full name, current mailing address, last four digits of their social security number, date of birth, and a statement that the consumer is not deceased.

With questions regarding dispute resolutions, email the [Lifeline Program](#) or call (800) 234-9473.