

# June Monthly Webinar

Wednesday, June 10, 2020



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



**Catie Miller**



**Leah Sorini**



**Linnita Hosten**



**Delante Cherry**

## **Agenda**

1. Announcements
2. Rural Tribal Waiver
3. Extension of Prior Waivers
4. Puerto Rico Full Launch
5. RAD
6. Recertification Process
7. Address Update Workflow

# Announcements

## June Monthly Webinar



# Rural Tribal Waiver

## Introduction To Tribal Waiver



## Introduction

- The FCC issued an [order](#) on June 1st to make it easier for those who reside in rural areas on Tribal lands to enroll in the Lifeline program during the COVID-19 pandemic.
- In times of social distancing, access to affordable communications services for low-income households is more important than ever, especially for consumers residing in rural areas on Tribal lands.

## Introduction: Modifications Under Waiver

Through **August 31, 2020**, carriers have the option to allow consumers living in rural areas on Tribal lands to enroll in Lifeline without immediately satisfying any or all of the documentation requirements for any errors in their application such as:

- AMS (address),
- IEH (one-per-household),
- TPIV (identity), or
- Program/income eligibility.



## Introduction: Qualifying for the Benefit

- Consumers **must** enroll in-Lifeline through their service provider to benefit from this waiver. Service providers may choose to voluntarily offer the application flexibility authorized by this waiver.
- This waiver applies **only** to consumers who reside **in rural areas on Tribal lands**.
- Consumers who enroll through this waiver process will have **45 days** to provide the required documentation after sign up.
- Service providers **cannot** claim reimbursement for these consumers until they have successfully qualified for the benefit through the National Verifier.

# Extension of Prior Waivers

Prior Pandemic-Related Waivers Extended



## Extension of Prior Waivers

This order extended the FCC's prior pandemic-related waivers of the Lifeline program rules and processes, including:

- Recertification
- Reverification
- General de-enrollment
- Usage requirements
- Three-month documentation requirements for income verification

## Extension of Prior Waivers

- This action extended the prior waivers through **August 31, 2020.**
- This waiver extension helps ensure that no Lifeline subscribers are involuntarily de-enrolled from the Lifeline program during this time.
- All COVID-19 related updates to the program are available on **[www.usac.org](http://www.usac.org).**

# Puerto Rico Full Launch

New National Verifier Database Connection



## Puerto Rico Full Launch

- The National Verifier will [fully launch in Puerto Rico](#) on **June 23**.
- USAC is pleased to announce the successful implementation of a new database connection between the National Verifier and the Puerto Rico Department of the Family to verify eligibility for the Nutrition Assistance Program (PAN).
- In addition to the Puerto Rico PAN connection, USAC has established 15 other state connections and two federal connections.

# Questions?



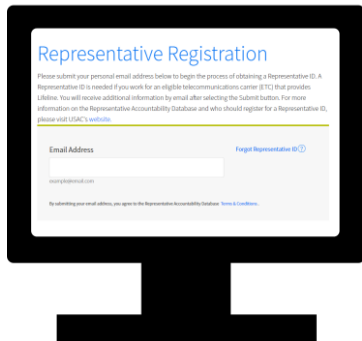
# Representative Accountability Database Training

## RAD Overview



# RAD Reminder

## Use Now Mandatory



The use of the Representative Accountability Database (RAD) is now mandatory.

- Service Providers must link an enrollment representative's Rep ID to their Lifeline system accounts for them to perform eligibility checks in the National Verifier or look up subscriber, verify, enroll, transfer, update, and de-enroll transactions in NLAD.
- Service Providers must link Rep IDs to one of the following:
  - NLAD subaccount,
  - API account, or
  - SPINs as batch users

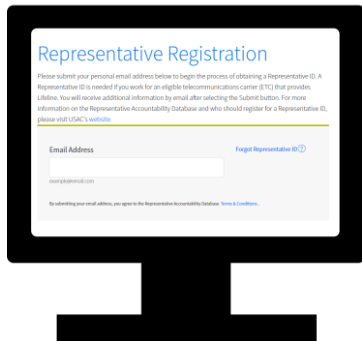
# RAD Reminder

## Use Now Mandatory



The use of the Representative Accountability Database (RAD) is now mandatory.

- All transactions submitted via API or batch must include the two new RAD fields and these fields must be populated correctly.
- Instructions on how to populate these fields can be found in the NLAD API Specifications and [Field Names and Descriptions](#).



# RAD Release

## Updating Representative Information



### Enrollment Representative

Beginning in late June, representatives can update their information at any time.

There will be two methods for making updates, depending on the information being updated.

- Representatives can update their email address, physical address, and/or security questions/answers associated with their Representative ID by visiting [LifelineRAD.org](https://LifelineRAD.org) to begin the process.

## Updating Representative Information

Name, DOB, or SSN4



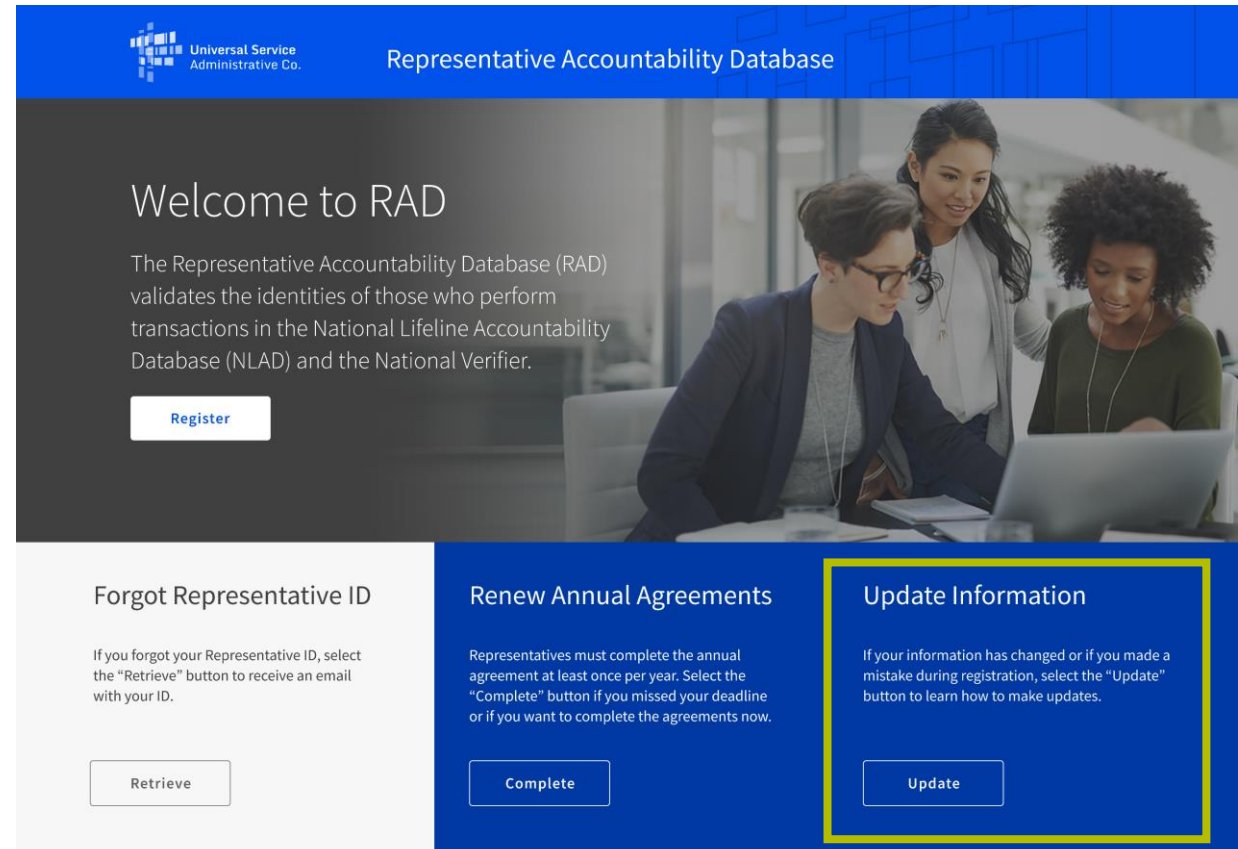
Enrollment  
Representative

- Representatives update their name, date of birth (DOB), or last four digits of their Social Security number (SSN4), by email.
- Email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) with the subject line: “Personal Information\_Change Request for RepID” to begin this process.

# Updating Representative Information

## Email, Address, Security Questions/Answers

1. To update their email, address, and/or security questions/answers, the representative visits RAD.
  - Go to [LifelineRAD.org](https://LifelineRAD.org) and click “Update” under the “Update Information” section.



# Updating Representative Information

## Email, Address, Security Questions/Answers

2. Representative enters their ID or the email address they used to register.

The screenshot shows the 'Update Information' page of the Representative Accountability Database. The header includes the Universal Service Administrative Co. logo and the text 'Representative Accountability Database'. The main heading is 'Update Information'. Below it, a paragraph states: 'Provide your Representative ID or the email address you used during RAD registration to update your address, email address, or security questions. If you need to update any other information please contact USAC at [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org).' A form box titled 'Representative ID or Email' contains an input field with the placeholder text 'Input Field Text' and an example '123abc456 or example@email.com'. Below the form is a CAPTCHA section with a checkbox labeled 'I'm not a robot' and a ReCAPTCHA logo. A blue 'Submit' button is at the bottom right.

3. Representative selects how they want to verify their identity.

The screenshot shows the 'ID Verification Method' page of the Representative Accountability Database. The header includes the Universal Service Administrative Co. logo, the text 'Representative Accountability Database', and a user identifier 'username@usac.org'. The main heading is 'ID Verification Method'. A green success message at the top says 'Your email has been verified.' Below this, a message states: 'We need to verify your identity to proceed with updating your information. How do you want to verify your identity?'. There are two radio button options: 'Security Questions' (which is selected) and 'Email'. A blue 'Next' button is at the bottom right.



# Updating Representative Information

## Email, Address, Security Questions/Answers

### 4. Rep verifies their identity.

Rep answers their security questions.

Universal Service Administrative Co. Representative Accountability Database

### Update Information

Please provide your answers to your security questions you selected at the time of registration. We will use this information to verify your identity, so you can update your information.

Email: egreene@vz.com

Security Question: What elementary school did you go to?

Your Answer to Security Question

Security Question: What is the name of your first pet?

Your Answer to Security Question

Security Question: In what city/town was your first job?

Your Answer to Security Question

Submit

- OR -

Rep receives email with link.

Universal Service Administrative Co. Lifeline

### Update Information Associated with your Representative ID

---

XX, 2020

### Follow the Link to Continue the Process

Dear [Firstname Lastname],


Thank you for starting the process to update information associated with Representative ID [enter ID]. To complete the process, click [here](#) to continue.

This link will expire within 7 days. If you do not update your information within this period, you will need to go to RAD to restart this process.

# Updating Representative Information

## Email, Address, Security Questions/Answers


**5.** After verifying their identity, the representative is taken to a new page where they can edit their address, email, and security questions.

 Universal Service  
Administrative Co.

Representative Accountability Database

username@usac.org

### Update Information

 Your Identity Verification is complete.

You can update your email address, address, or security questions. To submit new information, select what you want to update and enter your new information in the fields provided. You can update one or more of these items, it is not necessary to update all three.

Address	+
Email	+
Security Question	—

# Updating Representative Information

## Email, Address, Security Questions/Answers

6. The rep reviews their information before submitting the update. The rep can edit their information if needed.



### Update Information Review

① You changed the address associated with your RAD registration.

① You changed the email address associated with your RAD registration.

① You changed the security questions associated with your RAD registration.

---

Address: 2983 Appleton Way  
Reston, VA 20192

Email: egreene@vs01.biz

Security Questions: What is your favorite movie?  
easy rider

What town did you meet your spouse?  
new york

Where did you go to high school?  
tompkins

[Edit](#) [Submit](#)

7. The rep receives the **success** screen and a confirmation email from USAC. **No further action necessary.**



### Success!

✔ You have successfully updated your information.

---

You successfully updated your RAD information. Confirmation will also be sent to your RAD email address. You may now close out this window.

Thank you for keeping your information up to date!

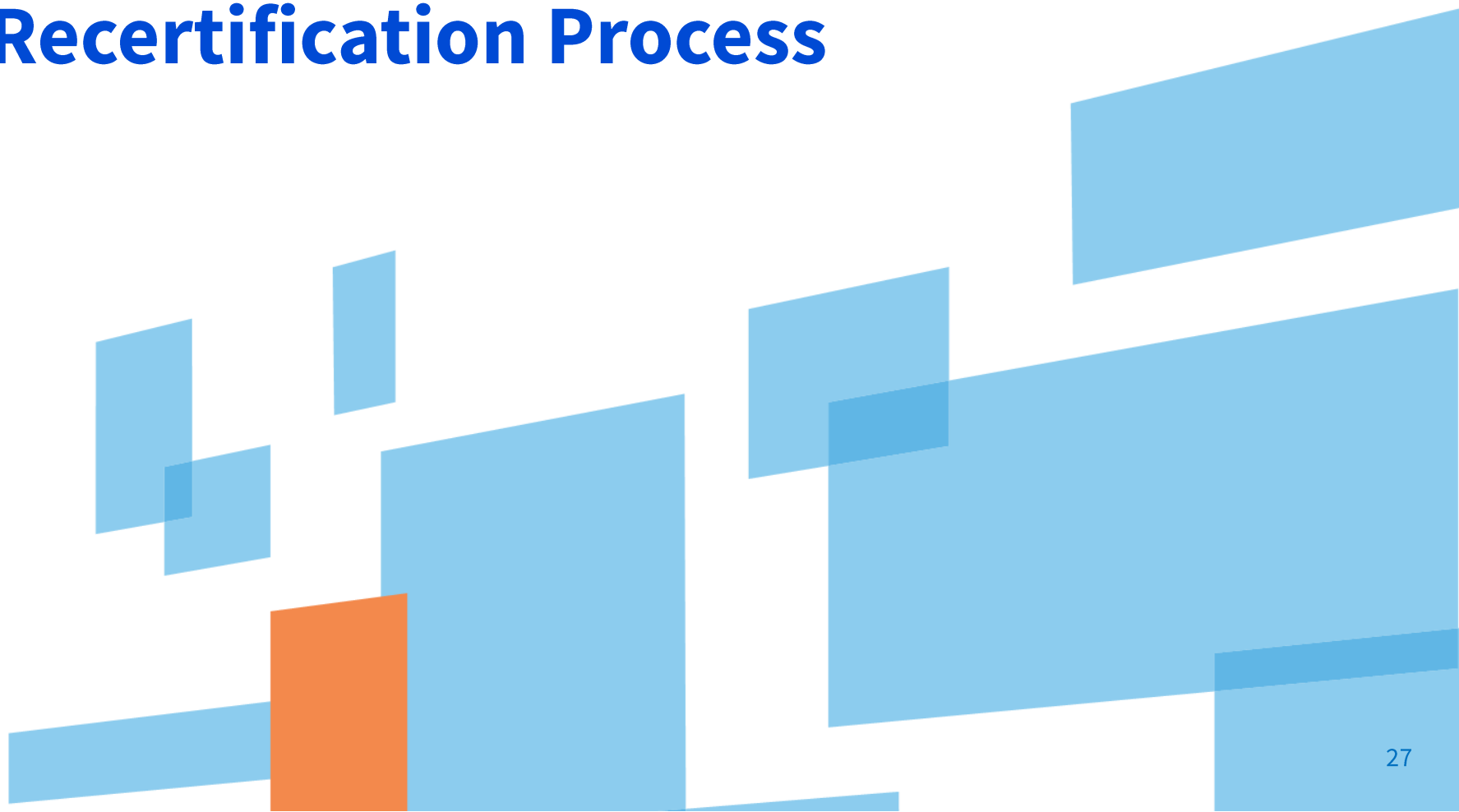
## Updating Representative Information

### Name, DOB, SSN4

To update their name, DOB, and/or SSN4, the representative:

1. Emails [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) with the subject line: “**Personal Information\_Change Request for RepID**” to request that their current Representative ID is deactivated
  - **Representatives must include their Representative ID in this email.**
2. Receives an email confirmation from USAC that their current Representative ID has been deactivated,
  - USAC deactivates the Rep ID and unlinks it from any associated account/SPINs ~~it was associated.~~
3. Visits RAD at [LifelineRAD.org](https://LifelineRAD.org) to register for a Representative ID with their new or correct personal information, and
4. Brings their Representative ID to the service providers for which they work so that it can be linked.

# Recertification Process



# Lifeline Program Update

## New Recertification Process

- Recertification is an annual requirement for Lifeline subscribers. This upcoming change to the process is to ensure that active Lifeline subscribers are still eligible for the Lifeline benefit.
- In the [2019 Lifeline Order](#), the FCC implemented changes to require additional documentation during the annual recertification process in certain situations.

# Recertification Process

- **Current Process-** an automated eligibility database check is performed.
  - If a subscriber fails the automated eligibility check during recertification, they are required to complete a recertification form.
- **New Process-** an automated eligibility database check is performed.
  - If a subscriber fails the automated eligibility check during recertification, they are required to complete a recertification form, AND
    - If a subscriber *passed* their previous automated eligibility check, they will be required to provide proof of eligibility.
- A detailed overview of the new recertification process will be discussed in the [July Lifeline Program Webinar](#).



# Address Update Workflow

And Other Technical Updates



## Overview of Upcoming Change Background

- As part of continual system improvements, USAC is streamlining the process of updating a subscriber's address.
- **Upcoming change:** At the end of Q3, USAC will release changes to the NLAD “Update Subscriber” feature to:
  - Reduce the service provider and consumer burden required to resolve address errors,
  - Streamline the process of updating and verifying an existing subscriber's new address, and
  - Ensure continued program compliance.

# Overview of Upcoming Change

## New Process for Address Resolution



- Address updates will no longer be automatically rejected by **NLAD** for AMS and/or IEH errors.
- New addresses which receive an AMS and/or IEH error will automatically be sent to the **National Verifier** for address resolution.
- Consumers will be expected to resolve their address errors in the National Verifier portal or via mail, to maintain their enrollment status.
- **USAC will de-enroll consumers that fail to resolve errors associated with their address update within 30 days of when USAC sends the notice.**

# Questions?

# Thank You!

- Thank you for joining us!
- Sign up for our Lifeline Program newsletter to receive the latest news and updates.
- Visit [our subscription center](#)
- Need help? Contact us!
  - General & technical inquiries: [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org)



**Universal Service**  
Administrative Co.