Representative Accountability Database (RAD)

Wednesday, May 13, 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

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Agenda

1. Announcements
   - FCC COVID-19 Waiver
2. RAD Overview
3. Registration
4. Link Accounts
5. Annual Agreement Process
6. Resources

Announcements

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Announcements
Temporary Changes to the Lifeline Program Due to COVID-19

In response to the pandemic, the FCC released a series of waivers suspending the following rules and processes through **June 30** regarding:

- Recertification
- Reverification
- General de-enrollment requirements, except de-enrollment at the user's request
- Usage requirements
- USAC program integrity reviews
- Requirement to submit 3 consecutive months of income documentation

The FCC has also delayed the effective date of the requirement that enrollment representatives register in the Representative Accountability Database (RAD) until May 25.

Announcements
FCC Waiver: Program Integrity Efforts

- Involuntary de-enrollments of existing subscribers are paused until June 30, 2020.
- Consistent with pausing all involuntary de-enrollments, USAC program integrity reviews are paused:
  - There will be no new Lifeline Program Integrity reviews announced.
  - If you are currently working with USAC to complete Lifeline Program Integrity efforts, these efforts are suspended until the waiver period ends.
  - The Lifeline Program Integrity team will contact your company regarding any open requests and will provide new due dates.
  - Beginning Monday, July 1, 2020, USAC will restart Lifeline Program Integrity efforts.

Announcements
FCC Waiver: No Impact to Audits and Investigations

- While Program Integrity efforts listed previously are on hold, the FCC and USAC remain committed to guarding against waste, fraud, and abuse in the Universal Service Fund (USF) programs.
  - Service providers remain subject to audits and investigations to determine compliance with Lifeline Program rules and requirements.
  - USAC will continue to recover funds that were not used properly through our normal processes.

Announcements
FCC Waiver: Recertification

- Recertification is on **hold** for the anniversary dates between **April 14, 2020 and September 28, 2020**.
  - Subscribers with these anniversary dates will receive a new notice from USAC to recertify their continued eligibility after the waiver period ends on June 30, 2020.
- Subscribers that fail to complete recertification by their adjusted deadline will be de-enrolled from the Lifeline Program.

Announcements
FCC Waiver: Reverification

- Reverification activity is on **hold through Tuesday, June 30, 2020**.
- USAC will not conduct any de-enrollments for subscribers with documentation deadlines falling on or before June 30, 2020.
- USAC will not open any new reverification documentation requests until after June 30, 2020.

Announcements
FCC Waiver: RAD

- Full implementation of RAD occurs on **Monday, May 25, 2020**.
- Continue to register for a Representative ID and link IDs to the respective NLAD sub accounts, API accounts, and/or SPINs as batch users.
- **RAD will be mandatory on Monday, May 25, 2020**.

RAD Overview

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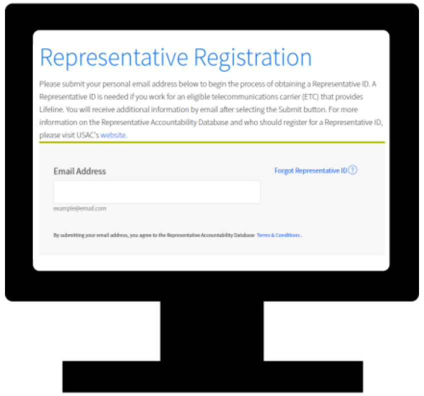
RAD Overview

1 Reps **self-register** and receive Rep ID



lifelinerad.org

2 SPs collect Rep IDs

Rep ID: XXXXXXXXX

3 **ETC Admins** link Reps to their subaccounts in **NLAD**

4 Reps perform transactions

USAC will **track** rep transactions through their Rep IDs as they are performed in NLAD and/or NV

RAD Overview
Mandatory May 25

Monday, May 25

- **Use of RAD is mandatory Monday, May 25**.
- All applicable NLAD website transactions and all National Verifier portal transactions will require a linked Representative ID.
- All transactions submitted via API or batch must include the two new RAD fields. The fields must be included and populated correctly as described in the NLAD API Specifications and Field Names and Descriptions.

RAD Overview
Checklist

✓

In order to prepare for the mandatory use of the RAD, you should ensure that:

1. All of your enrollment representatives self-register here.
2. You collect all of your representatives' IDs.
3. You link each representative's ID to the NLAD, NV, and/or API account or the SPINs as batch users through which they complete transactions. If you are using the Linking Representatives File Upload Template, make sure you are using the most up to date template on the RAD Resources page.
4. If you are an API user or batch user, you should also ensure that your company is prepared to include the new RAD fields in your API requests and/or batch file template.

Questions?

Registration

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Registration Process

Representative enters their information into RAD

PII is validated + checked for duplicates

USAC Manual Review (if necessary)

Note: 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.

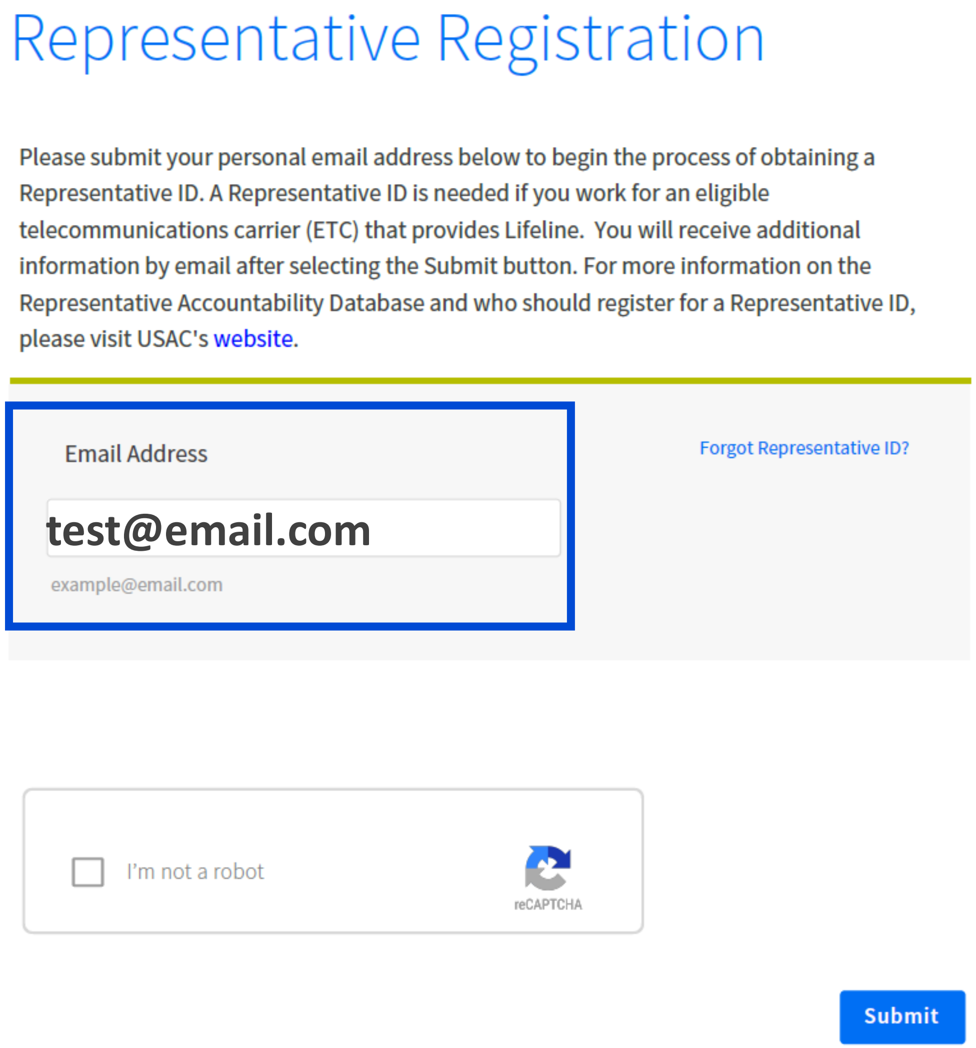
Registration

- **Registration** is performed directly by the representative through RAD.
- The representative **self registers** at LifelineRAD.org.

Registration
Email Address

USAC *recommends* that representatives use their **personal** email to register for a Rep ID.

- USAC will use this email address to communicate with your rep throughout the registration process.
- This is also the email used 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 company, or if they shift roles and are not able to access a company email.



Registration

Representatives submit the following personally identifiable information (PII):

- Full name
- Date of birth
- Last four digits of their social security number (SSN4),*
- Residential or work address** ,and email address

*SSN4 is **optional**; however, representatives that opt out of submitting their SSN4 will need to submit documentation to verify their identity, which **will** prolong the registration process.

** Providing a residential address may increase the chances of an automated identity validation, which prevents the representative from needing to provide documentation to prove their identity.

Registration

A representative's information will go through a validation process similar to subscriber third-party identity verification (TPIV) and duplicate checks.

- All PII submitted is subject to the same protections consumer data receives.

Registration

USAC will manually review identity documentation for any individual whose identity cannot be verified automatically or who is identified as a duplicate.

- This review must be complete and all errors resolved prior to use of Rep ID.

Registration
Resolving Errors

Representatives may be identified as a duplicate or may encounter one or more of the following errors:

- Identity cannot be found
- Date of birth cannot be verified
- SSN4 (last four digits of their social security number) cannot be verified
- Identified as deceased
- Chose not to provide SSN4

Registration
Resolving Errors

Representatives, or their service providers on their behalf, may submit documentation to resolve errors encountered during the registration:

- Online, through USAC's secure webpage, **or**
  - **Follow the online document submission guidelines here**
- Through the mail, at:
  - **Lifeline Support Center:**
    P.O. Box 7081
    London, KY 40742

Representatives must submit documentation within **45 days** of the notification that they need to provide more information.

Registration

Resolving Errors: Domestic Representatives

Information about how to resolve errors associated with a domestic representative's Rep ID is available on the RAD Resolving Errors webpage.

- A RAD Cover Sheet must be included with any documentation submitted to resolve an error.
- Representatives that opt out of submitting their SSN4 will be required to submit official, unexpired documentation with their name and date of birth, such as a driver's license or passport.

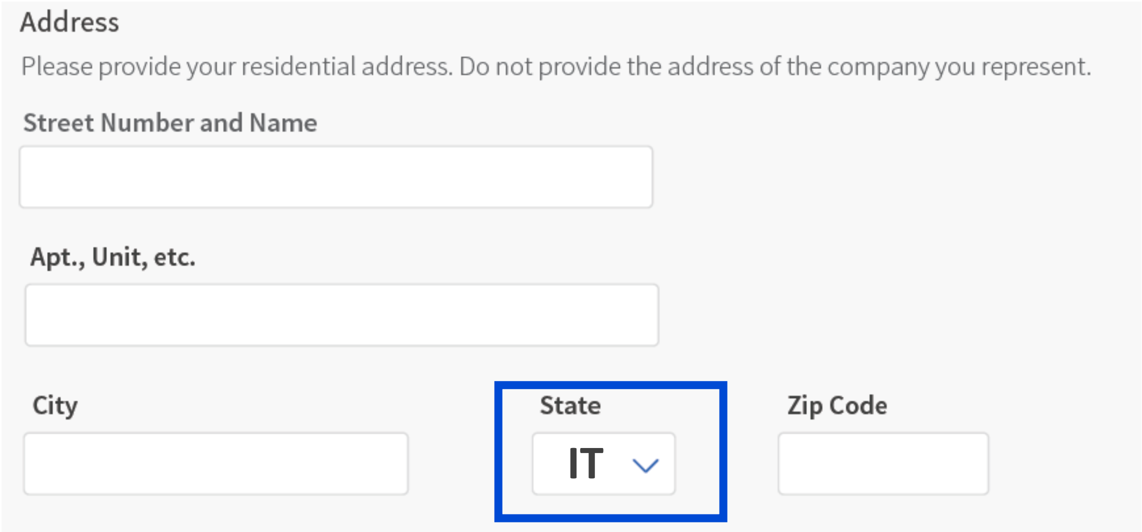
Registration

International Representatives

Registration
International Representatives

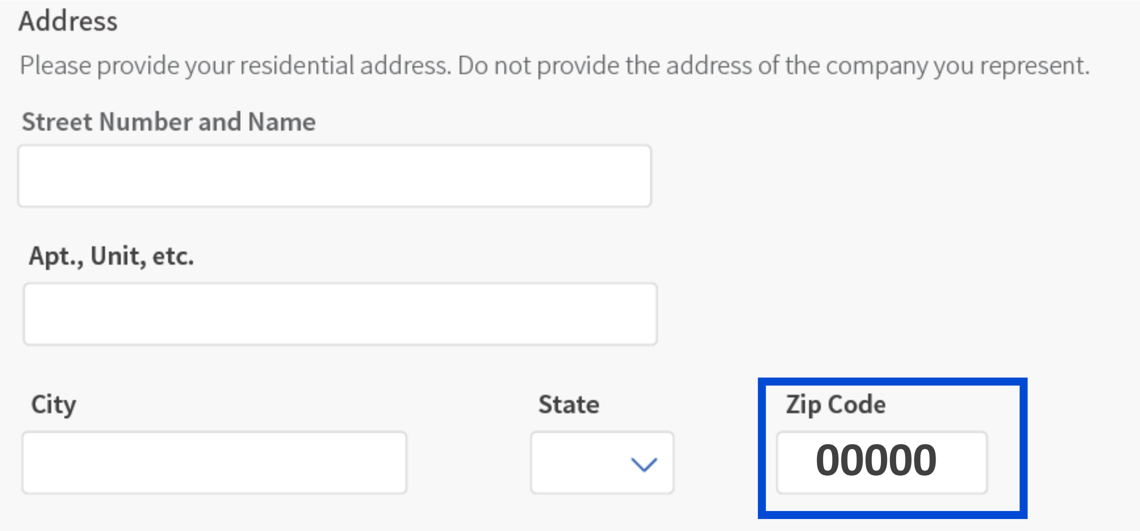
Representatives employed outside of the United States must follow a few special instructions when registering:

- In the “State” field:
  - From the state dropdown menu, select “IT” (international)



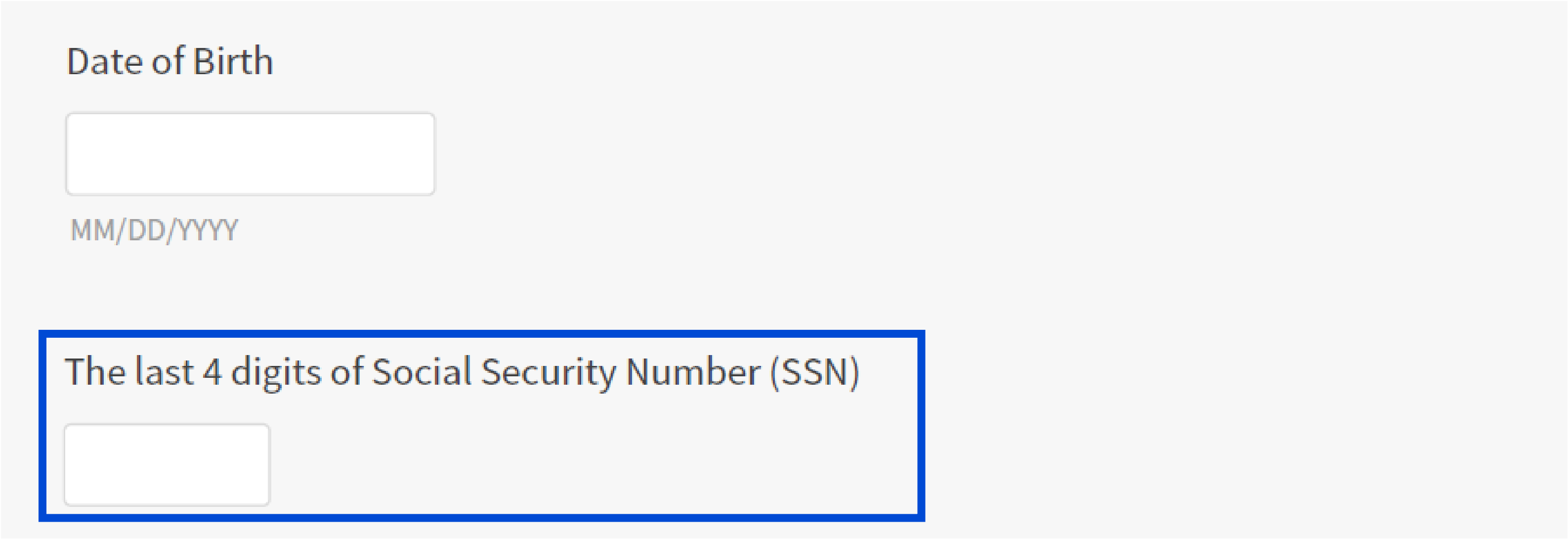
Registration
International Representatives

- In the “Zip Code” field:
  - International representatives should enter “00000”



Registration
International Representatives

- International representatives should leave the SSN4 field blank.



Registration
Resolving Errors: International Representatives

Information on the documentation needed to resolve errors associated with an international representative's Rep ID is available on the International Representative webpage.

Required documentation for international representatives:

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

Questions?

Link Accounts

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Link Accounts

- **497 Officers** have to link Representative IDs to **ETC Admin** roles.
- **ETC Admins** have to link Representative IDs to all **subaccount** roles and/or API IDs or SPINs as batch users.

Link Accounts
Existing User Accounts

ETC Admins and 497 Officers will upload a Linking Representatives File Upload Template to link a Representative ID to existing accounts.

	A	B	C	D	E	F	G	H	I	J	K
1	linkType	firstName	lastName	represent	userName	apiId	batch	masterAge	masterAge	masterAgentRepID	
2											
3											
4											
5											

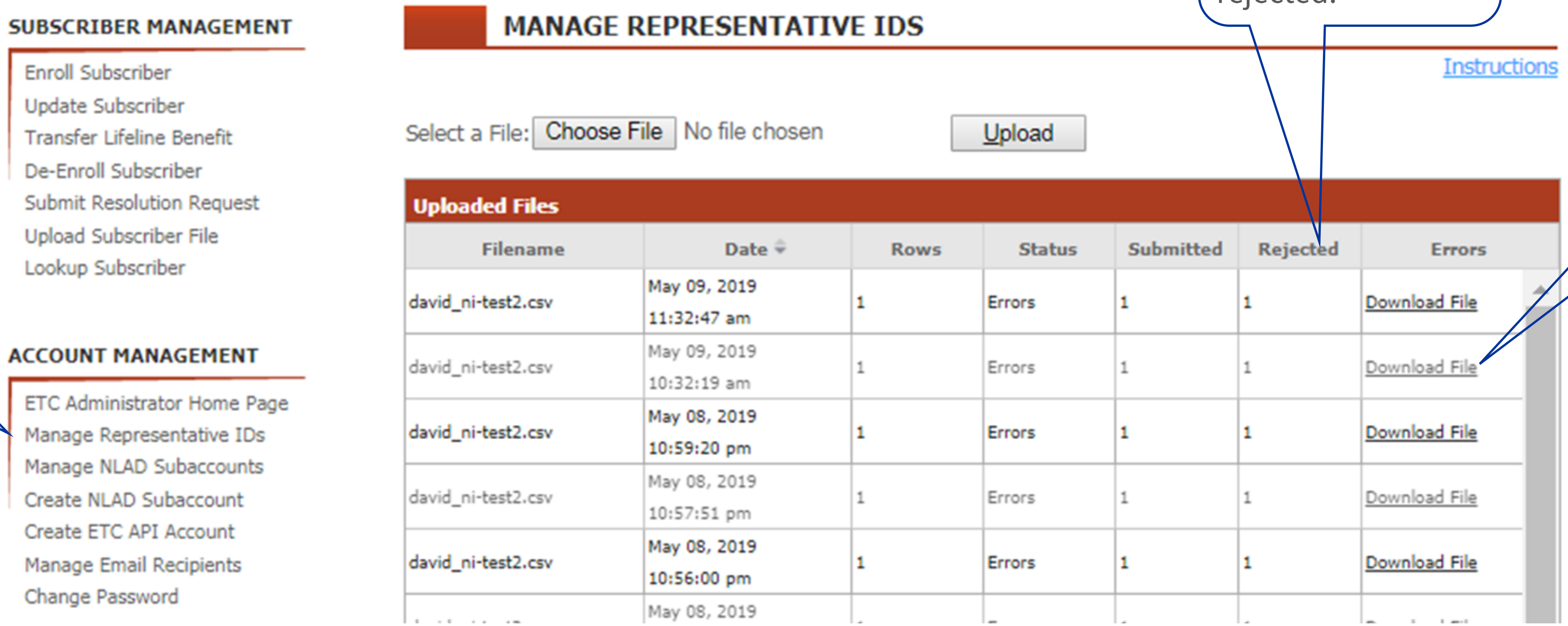
Link Accounts
Existing User Accounts

Reminders when completing the template:

- Do not include spaces after a representative’s name when populating template.
- The file may contain one or more accounts.
- All column headers are required in the file template.
- Only “UserName” should be populated to link Representative IDs to user accounts (leave “apiId” and “Batch” columns blank).
- Master Agent values are optional.

Link Accounts
Existing User Accounts

The ETC Admin clicks "**Manage Representative IDs.**"



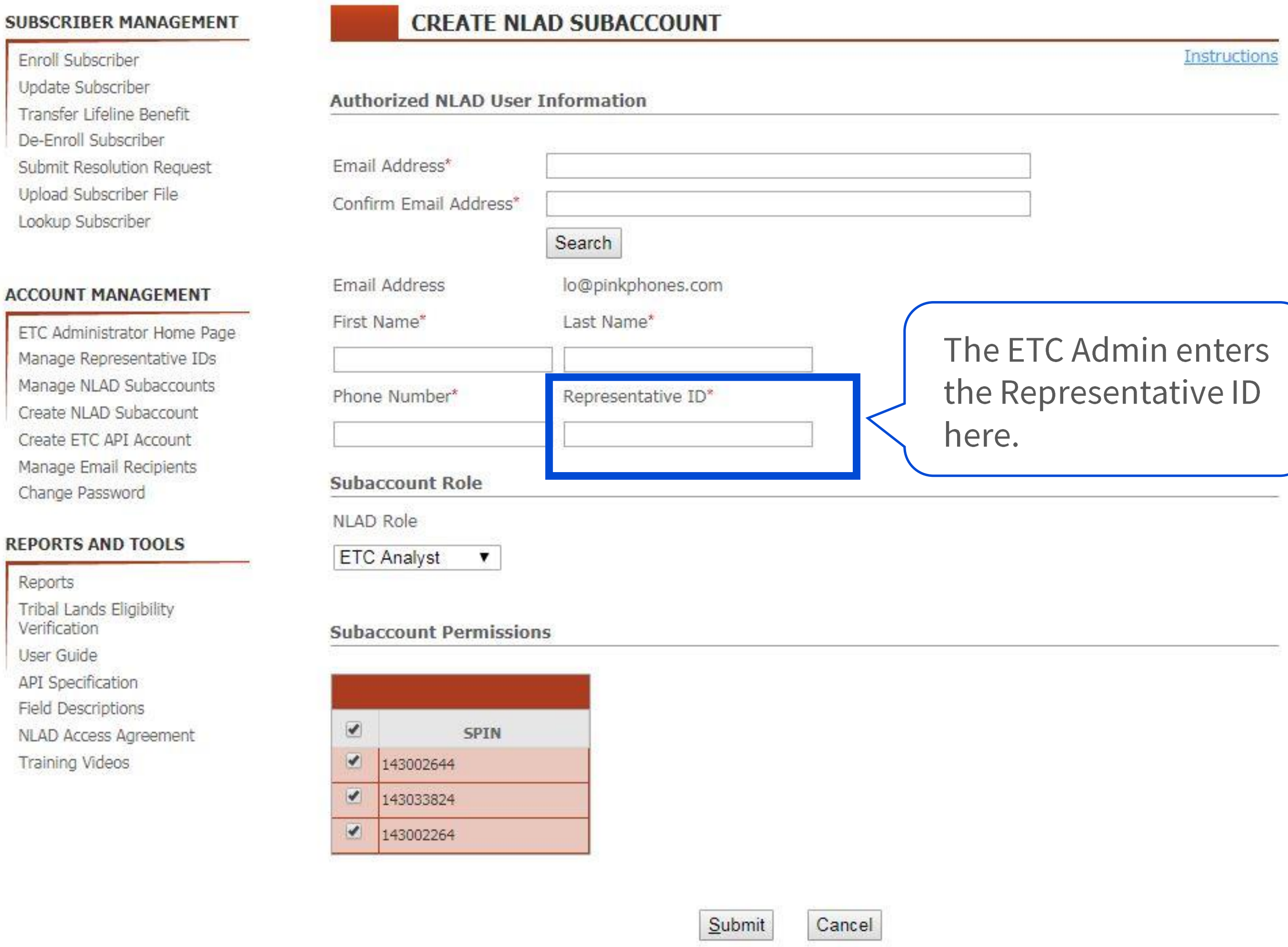
Filename	Date	Rows	Status	Submitted	Rejected	Errors
david_ni-test2.csv	May 09, 2019 11:32:47 am	1	Errors	1	1	Download File
david_ni-test2.csv	May 09, 2019 10:32:19 am	1	Errors	1	1	Download File
david_ni-test2.csv	May 08, 2019 10:59:20 pm	1	Errors	1	1	Download File
david_ni-test2.csv	May 08, 2019 10:57:51 pm	1	Errors	1	1	Download File
david_ni-test2.csv	May 08, 2019 10:56:00 pm	1	Errors	1	1	Download File
	May 08, 2019					

This column displays how many rows in a file were rejected.

If any Representative IDs received an error, you can download this file to see what errors are associated with the Representative IDs.

Link Accounts

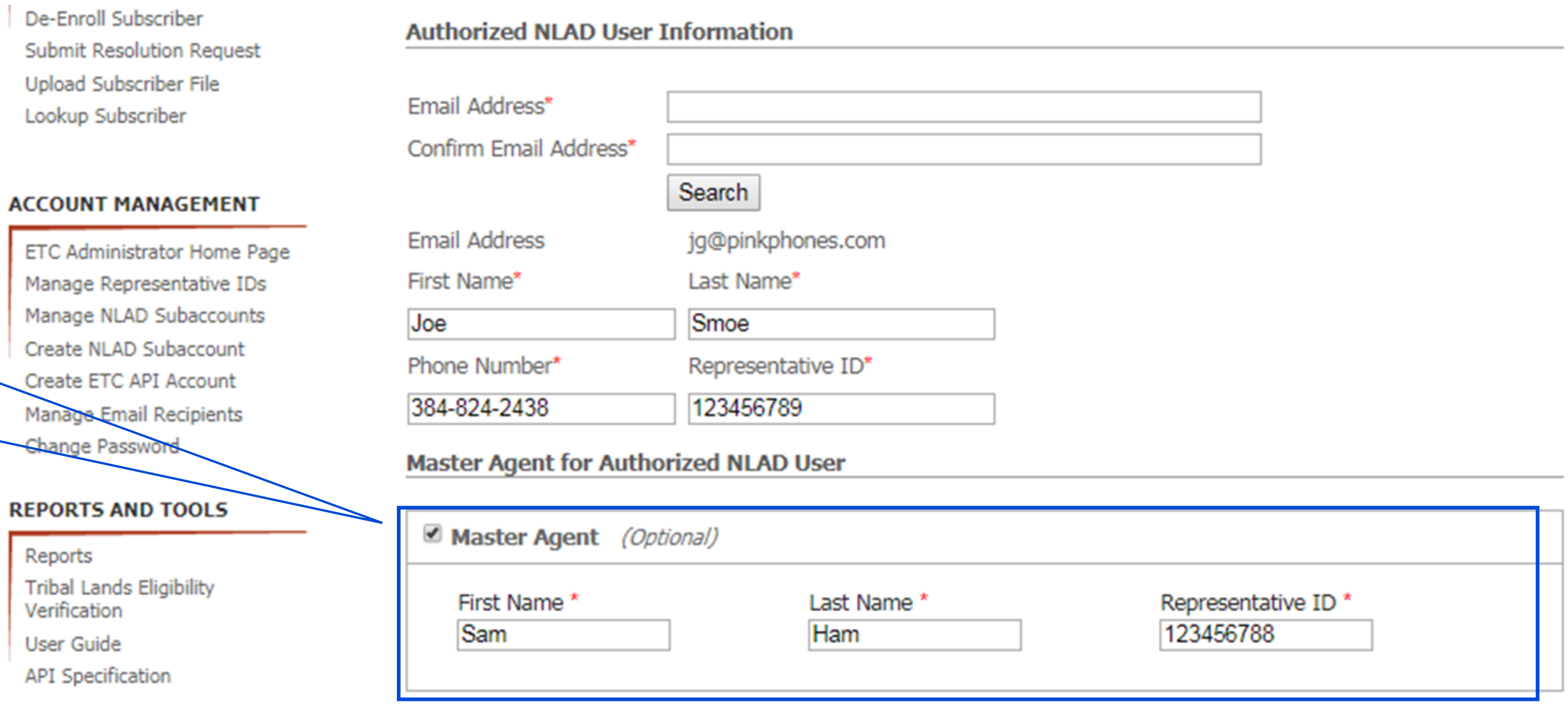
New User Accounts



The ETC Admin enters the Representative ID here.

Link Accounts
New User Accounts: Master Agent

The Master Agent is an optional field. The ETC Admin should provide Master Agent information for all representatives that this applies to.



Link Accounts
API & Batch

- There are two options to link a Representative ID to an API ID:
  1. Use Linking Representatives File Upload Template and file upload on the Manage Representative IDs page, or
  2. Individually link representatives on the Update NLAD Subaccount page.
- ETC Admins use the Linking Representatives File Upload Template and file upload on the Manage Representative IDs page to link a Representative ID to existing and new batch users.

Questions?

Annual Agreement Process

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Annual Agreement Process
Background

Enrollment representatives must agree to the terms and conditions of USAC Lifeline systems **each year** as required in the FCC’s 2019 Lifeline Order.

Annual Agreement Process
Overview

The chart below breakdowns the process.

Note: Representatives have the option to complete the annual agreement process at any time by visiting LifelineRAD.org to initiate the process.

Annual Agreement Process
Complete the Process

Complete the process by visiting RAD to:

1. Read each statement in RAD.
2. Confirm each statement is accurate by checking the respective box.
3. Provide an e-signature by typing in your full legal name.

Note: Representatives that do not complete the annual agreement will be unable to access or perform transactions in USAC Lifeline systems until they visit RAD and do so.

Annual Agreement Process
USAC Communication

USAC will email representatives a notification when it is time to complete the agreement.

- An individual will receive up to three reminders to complete their annual agreement.
- These notifications will be sent to the email address that the representative submitted during registration.
- The emails will include a link that the representative must select to complete the annual agreement process.
- The reminders will end once the representative has completed the process.

Annual Agreement Process
Reporting

- The **Linked Representatives Report** is available in NLAD to ETC Administrators and 497 Officers.
- This report will include each representatives’ annual agreement deadline and the date of the last time that they completed the agreements.

Annual Agreement Process
New Error

- This process will introduce a new error on **June 25, 2020** for representatives who missed their annual agreement deadlines and attempt to access or perform transactions in the National Verifier or NLAD.
- Enrollment representatives resolve this error by going to RAD to complete their annual agreement.

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LIFELINE

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REPRESENTATIVE ID INACTIVE NOTICE

Error: You are unable to proceed because you missed the deadline for completing the Annual Agreements in the Representative Accountability Database (RAD).

Visit LifelineRAD.org to complete the agreements.

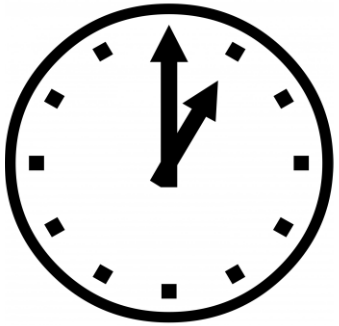
OMB Control No. 3060-0819
Paperwork Reduction Act Notice

877-524-1325 | NLADSupport@usac.org | Website Tour | Website & Privacy Policies | Website Feedback

Annual Agreement Process
New Error - API

- If a representative performs a transaction that is submitted to the National Verifier or NLAD by API or batch, the service provider will receive the following error: "**REPID_DEADLINE_MISSED: Representative has missed their annual agreement deadline**."
- The National Verifier and NLAD API Specifications will be updated to include this new error and the updated documents will be available in NLAD at the end of May.
- API users must make the necessary changes to their internal systems to reflect the updated API Specifications/new error.

Annual Agreement Process
Timeline



- USAC will begin the annual agreement process in late May.
- Representatives with approaching annual agreement deadlines (one year from when they initially registered) will start receiving emails from USAC to complete this process.
- USAC encourages service providers to inform their enrollment representatives of this requirement.

Questions?

Resources

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Resources
Visit Our Website

For general RAD information, visit the RAD section of usac.org.

The RAD Resources page includes:

- A RAD Fact Sheet
- NLAD Staging Guides for linking individual user accounts and APIs
- NLAD Production Guides for linking individual user accounts, APIs, and batch users
- Linking Representatives File Upload Template (*reminder: updated on Thursday, March 12*)
- Slide decks from previous training sessions

Resources
Watch a Video

Review our series of short videos:

- RAD 101
- How to Register
- How to Submit Documentation
- Linking Representative IDs to Individual User Accounts

Questions?

Thank You!

- Thank you for joining us!
- Sign up to our Lifeline Program newsletter to receive the latest news about RAD
  - Visit our subscription center
- Need help? Contact us!
  - General & technical inquiries: LifelineProgram@usac.org
  - RAD registration inquiries: LifelineSupport@usac.org

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