

# NLAD 101

Wednesday, April 8, 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. About NLAD
3. Subaccounts
4. Enroll Subscribers
5. Error Codes
6. Resources

# Announcements

## April Monthly Webinar



## Announcements

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

In response to the pandemic, the FCC released a [waiver](#) suspending some rules and initiatives for 60 days starting **Tuesday, March 17**:

- Recertification
- Reverification
- Representative Accountability Database (RAD)

On Monday, March 30, the FCC released an additional [order](#) that waives several rules that could otherwise result in de-enrollment of subscribers and extends the initial **60-day waiver period for recertification and reverification until May 29**.

# Announcements

## FCC Waiver: Program Integrity Efforts



- Involuntary de-enrollment of existing subscribers are paused until May 29, 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, June 1, 2020, USAC will restart Lifeline Program Integrity efforts.

# Announcements

## FCC Waiver: Recertification



- Recertification is on **hold** for the anniversary dates between **April 14, 2020 and August 27, 2020**.
  - Subscribers with these anniversary dates will receive a new notice from USAC to recertify their continued eligibility after the waiver period ends on May 29, 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 for 60 days through Friday, May 29, 2020.**
- USAC will not conduct any de-enrollments for subscribers with documentation deadlines falling on or before May 29, 2020.
- USAC will not open any new reverification documentation requests until after Friday, May 29, 2020.
  - Existing deadlines for ETCs to submit on hand documents for states in the October 2019 launch are still in effect.

# Announcements

## FCC Waiver: RAD



- Full implementation of RAD will be delayed until **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.**
- For more information, visit the [RAD section](#) of our website.

# About NLAD

## April Monthly Webinar

# Terms to Know

# What is NLAD?

## The National Lifeline Accountability Database

**NLAD** is the system that service providers use to **enroll** a consumer in the Lifeline Program.

- All Lifeline service providers are required to use this system.
- Lifeline operations in CA, OR, and TX are primarily not required to use the NLAD. Service providers operating only in those states may not have to use the NLAD.

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**LIFELINE** [LOG OUT](#)

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [ETC Administrator Home Page](#)

National Verifier ☐ OFF

**SUBSCRIBER MANAGEMENT**

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

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- NLAD Access Agreement
- Training Videos

**ETC ADMINISTRATOR HOME PAGE** [Instructions](#)

**Maintain SAC Information**

SAC	Marketing Name*	Customer Service Phone*	Lifeline Benefit Rate*	Lifeline Tribal Benefit Rate*

[Update](#)

# Terms to Know

## Enrollment



**Enrollment:** Add subscribers to NLAD so you can claim reimbursement for them.

- To enroll a consumer in NLAD, you must have an approved eligibility decision from the National Verifier before they are enrolled in NLAD.\*

*\* Use of the National Verifier is optional in Puerto Rico, as well as for [CA broadband-only SPs and SPs in OR with Tribal subscribers](#), due to their soft launch status.*



## Terms to Know

### Snapshot



The day after a data month ends (i.e., the first day of the next month), NLAD takes a “**snapshot**” of all of the subscribers that are entered into NLAD.

- The snapshot is a record of exactly which subscribers are entered in NLAD at that time.
- The subscribers included in the “snapshot” are the population that is eligible for reimbursement.

## Terms to Know

### The National Verifier

The National Verifier is Lifeline's application system used to determine consumer eligibility for the Program. First a consumer applies to the Program through the National Verifier, then their service provider enrolls the consumer in the Program using NLAD.

**National Verifier Mode:** Service providers are required to use NLAD in the National Verifier mode.

- This means you will see the NV toggle in the right hand corner set to “on.”
- This is now the default mode that NLAD operates in.
- What does this mean?
  - Consumers must have approved eligibility decisions from the National Verifier before they are enrolled in NLAD.

# Terms to Know

## Subaccounts

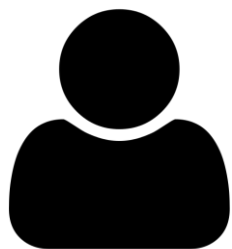


**Subaccounts allow users to interact with NLAD and the National Verifier.**

- **Subaccounts:** Subaccounts or user roles refer to the account types that are created in NLAD which allow users to log into NLAD and/or the National Verifier and perform a variety of functions.
- The number of functions an account can do depends on the type of account.

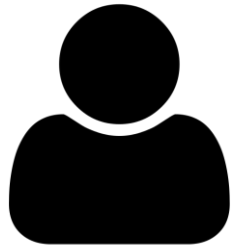
# Subaccounts

## About NLAD Subaccounts



- **497 Officer:** This user is assigned with the responsibility of filing and certifying reimbursement claims for the Lifeline Program.
  - The 497 Officer can assign or create a NLAD ETC Administrator.
- **ETC Administrator:** This user can manage other subaccounts (ETC Analyst, Ops, and Agent), including updating account information, resetting account password, and deactivating the account.
  - This user can perform subscriber transactions, query subscriber data, create and view reports, and submit resolution requests.

## About NLAD Subaccounts



- **ETC Analyst:** This user can perform subscriber transactions, query subscriber data, create and view reports, and submit resolution requests.
- **ETC Operations:** This user can only query subscriber data, create and view reports, and submit resolution requests.
- **ETC Agent:** This user is given access to the National Verifier to perform transactions such as eligibility checks.



## About NLAD Subaccounts

		NV Web Portal Permissions		
NLAD Account Types	NV Web Portal Account Types	Check Eligibility	Upload Supporting Documents	View Dashboard of Applications Submitted for Review
ETC Admin	ETC Admin	X	X	X
ETC Analyst				
ETC Ops				
ETC Agent*	ETC Agent	X	X	X

\* ETC Agent credentials do not have permission to access NLAD.

# Service Provider Responsibilities

# About NLAD

## Keep NLAD Up-to-Date



- The FCC's Lifeline Program rules require all service providers to keep NLAD up-to-date:
  - Update NLAD every time a customer enrolls or de-enrolls in Lifeline, or changes their account information.
  - Service providers must update NLAD within ten (10) business days of receiving the change (for example, change of address or name change).
  - When a service provider de-enrolls a subscriber from Lifeline, NLAD must be updated within one (1) business day.

**Reminder:** Beginning May 25, NLAD subaccounts that perform the applicable NLAD transactions will need to have registered for a Rep ID and have that Rep ID linked to their account. For more information, visit the [RAD Resources](#) page.

# Questions?

# Enroll Subscribers

NLAD 101

# Logging In



# Enroll Subscribers

## Logging In

- Log into [OnePortal](#) with your user name and password.
- Accept USAC's system policy.



Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.



Click the box to accept

By signing in, I accept the terms and conditions of the USAC system.

Sign In

Don't have an account? [Create an account](#)

# Enroll Subscribers

## Logging In

### Dashboard

#### Upcoming Dates

12/31  
2019 **HCF Program Invoicing Deadline**

01/01  
2020 **Submit Request for Services**

01/31  
2020 **FCC Form 555**

[see full calendar](#)

#### High Cost

#### Lifeline

**National Lifeline Accountability Database (NLAD)** - Service providers enroll Lifeline subscribers in NLAD to identify Lifeline recipients, prevent duplicate benefits and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline reimbursement.

**National Lifeline Accountability Database Staging Environment** - The NLAD staging environment allows NLAD users to test system features.

**Lifeline Claims System (LCS)** - Lifeline service providers file monthly reimbursement claims using The Lifeline Claims System.

**FCC Form 555** - The FCC Form 555 reports company recertification results. All Lifeline service providers must complete the form annually on or before January 31.

#### Help?

Send us a message  
[Click here](#)

Call us  
(888) 641-8722

# Enroll Subscribers

## NLAD Home Page

- The home page will differ depending on the user's assigned role in NLAD.
- Users can perform any of the actions in the left-hand menu.
- Today's webinar will focus on the **Enroll Subscriber** function from the **"Subscriber Management"** menu.

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**LIFELINE** LOG OUT

USAC Home | Lifeline Program | NLAD | ETC Administrator Home Page

National Verifier ☐ OFF

**SUBSCRIBER MANAGEMENT**

- Enroll Subscriber
- Update Subscriber
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- Training Videos

**ETC ADMINISTRATOR HOME PAGE** [Instructions](#)

**Maintain SAC Information**

SAC	Marketing Name*	Customer Service Phone*	Lifeline Benefit Rate*	Lifeline Tribal Benefit Rate*

Update

# Enroll Subscribers

## NLAD Subscriber Management Menu

- **Enroll Subscriber:** Add a new Lifeline subscriber to NLAD.
- **Update Subscriber:** Update/change an existing subscriber's information.
- **Transfer Lifeline Benefit:** Transfer the subscriber's Lifeline benefit from their current service provider to your company. The consumer must have a qualified application in the National Verifier to be eligible for transfer.
- **De-Enroll Subscriber:** Remove a subscriber from NLAD.
- **Upload Subscriber File:** Complete many transactions at once (bulk upload) using the [National Verifier NLAD Input Template](#).
- **Lookup Subscriber:** Check if a potential subscriber (or someone at their address) already exists in NLAD.

# Enrollment

# Enroll Subscribers

From this page, users can:

- Confirm Link Up eligibility,
- Verify that a subscriber is able to be enrolled, or
- Enroll a subscriber in NLAD.



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## LIFELINE

LOG OUT

USAC Home | Lifeline Program | NLAD | Enroll Subscriber

National Verifier ☒ ON ☐ OFF

Attention! You are using the National Verifier system. Switch the blue button to OFF to return to the NLAD system.

### 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

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NV API ISA

## ENROLL SUBSCRIBER

[Instructions](#)

Select SAC\*

100005

Subscriber Personal Information (Required)

Last Name \* Date of Birth \* Last 4 SSN \* - OR- Tribal ID \*





First Name \* Middle Name



Subscriber Address (Required)

Primary Address \*

Apt, Unit, etc.

City \*

State \*

ZIP Code \*

Mailing Address

Apt, Unit, etc.

City

State

ZIP Code

Subscriber Telephone Information (Phone No. is Optional to Verify.)

Service Type \* Select one

Service Initiation Date \*

Phone Number \*

Lifeline Tribal Benefit? \*

☐ Yes ☐ No

Linkup Service Date

ETC General Use (Optional)

☐ Benefit Qualifying Person (Optional)

Reset

Confirm Link Up

Verify

Enroll



# Enroll Subscribers

All fields with an asterisk are required.

Click:

1. Verify to see if the subscriber already exists, or
2. Enroll to add them to NLAD.

**Note:** The National Verifier toggle is turned on after a SAC is selected.



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## LIFELINE

USAC Home | Lifeline Program | NLAD | Enroll Subscriber

LOG OUT

National Verifier ☒ ON

Attention! You are using the National Verifier system. Switch the blue button to OFF to return to the NLAD system.

### SUBSCRIBER MANAGEMENT

Enroll Subscriber  
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## ENROLL SUBSCRIBER

[Instructions](#)

Select SAC\*

100005

Subscriber Personal Information (Required)

Last Name \* Date of Birth \* Last 4 SSN \* - OR - Tribal ID \*





First Name \* Middle Name



Subscriber Address (Required)

Primary Address \*

Apt, Unit, etc.

City \*

State \*

ZIP Code \*

Mailing Address

Apt, Unit, etc.

City

State

ZIP Code

Subscriber Telephone Information (Phone No. is Optional to Verify.)

Service Type \* Select one

Service Initiation Date \*

Phone Number \*

Lifeline Tribal Benefit? \*

☐ Yes ☐ No

Linkup Service Date

ETC General Use (Optional)

☐ Benefit Qualifying Person (Optional)

Reset

Confirm Link Up

Verify

Enroll

## Enroll Subscribers

- Enter the consumer's information exactly as it was entered into the National Verifier.
  - **Name:** Use the subscriber's full legal name.
  - **Phone Number:** The subscriber's Lifeline-supported phone number.
  - **Address:** Enter the subscriber's primary residential address as the "Address" (no PO box allowed), and a mailing address (if different) as the "Mailing Address" (PO boxes are allowed).
  - **Service Initiation Date:** The date the service provider determined that the subscriber is eligible for Lifeline.
  - **Tribal Flag:** Select if the subscriber lives on Tribal lands and you are providing the additional support amount (may be unavailable if the subscriber resides in a non-Tribal area).
  - **BQP:** The "benefit qualifying person;" only include this if the applicant is qualifying through their child or dependent.

# Enroll Subscribers

## Success

- The subscriber can enroll if they are not already receiving a benefit, have qualified through the National Verifier, and pass the NLAD's address validations.
- This success screen will display, indicating successful enrollment in NLAD.



usacadmintest@uat.com

LIFELINE

LOG OUT

USAC Home | Lifeline Program | NLAD | Transaction Successful

National Verifier ☐ OFF

## TRANSACTION SUCCESSFUL



Subscriber successfully enrolled

SAC Number	Phone Number	Subscriber ID	Anniversary Date
123321		GG71F3AB3	03/10/2021
<b>Subscriber Personal Information</b>			
Last Name	Date of Birth	Last 4 SSN	Tribal ID
TEST	10/13/1987	9876	
First Name	Middle Name		
TEST			
<b>Subscriber Address</b>			
Primary Address		Mailing Address	
1007 W COAL AVE			
GALLUP	NM	87301	
<b>Additional Subscriber Information</b>			
Service Type		BROADBAND	Service Initiation Date
Lifeline Tribal Benefit		No	Linkup Service Date
			03/10/2020
<b>ETC General Use</b>			
<b>Benefit Qualifying Person</b>			
Last Name	Date of Birth	Last 4 SSN	Tribal ID
First Name	Middle Name		

# Enroll Subscribers

## Failure

- The subscriber cannot enroll if their information entered in NLAD does not match information entered in the National Verifier **or** if they have not qualified through the National Verifier.
- The error message provides the error type, and the reason for the failure.

LIFELINE

USAC Home | Lifeline Program | NLAD | Enroll Subscriber

LOG OUT

National Verifier
☒ ON

Attention! You are using the National Verifier system. Switch the blue button to OFF to return to the NLAD system.

ENROLL SUBSCRIBER

[Instructions](#)

**Validation Error**

- Applicant :** The subscriber has not qualified through the Lifeline National Verifier yet or their application has expired. You can qualify them now [here](#).

Select SAC\*

100025 ▾

**Subscriber Personal Information** (Required)

Last Name *	Date of Birth *	Last 4 SSN *	- OR -	Tribal ID *
test	09/19/2000	3523		
First Name *	Middle Name			
testtwo				

**Subscriber Address** (Required)

Primary Address *	Mailing Address
1 main st	

# Enroll Subscribers

## Bulk Upload

- Users may add or update multiple subscribers at once using the [National Verifier NLAD Input Template](#) available on the [NLAD Resources](#) page.
- Review what each field means and which fields are required by downloading the [National Verifier NLAD Input Templates Field Names and Descriptions](#).

	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	
1	transaction	phoneNur	transaction	sac	lastName	firstName	middleName	phoneNur	subscriber	last4ssn	tribalId	dob	includeSub	iehFlag	iehCertific	iehRecerti	prim
2																	
3																	
4																	
5																	

# Enroll Subscribers

## API

- The NLAD API (application program interface) is another connection option.
- The API allows service providers to connect their billing or customer management system directly to NLAD so that their system can send enrollments or other transactions and pull reports automatically.
  - For example, a service provider captures a consumer's enrollment in their own billing system, and the billing system sends the enrollment to NLAD.

# Questions?

# Error Codes

NLAD 101



## Error Codes

### Third Party Identity Verification (TPIV)

If a consumer has an application in the National Verifier with unresolved [TPIV errors](#), NLAD will return the unresolved errors in this format. These error messages are:

Error Code	Description	Address the error:
TPIV_FAIL_IDENTITY_NOT_FOUND	The subscriber's identity could not be found.	This error will need to be resolved by submitting documentation to the National Verifier.
TPIV_FAIL_NAME_SSN4	The subscriber's full name and/or SSN4 could not be validated.	This error will need to be resolved by submitting documentation to the National Verifier.
TPIV_FAIL_DOB	The subscriber's date of birth could not be validated.	This error will need to be resolved by submitting documentation to the National Verifier.
TPIV_FAIL_DECEASED	The subscriber is identified as deceased.	This error will need to be resolved by submitting documentation to the National Verifier.

## Error Codes Address

If a consumer has an application in the National Verifier with an unresolved [United States Postal Service's Address Management System \(AMS\)](#) error, NLAD will provide the following error message:

Error Code	Description	Address the error:
INVALID_ADDRESS	Address unrecognized.	This error will need to be resolved by submitting information to the National Verifier.

## Error Codes

### Subscriber Under 18

If a consumer has an application in the National Verifier with an unresolved [under 18 years of age error](#), NLAD will provide the following error message:

Error Code	Description	Address the error:
SUBSCRIBER_UNDER_18	No subscriber can be less than 18 years of age.	This error will need to be resolved by submitting documentation to the National Verifier.

## Error Codes

### Duplicate

If a consumer's information is found as a duplicate in the National Verifier or NLAD, NLAD will provide the following error messages:

Error Code	Description	Address the error:
DUPLICATE_ADDRESS_NLAD	The subscriber in this transaction has a duplicate address of another subscriber.	For more information please contact USAC at <a href="mailto:LifelineProgram@usac.org">LifelineProgram@usac.org</a> .
DUPLICATE_PRIMARYADDRESS	The primary address in this transaction matches the primary address of another subscriber.	This error will need to be resolved by submitting documentation to the National Verifier.

## Error Codes

### Duplicate

Error Code	Description	Address the error:
DUPLICATE_PHONE_NUMBER	The phone number in this transaction matches the phone number of another subscriber.	Confirm the phone number is not already assigned to a consumer.
DUPLICATE_SUBSCRIBER	The subscriber in this transaction is a duplicate of another subscriber.	Obtain consent to transfer the subscriber's Lifeline Program benefit and completing a benefit transfer in NLAD.
DUPLICATE_SUBSCRIBER_NLAD	The subscriber in this transaction is a duplicate of another subscriber.	For more information please contact USAC at <a href="mailto:LifelineProgram@usac.org">LifelineProgram@usac.org</a> .

## Error Codes

### Specific to National Verifier Workflow

Error Code	Description	Address the error:
APPLICATION_NOT_FOUND	The subscriber has not qualified through the Lifeline National Verifier yet or their application has expired.	Confirm that the PII you are submitting in NLAD is exactly what the customer submitted when they applied. If the customer has not yet applied, tell them to do so or help them using the service provider portal.
APPLICATION_NOT_COMPLETE	The subscriber has not finished qualifying through the National Verifier.	Any documentation that the customer needs to submit to resolve errors will be listed. You can assist the customer through the National Verifier service provider portal.
APPLICATION_PENDING	The subscriber's application is currently under review.	For more information please contact USAC at <a href="mailto:LifelineProgram@usac.org">LifelineProgram@usac.org</a> .

# Questions?

# Resources

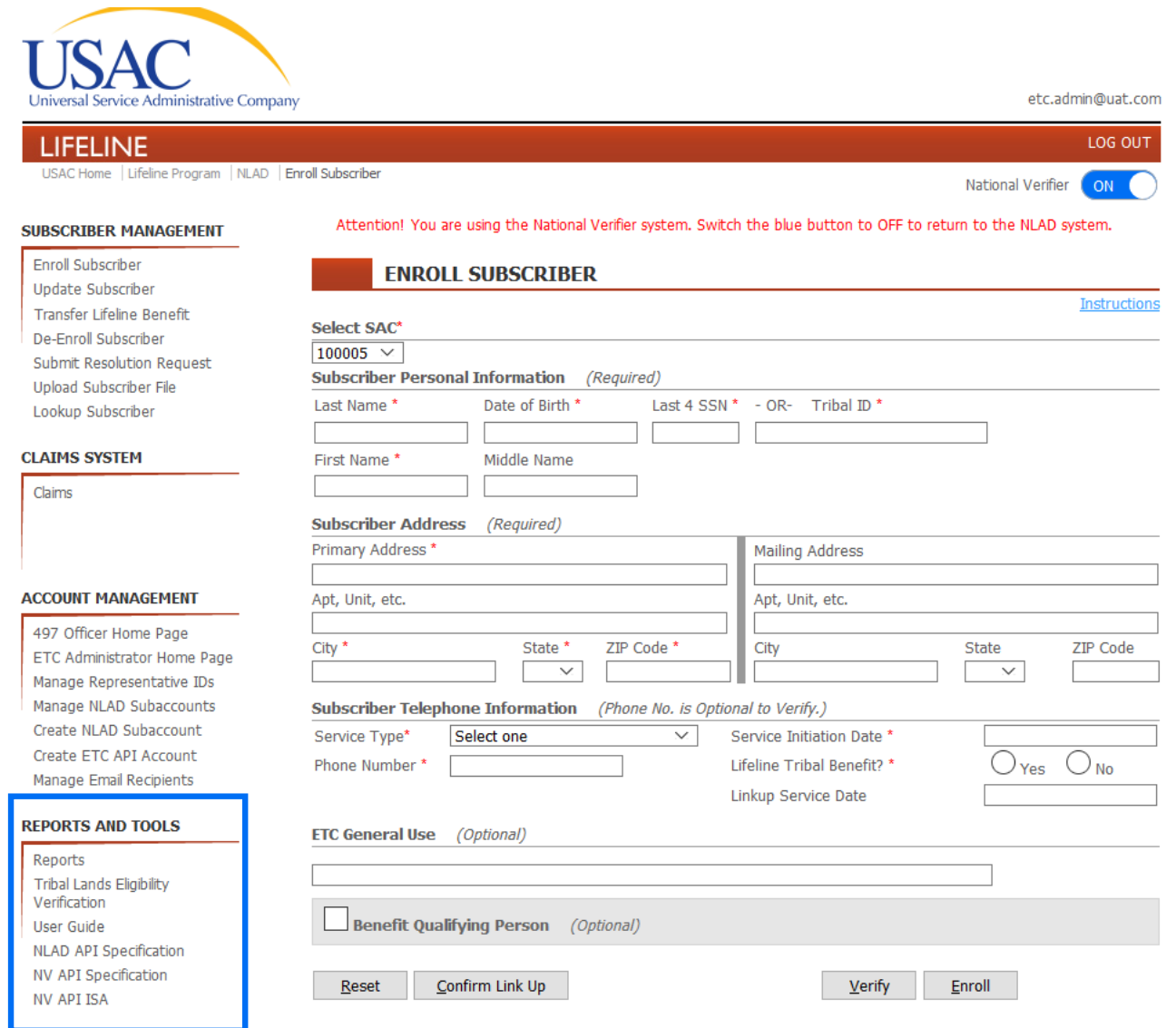
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# NLAD Resources

Resources accessible via [NLAD](#):

- NLAD User Guide, and
- API Specifications.



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**LIFELINE** [LOG OUT](#)

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Enroll Subscriber](#)

National Verifier ☒ ON

Attention! You are using the National Verifier system. Switch the blue button to OFF to return to the NLAD system.

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**CLAIMS SYSTEM**

- Claims

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**ENROLL SUBSCRIBER** [Instructions](#)

Select SAC\*  
100005

**Subscriber Personal Information (Required)**

Last Name\* Date of Birth\* Last 4 SSN\* - OR- Tribal ID\*

First Name\* Middle Name

**Subscriber Address (Required)**

Primary Address\* Mailing Address

Apt, Unit, etc. Apt, Unit, etc.

City\* State\* ZIP Code\* City State ZIP Code

**Subscriber Telephone Information (Phone No. is Optional to Verify.)**

Service Type\* Select one Service Initiation Date\*

Phone Number\* Lifeline Tribal Benefit?\*  
 ☐ Yes ☐ No

Linkup Service Date

**ETC General Use (Optional)**

☐ **Benefit Qualifying Person (Optional)**

## NLAD Resources



- More information can be found on the [NLAD section](#) of our website, including:
  - [National Verifier NLAD Input Templates Field Names and Descriptions](#),
  - [NLAD Maintenance Schedule](#) and Release Notes, and
  - [NLAD FAQs](#).



- Contact [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for technical questions and assistance and general NLAD inquiries.



- Subscribe to receive the [NLAD Bulletin](#).

# Questions?

# Thank You!

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



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