NLAD 101

Wednesday, April 8, 2020
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.
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

<table>
<thead>
<tr>
<th>NLAD Account Types</th>
<th>NV Web Portal Account Types</th>
<th>Check Eligibility</th>
<th>Upload Supporting Documents</th>
<th>View Dashboard of Applications Submitted for Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>ETC Admin</td>
<td>ETC Admin</td>
<td>X</td>
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<td>ETC Analyst</td>
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<td>ETC Ops</td>
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<td>ETC Agent*</td>
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</tbody>
</table>

* 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.
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.
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.
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.
**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.
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.
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.
# 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.

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<tr>
<td>transaction</td>
<td>phoneNumber</td>
<td>transactionSac</td>
<td>lastName</td>
<td>firstName</td>
<td>middleName</td>
<td>phoneNumber</td>
<td>subscriber</td>
<td>last4SSN</td>
<td>tribalID</td>
<td>dob</td>
<td>includeIehFlag</td>
<td>iehCertification</td>
<td>iehRecipient</td>
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</tbody>
</table>

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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:

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Address the error:</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPIV_FAIL_IDENTITY_NOT_FOUND</td>
<td>The subscriber's identity could not be found.</td>
<td>This error will need to be resolved by submitting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>documentation to the National Verifier.</td>
</tr>
<tr>
<td>TPIV_FAIL_NAME_SSN4</td>
<td>The subscriber's full name and/or SSN4 could not be</td>
<td>This error will need to be resolved by submitting</td>
</tr>
<tr>
<td></td>
<td>validated.</td>
<td>documentation to the National Verifier.</td>
</tr>
<tr>
<td>TPIV_FAIL_DOB</td>
<td>The subscriber's date of birth could not be validated.</td>
<td>This error will need to be resolved by submitting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>documentation to the National Verifier.</td>
</tr>
<tr>
<td>TPIV_FAIL_DECEASED</td>
<td>The subscriber is identified as deceased.</td>
<td>This error will need to be resolved by submitting</td>
</tr>
<tr>
<td></td>
<td></td>
<td>documentation to the National Verifier.</td>
</tr>
</tbody>
</table>
**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)](https://www.usps.com) error, NLAD will provide the following error message:

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Address the error:</th>
</tr>
</thead>
<tbody>
<tr>
<td>INVALID_ADDRESS</td>
<td>Address unrecognized.</td>
<td>This error will need to be resolved by submitting information to the National Verifier.</td>
</tr>
</tbody>
</table>
**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:

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Address the error:</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUBSCRIBER_UNDER_18</td>
<td>No subscriber can be less than 18 years of age.</td>
<td>This error will need to be resolved by submitting documentation to the National Verifier.</td>
</tr>
</tbody>
</table>
# 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:

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

### Duplicate

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

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# Error Codes
Specific to National Verifier Workflow

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Address the error:</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPLICATION_NOT_FOUND</td>
<td>The subscriber has not qualified through the Lifeline National Verifier yet or their application has expired.</td>
<td>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.</td>
</tr>
<tr>
<td>APPLICATION_NOT_COMPLETE</td>
<td>The subscriber has not finished qualifying through the National Verifier.</td>
<td>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.</td>
</tr>
<tr>
<td>APPLICATION_PENDING</td>
<td>The subscriber’s application is currently under review.</td>
<td>For more information please contact USAC at <a href="mailto:LifelineProgram@usac.org">LifelineProgram@usac.org</a>.</td>
</tr>
</tbody>
</table>
Questions?
Resources

NLAD 101
NLAD Resources

Resources accessible via NLAD:

- NLAD User Guide, and
- API Specifications.
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 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