November 2020 Monthly Webinar: Lifeline Program Updates
November 18, 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
• If your audio or slides freeze, restart the webinar
• A copy of the slide deck is in the “Handouts” section of webinar panel
Today’s Presenters

Tiffany Brady  Linnita Hosten  Anthony Price  Leah Sorini  Brandi Streuslin
Agenda

- Announcements
- November System Releases
- NLAD 508 UI Redesign
- National Verifier System Enhancements
- Resources
Announcements
COVID-19 Response - Temporary Program Changes (1/2)

The FCC and USAC suspended the following rules and processes through **February 28** to ensure existing Lifeline subscribers are not involuntarily removed from the program during the pandemic:

- Recertification
- Reverification
- General de-enrollment requirements, except de-enrollment at the user’s request
- Usage requirements
- USAC program integrity reviews
Announcements
COVID-19 Response - Temporary Program Changes (2/2)

The FCC and USAC adjusted certain documentation requirements through February 28 to make it easier for those hardest hit by the pandemic to apply:

- **Proof of Income**: Consumers who do not have three consecutive months of income documentation may provide other official documentation
  - Notice of unemployment benefit payments
  - Notice of a successfully submitted application for unemployment benefits
- **Proof of Identity**: USAC will accept expired driver’s licenses or state identification cards when needed to complete a Lifeline application, as long as the identification expired on or after March 1, 2020
- **Relief for rural, Tribal consumers**: Consumers living in rural areas on Tribal lands may begin receiving service even if they are still in the process of providing any necessary documentation to confirm their eligibility
  - Consumers who enroll through this waiver process will have 45 days to provide the required documentation

For more information, visit USAC’s [Lifeline COVID-19 Response page](#)
Announcements
Updated Minimum Service Standards

• On [November 16](#), the FCC released an order addressing a petition about Lifeline’s minimum service standards
  
  • The FCC stated that the minimum service standard for mobile broadband usage allowance will increase to **4.5 GB per month instead of 11.75 GB per month** beginning Tuesday, December 1, 2020
  
  • The chart below outlines the updated minimum service standards that will become effective on December 1

<table>
<thead>
<tr>
<th>Mobile Voice Minimum</th>
<th>Mobile Broadband Minimum</th>
<th>Fixed Broadband Minimum</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000 Minutes</td>
<td>Speed: 3G or better Usage Allowance: 4.5 GB</td>
<td>Speed: 25/3 Mbps Usage Allowance: 1024 GB</td>
</tr>
</tbody>
</table>

• In addition to the minimum service standards going into effect on December 1, Lifeline voice support will decrease from $7.25 to $5.25 per month
Announcements
National Verifier Hard Launch

- On today, **November 18, 2020**, Oregon and Texas fully launched in the National Verifier
  - **Note**: California will fully launch at a later time
- The NV operates in Oregon and Texas by:
  - Using state eligibility data to validate service providers' claims for federal Lifeline support
  - Performing reviews of state eligibility information and documentation to ensure that state eligibility determinations are made in accordance with the Commission's rules
- Consumers in Oregon and Texas will continue to apply for the federal Lifeline benefit through the state’s application process
  - In Oregon, eligibility verification for consumers on Tribal lands, which was previously handled by service providers, will also transition to the state public utility commission
November System Releases
November System Releases

Overview

• USAC is releasing two system enhancements in November that require service providers who use the National Lifeline Accountability Database (NLAD) and/or National Verifier APIs to make updates
  • The NLAD staging and production release occurred on Thursday, November 5
  • The National Verifier staging release occurred on Thursday, November 5
  • The National Verifier production release will occur on Monday, November 30
November System Releases
NLAD SAC Release

To enhance Lifeline Program integrity efforts, USAC released updates to the NLAD portal and API. As a result of these updates:

- Service providers are unable to perform NLAD transactions (enrollments, verifies, updates, transfers) for consumers who reside outside of their Study Area Code (SAC) state
  - **Reminder:** The first two digits of every SAC is associated with a state, service providers may confirm their SAC by looking it up in the Funding Disbursement tool

- If a service provider attempts to perform a transaction, in applicable scenarios, they will receive an error notifying them that the consumer’s address does not match the provider’s SAC:
  - **NLAD portal error message:** “This SAC number is not authorized to submit transactions for this ZIP code”
  - **NLAD API error message:** “This SAC number is not authorized to submit transactions for this ZIP code," "SAC_NOTAUTHORIZED_FOR_ZIPCODE"
November System Releases
NLAD SAC Release: Cross-Border Designation

• USAC is aware that a few service providers have SACs where subscribers reside in ZIP codes outside of the service providers’ SAC state due to cross-border designation
  • Cross-border: service areas that extend beyond or cross state borders
• USAC implemented exceptions for these limited circumstances
• To inform USAC of any cross-border designation that requires such an exception, service providers should email LifelineProgram@usac.org with the subject line Cross-Border
November System Releases
National Verifier API Tribal Release

• To provide clarity on whether a consumer’s address is located on federally-recognized Tribal lands and thus whether the consumer qualifies for enhanced support, USAC is releasing enhancements to the National Verifier API.

• Once this release is complete in production, service providers will see the following information after submitting an eligibility or status check for qualified consumers using the National Verifier API:
  • Whether the consumer is eligible for the enhanced Tribal benefit (Tribal OR Not Tribal),
  • The consumer’s latitude and longitude coordinates, and
  • The source of the coordinates (the coordinates were verified automatically through USAC’s address check OR the coordinates were captured when the consumer submitted more information about their address through the National Verifier mapping tool or sent documentation through the mail).
November System Releases
National Verifier API Tribal Release

- The new fields will be sent in National Verifier API responses as follows:
  
  "tribalstatusconfirmed": "N" (or “Y”)
  "latitude": "24.42424"
  "longitude": "-78.25921"
  "coordinateSource": "Automated" (or “Consumer”)

- **Reminder**: The National Verifier release is available in the staging environment for testing; updated API Specifications are available under NLAD’s “Reports and Tools” section.
Questions?
NLAD 508 UI Redesign
NLAD 508 UI Redesign
Release on December 10

• Section 508 of the Rehabilitation Act of 1973 requires that any federal electronic and information technology (EIT) is accessible to people with disabilities

• On Thursday, December 10, 2020, USAC is releasing updates to NLAD to ensure that the system meets Section 508 requirements
  • What is changing: USAC will release updates to the user interface (UI) design in NLAD’s staging and production environments
  • What is remaining the same: the transactions, errors, and reports available will remain the same
NLAD 508 UI Redesign
Release on December 10

• This enhancement:
  • Improves the system’s accessibility and usability,
  • Aligns NLAD’s design with USAC brand standards, and
  • Ensures NLAD’s design is consistent with other Lifeline systems (National Verifier and RAD)

• These updates are broken up into three main categories:

  Subscriber Management  Account Management  Tools & Resources
NLAD 508 UI Redesign
Subscriber Management: Key UI Changes

Existing “National Verifier Toggle” button is now a checkbox option, but the checkbox only appears on pages where the workflows differ from the legacy/pre-National Verifier process (i.e., Enroll, Transfer, Update). In addition, the checkbox will only appear if the SAC selected has access to the legacy workflow.
NLAD 508 Enhancements
Subscriber Management: Key UI Changes

ETC Admins and ETC Analysts will notice key changes on the “Enroll” and “Transfer” Subscriber web pages:

- The information needed for these transactions will be entered in smaller segments over 3-4 pages
- Implementation of a “Progress Bar” to assist users track the completion of the workflow
  - If the user unchecks the National Verifier checkbox, the bar will update for the user to complete the “eligibility information workflow” (i.e., legacy/pre-National Verifier process)
- Users can select either "Last 4 SSN" or "Tribal ID" field
  - Both field options will not appear consecutively
- Benefit Qualifying Person (BQP) fields are placed closer to the personally identifiable information (PII) fields
NLAD 508 UI Redesign
Account Management: Key UI Changes

ETC Admins will notice a key change on the “Manage Subaccounts” web page:

- “Manage NLAD Subaccount” changed to “Manage Subaccount” to better reflect that ETC Admins manage NLAD and National Verifier accounts

- ETC admins can manage and create subaccounts by clicking on Account Management via the Account Management tab
NLAD 508 UI Redesign
Account Management: Key UI Changes

ETC Admins will notice a key change on the “Create Subaccounts” web page:

• “Create NLAD Subaccount” changed to “Create Subaccount” to better reflect that ETC Admins create NLAD and National Verifier accounts
NLAD 508 UI Redesign
Tools & Resources: Key UI Changes

All NLAD user roles will notice key changes on the “Reports” home page:

- Enhancements to allow users to select reports from a drop-down menu
- Selection of report filters will take place on this page, after selecting the desired report
**NLAD 508 UI Redesign**  
**Tools & Resources: Key UI Changes**

All NLAD user roles will notice key changes on the reports displayed:

- Each report will only show a maximum of 10 columns detailing subscriber information when a service provider views the data in the UI.
- Users can select particular subscribers to view detailed subscriber information without downloading a detailed report.
**Step 1:** Select report & filtering options

**Reports**

**Report Type**
- Detail Active Subscriber Report

**SAC(s)**

**Anniversary Month (optional)**

**Report Format**
- Display on web page (limited to first 500 responses)
## NLAD 508 UI Redesign
### Tools & Resources: Key UI Changes

**Step 2: View report**

<table>
<thead>
<tr>
<th>Study Area Code</th>
<th>Enrollment Date</th>
<th>Last Transaction Type</th>
<th>Last Name</th>
<th>First Name</th>
<th>Subscriber ID</th>
<th>Telephone Number</th>
<th>Service Type</th>
<th>Lifeline Eligibility</th>
<th>Anniversary Date</th>
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<tr>
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NLAD 508 UI Redesign
Tools & Resources: Key UI Changes

**Step 3:** View subscriber Information
Questions?
National Verifier System Enhancements
National Verifier System Enhancements
Overview

• To continue to improve the end-to-end experience and performance of the National Verifier, USAC is releasing the following system enhancements on Monday, December 14, 2020:
  • Lifeline Support Center- Interactive Voice Response (IVR)- Application Status Check
  • NV Consumer Portal- Lifeline Enrollment Status
  • NV Consumer Portal- Application Search
  • NV Consumer & Service Provider Portal- Verify Tribal Eligibility
National Verifier System Enhancements
Lifeline Support Center- (IVR)- Application Status Check

After entering an application ID and SSN4, consumers will be able to receive the following information regarding their Lifeline application via the IVR:

- **Application status**
  - Application statuses such as qualified, more documents needed, pending review, etc.

- **Application expiration date**
  - Applications will be able to be searched up to 180 days after expiration date
National Verifier System Enhancements
Lifeline Support Center- (IVR)- Application Status Check (cont.)

- **Application errors**
  - Application errors such as third party identity verification (TPIV), under 18, duplicate address, etc.

- **Application next steps**
  - Next steps such as signing up with a service provider

**Note:** Starting on December 14, consumers can access the updated IVR through the Lifeline Support Center to check the status of all application types including the Lifeline Program application, recertification, reverification, and address update.
National Verifier System Enhancements
NV Consumer Portal - Lifeline Enrollment Status

- Consumers will be able to access their Lifeline benefit enrollment details on the NV consumer portal dashboard (located on the homepage).

- The updated dashboard will include enrollment details such as:
  - Lifeline phone number
  - Service provider
  - Customer support number
  - Recertification status
  - Last recertification date
  - Method of their last recertification

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My Enrollment Details

| Lifeline Phone Number: | 311-000-7050 / N/A |
| Phone/Internet Company: | Talley / N/A |
| Phone/Internet Company Support Number: | (800) 444-3000 / N/A |
| Annual Recertification Status* | Not Due Yet / In Progress / Complete |
| Last Recertification Date | 02/02/2020 / N/A |
| Method of Last Recertification: | Automatic / Online / Phone / Mail |

* For more information about the recertification, visit: [https://www.lifelinesupport.org](https://www.lifelinesupport.org)
National Verifier System Enhancements
NV Consumer Portal- Application Search

• An application search feature will be added to the consumer’s home page in the NV consumer portal

• Consumers will be able to search for their Lifeline application using their application ID
  • The consumer’s application ID is provided on all mailed notices
National Verifier System Enhancements
NV Consumer Portal- Application Search

• This search feature will assist consumers with locating applications that may have been created using a different address, name, etc.

Note: If an application is expired/closed, the application will not appear in the search results.
National Verifier System Enhancements
NV Consumer & Service Provider Portal- Verify Tribal Eligibility

• To confirm if a consumer resides on federally-recognized Tribal lands and thus if the consumer qualifies for the enhanced subsidy, USAC is adding a Tribal eligibility button

• The **Confirm Tribal button** will be located on the final status page of the Lifeline application, “**You Qualify for Lifeline**”
  
  • **Note:** The Tribal eligibility button will also be available on the "You Already Have Lifeline" status page
National Verifier System Enhancements
NV Consumer & Service Provider Portal- Verify Tribal Eligibility

- When the **Confirm Tribal button** is selected, the button will turn gray to indicate that the request is processing.
- When processing is complete, the page will update with a populated yellow information box to include:
  - Tribal confirmation (Y/N)
  - Latitude
  - Longitude
  - Coordinate Source

**Note:** The coordinate source can be verified automatically through USAC’s address check; captured when the consumer submits address information through the National Verifier mapping tool; or through a consumer’s submission of additional documentation via mail.
Questions?
Resources
Resources
Lifeline Support

The Lifeline Support Center continues to operate and provide support. We will communicate with you as soon as possible if anything affects our operations.

- **Service provider inquiries, email:** LifelineProgram@usac.org
- **Consumer inquiries, email:** LifelineSupport@usac.org

**By phone:**
- 1 (800) 234-9473
- Agents available 7 Days a Week, 9 a.m. to 9 p.m. ET

**By mail:**
Lifeline Support Center
PO Box 7081
London, KY 40742

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