

May 2023 Monthly Webinar NLAD 101: Part Two

May 10, 2023



Universal Service
Administrative Co.

DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

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 the webinar panel.**

Meet Our Presenters



Linnita Hosten

Senior Communications Specialist

Linnita develops external communications and creates content about Lifeline systems and program changes.



Hannah Fofana

Communications Specialist

Hannah develops internal and external communications for Lifeline and state/federal partners.

Meet Our Team



Delante Cherry

Communications Specialist

Delante develops internal and external communications.



Winta Woldu

Communications Specialist

Winta creates website content and training for consumer advocates, consumers, and service providers.

Objectives

At the end of the session, you will...



...be able to:

- Transfer, update, and de-enroll subscribers from the NLAD.
- View reports.
- Access resources in NLAD.



...understand:

- The basic subscriber management functions in the NLAD system.

Agenda

- Announcements
- National Lifeline Accountability Database (NLAD) Overview
 - Transfer Subscriber
 - Update Subscriber
 - De-enroll Subscriber
 - View Reports
- Resources

Announcements

Tribal Waiver Extension Expired

- On January 30, 2023, WCB released a limited [waiver](#) to provide relief for Tribal subscribers impacted by the COVID-19 pandemic. This [waiver](#) expired on Sunday, April 30, 2023.
- As of Monday, May 1, 2023, Tribal Lifeline subscribers are required to complete recertification and reverification. USAC has started outreach to consumers.

Tribal Waiver Extension Expired (Cont.)

Service Provider Role

- To support consumers in preparing to resume the requirements of recertification and reverification, service providers should:
 - Reference the “Recertification Subscriber Status Report” in the National Lifeline Accountability Database (NLAD) to see which subscribers passed recertification during the automated check.
 - Monitor the “Recertification Subscriber Status Report” regularly to identify subscribers undergoing recertification
 - Educate subscribers about who USAC is, why we are reaching out to them, and our recertification process.
 - Avoid providing or estimating deadlines, as these are subject to change.

Recertification

- **Recertification** is an annual requirement for Lifeline subscribers. USAC conducts recertification to ensure that active Lifeline subscribers, including those who also participate in the Affordable Connectivity Program (ACP), are still eligible for the Lifeline benefit.
- Starting Monday, May 1, 2023, USAC will initiate automated eligibility database checks to verify the eligibility of **all Lifeline** subscribers due for recertification in 2023. This process will occur over the course of a few months.
 - Subscribers who **pass** the automated check will complete the 2023 recertification requirement and will not need to take any action for their 2023 recertification.
 - Subscribers who **fail** the automated check will be required to recertify their continued eligibility through a manual process. USAC will conduct outreach to those subscribers.

Recertification

What This Means for Service Providers

- Service providers should regularly monitor the “Recertification Subscriber Status Report” in the National Lifeline Accountability Database (NLAD) to identify subscribers undergoing recertification. This report will update daily to reflect the results of the automated checks.
- USAC encourages service providers to educate subscribers about USAC, why we are reaching out to them, and our recertification process. However, service providers should not provide or estimate deadlines, as these deadlines are subject to change.
- To learn more about the recertification process, visit the [Recertification](#) webpage or view the [Recertification 101 training](#).

Recertification

What This Means for Subscribers

- Starting in May, USAC will conduct outreach to subscribers who fail the automated eligibility checks. Subscribers will have an approximately 60-day window to recertify through a manual process.
- If a subscriber receives a letter in the mail from USAC, they must take action to recertify their benefit. Subscribers will need to complete the Lifeline Recertification Form ([English](#) and [Spanish](#)). Some subscribers will need to provide income or eligibility documentation to prove their continued eligibility for the program. USAC will notify subscribers if they need to provide documentation.

National Lifeline Accountability Database (NLAD) Overview

NLAD Overview

Background

The **National Lifeline Accountability Database (NLAD)** is the system that service providers use to manage their Lifeline subscribers, including enrolling consumers in the program, transferring and de-enrolling subscribers, and reviewing reports about their Lifeline subscribers.

- Service providers must enroll subscribers in NLAD in order to claim reimbursements.
- [NLAD](#) is available through USAC's One Portal system, which allows users to access all of their Universal Service Fund IT applications through the same portal.
- All account types for NLAD and the National Verifier are created in NLAD.
- For more information about NLAD, visit the [NLAD section](#) of USAC's website.

NLAD Overview

Transaction Types

- **Verify:** Allows a provider to pre-validate whether a subscriber enrollment would successfully process in NLAD.
- **Enroll:** Enrolls a new subscriber in Lifeline and adds that subscriber to the service provider's NLAD subscriber records.
- **Transfer:** Moves an existing Lifeline subscriber from their current service provider in NLAD to another service provider. The second provider performs the transfer transaction in NLAD.
- **Update:** Allows a provider to update a subscriber's information such as the subscriber's contact information.
- **De-Enroll:** Removes, or de-enrolls, a subscriber from NLAD who is no longer eligible to receive the Lifeline benefit.

NLAD Overview

Subscriber Consent

- According to the [Code of Federal Regulation \(47 CFR § 54.404\(b\)\(9\)\)](#), all eligible telecommunications carriers must:
 - Describe to the subscriber the specific information being transmitted using clear language.
 - Obtain consent to transmit the subscriber's information from each new and existing subscriber.

Note: ETCs must obtain consent before enrolling and transferring subscribers. Failure to provide consent will result in the subscriber being denied the Lifeline service.

NLAD Overview

Keep NLAD Up-to-Date



- The FCC's Lifeline program rules require all service providers to keep NLAD up-to-date:
 - Service providers must 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.
 - Service providers are responsible for managing their own user roles.

Reminder: To perform applicable NLAD transactions, NLAD users are required to register for a Rep ID and have that Rep ID linked to their account. For more information, visit the [RAD Resources](#) page.

Performing Transactions

Performing Transactions

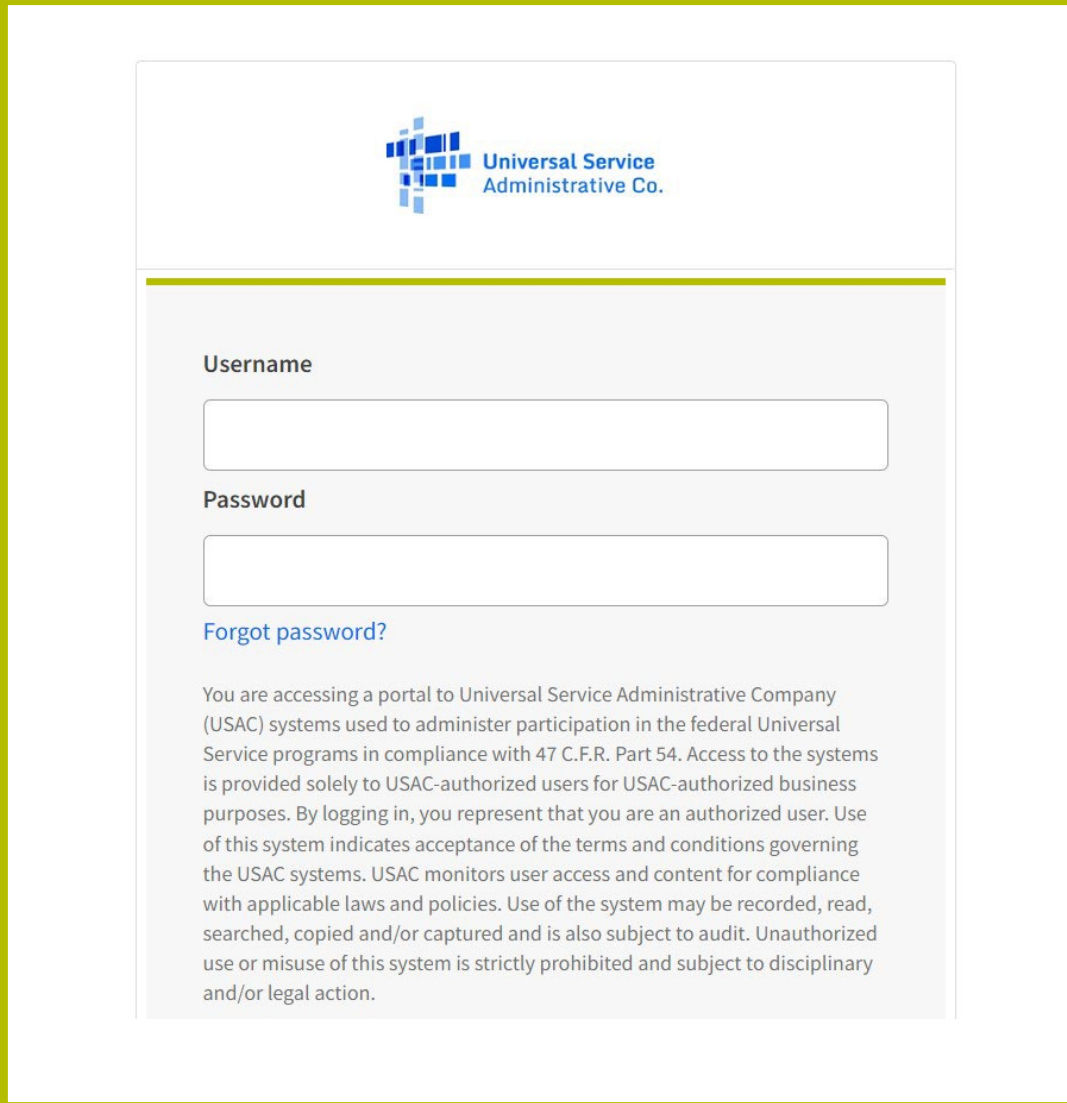
- An ETC can perform transfer, update, and enroll transactions in NLAD using:
 - **Manual Upload:** Add or update one subscriber at a time
 - **Bulk Upload:** Add or update many subscribers at once by using the [National Verifier NLAD Input Template](#)
 - Download the CSV file, add data, and upload the file to NLAD
 - [Bulk Upload Instructional video](#)
 - **NLAD API:** Add or update subscribers via an automated process

Transfer Subscriber

Transfer Subscriber

Sign In- Step 1

- Access NLAD through [One Portal](#)



The screenshot shows a web portal for the Universal Service Administrative Company (USAC). At the top, there is a logo consisting of a blue grid of squares to the left of the text "Universal Service Administrative Co.". Below the logo, there is a sign-in section with a light gray background. This section contains two input fields: one for "Username" and one for "Password". Below the password field is a blue link that says "Forgot password?". At the bottom of the sign-in section, there is a paragraph of text providing a disclaimer about the portal's use, stating that it is for authorized users only and that use is subject to audit and legal action.

Universal Service
Administrative Co.

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.

Transfer Subscriber

Sign In- Step 2

- After logging into [One Portal](#), you will arrive on the homepage.
 - The home page will differ depending on the user's assigned role in NLAD
- Locate NLAD

Universal Service Administrative Co. Sign Out

etc.admin@uat.com

Dashboard

Notification: In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

Upcoming Dates

04/13 2022	April 2022 Monthly Webinar
05/11 2022	May 2022 Monthly Webinar
06/08 2022	June 2022 Monthly Webinar

Lifeline

National Verifier - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

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

Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

Transfer Subscriber

Subscriber Management

- Select **Subscriber Management** to see the types of transactions your user role can perform.

The screenshot shows the top navigation bar of the National Lifeline Accountability Database (NLAD) interface. The header is blue with the Universal Service Administrative Co. logo on the left, the title 'National Lifeline Accountability Database' in the center, and a search bar on the right. Below the header is a horizontal menu with five items: 'Subscriber Management' (highlighted with a yellow underline), 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources'. Below the menu is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Subscriber Management'. The main heading 'Subscriber Management' is displayed in a large blue font. Below the heading is a welcome message: 'Welcome to NLAD Subscriber Management. Here you can enroll, transfer, update, or de-enroll a subscriber and ensure your records are up to date. For assistance, please refer to the Instructions guide on each of the pages'. A list of six actions is provided, each with a blue square bullet point and a link: 'Enroll Subscriber', 'Transfer Lifeline Benefit', 'Update Subscriber', 'Upload Subscriber File', 'De-Enroll Subscriber', and 'Lookup Subscriber'. Each link is followed by a brief description of the action.

Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management ACP Subscriber Management Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Subscriber Management

Subscriber Management

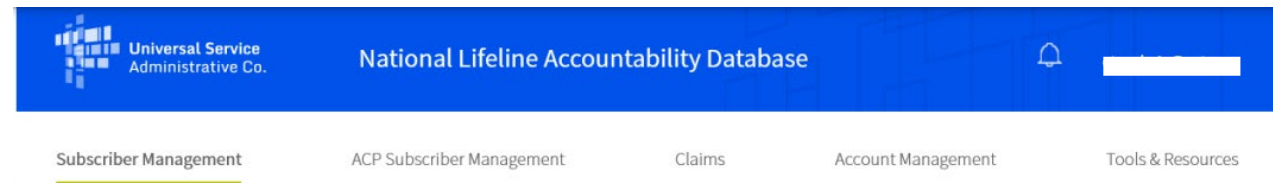
Welcome to NLAD Subscriber Management. Here you can enroll, transfer, update, or de-enroll a subscriber and ensure your records are up to date. For assistance, please refer to the Instructions guide on each of the pages

- [Enroll Subscriber](#) - Enroll a qualified subscriber in the Lifeline Program. Also used to verify a subscriber's eligibility and enrollment status.
- [Transfer Lifeline Benefit](#) - Transfer a qualified subscriber's benefit to your company.
- [Update Subscriber](#) - Update an existing subscriber's NLAD record.
- [Upload Subscriber File](#) - Perform batch transactions. Enroll, transfer, update, or de-enroll more than one subscriber at a time.
- [De-Enroll Subscriber](#) - Remove a subscriber who no longer receives a Lifeline benefit.
- [Lookup Subscriber](#) - Verify whether or not a consumer already receives the Lifeline benefit.
- [Submit Resolution Request](#) - Submit a resolution request for a transaction rejected in the legacy workflow.

Transfer Subscriber

Transfer Subscriber

- From the **Transfer Lifeline Benefit** workflow, you can transfer a qualified subscriber's benefit to your company.



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

Subscriber Management

Welcome to NLAD Subscriber Management. Here you can enroll, transfer, update, or de-enroll a subscriber and ensure your records are up to date. For assistance, please refer to the Instructions guide on each of the pages

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- [De-Enroll Subscriber](#) - Remove a subscriber who no longer receives a Lifeline benefit.
- [Lookup Subscriber](#) - Verify whether or not a consumer already receives the Lifeline benefit.
- [Submit Resolution Request](#) - Submit a resolution request for a transaction rejected in the legacy workflow.

Transfer Subscriber

Subscriber Information

There are two options to transfer a subscriber's Lifeline benefit in NLAD.

Option 1

- Fill in the consumer's information to include:
 - First name
 - Last name
 - Date of birth
 - SSN4 or Tribal ID - if applicable
 - Address

Universal Service Administrative Co. National Lifeline Accountability Database etc.admin@uat.com

Subscriber Management ACP Subscriber Management Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Subscriber Management | Transfer Subscriber

Transfer Subscriber

Subscriber Information Subscriber Address Telephone Information Review

[Instructions](#)

Subscriber Information

SAC

☐ Application ID Enrollment

First Name <input type="text"/>	Middle Name (optional) <input type="text"/>
Last Name <input type="text"/>	Telephone Number in NLAD (optional) <input type="text"/>
Last 4 SSN <input type="text"/>	Date of Birth <input type="text"/>

[Use Tribal Identification Number instead](#) e.g. mm/dd/yyyy

Transfer Subscriber

Subscriber Information

Option 2

- Select the checkbox "Application ID Enrollment" and fill in the following fields:
 - First name
 - Last name
 - Date of birth
 - Application ID

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Subscriber Management ACP Subscriber Management Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Subscriber Management | Transfer Subscriber

Transfer Subscriber

Subscriber Information Subscriber Address Telephone Information Review

[Instructions](#)

Subscriber Information

SAC

☒ Application ID Enrollment

Application ID

First Name

Last Name

Date of Birth

e.g. mm/dd/yyyy

Transfer Subscriber

Service Information (1 of 2)

- Enter in the consumer's service information:
 - **Service Type:** Subscriber's Lifeline service offering: Voice, broadband, bundled-voice, bundled-broadband, bundled-voice, and broadband
 - **Service Initiation Date:** Date the service provider-initiated Lifeline service
 - **Telephone Number:** Subscriber's phone number (if applicable)

The screenshot shows the 'Transfer Subscriber' form within the National Lifeline Accountability Database (NLAD) interface. The header includes the USAC logo and navigation links for Subscriber Management, ACP Subscriber Management, Account Management, and Tools & Resources. The breadcrumb trail indicates the path: USAC Home > Lifeline Program > NLAD > Subscriber Management > Transfer Subscriber. A progress bar at the top shows four steps: Subscriber Information (completed), Subscriber Address (completed), Telephone Information (current step, highlighted in yellow), and Review. The 'Telephone Information' section contains the following fields:

- Service Type:** A dropdown menu.
- Service Initiation Date:** A date field with a calendar icon, showing the format MM/DD/YYYY and an example eg. mm/dd/yyyy.
- Telephone Number:** A text field with a help icon (i).
- Lifeline Tribal Benefit:** Radio buttons for 'No' and 'Yes'.
- Linkup Service Date (optional):** A date field with a calendar icon, showing the format MM/DD/YYYY.
- ETC General Use (optional):** A text field.

At the bottom of the form, there are 'Back' and 'Next' buttons.

Transfer Subscriber

Service Information (2 of 2)

- **Lifeline Tribal Benefit:** Required field to claim Lifeline Tribal support for a qualified subscriber; this field will not appear if the subscriber's address falls on non-Tribal lands
- **Linkup Service Date:** Date of Linkup Service (mm/dd/yyyy format)
- **ETC General:** Optional field that some carriers use to enter a subscriber's account number or to track the subscriber in their internal systems

The screenshot displays the 'National Lifeline Accountability Database' interface. The top navigation bar includes 'Subscriber Management', 'ACP Subscriber Management', 'Account Management', and 'Tools & Resources'. The breadcrumb trail shows 'USAC Home > Lifeline Program > NLAD > Subscriber Management > Transfer Subscriber'. The main heading is 'Transfer Subscriber', followed by a progress indicator with four steps: 'Subscriber Information', 'Subscriber Address', 'Telephone Information' (current step), and 'Review'. The 'Telephone Information' form contains the following fields:

- Service Type:** A dropdown menu.
- Service Initiation Date:** A date picker field with the format 'MM/DD/YYYY' and an example 'eg. mm/dd/yyyy'.
- Telephone Number:** A text input field with a help icon.
- Lifeline Tribal Benefit:** Radio buttons for 'No' and 'Yes'.
- Linkup Service Date (optional):** A date picker field with the format 'MM/DD/YYYY'.
- ETC General Use (optional):** A text input field.

At the bottom of the form are 'Back' and 'Next' buttons.

Transfer Subscriber

Review Subscriber Information

- Review the subscriber information and click **Transfer** to complete the transaction.

USAC Home | Lifeline Program | NLAD | Subscriber Management | Transfer Subscriber

Transfer Subscriber

Subscriber Information Subscriber Address Telephone Information **Review**

[Instructions](#)

Review Subscriber Information

SAC

First Name Middle Name (optional)

Last Name Telephone Number in NLAD (optional)

Last 4 SSN Date of Birth
Use Tribal Identification Number instead e.g. mm/dd/yyyy

Benefit Qualifying Person (optional) [+](#)

Primary Address Apt, Unit, etc

City State ZIP Code

Different Mailing Address? [+](#)

Telephone Information

Service Type Service Initiation Date
e.g. mm/dd/yyyy

Telephone Number [ⓘ](#)

ETC General Use (optional)

Transfer

Transfer Subscriber

Successful Transfer

- Upon successful transfer, you will be taken to the **Transaction Successful** page, where you will see a success message, followed by a read-only display of the transfer details.
- NLAD will generate two automated email messages:
 - A message to the designated contact of the ETC losing the subscriber
 - A message to the designated contact of the ETC receiving the subscriber

Transfer Lifeline Benefit

✔ You have successfully transferred the Lifeline Benefit.

Subscriber ID:

SAC

First Name

Last Name

Last 4 SSN

Date of Birth

Primary Address

City

State

ZIP Code

Telephone Information

Service Type

Broadband

Service Initiation Date

02/01/2022

Telephone Number

ETC General Use

Transfer Subscriber

Unsuccessful Transfer

- If a transfer is not successful because of missing or incorrectly formatted data, the associated error messages will display at the top of the page in red.
- You will be redirected to the **Transaction Unsuccessful** page, where you will see the related error messages, as well as the transaction details.

Transfer Subscriber



Validation Error
subscriber: Subscriber Not Found

Instructions

Review Subscriber Information

SAC

First Name

Middle Name (optional)

Last Name

Telephone Number in NLAD (optional)

Last 4 SSN

Use Tribal Identification Number instead

Date of Birth

e.g. mm/dd/yyyy

Benefit Qualifying Person (optional) +

Primary Address

Apt, Unit, etc

City

State

ZIP Code

Different Mailing Address? +

Telephone Information

Service Type

Service Initiation Date

e.g. mm/dd/yyyy

Telephone Number ⓘ

Update Subscriber

Update Subscriber

- From the **Update Subscriber** workflow, you can search for a subscriber using their phone number or Subscriber ID, edit available data, and submit changes to the subscriber's record.

The screenshot shows the National Lifeline Accountability Database (NLAD) interface. The top navigation bar is blue with the Universal Service Administrative Co. logo on the left, the title 'National Lifeline Accountability Database' in the center, and a search icon and input field on the right. Below this is a horizontal menu with five items: 'Subscriber Management' (highlighted with a yellow underline), 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources'. A breadcrumb trail below the menu reads 'USAC Home | Lifeline Program | NLAD | Subscriber Management'. The main heading is 'Subscriber Management' in blue. The welcome text states: 'Welcome to NLAD Subscriber Management. Here you can enroll, transfer, update, or de-enroll a subscriber and ensure your records are up to date. For assistance, please refer to the Instructions guide on each of the pages'. A list of actions follows, with 'Update Subscriber' highlighted by a yellow box:

- [Enroll Subscriber](#) - Enroll a qualified subscriber in the Lifeline Program. Also used to verify a subscriber's eligibility and enrollment status.
- [Transfer Lifeline Benefit](#) - Transfer a qualified subscriber's benefit to your company.
- [Update Subscriber](#) - Update an existing subscriber's NLAD record.
- [Upload Subscriber File](#) - Perform batch transactions. Enroll, transfer, update, or de-enroll more than one subscriber at a time.
- [De-Enroll Subscriber](#) - Remove a subscriber who no longer receives a Lifeline benefit.
- [Lookup Subscriber](#) - Verify whether or not a consumer already receives the Lifeline benefit.
- [Submit Resolution Request](#) - Submit a resolution request for a transaction rejected in the legacy workflow.

Update Subscriber

Enter Subscriber Information

- **Select Type:** Search by Subscriber ID or Phone Number.
 - If Phone Number is selected, enter in the subscriber's Phone Number
 - If Subscriber ID is selected, enter in the subscriber ID
- **Update Type:** Select **Production** to search for an active subscriber.

The screenshot shows the 'Update Subscriber' page of the National Lifeline Accountability Database (NLAD). The page header includes the Universal Service Administrative Co. logo and the title 'National Lifeline Accountability Database'. Below the header is a navigation bar with links: 'Subscriber Management' (highlighted), 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources'. A breadcrumb trail reads: 'USAC Home | Lifeline Program | NLAD | Subscriber Management | Update Subscriber'. The main heading is 'Update Subscriber'. To the right of the heading is a link for 'Instructions'. The form area is titled 'Enter Subscriber Information' and contains three fields: 'Select Type' (a dropdown menu with 'Select one' and a downward arrow), 'Subscriber ID/Telephone Number' (a text input field), and 'Update Type' (a dropdown menu with 'Production' and a downward arrow). A blue 'Search' button is located at the bottom right of the form.

Update Subscriber

Subscriber Not Found

- If a match is not found, you will receive a **Subscriber Not Found** error message.

The screenshot displays the National Lifeline Accountability Database (NLAD) interface. The top navigation bar is blue with the Universal Service Administrative Co. logo and the title 'National Lifeline Accountability Database'. Below this is a horizontal menu with 'Subscriber Management' (highlighted), 'ACP Subscriber Management', 'Account Management', and 'Tools & Resources'. A breadcrumb trail shows 'USAC Home | Lifeline Program | NLAD | Subscriber Management | Update Subscriber'. The main heading is 'Update Subscriber'. A red error message box states 'Subscriber not found.' with a red exclamation mark icon. To the right of the error message is a link for 'Instructions'. Below the error message is a form titled 'Enter Subscriber Information' with three fields: 'Select Type' (a dropdown menu showing 'Phone Number'), 'Subscriber ID/Telephone Number' (a text input field), and 'Update Type' (a dropdown menu showing 'Production'). A blue 'Search' button is located at the bottom right of the form.

Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management ACP Subscriber Management Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Subscriber Management | Update Subscriber

Update Subscriber

Subscriber not found.

[Instructions](#)

Enter Subscriber Information

Select Type	Subscriber ID/Telephone Number	Update Type
Phone Number		Production

Search

Update Subscriber

Edit Subscriber Record

- If a matching subscriber is found, the subscriber's personal information will be displayed for your review.
- Fields that are editable include:
 - Middle Name
 - Address
 - Service Type
 - Phone Number
 - Lifeline Tribal Benefit (if applicable)
 - Linkup Service Date (if applicable)
 - ETC General Use

Update Subscriber

[Instructions](#)

Subscriber Information

SAC	Subscriber ID	Phone Number	Anniversary Date 05/02/2022
First Name		Middle Name (optional)	
Last Name			
Last 4 SSN XXXX		Date of Birth XX/XX/XXXX	

Address Information

Primary Address		Apt, Unit, etc
City	State	ZIP Code

[Different Mailing Address?](#) +

Telephone Information

Service Type Broadband	Service Initiation Date 05/02/2022
Phone Number	Service Reverification Date MM/DD/YYYY e.g. mm/yy/yyyy
	Lifeline Tribal Benefit <input checked="" type="radio"/> No <input type="radio"/> Yes
	Linkup Service Date (optional) MM/DD/YYYY e.g. mm/yy/yyyy

ETC General Use (optional)

[Update](#)

Update Subscriber

- Click **Update** to submit the modified information to NLAD.
- Upon a successful update, you will receive confirmation that you have successfully updated the subscriber record.

The screenshot displays the 'National Lifeline Accountability Database' interface. At the top, the 'Subscriber Management' tab is active. A modal dialog box titled 'Success' is centered on the screen, displaying the message 'You have successfully updated a subscriber.' with an 'Okay' button. Below the dialog, the 'Enter Subscriber Information' form is visible, featuring three input fields: 'Select Type' (a dropdown menu), 'Subscriber ID/Telephone Number' (a text box), and 'Update Type' (a dropdown menu with 'Production' selected). A blue 'Search' button is located at the bottom right of the form area.

Questions?

De-Enroll Subscriber

De-Enroll Subscriber

- From the **De-Enroll Subscriber** workflow, you can de-enroll a subscriber who is no longer eligible to receive Lifeline from NLAD.

The screenshot shows the NLAD Subscriber Management interface. At the top is a blue header with the Universal Service Administrative Co. logo, the title 'National Lifeline Accountability Database', a notification bell icon, and a search bar. Below the header is a navigation bar with five tabs: 'Subscriber Management' (highlighted with a yellow underline), 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources'. Below the navigation bar is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Subscriber Management'. The main heading is 'Subscriber Management'. Below this is a welcome message: 'Welcome to NLAD Subscriber Management. Here you can enroll, transfer, update, or de-enroll a subscriber and ensure your records are up to date. For assistance, please refer to the Instructions guide on each of the pages'. A list of actions follows, each with a blue link and a description. The 'De-Enroll Subscriber' item is highlighted with a yellow box. The list includes: 'Enroll Subscriber' (enroll a qualified subscriber), 'Transfer Lifeline Benefit' (transfer a qualified subscriber's benefit), 'Update Subscriber' (update an existing subscriber's NLAD record), 'Upload Subscriber File' (perform batch transactions), 'De-Enroll Subscriber' (remove a subscriber who no longer receives a Lifeline benefit), 'Lookup Subscriber' (verify whether or not a consumer already receives the Lifeline benefit), and 'Submit Resolution Request' (submit a resolution request for a transaction rejected in the legacy workflow).

Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management ACP Subscriber Management Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Subscriber Management

Subscriber Management

Welcome to NLAD Subscriber Management. Here you can enroll, transfer, update, or de-enroll a subscriber and ensure your records are up to date. For assistance, please refer to the Instructions guide on each of the pages

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- [Submit Resolution Request](#) - Submit a resolution request for a transaction rejected in the legacy workflow.

De-Enroll Subscriber

Enter Subscriber Information

- **Select Type:** Search by Subscriber ID or Phone Number.
 - If Phone Number is selected, enter in the subscriber's Phone Number
 - If Subscriber ID is selected, enter in the subscriber ID
- **De-Enroll Type:** Select **Production** to search for an active subscriber.

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

De-enroll Subscriber

 [Instructions](#)

Enter Subscriber Information

Select Type

Select one

Subscriber ID/Telephone Number

De-enroll Type

Production

Search

De-Enroll Subscriber

Verify Subscriber Information

- If a matching subscriber is found, the subscriber's personal information will be displayed for your review.
- **Verify** the subscriber's record returned is the correct subscriber.

Subscriber Management ACP Subscriber Management Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Subscriber Management | Deenroll Subscriber

De-enroll Subscriber

[Instructions](#)

Subscriber Information

SAC	Subscriber ID	Phone Number
First Name	Middle Name (optional)	
Last Name		
Last 4 SSN	Date of Birth	
xxxx	xx/xx/xxxx	
Primary Address		
City	State	ZIP Code

Telephone Information

Service Type	Service Initiation Date
	Service Reverification Date

ETC General Use

Reason for De-enrollment

Reason	Effective Date
Select one	MM/DD/YYYY
	e.g. mm/dd/yyyy

De-enroll

De-Enroll Subscriber

Verify Subscriber Information

- Select the de-enrollment reason.
 - Subscriber is deceased
 - Subscriber is leaving the program
 - Subscriber failed to recertify
 - Subscriber non-usage
- Select the effective date .
 - Date that the de-enrollment of the subscriber occurs with the service provider and marks the last day of the subscriber's enrollment in the Lifeline program
- Click **De-Enroll**.

Subscriber Management ACP Subscriber Management Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Subscriber Management | Deenroll Subscriber

De-enroll Subscriber

[Instructions](#)

Subscriber Information

SAC	Subscriber ID	Phone Number
First Name	Middle Name (optional)	
Last Name		
Last 4 SSN	Date of Birth	
XXXX	XX/XX/XXXX	
Primary Address		
City	State	ZIP Code

Telephone Information

Service Type	Service Initiation Date
	Service Reverification Date

ETC General Use

Reason for De-enrollment

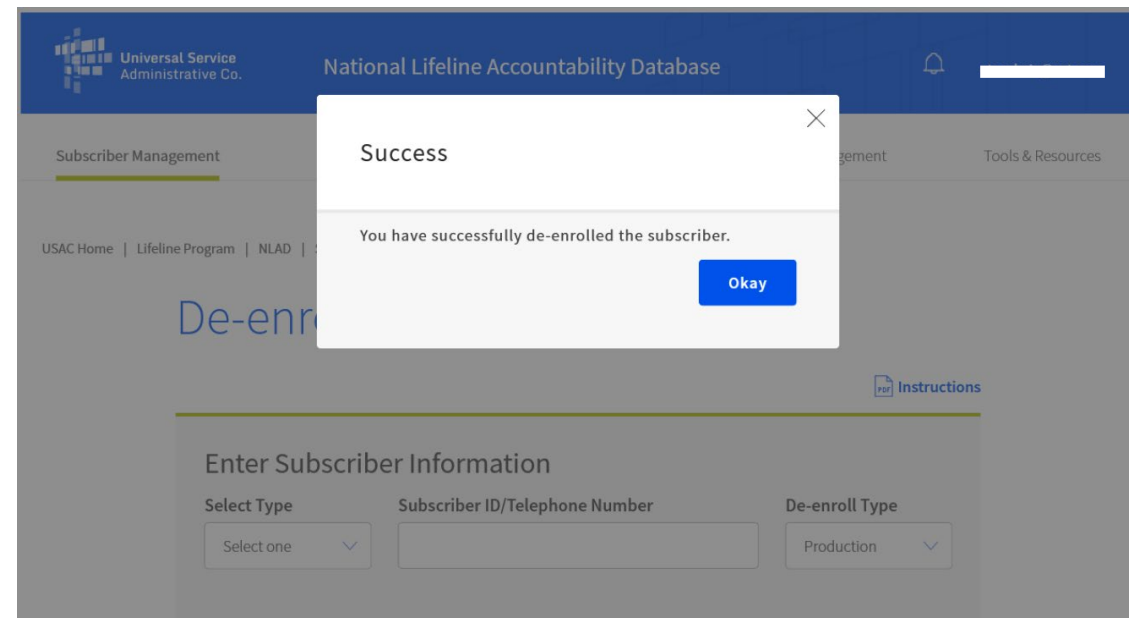
Reason	Effective Date
Select one	MM/DD/YYYY
	e.g. mm/dd/yyyy

De-enroll

De-Enroll Subscriber

Verify Subscriber Information

- Upon successful de-enrollment, you will receive confirmation that the subscriber was de-enrolled.



Reports

Reports

- From the **Tools and Resources** section select **Reports** to view information on Lifeline subscribers and activity.

Universal Service Administrative Co. National Lifeline Accountability Database etc.admin@uat.com

Subscriber Management ACP Subscriber Management Claims Account Management **Tools & Resources**

USAC Home | Lifeline Program | NLAD | Tools & Resources

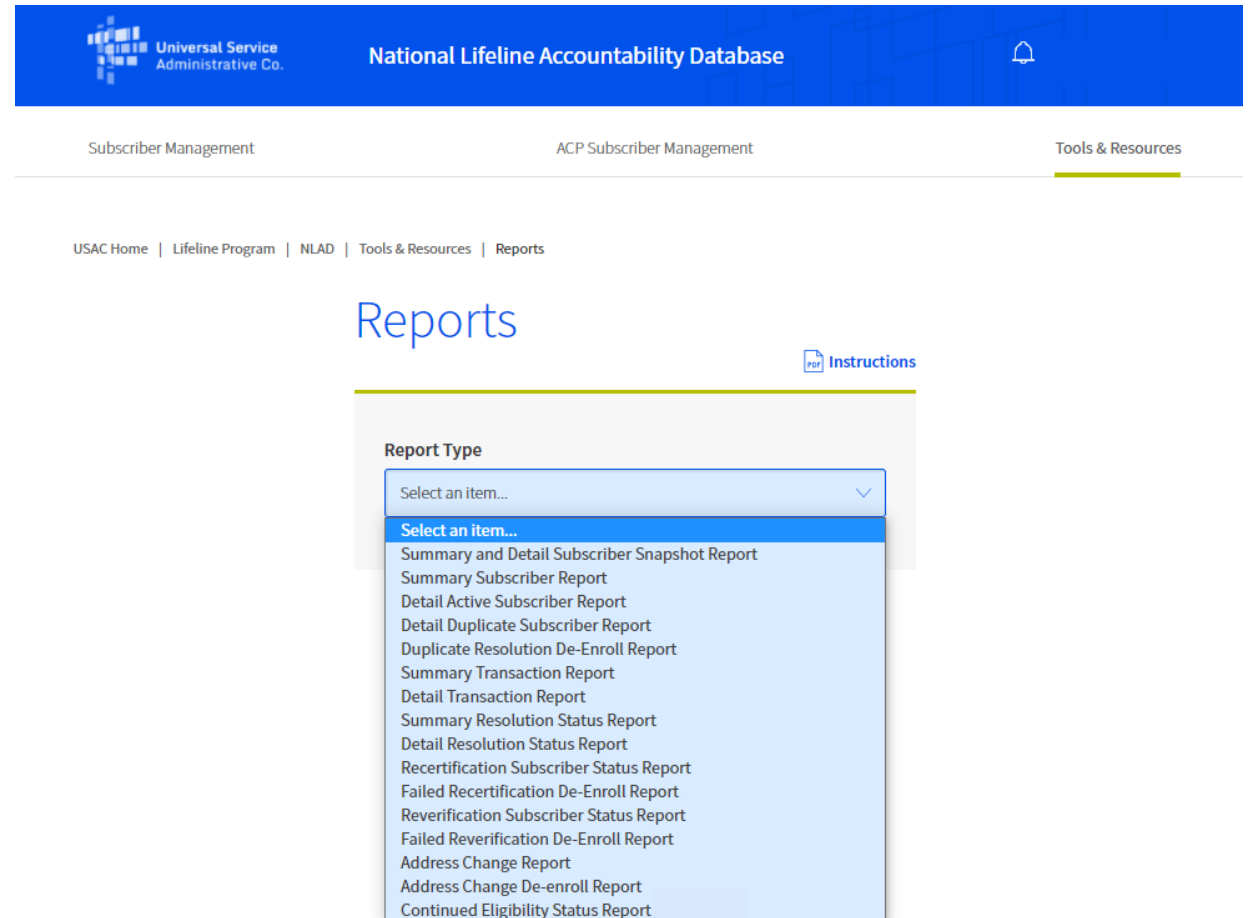
Tools & Resources

- Reports** - Review reports on Lifeline subscribership and activity.
- EBBP/ACP Reports - Review reports on EBBP and ACP subscribership and activity.
- Tribal Lands Eligibility Verification - Check if a subscriber's address is on Tribal lands. For information purposes only.
- EBBP/ACP User Guide - Information on using the system.
- EBBP/ACP API Specification - Learn how to connect to EBBP/ACP by API.
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- NV API ISA - Required agreement to connect to USAC's systems by API.
- Field Descriptions - Detailed information on required fields in NLAD.
- EBBP/ACP Field Descriptions - Detailed information on required fields in EBBP/ACP.
- Training Videos - Review information on using NLAD.

Reports

Types of Reports

- From the **Reports** workflow, select the type of report you'd like to review.
 - Summary Reports:** Provide counts of records that fall within the specified parameters
 - Detail Reports:** Return the full records along with other relevant reporting fields
- Report data is limited to the SACs associated with a user's account.



Reports

Report Criteria

- Select a report to generate from the Report Type field.
- Select criteria for all required filters
 - **Report Type:** allows you to select a specific report available in NLAD
 - **SAC:** Optional field that allows you to filter by one or many SACs
 - **SPIN:** Optional field that allows you to filter by one or more SPINs
 - **Start Date:** Date you would like the report to begin
 - **End Date:** Date you would like the report to end
- Click Submit.

Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management ACP Subscriber Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports

Reports

[Instructions](#)

Report Type

Select an item...


- Select an item...
- Summary and Detail Subscriber Snapshot Report
- Summary Subscriber Report
- Detail Active Subscriber Report
- Detail Duplicate Subscriber Report
- Duplicate Resolution De-Enroll Report
- Summary Transaction Report
- Detail Transaction Report
- Summary Resolution Status Report
- Detail Resolution Status Report
- Recertification Subscriber Status Report
- Failed Recertification De-Enroll Report
- Reverification Subscriber Status Report
- Failed Reverification De-Enroll Report
- Address Change Report
- Address Change De-enroll Report
- Continued Eligibility Status Report

Reports


Summary and Detail Subscriber Snapshot Report

- Shows the monthly snapshot of active subscribers (taken on the 1st of the month)
 - Summary report shows the total non-Tribal and Tribal subscribers by SAC for selected data month
 - Detailed report shows the listing of all active subscribers' records by SAC for the selected data month


Reports

 [Instructions](#)


Report Type

Summary and Detail Subscriber Snapshot Report 

SAC(s)

Select SAC(s) 

Select FCC Form 497 Data Month / Year

Select Month and Year 

Submit

Summary Subscriber Snapshot Report

FCC 497 Form Data (Month/Year): March 2022

Displaying 1-1 of 1 records


 [Instructions](#)

SAC	Non-Tribal Voice	Non-Tribal Broadband	Non-Tribal Bundled	Tribal Voice	Tribal Broadband	Tribal Bundled	Total No. of Subscribers	Detailed Subscriber Snapshot Report
19	3	16	0	0	0	0	38	

Show records/page

< 1 > of 1 pages

 [Summary Report](#)

 [Consolidated Detail Report](#)

Reports

Summary Subscriber Report

- Shows the total number of subscribers on every day within a specified range of dates for the selected SACs

Reports

Instructions

Report Type

Summary Subscriber Report

SAC(s)

Select SAC(s)

Start Date

MM/DD/YYYY

End Date

MM/DD/YYYY

Submit

The Summary Report data may not match the Detail Reports Data, as the summary is only current as of midnight of the previous day.

Summary Subscriber Report

Export to CSV

Instructions

Displaying 1-25 of 33 records

Date	
04/27/2022	40
04/28/2022	40
04/29/2022	40
04/30/2022	40

Reports

Detail Active Subscriber Report

- Shows all active subscriber records for a specified SAC at the time the report is run

Reports

 [Instructions](#)

Report Type

Detail Active Subscriber Report

SAC(s)

Anniversary Month (optional)

Select Month


Report Format

Display on web page (limited to first 500 responses)

Submit

Active Subscriber Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

 [Export to CSV](#)

Displaying 1-25 of 40 records

 [Instructions](#)

Study Area Code	Enrollment Date	Last Transaction Type	Last Name	First Name	Subscriber ID	Telephone Number	Service Type	Lifeline Tribal Benefit Flag	Anniversary Date
							BUNDLEDVOICEBROAD...	0	Sep 30
							BUNDLEDVOICEBROAD...	0	Sep 24
							BUNDLEDVOICEBROAD...	0	Oct 1
							BUNDLEDVOICEBROAD...	0	Sep 24
							VOICE	0	Sep 20
							VOICE	0	Oct 2
							VOICE	0	Nov 21

Reports

Summary Transaction Report

- Shows the total number of transactions by type each day within a specified range of dates for the selected SACs

Reports

Instructions

Report Type

Summary Transaction Report

SAC(s)

Start Date

MM/DD/YYYY

e.g. mm/dd/yyyy

End Date

MM/DD/YYYY

e.g. mm/dd/yyyy

Type

Select Type

Submit

The Summary Report data may not match the Detail Reports Data, as the summary is only current as of midnight of the previous day.

Summary Transaction Report

Export to CSV

Instructions

Displaying 1-2 of 2 records

Date	SAC	Enroll	Update	Deenroll	Transfer
04/22/2022		1	0	0	0
04/27/2022		1	0	0	0

Show

25

records/page

<

1

>

of 1 pages

Reports

Detail Transaction Report

- Details all transactions of a selected type by SAC and the specified date range
 - Available transaction types include: Enroll, De-Enroll, Update, and Benefit Transfer

Reports

 Instructions

Report Type

Detail Transaction Report

SAC

Start Date

MM/DD/YYYY

End Date

MM/DD/YYYY

Type

Enroll


Report Format

Display on web page (limited to first 500 responses)

Submit

Detail Transaction Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

 Export to CSV

Displaying 1-2 of 2 records

 Instructions

NLAD Transaction Date	Transaction Type	Transaction Effective Date	ETC General Use	SAC	Last Name	First Name	Subscriber ID	Telephone Number	Service Type
04/22/2022	ENROLL	04/22/2022							BROADBAND
04/27/2022	ENROLL	04/27/2022							BUNDLEDVOICEBROAD...

Show 25 records/page

< 1 > of 1 pages

Reports

Recertification Subscriber Status Report

- Shows status of subscribers undergoing the recertification process by SAC

Reports

 [Instructions](#)

Report Type

Recertification Subscriber Status Report

SAC(s)

Type

Recertified


Report Format

Display on web page (limited to first 500 responses)

Submit

Recertification Subscriber Status Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

 [Export to CSV](#)

 [Instructions](#)

Recertification Status	SAC	Subscriber ID	ETC General Use	Last Name	Sub Recert Deadline	Eligibility Docs Required	Eligibility Docs Accepted	Eligibility Doc Rejection Reason	Address Resolution Required
------------------------	-----	---------------	-----------------	-----------	---------------------	---------------------------	---------------------------	----------------------------------	-----------------------------

Show records/page

Reports

Failed Recertification De-Enroll Report

- Shows all subscribers de-enrolled for a failure to complete recertification

Reports

 [Instructions](#)

Report Type

Failed Recertification De-Enroll Report

SAC(s)

Start Date

MM/DD/YYYY



End Date

MM/DD/YYYY




Report Format

Display on web page (limited to first 500 responses)

Submit

Failed Recertification De-Enroll Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

 **Export to CSV**

 [Instructions](#)

NLAD Transaction Date	De-Enrollment Code	Transaction Type	ETC General Use	Application ID	Study Area Code	Last Name	Subscriber ID	Anniversary Date	Sub Recert Deadline
-----------------------------	-----------------------	---------------------	-----------------------	-------------------	-----------------------	--------------	------------------	---------------------	------------------------

Show records/page

Reports

Reverification Subscriber Status Report

- Shows the status of all subscribers undergoing the reverification process by SAC

Reports

 [Instructions](#)

Report Type

Reverification Subscriber Status Report

SAC(s)

Group

Status


Report Format

Display on web page (limited to first 500 responses)

Submit

Reverification Subscriber Status Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

 **Export to CSV**

Displaying 1-25 of 38 records

 [Instructions](#)

Reverification Group	Application ID	Study Area Code	ETC General Use	Last Name	First Name	Subscriber ID	Last Updated Date	Reverification Check Decision
2	V99308-95630	100002		DYER SR	RODNEY	1UA6E60EF	09/28/2019	PASS
2	V95827-58989	100002		HARRINGTON	MARK	G03AJWF9U	09/29/2019	PASS
2	V92652-49443	100002		BENNETT	DAVID	G0U68AGB3	09/29/2019	PASS
3	V90530-54549	100002		TAYLOR	ANGELA	BNSAN3752	09/29/2019	PASS
2	V90082-63375	100002		BONNEY	ALLIENE	N03685TA1	09/30/2019	PASS

Reports

Failed Reverification De-Enroll Report

- Shows subscribers de-enrolled for a failure to complete reverification

Reports

 [Instructions](#)

Report Type

Failed Reverification De-Enroll Report

SAC(s)

Report Format

Display on web page (limited to first 500 responses)

Submit

Failed Reverification De-Enroll Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

 **Export to CSV**

Displaying 1-18 of 18 records

 [Instructions](#)

Reverification Group	NLAD Transaction Date	De-Enrollment Code	Transaction TYPE	Application ID	ETC General Use	Study Area Code	Last Name	First Name	Subscriber ID
	01/24/2020	DEENROLLFAILEDREV...	DEENROLL						
	01/24/2020	DEENROLLFAILEDREV...	DEENROLL						
	01/24/2020	DEENROLLFAILEDREV...	DEENROLL						
	01/24/2020	DEENROLLFAILEDREV...	DEENROLL						

Reports

Linked Representatives Report – ETC Admin

- Shows ETC Administrators that are linked to a particular SPIN
 - This report is only available to 497 Officers.

Reports

[Instructions](#)

Report Type

Linked Representatives Report - ETC Admin

SPIN(s)

Representative ID Status (optional)

Select

Report Format

Display on web page (limited to first 500 responses)

Submit

Linked Representatives Report - ETC Admin

[Export to CSV](#)

Displaying 1-1 of 1 records

[Instructions](#)

SPIN	Username	First Name	Last Name	Representative ID	Status	Lockout Start Date	Annual Agreement Deadline Date
	e	t.com	ETC ADMIN	UAT	ACTIVE		09/20/2022

Show 25 records/page

< 1 > of 1 pages

Reports

Linked Representatives Report – Subaccounts

- Shows NLAD subaccount users that are linked to a particular SPIN
 - This report is only available to ETC Administrators.

Reports

[Instructions](#)

Report Type

Linked Representatives Report - Subaccounts

SPIN(s)

Representative ID Status (optional)

Select

Report Format

Display on web page (limited to first 500 responses)

Submit

Linked Representatives Report - Subaccounts

[Export to CSV](#)

Displaying 1-1 of 1 records

[Instructions](#)

SPIN	Username	First Name	Last Name	Representative ID	Status	Lockout Start Date	Annual Agreement Deadline Date
					ACTIVE		06/14/2022

Show 25 records/page

< 1 > of 1 pages

Reports

Continued Eligibility Status Report

- Shows the status of all subscribers undergoing the continued eligibility process.

Reports

Instructions

Report Type

Continued Eligibility Status Report

SAC

Continued Eligibility Deadline Start Date

MM/DD/YYYY

Continued Eligibility Deadline End Date

MM/DD/YYYY

Type

Confirmed

Report Format

Display on web page (limited to first 500 responses)

Submit

Continued Eligibility Status Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

Export to CSV

Displaying 1-25 of 41 records

Instructions

Continued Eligibility Status	Application ID	SAC	Subscriber ID	Last Name	First Name	ETC General	Continued Eligibility Check Date	Continued Eligibility Deadline Date	Failed Continued Eligibility Deenroll Date
In Progress							11/12/2021		
In Progress							11/24/2021		
In Progress							03/22/2022		
Confirmed Eligibi...							11/09/2021	12/10/2021	

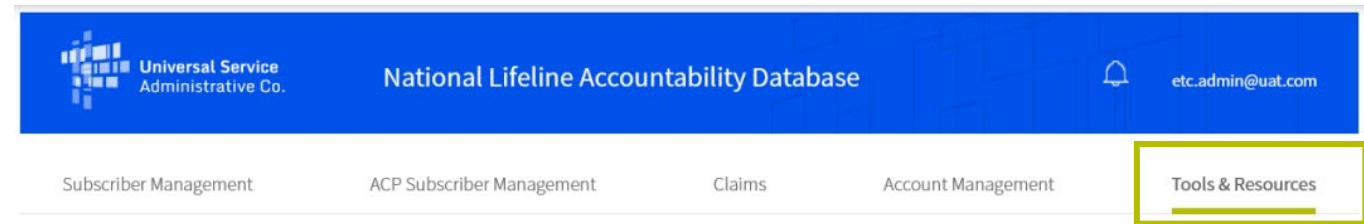
Questions?

Resources

Resources

Resources are available in the **Tools and Resources** section of NLAD:

- Reports
- User Guide
- API Specifications
- Field Descriptions



[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Tools & Resources](#)

Tools & Resources

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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



- Contact LifelineProgram@usac.org for technical questions and assistance and general NLAD inquiries

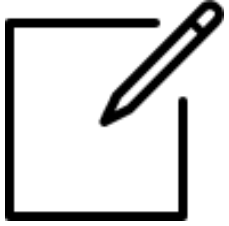


- Subscribe to receive the [NLAD Bulletin](#)

Learn More About Lifeline

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- We appreciate your feedback.

Thank You!





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