Lifeline Representative Accountability Database (RAD)

November 8, 2023

Universal Service
Administrative Co.

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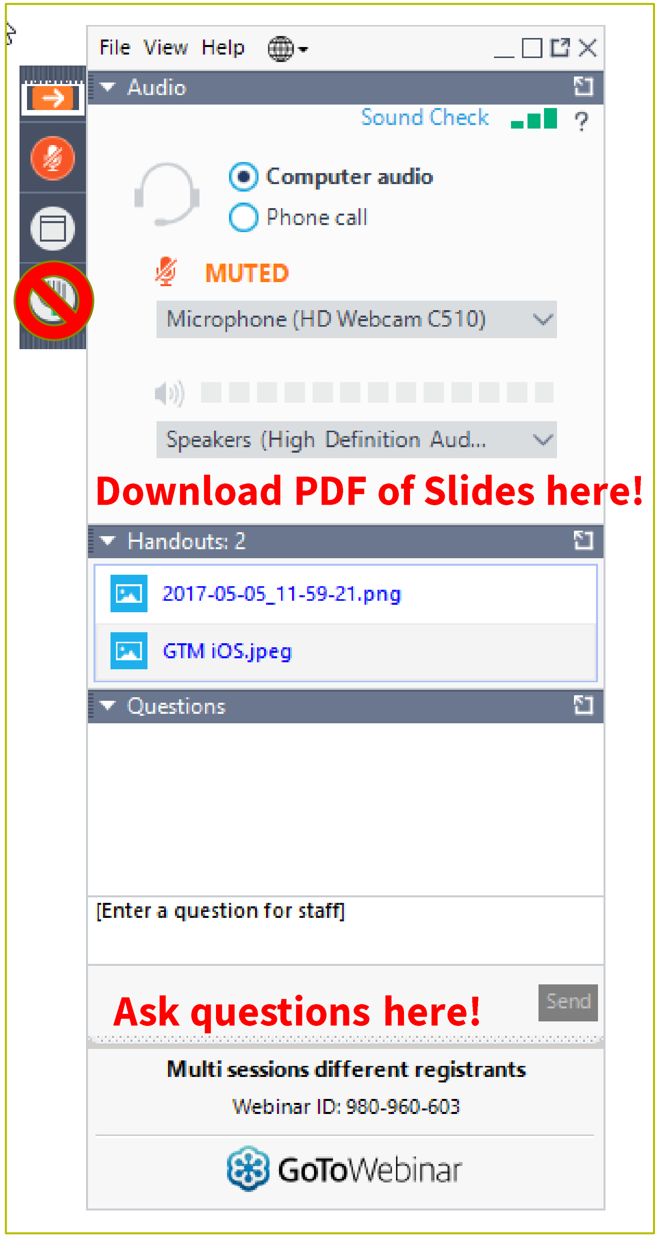
- If your audio or slides freeze, restart the webinar.
- A copy of the slide deck is in the “**Handouts**” section of the webinar panel.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Speakers (High Definition Aud...

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[Enter a question for staff]

Ask questions here!

Multi sessions different registrants
Webinar ID: 980-960-603

Meet Our Lead Trainer

Linnita Hosten

Senior Communications Specialist | Lifeline

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

Meet Our Team

Delante Cherry

Communications Specialist | Lifeline

Delante develops internal and external communications.

Winta Woldu

Communications Specialist | Lifeline

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

Objectives

At the end of the session, you will…

…understand:

- The basic functions of the Representative Accountability Database (RAD).
- How to resolve RAD registration errors.

…be able to:

- Register for a Representative ID (Rep ID).
- Submit documents to resolve registration errors.
- Link Rep IDs to RAD accounts.
- Retrieve and update RAD accounts.
- Complete annual agreement process.
- Locate RAD related resources.

Agenda

- Overview
- Registration
- Resolving Registration Errors
- Linking Accounts
- Annual Agreement Process
- Retrieving/Updating Rep ID
- Resources

Overview

Overview

- RAD is a registration system that validates the identities of service provider representatives performing transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier (NV).
- Your Rep ID is a unique number that connects your identity to the transactions you complete in NLAD and the NV.
  - Do not share your Rep ID with anyone besides the carrier(s) for which you work.

Overview

Register

- **Self-register** and receive a Rep ID at LifelineRAD.org.

Link

- Share Rep ID with your Eligible Telecommunications Carrier Administrator (ETC Admin). **The ETC Admin links the Rep ID** to your company in NLAD.

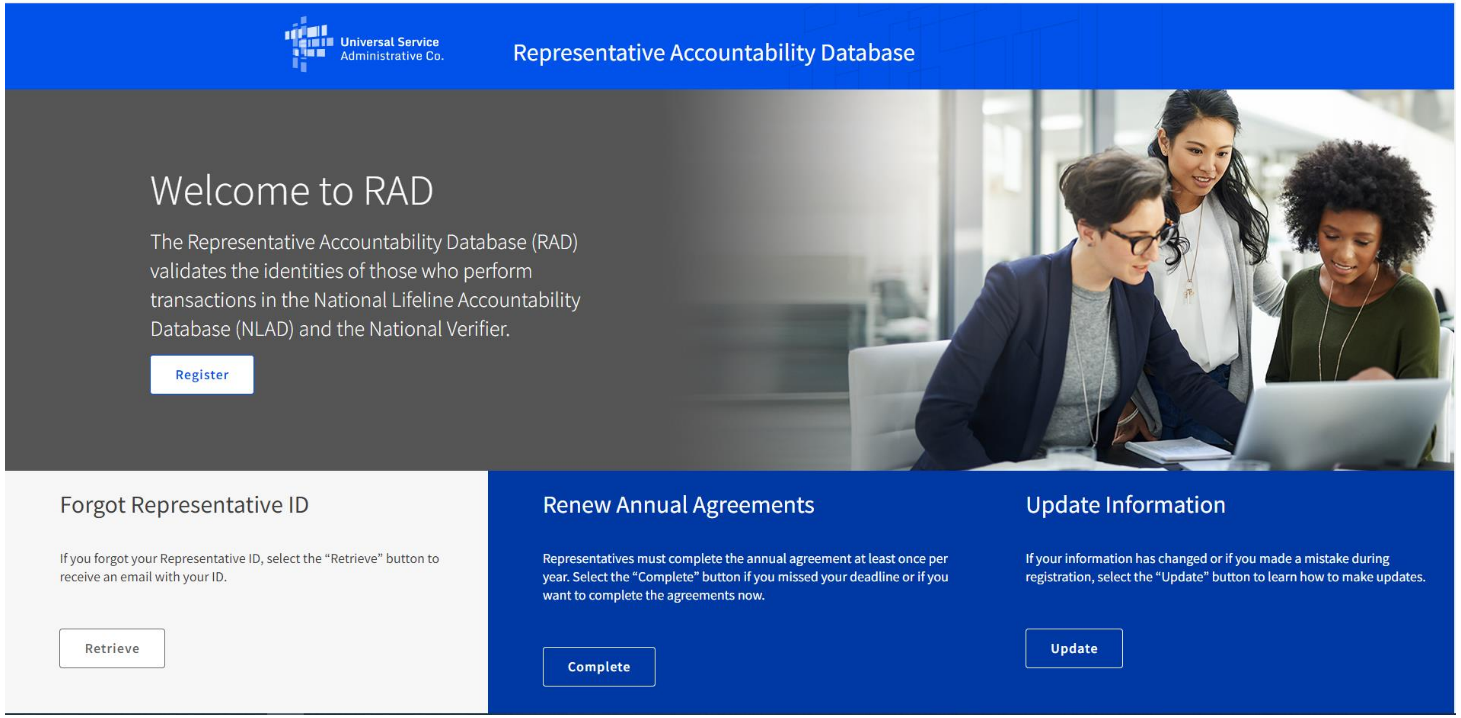
Perform

- After your Rep ID is linked, you can access and perform **transactions** in the NV and NLAD.

Registration

Registration

- Self-register for a Rep ID at LifelineRAD.org.


Universal Service
Administrative Co.
Representative Accountability Database
Register
Retrieve
Complete
Update

Welcome to RAD

The Representative Accountability Database (RAD) validates the identities of those who perform transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier.

Forgot Representative ID

If you forgot your Representative ID, select the "Retrieve" button to receive an email with your ID.

Renew Annual Agreements

Representatives must complete the annual agreement at least once per year. Select the "Complete" button if you missed your deadline or if you want to complete the agreements now.

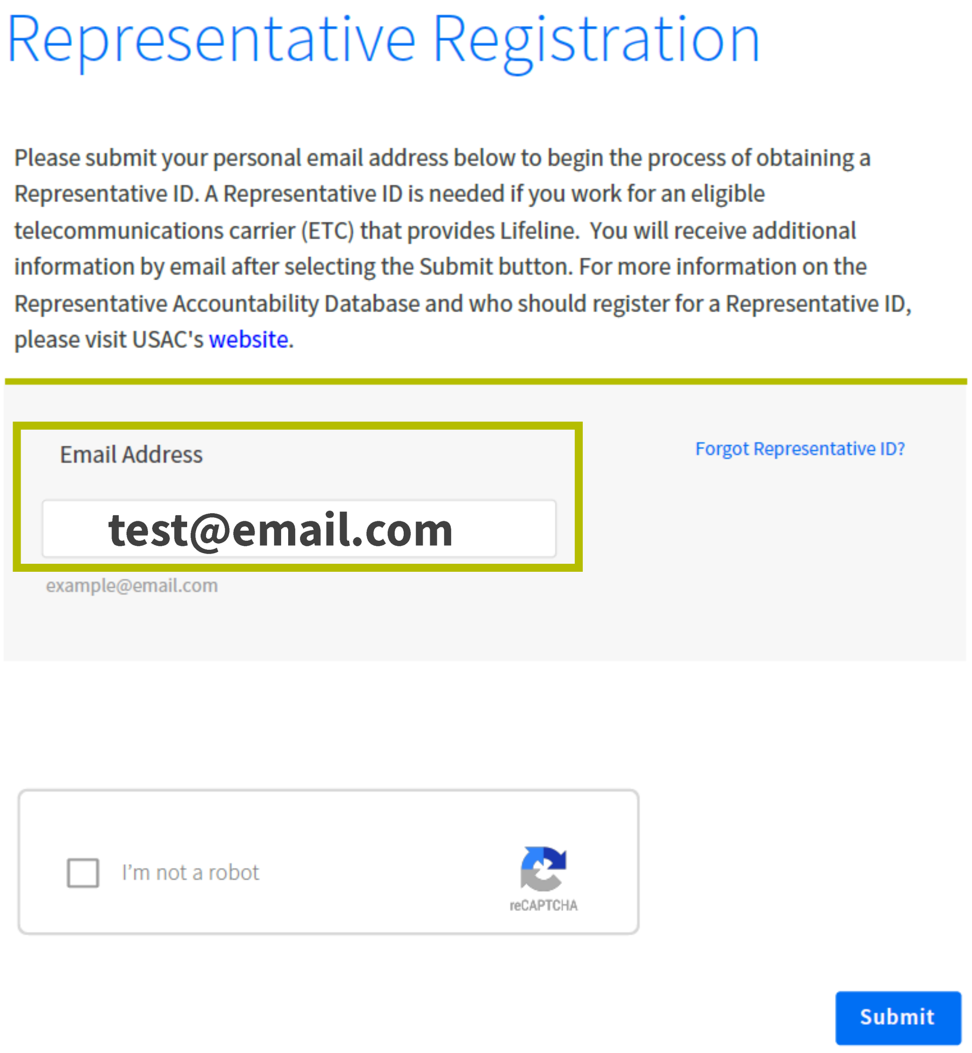
Update Information

If your information has changed or if you made a mistake during registration, select the "Update" button to learn how to make updates.

Note: From the RAD homepage, you can also retrieve your Rep ID, complete your annual agreement, and update your information.

Registration

- Self-register for your Rep ID using a personal email address.*
  - Using a personal email will ensure that you still have access if you work for more than one company, or if you shift roles and are not able to access a company email.
  - USAC will use this email address to communicate with you throughout the registration process.
  - This email will also be used to retrieve your Rep ID, if it is forgotten.



Representative Registration

Please submit your personal email address below to begin the process of obtaining a Representative ID. A Representative ID is needed if you work for an eligible telecommunications carrier (ETC) that provides Lifeline. You will receive additional information by email after selecting the Submit button. For more information on the Representative Accountability Database and who should register for a Representative ID, please visit USAC's website.

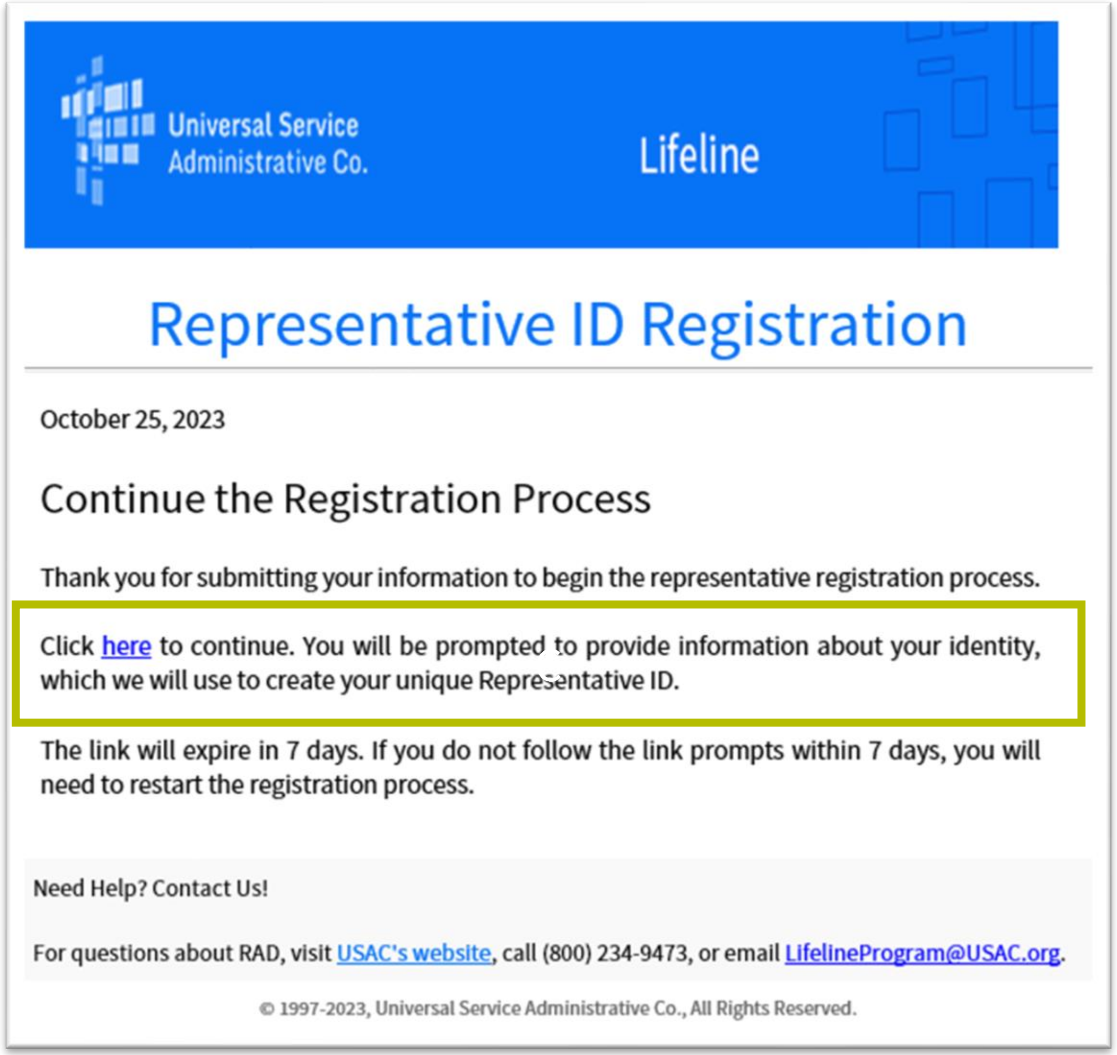
Email Address: test@email.com

example@email.com

* **Note:** Avoid using temporary email addresses such as ProtonMail or SalezEmailz.

Registration

- An email notification will be sent to continue the RAD registration process.
- The email notification will provide a link to get started and will remain active for 7 days. If the link expires, restart the registration process.
  - **Note**: Email notifications will be sent from noreply@usac.org. Be sure to monitor your spam inbox.



Representative ID Registration

October 25, 2023

Continue the Registration Process

Thank you for submitting your information to begin the representative registration process.

Click here to continue. You will be prompted to provide information about your identity, which we will use to create your unique Representative ID.

The link will expire in 7 days. If you do not follow the link prompts within 7 days, you will need to restart the registration process.

Need Help? Contact Us!

For questions about RAD, visit USAC's website, call (800) 234-9473, or email LifelineProgram@USAC.org.

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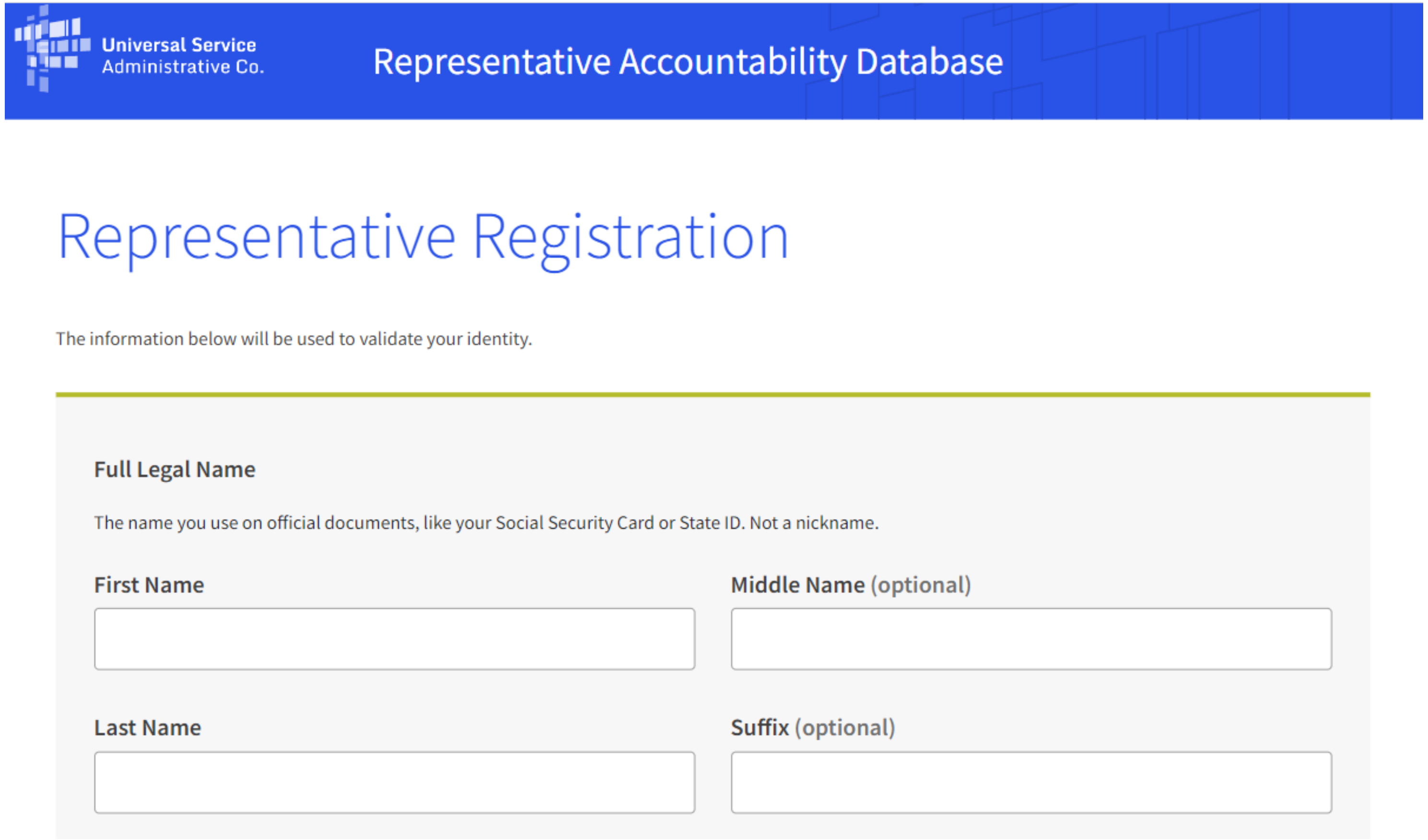
Registration

- Enter your full legal name.
  - USAC recommends using the name on record with your employer.
- Ensure there are no extra spaces in your account name.


Universal Service
Administrative Co.
Representative Accountability Database

Representative Registration

The information below will be used to validate your identity.

Full Legal Name

The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name

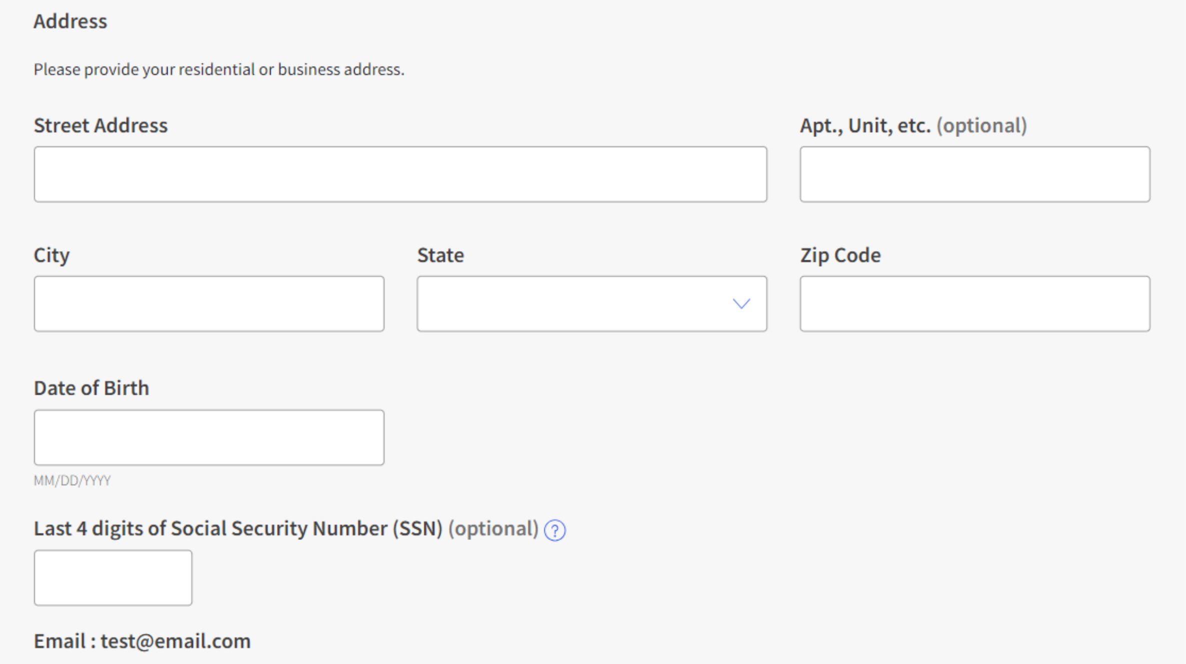
Middle Name (optional)

Last Name

Suffix (optional)

Registration

- Enter a residential or work address.
    - Providing a residential address can enhance automated identity validation, eliminating the need for the representative to submit identity documents.
- International representatives should:
    - Leave this field blank.
    - In the “Zip Code” field enter “00000.”
    - In the “State” field select “IT” from the state dropdown menu.



Address

Please provide your residential or business address.

Street Address

Apt., Unit, etc. (optional)

City

State

Zip Code

Date of Birth

MM/DD/YYYY

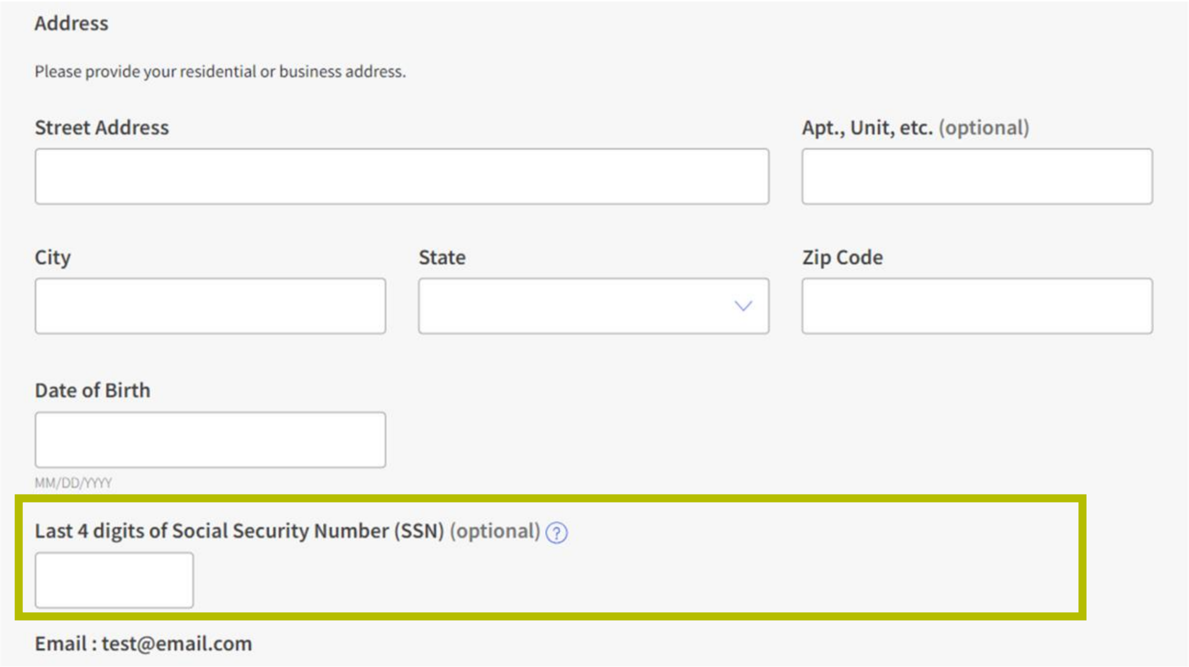
Last 4 digits of Social Security Number (SSN) (optional)

Email : test@email.com

Note: Service providers employed outside of the United States must follow the [international representative registration process](#).

Registration

- Enter the last four digits of your social security number (SSN4).
  - SSN4 is optional; however, representatives that opt out of submitting their SSN4 will need to submit documentation to verify their identity, which will delay the registration process.



Address

Please provide your residential or business address.

Street Address

Apt., Unit, etc. (optional)

City

State

Zip Code

Date of Birth

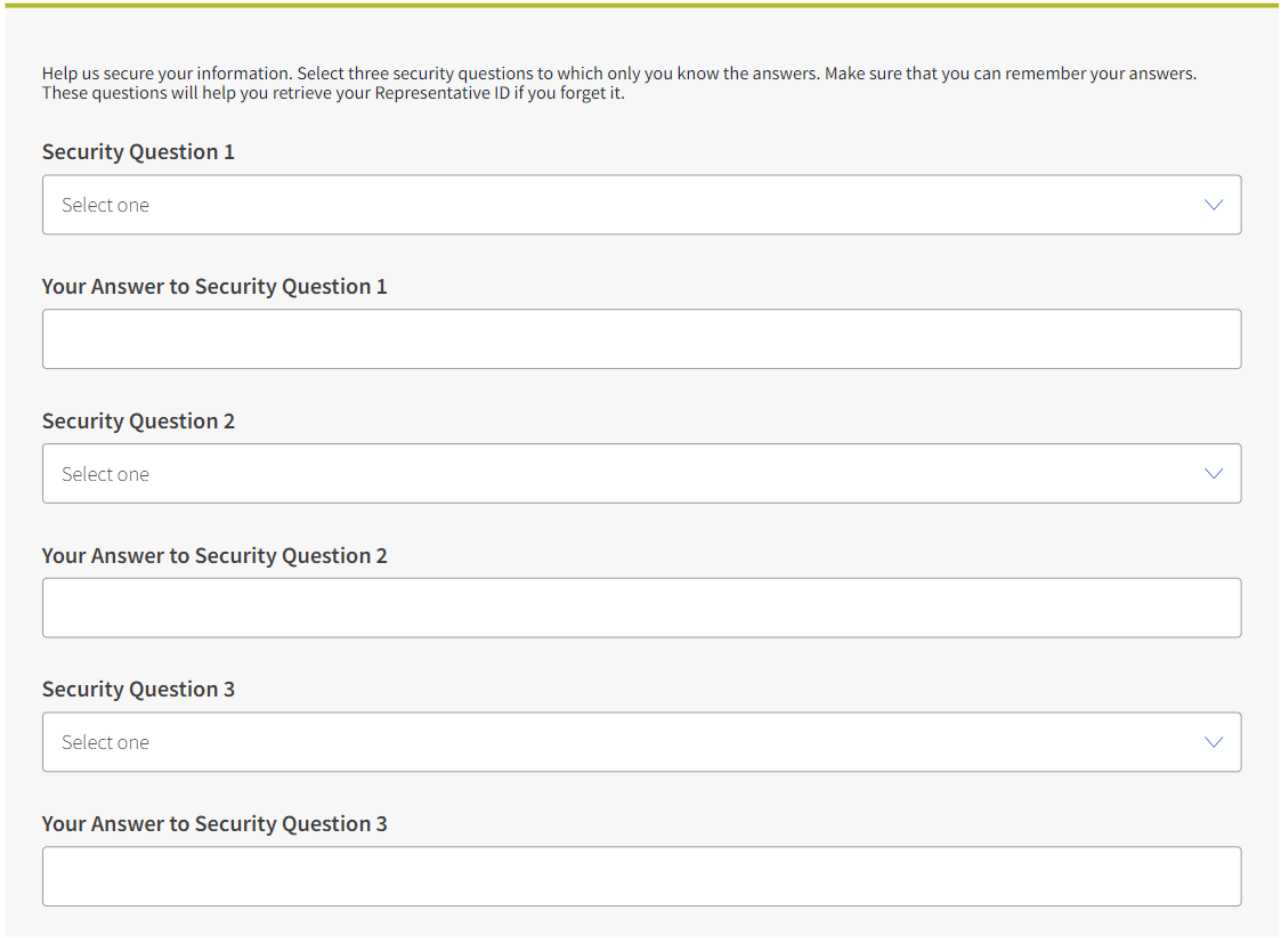
MM/DD/YYYY

Last 4 digits of Social Security Number (SSN) (optional)

Email : test@email.com

Registration

- Select and complete the three security questions.



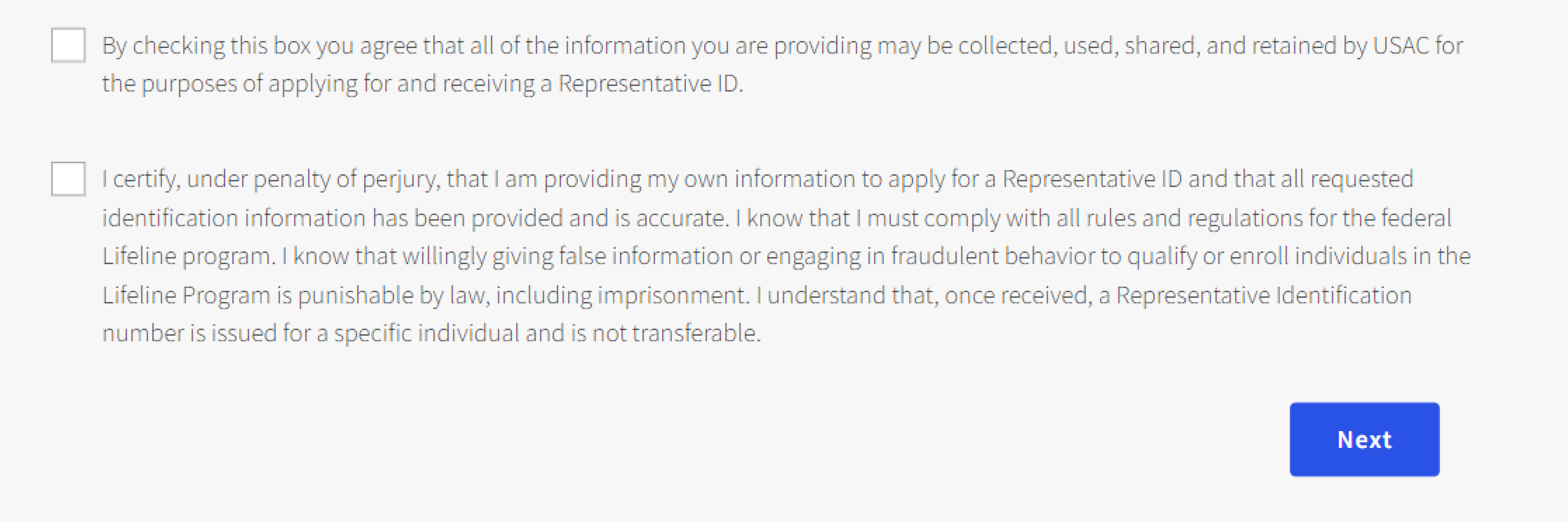
Help us secure your information. Select three security questions to which only you know the answers. Make sure that you can remember your answers. These questions will help you retrieve your Representative ID if you forget it.

Security Question 1
Select one
Your Answer to Security Question 1
Security Question 2
Select one
Your Answer to Security Question 2
Security Question 3
Select one
Your Answer to Security Question 3

Note: Document and save your security question responses. This information is used to retrieve your Rep ID.

Registration

- Read and acknowledge the security statements to indicate you agree to USAC's data collection policies and have provided accurate information to request a Rep ID.

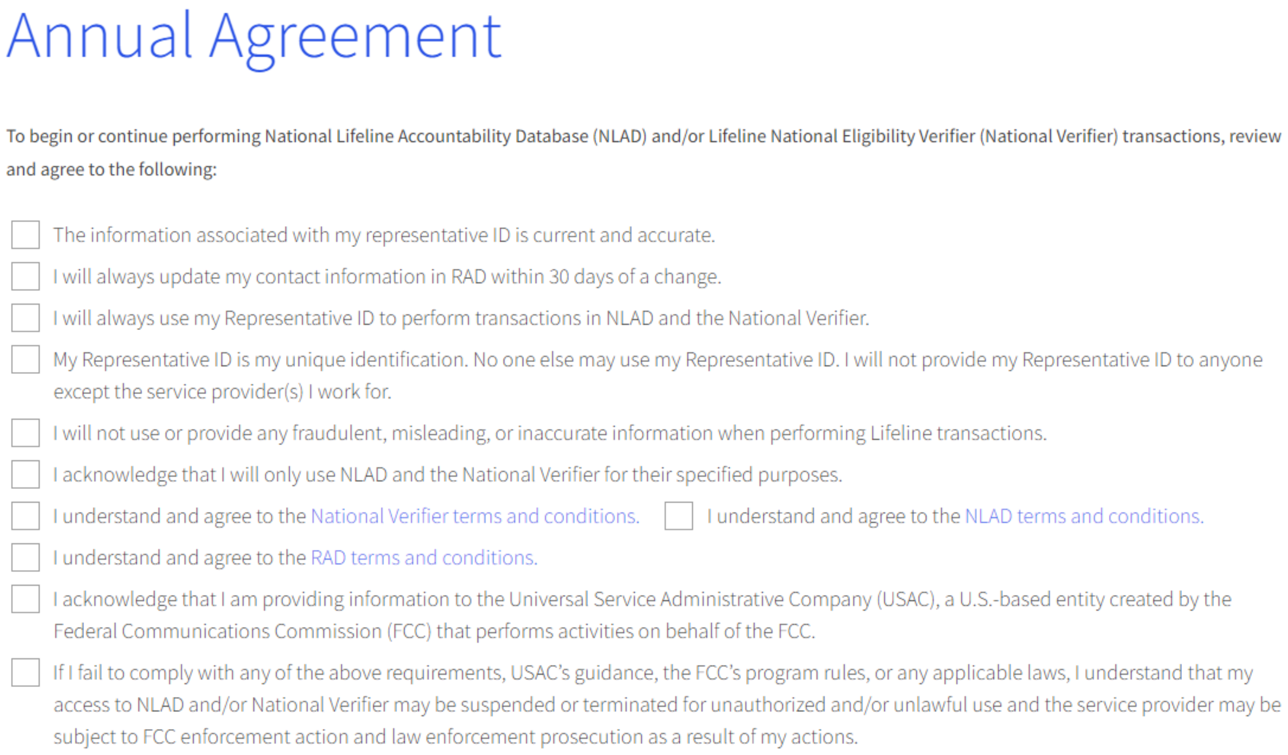


☐ By checking this box you agree that all of the information you are providing may be collected, used, shared, and retained by USAC for the purposes of applying for and receiving a Representative ID.

☐ I certify, under penalty of perjury, that I am providing my own information to apply for a Representative ID and that all requested identification information has been provided and is accurate. I know that I must comply with all rules and regulations for the federal Lifeline program. I know that willingly giving false information or engaging in fraudulent behavior to qualify or enroll individuals in the Lifeline Program is punishable by law, including imprisonment. I understand that, once received, a Representative Identification number is issued for a specific individual and is not transferable.

Registration

- Read and acknowledge each annual agreement statement to indicate you will comply with the appropriate use of RAD, NLAD, and NV systems.



Annual Agreement

To begin or continue performing National Lifeline Accountability Database (NLAD) and/or Lifeline National Eligibility Verifier (National Verifier) transactions, review and agree to the following:

☐ The information associated with my representative ID is current and accurate.

☐ I will always update my contact information in RAD within 30 days of a change.

☐ I will always use my Representative ID to perform transactions in NLAD and the National Verifier.

☐ My Representative ID is my unique identification. No one else may use my Representative ID. I will not provide my Representative ID to anyone except the service provider(s) I work for.

☐ I will not use or provide any fraudulent, misleading, or inaccurate information when performing Lifeline transactions.

☐ I acknowledge that I will only use NLAD and the National Verifier for their specified purposes.

☐ I understand and agree to the National Verifier terms and conditions. ☐ I understand and agree to the NLAD terms and conditions.

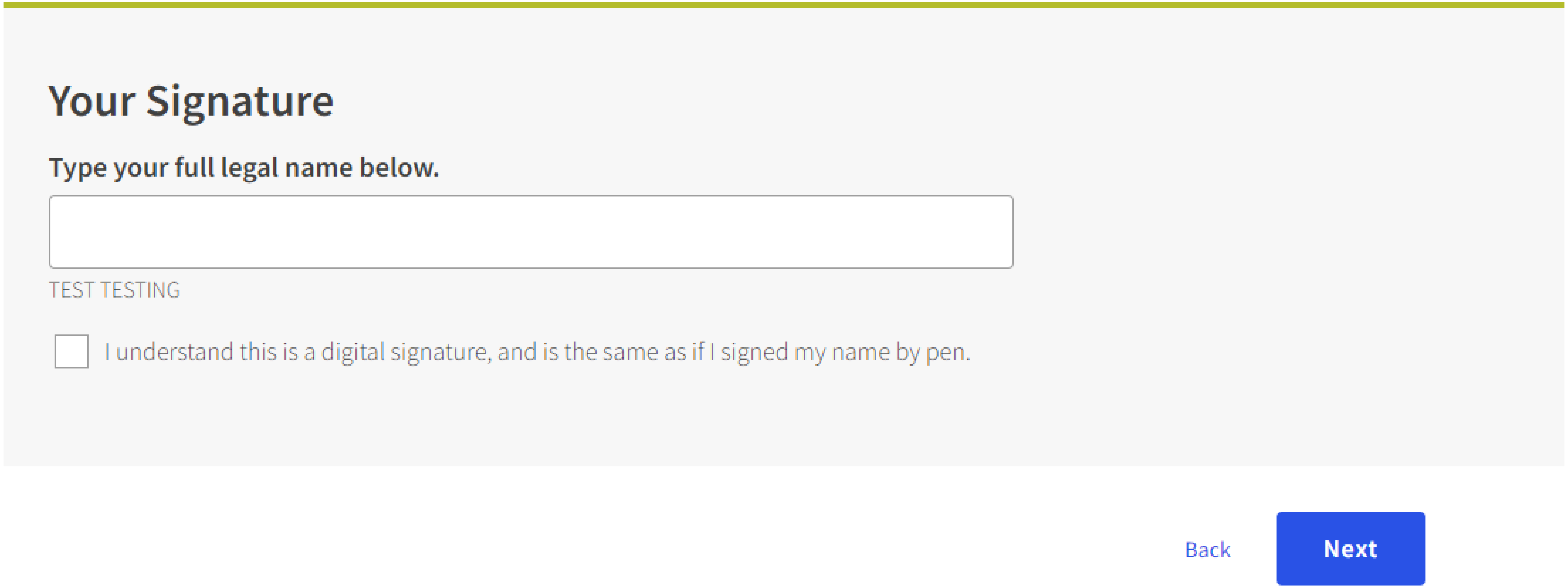
☐ I understand and agree to the RAD terms and conditions.

☐ I acknowledge that I am providing information to the Universal Service Administrative Company (USAC), a U.S.-based entity created by the Federal Communications Commission (FCC) that performs activities on behalf of the FCC.

☐ If I fail to comply with any of the above requirements, USAC's guidance, the FCC's program rules, or any applicable laws, I understand that my access to NLAD and/or National Verifier may be suspended or terminated for unauthorized and/or unlawful use and the service provider may be subject to FCC enforcement action and law enforcement prosecution as a result of my actions.

Registration

- Complete your registration by typing your full legal name in the signature box.



Your Signature

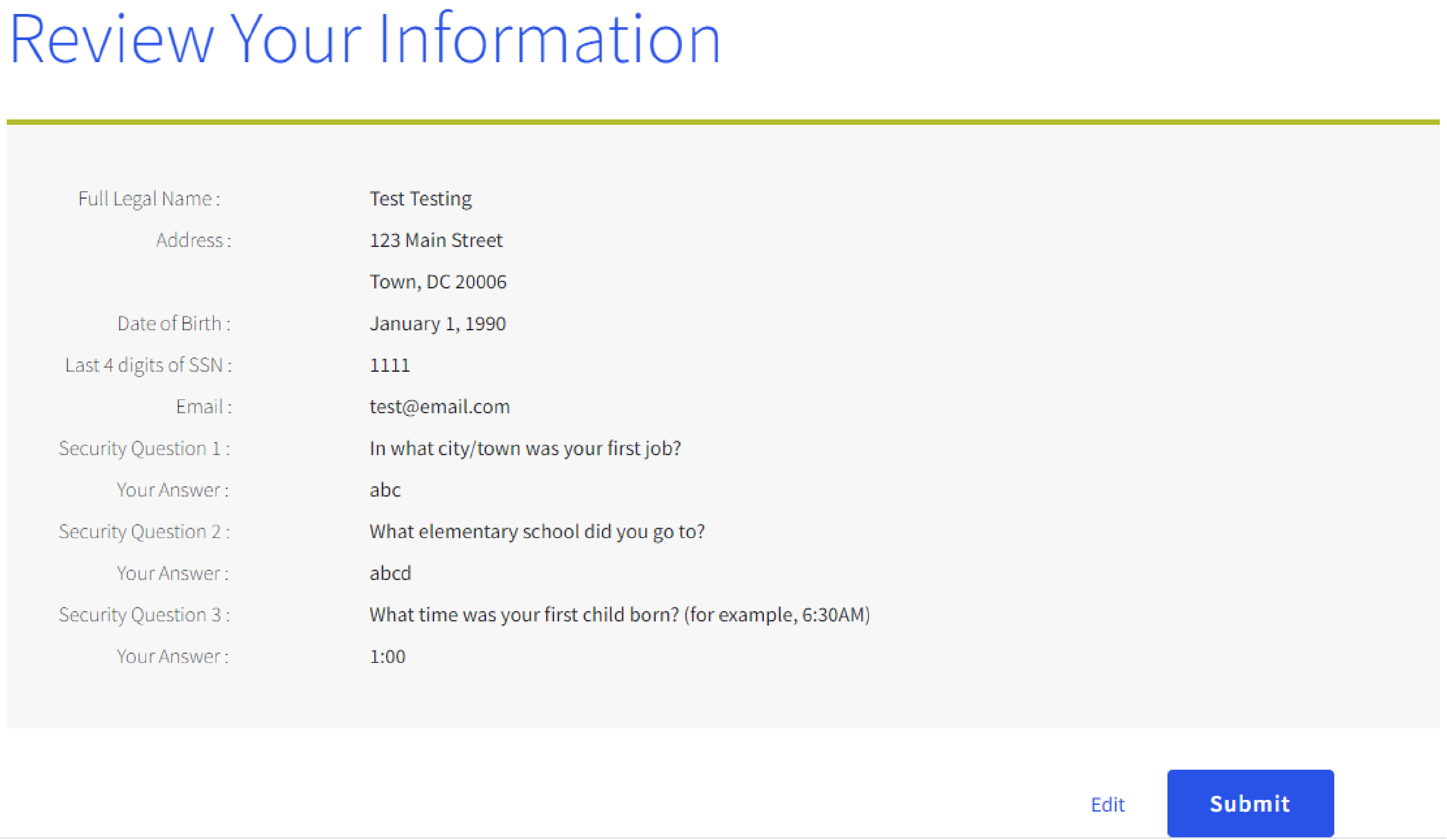
Type your full legal name below.

TEST TESTING

☐ I understand this is a digital signature, and is the same as if I signed my name by pen.

Registration

- Review your information and confirm each field is correct.

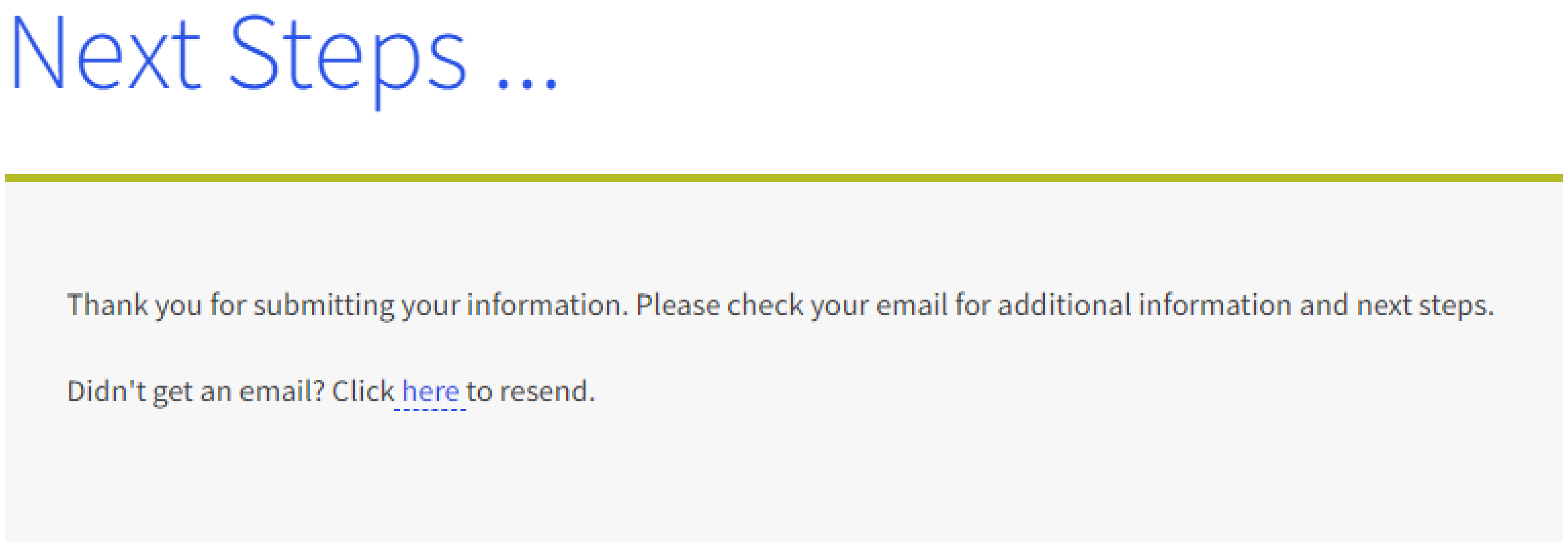


Review Your Information

Full Legal Name :	Test Testing
Address :	123 Main Street Town, DC 20006
Date of Birth :	January 1, 1990
Last 4 digits of SSN :	1111
Email :	test@email.com
Security Question 1 :	In what city/town was your first job?
Your Answer :	abc
Security Question 2 :	What elementary school did you go to?
Your Answer :	abcd
Security Question 3 :	What time was your first child born? (for example, 6:30AM)
Your Answer :	1:00

Registration

- When the registration process is completed, a next steps message will appear notifying you to check the email you used to create your Rep ID.



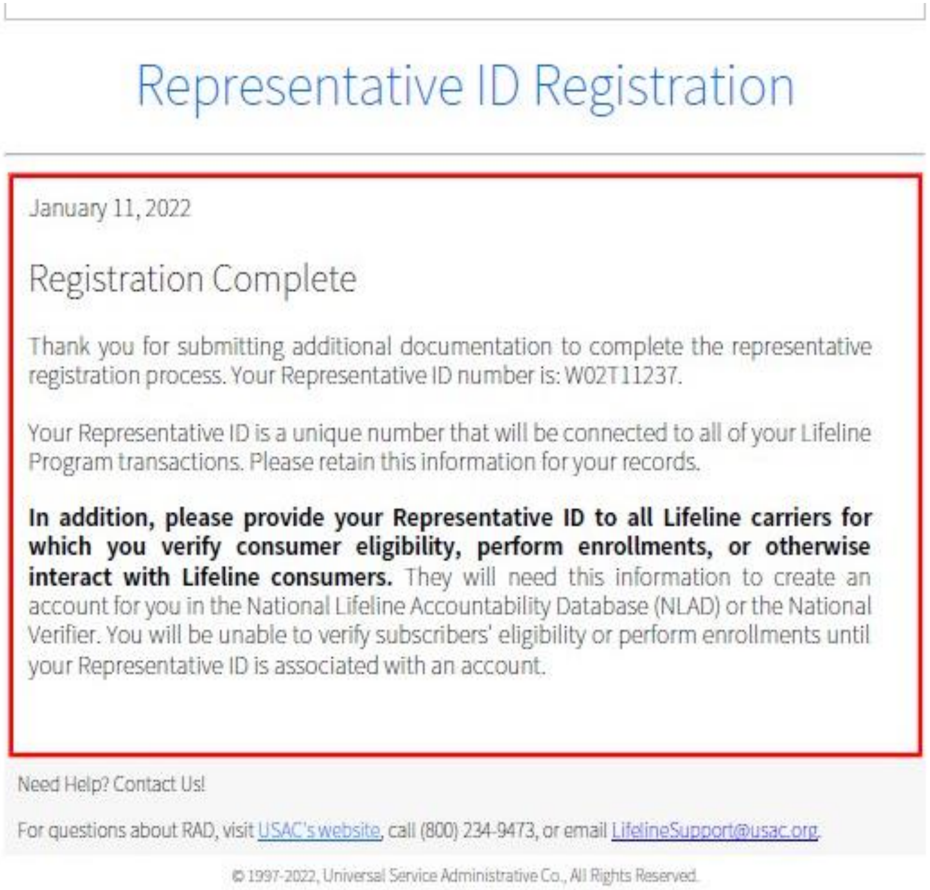
Next Steps ...

Thank you for submitting your information. Please check your email for additional information and next steps.

Didn't get an email? Click here to resend.

Registration

- An email notification will indicate a successful registration and provide your Rep ID.



Representative ID Registration

January 11, 2022

Registration Complete

Thank you for submitting additional documentation to complete the representative registration process. Your Representative ID number is: W02T11237.

Your Representative ID is a unique number that will be connected to all of your Lifeline Program transactions. Please retain this information for your records.

In addition, please provide your Representative ID to all Lifeline carriers for which you verify consumer eligibility, perform enrollments, or otherwise interact with Lifeline consumers. They will need this information to create an account for you in the National Lifeline Accountability Database (NLAD) or the National Verifier. You will be unable to verify subscribers' eligibility or perform enrollments until your Representative ID is associated with an account.

Need Help? Contact Us!

For questions about RAD, visit USAC's website, call (800) 234-9473, or email LifelineSupport@usac.org.

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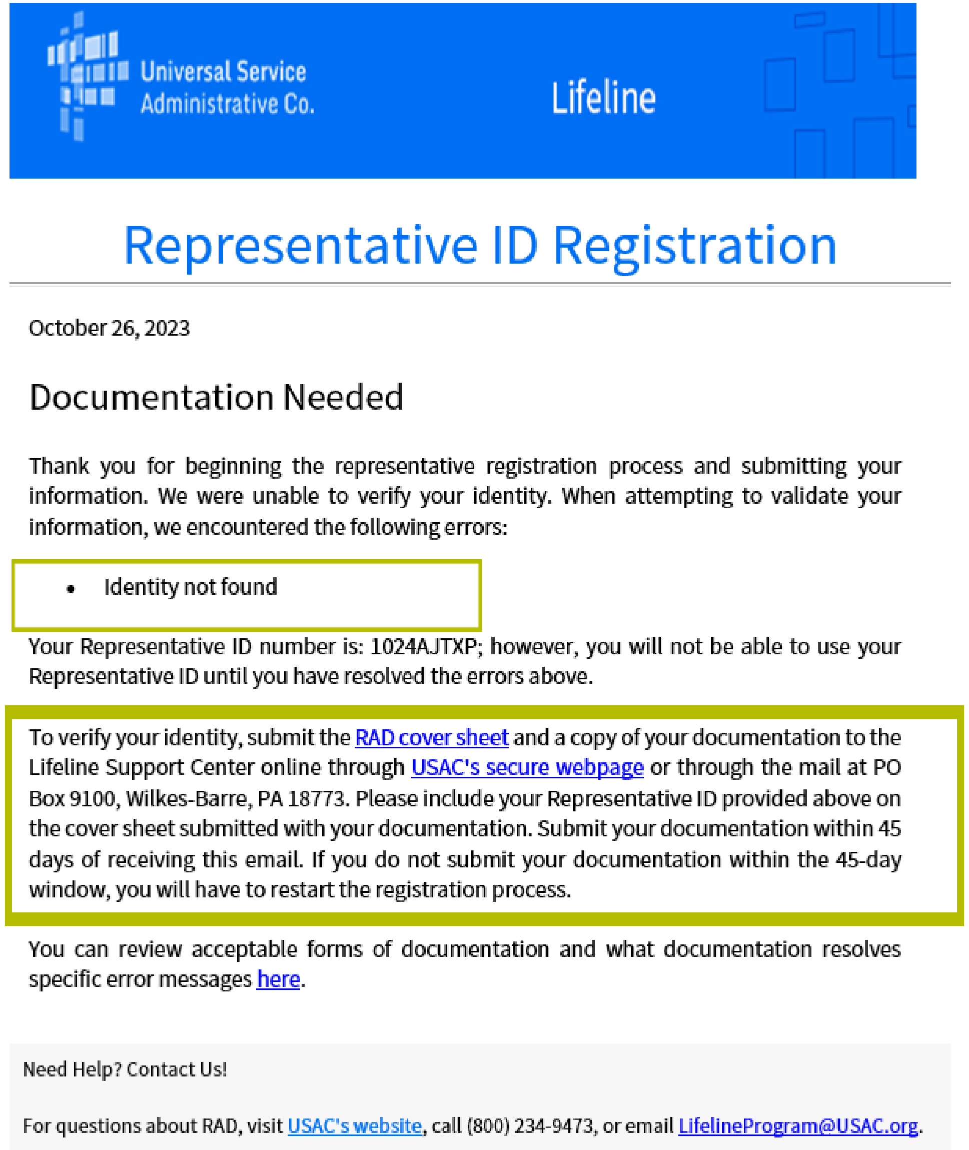
Resolving Registration Errors

Resolving Registration Errors

- If there is a registration error that needs to be resolved, you will be notified via email from noreply@usac.org.
  - Be sure to monitor your spam inbox.
- The notification will include:
  - The error type.
  - Instructions on how to resolve the error.



Universal Service Administrative Co.

Lifeline

Representative ID Registration

October 26, 2023

Documentation Needed

Thank you for beginning the representative registration process and submitting your information. We were unable to verify your identity. When attempting to validate your information, we encountered the following errors:

- Identity not found

Your Representative ID number is: 1024AJTXP; however, you will not be able to use your Representative ID until you have resolved the errors above.

To verify your identity, submit the RAD cover sheet and a copy of your documentation to the Lifeline Support Center online through USAC's secure webpage or through the mail at PO Box 9100, Wilkes-Barre, PA 18773. Please include your Representative ID provided above on the cover sheet submitted with your documentation. Submit your documentation within 45 days of receiving this email. If you do not submit your documentation within the 45-day window, you will have to restart the registration process.

You can review acceptable forms of documentation and what documentation resolves specific error messages here.

Need Help? Contact Us!

For questions about RAD, visit USAC's website, call (800) 234-9473, or email LifelineProgram@USAC.org.

Resolving Registration Errors

- The following messages are errors that you may encounter when attempting to register for a Rep ID and the documents to resolve the errors.

Error	Information Needed to Resolve Error
Identity not found	First and last name, date of birth, and last four digits of SSN
SSN4 cannot be verified	First and last name, date of birth, and last four digits of SSN.
Date of birth cannot be verified	First and last name and date of birth.
Identified as a duplicate	First and last name and date of birth.
Identified as deceased	First and last name, date of birth, the last four digits of SSN, and proof of life by submitting acceptable documentation dated within the previous three (3) months.
Opt out of including SSN4	First and last name, date of birth, and the last four digits of SSN.

Resolving Registration Errors

Submitting Documentation

- USAC manually reviews identity documentation for any individual whose identity cannot be verified automatically or who is identified as a duplicate.
- This review must be complete, and all errors resolved prior to use of a Rep ID.
- A RAD Cover Sheet must be included with any documentation submitted to resolve an error.

Resolving Registration Errors

Submitting Documentation

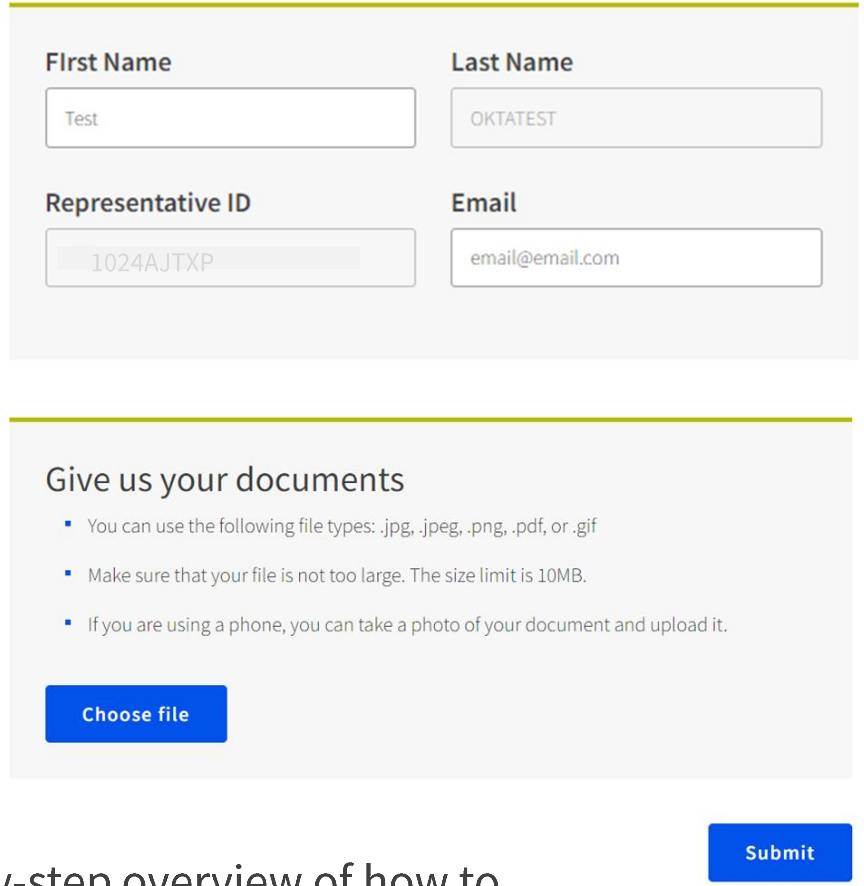
- Representatives may submit documentation to resolve registration errors through:
  - USAC’s Secure Webpage or
  - Via mail
    - Lifeline Support Center:
      PO Box 9100
      Wilkes-Barre, PA 18773

- A RAD Cover Sheet must be included with any documentation submitted to resolve an error.

Resolving Registration Errors

Submitting Documentation Using Secure Webpage

- Provide your first name and email address.
  - Your Rep ID and last name will be populated.
- Select Choose File and upload your documents. Select Submit.



FIrst Name	**Last Name**
Test	OKTATEST
Representative ID	**Email**
1024AJTXP	email@email.com

Give us your documents

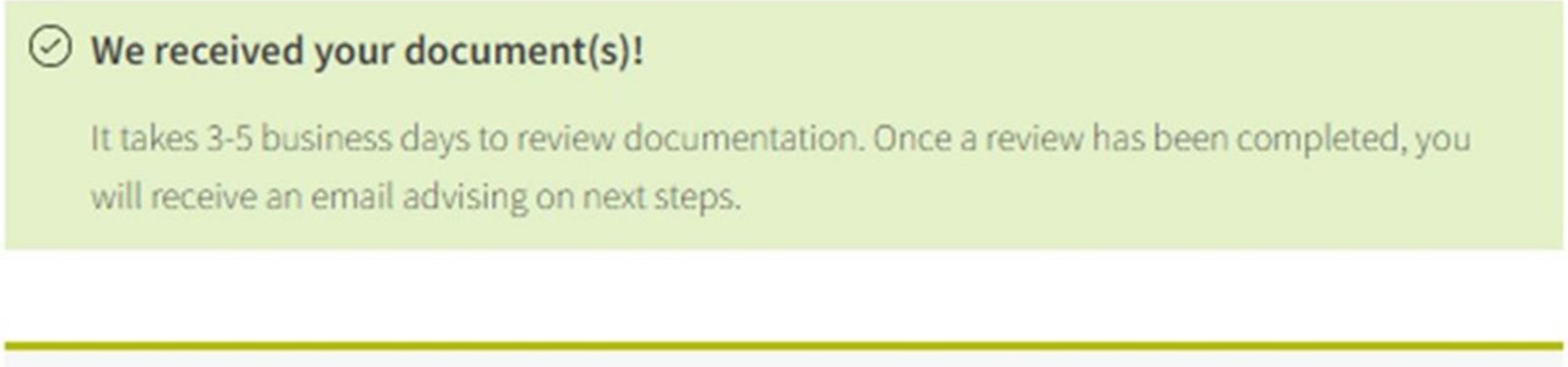
- You can use the following file types: .jpg, .jpeg, .png, .pdf, or .gif
- Make sure that your file is not too large. The size limit is 10MB.
- If you are using a phone, you can take a photo of your document and upload it.

Note: View the RAD Documentation Upload Process for a step-by-step overview of how to submit documents using USAC's Secure Webpage.

Resolving Registration Errors

Submitting Documentation Using Secure Webpage

- Documents successfully submitted through USAC's Secure Webpage, will receive the message below.



✓ **We received your document(s)!**

It takes 3-5 business days to review documentation. Once a review has been completed, you will receive an email advising on next steps.

Note: Manual review of submitted documents takes approximately 3-5 days. You will be notified of approved documents via email. If documents are not approved, more documents may be needed. View more information on acceptable documents.

Resolving Registration Errors

Submitting Documentation Reminders

- You must submit documentation within **45 days** of being notified that additional information is needed. If registration errors are not resolved in 45 days, you will need to re-register.
- USAC recommends submitting documentation that includes the DOB and the last four digits of the SSN.
- If you opt out of submitting the last four digits of the SSN you will be required to submit official, unexpired documentation with your name and date of birth, such as a driver's license or passport.
- Emailed documentation will not be accepted.

Questions?

Linking Accounts

Linking Accounts

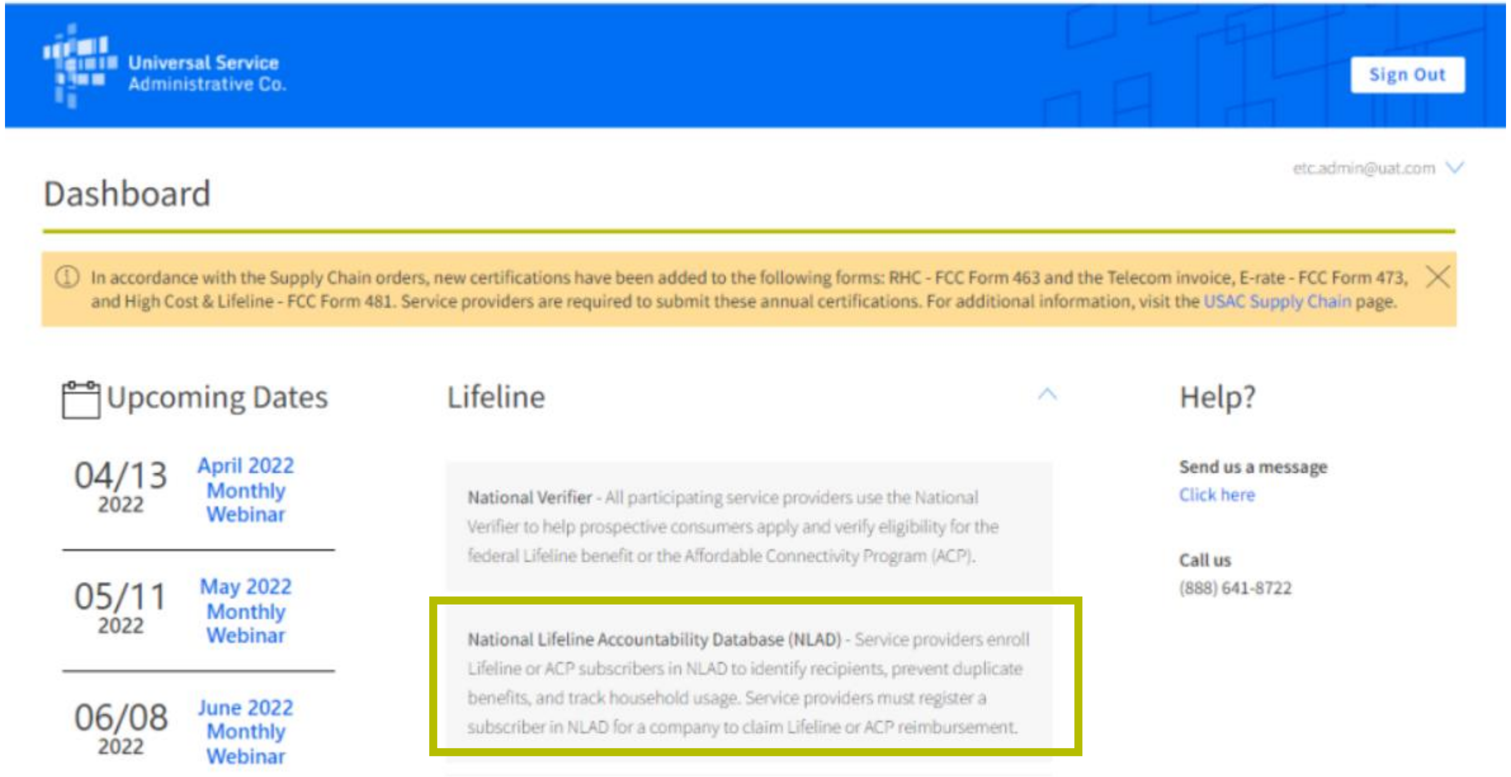
- After registering in RAD and receiving a Rep ID, your next step is to share your Rep ID with the service provider you work for:
  - 497 Officers are responsible for linking the Rep ID to the ETC Administrator user role in NLAD.
  - ETC Administrators are responsible for linking the Rep ID to subaccount user roles including:
    - ETC Analyst, ETC Agent, ETC Operations
    - API accounts
    - Batch users
- Link your Rep ID to an existing or new NLAD account (ETC Admin must perform this step).

Linking Accounts

New NLAD Subaccount

To link a Rep ID to a new NLAD subaccount, the ETC Admin will:

- Login to NLAD through One Portal.



Dashboard

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?

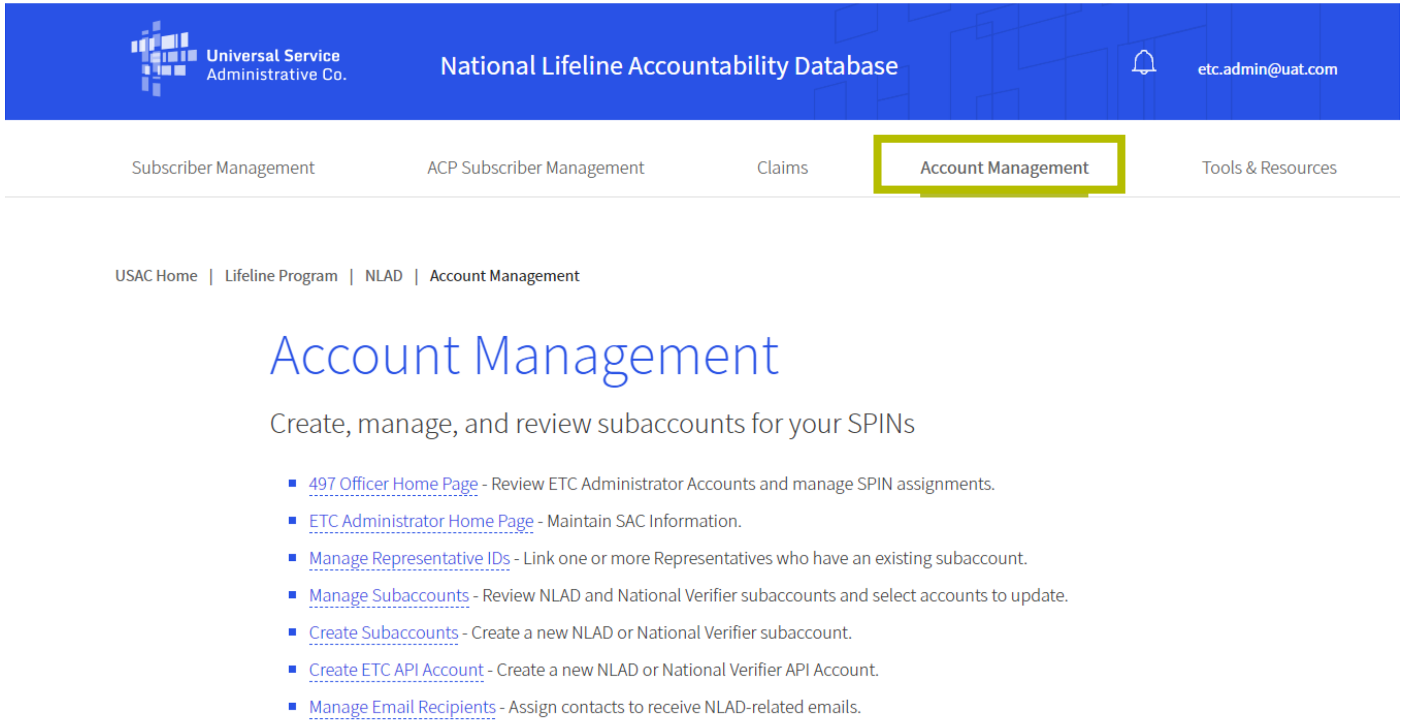
Send us a message
Click here

Call us
(888) 641-8722

Linking Accounts

New NLAD Subaccount

- Select **Account Management** from the mega menu.
- Select **Create Subaccount**.



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 | Account Management

Account Management

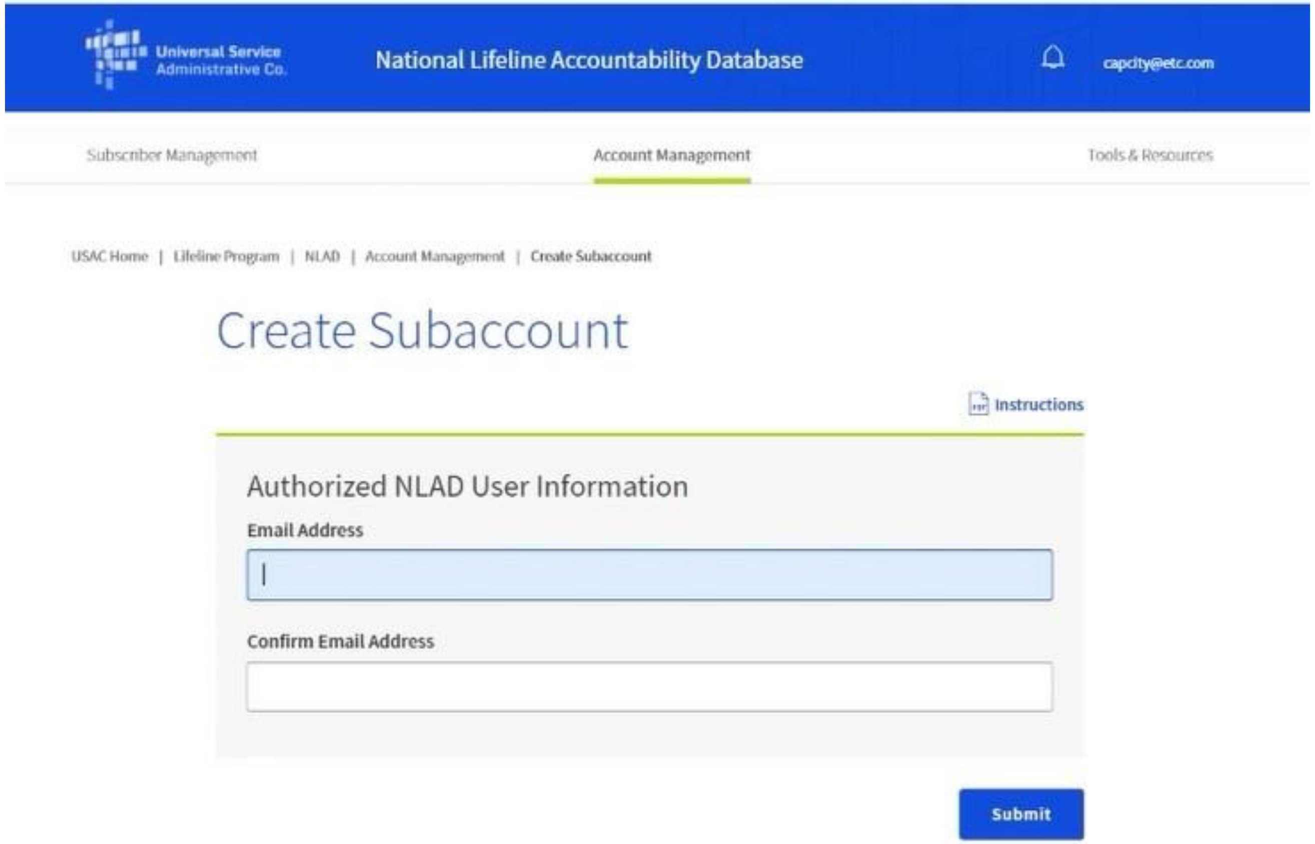
Create, manage, and review subaccounts for your SPINs

- 497 Officer Home Page - Review ETC Administrator Accounts and manage SPIN assignments.
- ETC Administrator Home Page - Maintain SAC Information.
- Manage Representative IDs - Link one or more Representatives who have an existing subaccount.
- Manage Subaccounts - Review NLAD and National Verifier subaccounts and select accounts to update.
- Create Subaccounts - Create a new NLAD or National Verifier subaccount.
- Create ETC API Account - Create a new NLAD or National Verifier API Account.
- Manage Email Recipients - Assign contacts to receive NLAD-related emails.

Linking Accounts

New NLAD Subaccount

- Enter and confirm the email address of the authorized NLAD user and select **Submit**.



Universal Service Administrative Co.
National Lifeline Accountability Database
capcity@etc.com
Subscriber Management
Account Management
Tools & Resources
USAC Home | Lifeline Program | NLAD | Account Management | Create Subaccount
Instructions
Submit

Create Subaccount

Authorized NLAD User Information

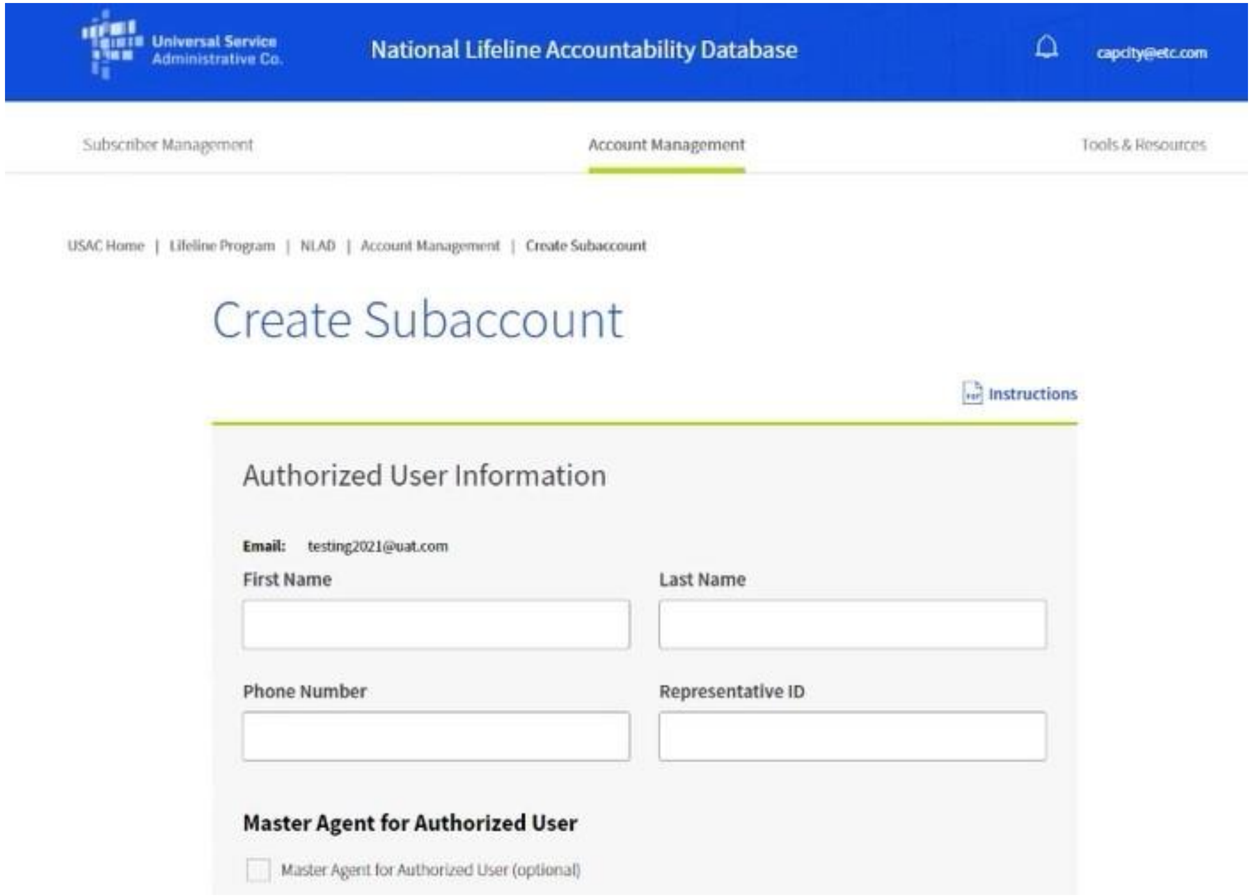
Email Address

Confirm Email Address

Linking Accounts

New NLAD Subaccount

- Enter the authorized user information to include:
  - First Name
  - Last Name
  - Phone Number
  - Rep ID



Universal Service Administrative Co.
National Lifeline Accountability Database
capdty@etc.com
Subscriber Management
Account Management
Tools & Resources
USAC Home | Lifeline Program | NLAD | Account Management | Create Subaccount

Create Subaccount

Instructions

Authorized User Information

Email: testing2021@uat.com

First Name

Last Name

Phone Number

Representative ID

Master Agent for Authorized User

☐ Master Agent for Authorized User (optional)

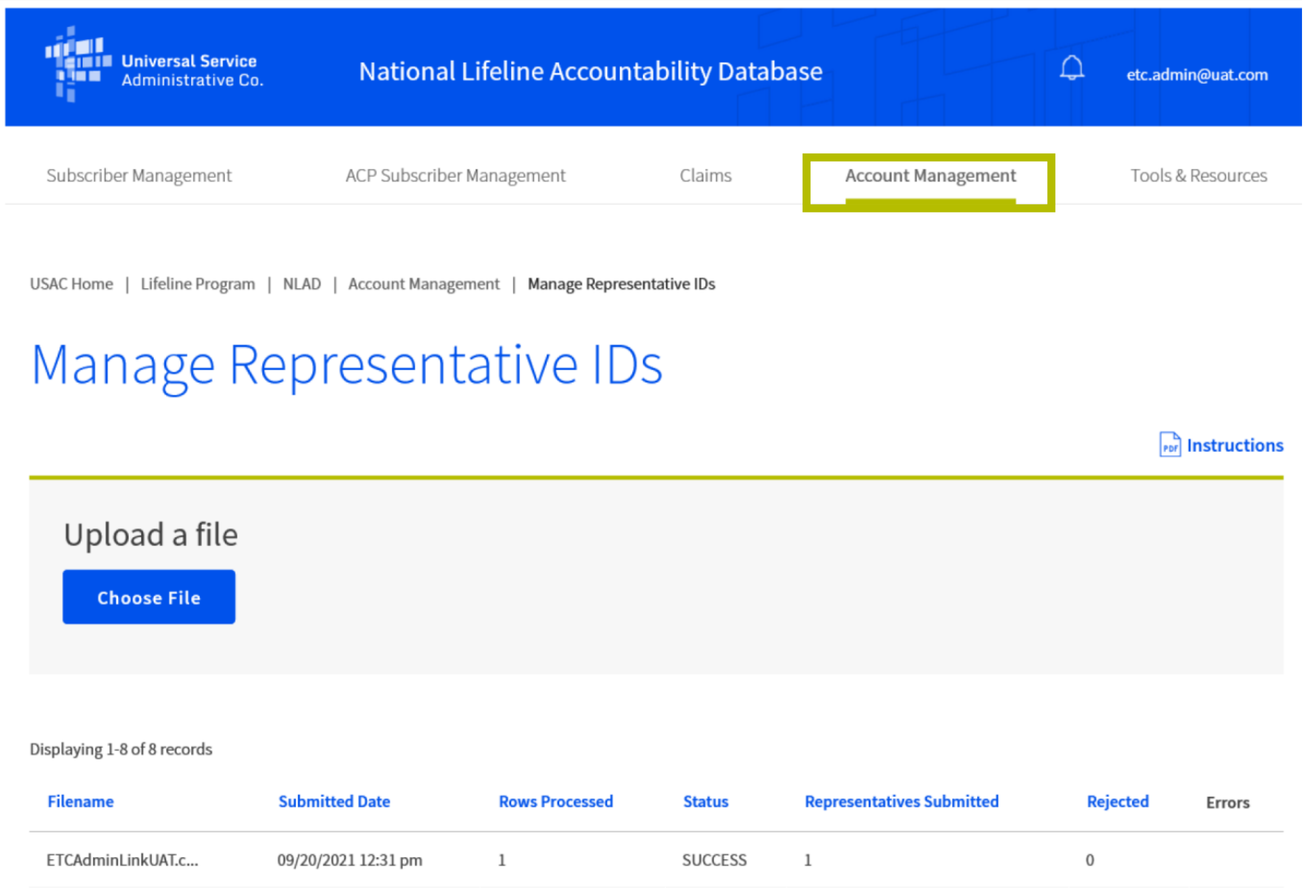
Note: The Master Agent is an optional field. The ETC Admin should provide Master Agent information for applicable representatives.

Linking Accounts

Existing NLAD Subaccounts

To link an existing NLAD subaccount:

- The ETC Admin or 497 Officer will select **Account Management** from the mega menu.
- Select **Manage Representative** IDs.
- Select **Choose File**.



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 | Account Management | Manage Representative IDs

Manage Representative IDs

Instructions

Upload a file

Choose File

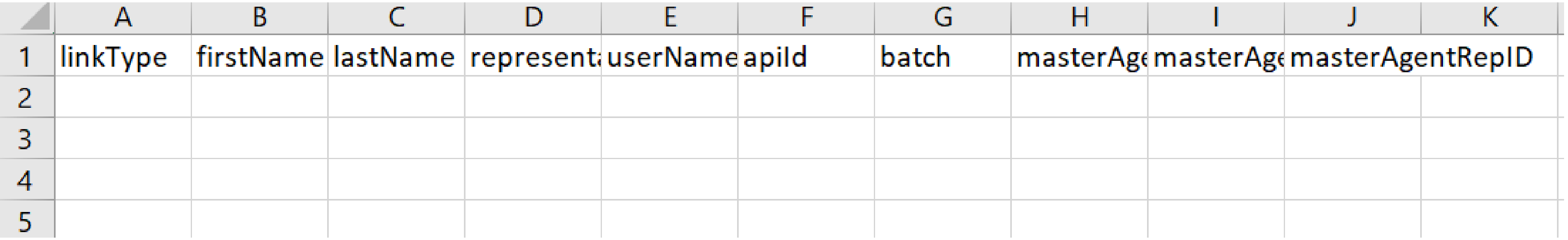
Displaying 1-8 of 8 records

Filename	Submitted Date	Rows Processed	Status	Representatives Submitted	Rejected	Errors
ETCAdminLinkUAT.c...	09/20/2021 12:31 pm	1	SUCCESS	1	0	

Linking Accounts

Existing NLAD Subaccount

- Upload a completed [Linking Representatives File Upload Template.]



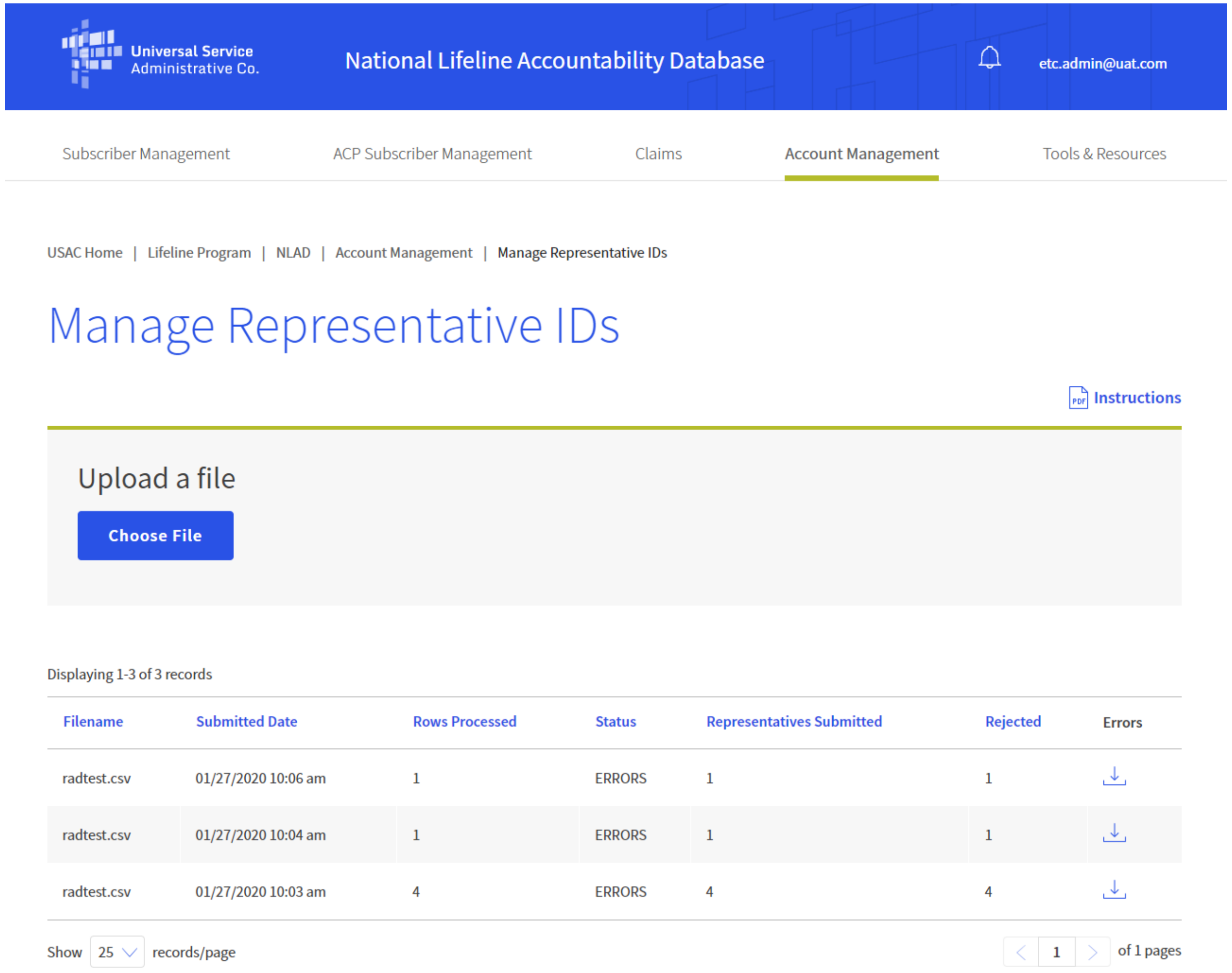
	A	B	C	D	E	F	G	H	I	J	K
1	linkType	firstName	lastName	represent	userName	apiId	batch	masterAge	masterAge	masterAgentRepID	
2											
3											
4											
5											

Note: Only an ETC Admin or 497 Officer is authorized to complete a file upload.

Linking Accounts

Existing NLAD Subaccounts

- After uploading the Linking Representative File, this column will display how many rows in the file were rejected.
- You can also download the error file by clicking the icon.



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 | Account Management | Manage Representative IDs

Manage Representative IDs

Instructions

Upload a file

Choose File

Displaying 1-3 of 3 records

Filename	Submitted Date	Rows Processed	Status	Representatives Submitted	Rejected	Errors
radtest.csv	01/27/2020 10:06 am	1	ERRORS	1	1	⤓
radtest.csv	01/27/2020 10:04 am	1	ERRORS	1	1	⤓
radtest.csv	01/27/2020 10:03 am	4	ERRORS	4	4	⤓

Show 25 records/page

1 of 1 pages

Linking Accounts

Existing NLAD Subaccounts

Reminders when completing the template:

- All column headers are required in the file template.
- Do not include spaces after a representative’s name when populating template.
- Only “UserName” should be populated to link Rep IDs to user accounts (leave “apiId” and “Batch” columns blank).
- The username being linked must match the name registering for the Rep ID.

Linking Accounts

Linking to API ID

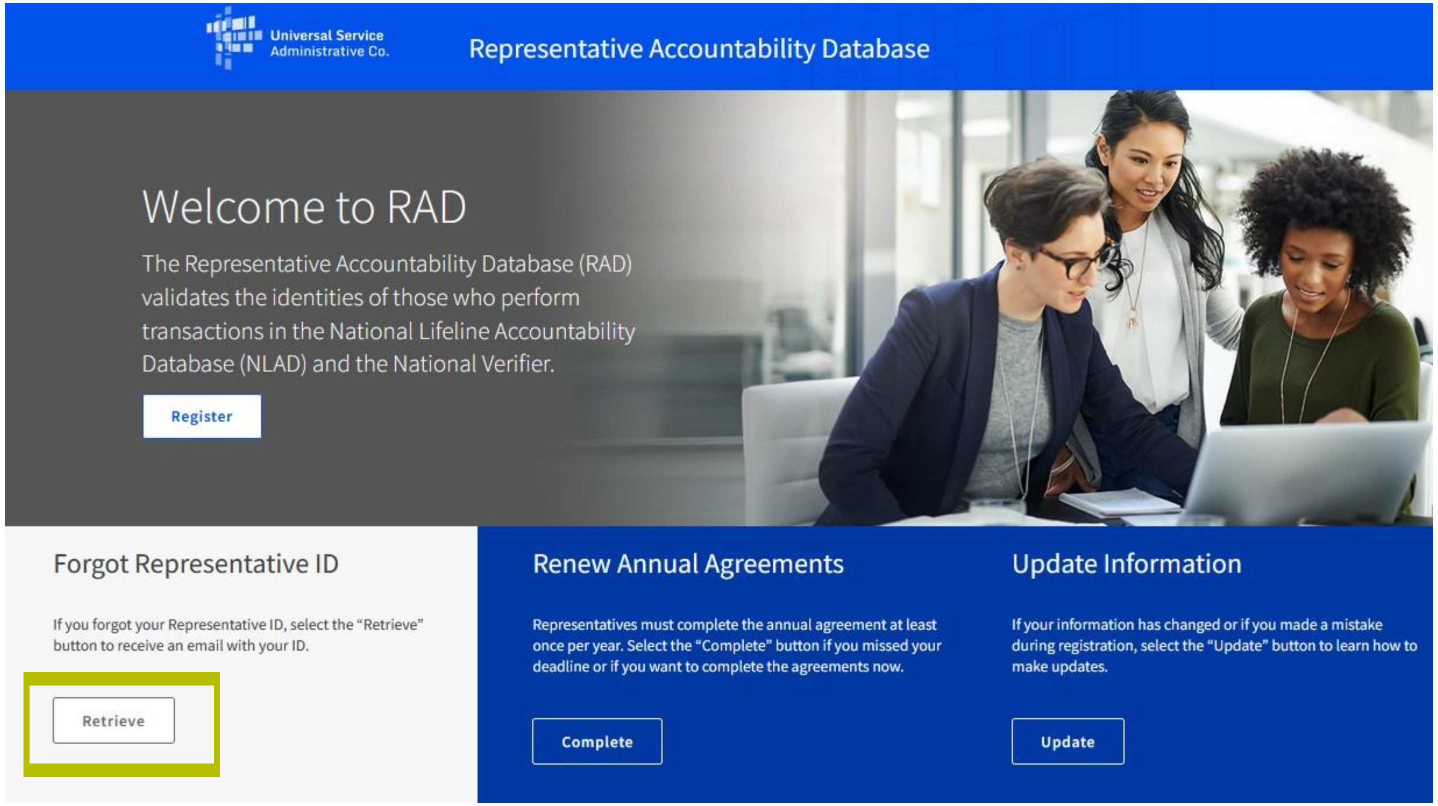
- To link Rep IDs to an API ID, you must have ETC Admin user permissions.
- A complete step-by-step guide to link a Rep ID to an API ID is available in the NLAD Production Guide: Linking Representative IDs to API Accounts.

Questions?

Retrieving/Updating Rep ID

Retrieving Rep ID

- Retrieve a Rep ID by visiting [LifelineRAD.org]() and selecting **Retrieve**.



Universal Service Administrative Co.
Representative Accountability Database

Welcome to RAD

The Representative Accountability Database (RAD) validates the identities of those who perform transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier.

Register

Forgot Representative ID

If you forgot your Representative ID, select the "Retrieve" button to receive an email with your ID.

Retrieve

Renew Annual Agreements

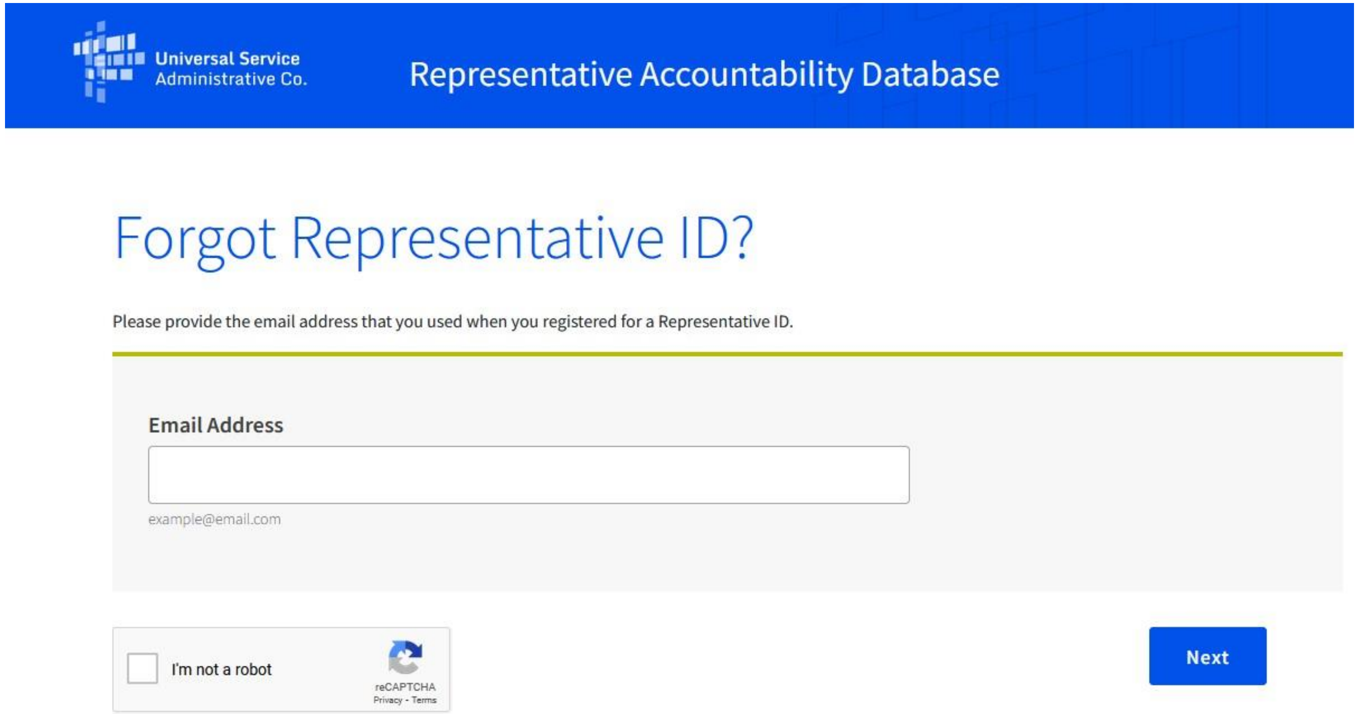
Representatives must complete the annual agreement at least once per year. Select the "Complete" button if you missed your deadline or if you want to complete the agreements now.

Update Information

If your information has changed or if you made a mistake during registration, select the "Update" button to learn how to make updates.

Retrieving Rep ID

- Enter the registered Rep ID email address.*
- USAC communication with your Rep ID will be sent from noreply@usac.org. Monitor your spam inbox.


Universal Service
Administrative Co.
Email Address
example@email.com
☐ I'm not a robot
reCAPTCHA
Privacy - Terms
Next

Representative Accountability Database

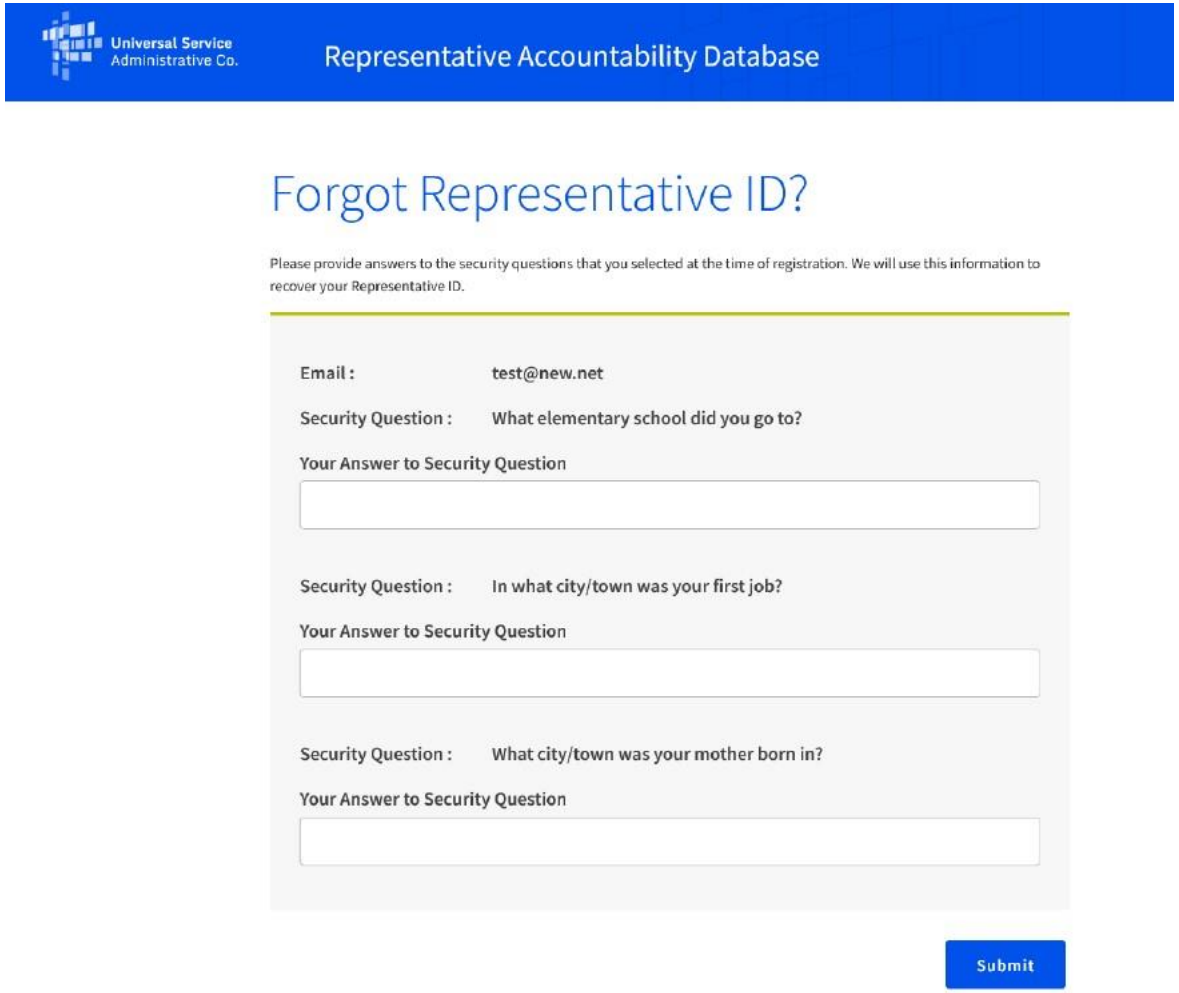
Forgot Representative ID?

Please provide the email address that you used when you registered for a Representative ID.

*__Note__: If you do not remember your registered RAD email address, select Update Information on the RAD homepage to retrieve/update an email address and obtain your Rep ID. You should not register for a second Rep ID.

Retrieving Rep ID

- Provide the answers to the security questions you selected when completing RAD registration.



Universal Service Administrative Co.
Representative Accountability Database

Forgot Representative ID?

Please provide answers to the security questions that you selected at the time of registration. We will use this information to recover your Representative ID.

Email : test@new.net

Security Question : What elementary school did you go to?

Your Answer to Security Question

Security Question : In what city/town was your first job?

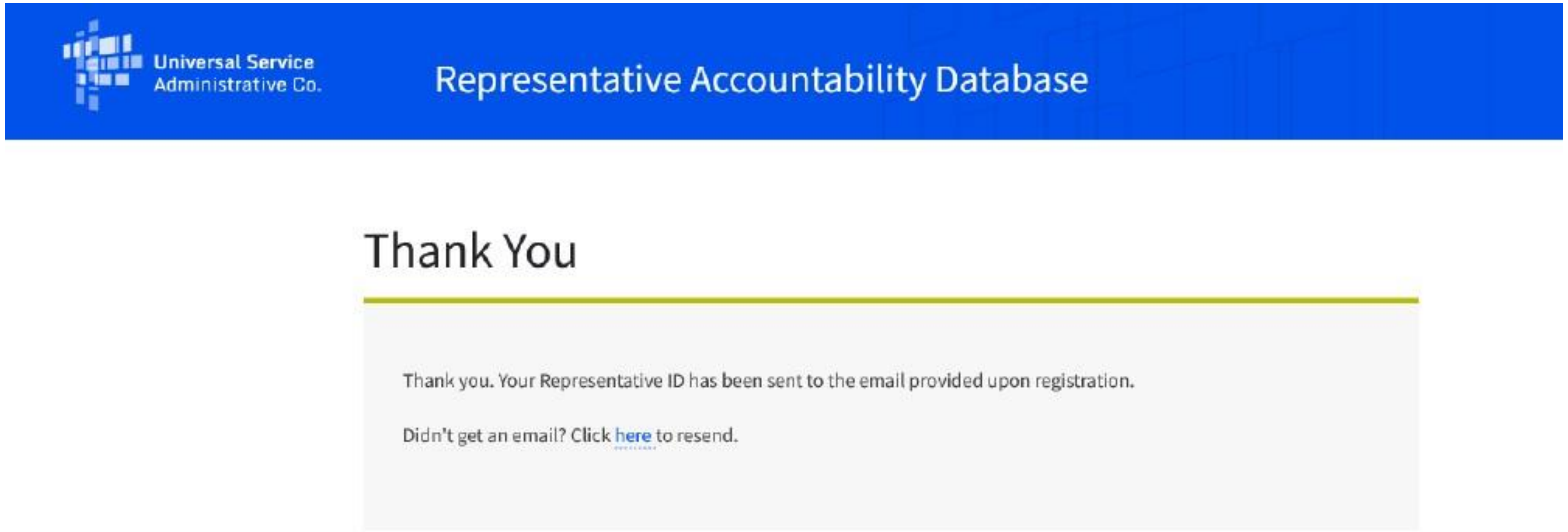
Your Answer to Security Question

Security Question : What city/town was your mother born in?

Your Answer to Security Question

Retrieving Rep ID

- Once completed, you will receive a success screen in RAD and a confirmation email from USAC stating that your Rep ID will be sent to the email you provided at registration.



Universal Service
Administrative Co.
Representative Accountability Database

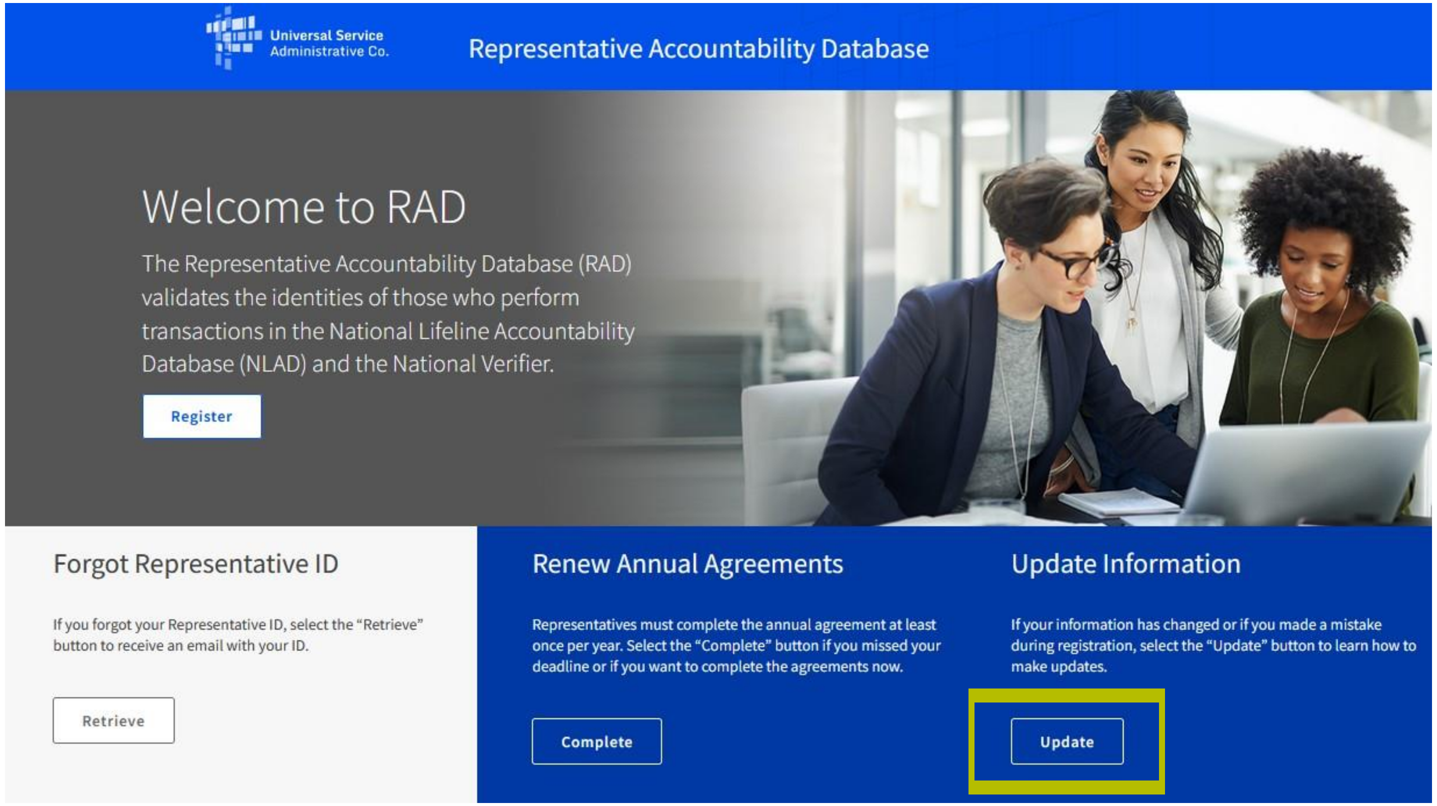
Thank You

Thank you. Your Representative ID has been sent to the email provided upon registration.

Didn't get an email? Click here to resend.

Updating Rep ID

- Update your email address, physical address, and/or security questions/answers associated with your Rep ID by visiting [LifelineRAD.org]() and selecting Update.



Universal Service Administrative Co.
Representative Accountability Database

Welcome to RAD

The Representative Accountability Database (RAD) validates the identities of those who perform transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier.

Register

Forgot Representative ID

If you forgot your Representative ID, select the "Retrieve" button to receive an email with your ID.

Retrieve

Renew Annual Agreements

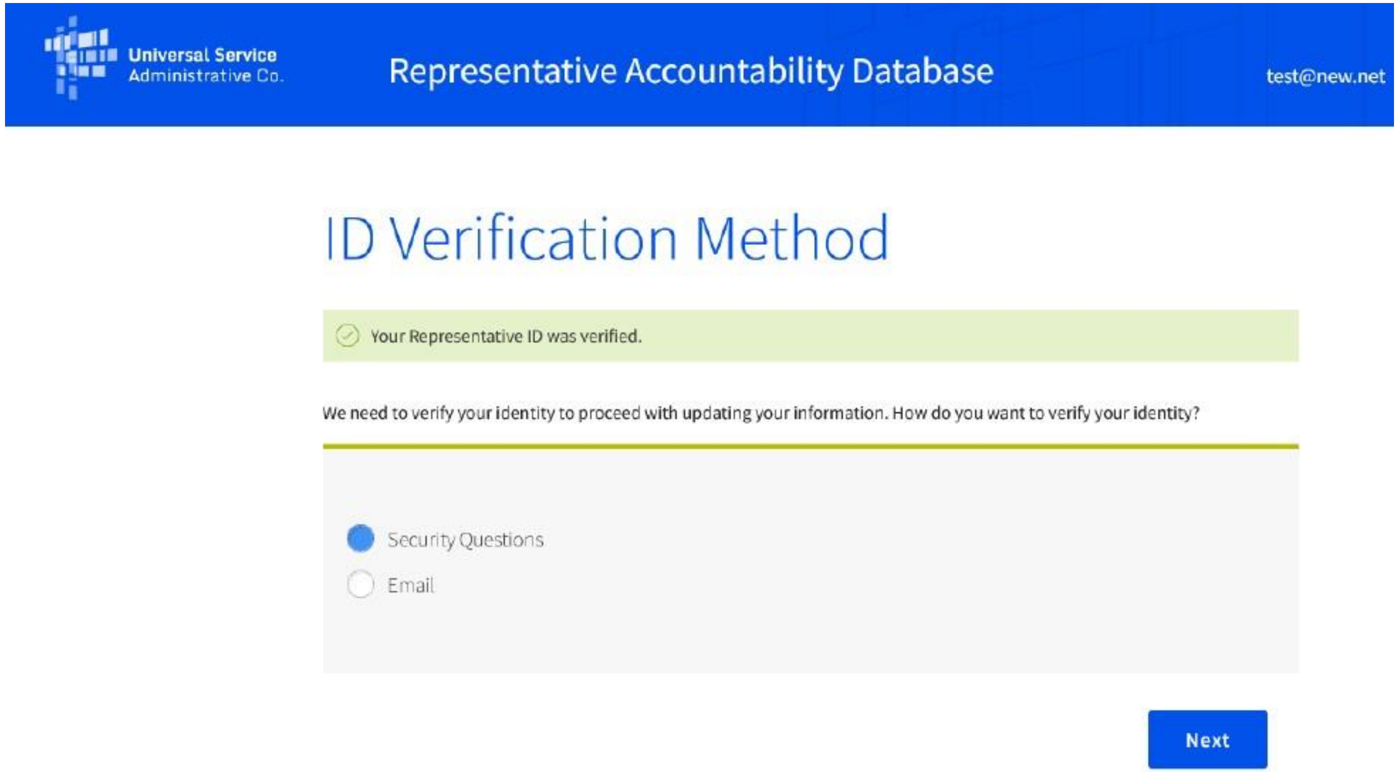
Representatives must complete the annual agreement at least once per year. Select the "Complete" button if you missed your deadline or if you want to complete the agreements now.

Update Information

If your information has changed or if you made a mistake during registration, select the "Update" button to learn how to make updates.

Updating Rep ID

- Select how you want to verify your identity by answering your security questions or receiving a notification to the email you used to register for your Rep ID.



Universal Service
Administrative Co.
Representative Accountability Database
test@new.net

ID Verification Method

✓ Your Representative ID was verified.

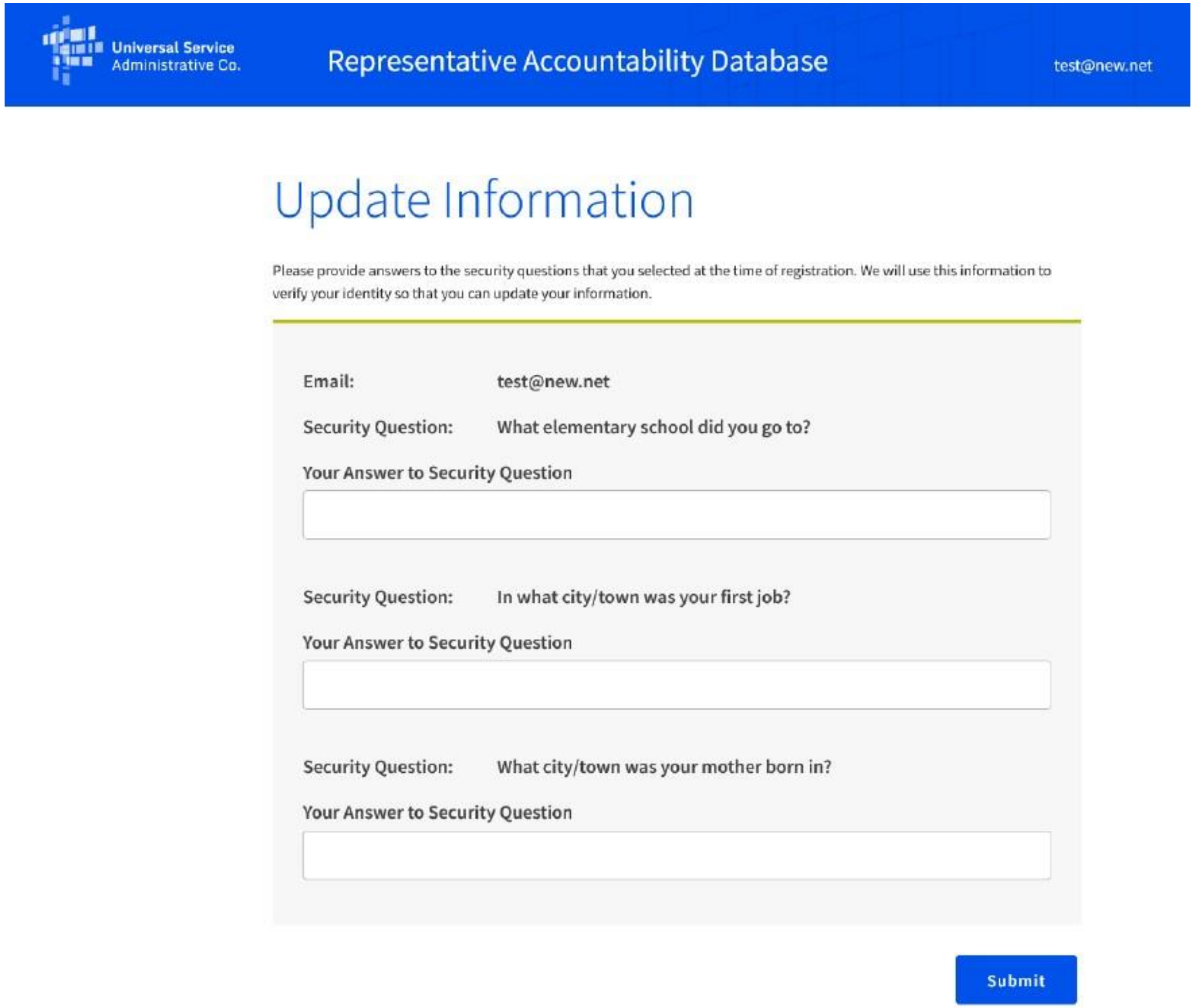
We need to verify your identity to proceed with updating your information. How do you want to verify your identity?

● Security Questions
○ Email

Next

Updating Rep ID

- If you select Security Questions to verify your Rep ID, you will be asked to provide the answers to the security questions you selected at registration.
- If you cannot complete the security questions, you will be unable to retrieve your Rep ID.
  - You will need to re-register and provide documentation to resolve any registration errors.


Universal Service Administrative Co.
Representative Accountability Database
test@new.net

Update Information

Please provide answers to the security questions that you selected at the time of registration. We will use this information to verify your identity so that you can update your information.

Email: test@new.net

Security Question: What elementary school did you go to?

Your Answer to Security Question

Security Question: In what city/town was your first job?

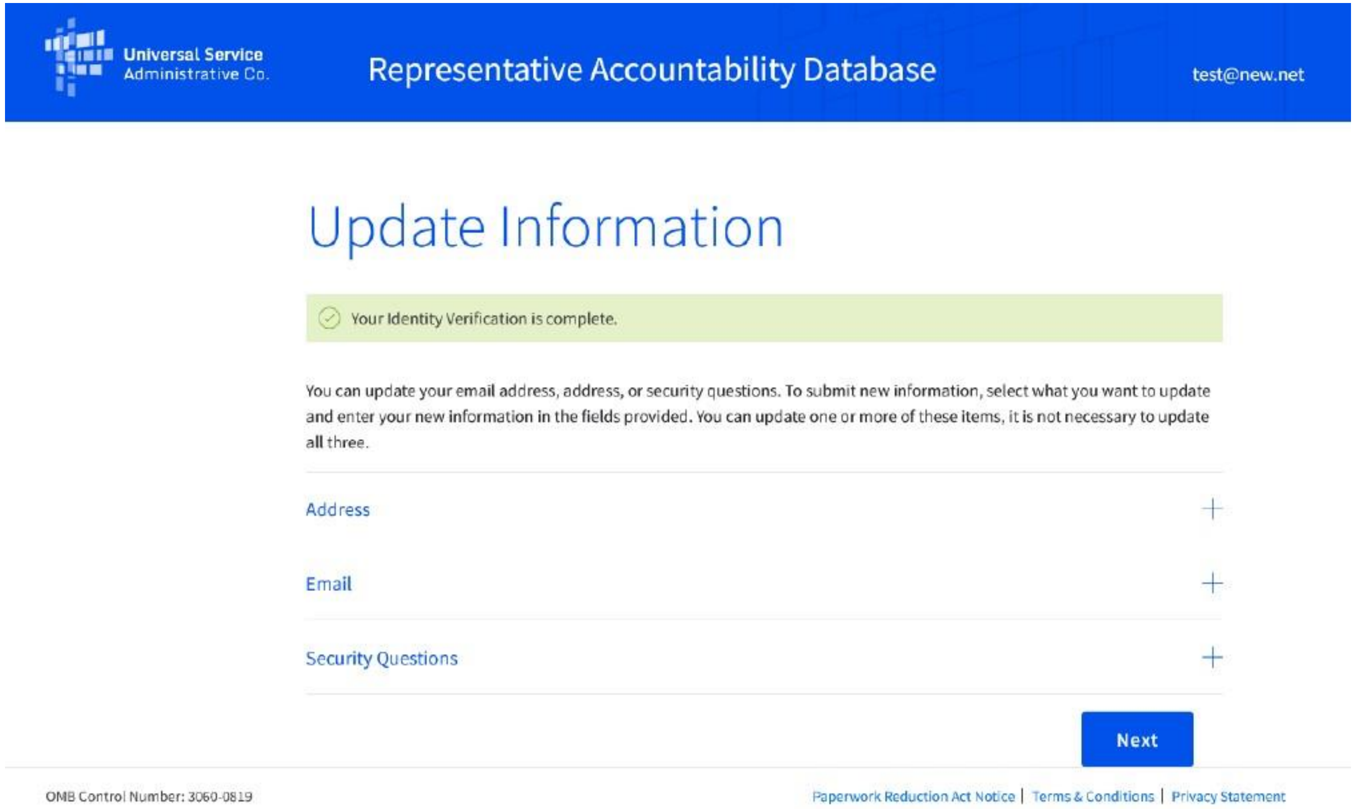
Your Answer to Security Question

Security Question: What city/town was your mother born in?

Your Answer to Security Question

Updating Rep ID

- After your identity has been verified, the review page will populate where you can edit your email, address, and/or security questions/answers.


Universal Service
Administrative Co.
Representative Accountability Database
test@new.net

Update Information

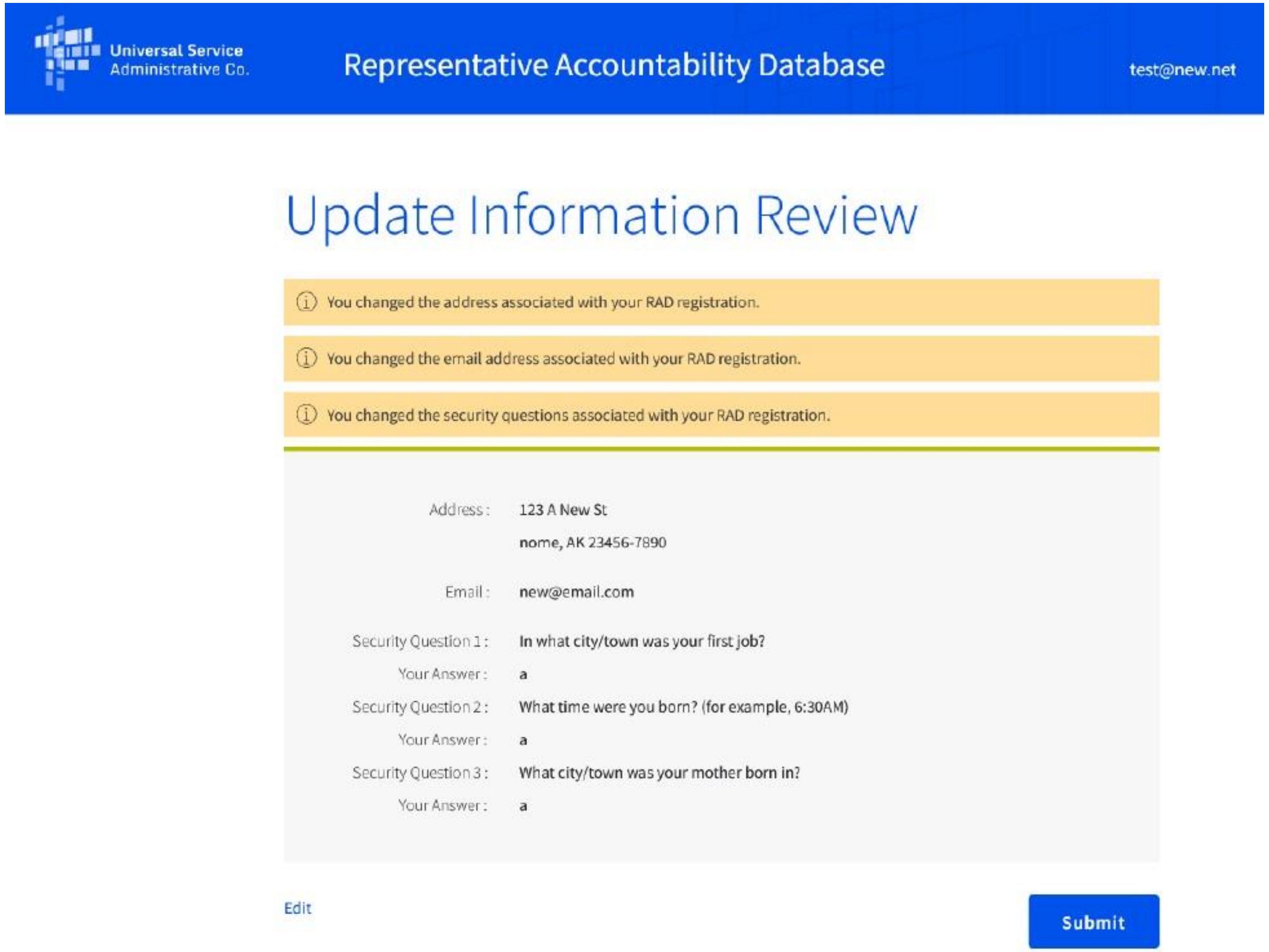
Your Identity Verification is complete.

You can update your email address, address, or security questions. To submit new information, select what you want to update and enter your new information in the fields provided. You can update one or more of these items, it is not necessary to update all three.

Address +
Email +
Security Questions +
Next
OMB Control Number: 3060-0819
Paperwork Reduction Act Notice | Terms & Conditions | Privacy Statement

Updating Rep ID

- Review and confirm your updated information in RAD and select Submit.
  - You cannot update your name, DOB, or last four digits of your SSN.
  - Email LifelineProgram@usac.org with the subject line: “Personal Information Change Request for RepID” to begin this process.


Universal Service Administrative Co.
Representative Accountability Database
test@new.net

Update Information Review

ⓘ You changed the address associated with your RAD registration.

ⓘ You changed the email address associated with your RAD registration.

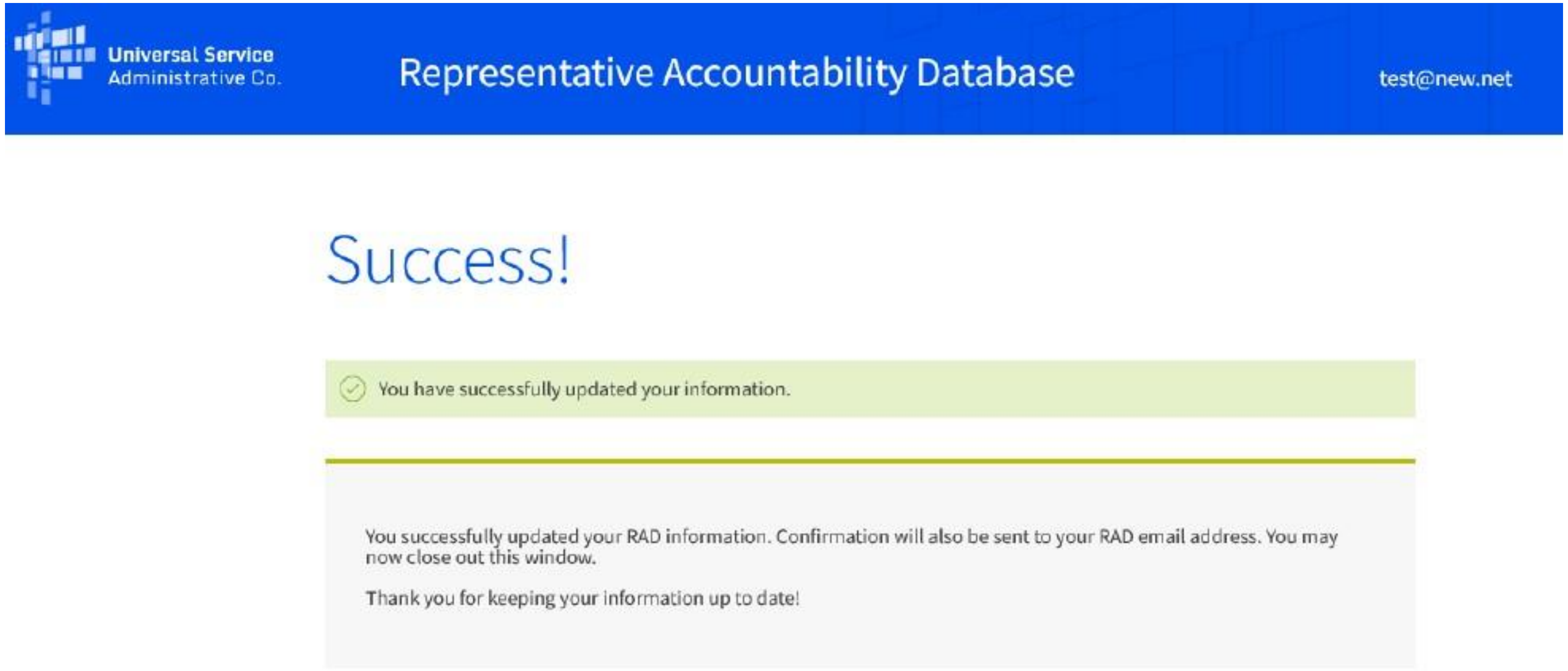
ⓘ You changed the security questions associated with your RAD registration.

Address :	123 A New St nome, AK 23456-7890
Email :	new@email.com
Security Question 1 :	In what city/town was your first job?
Your Answer :	a
Security Question 2 :	What time were you born? (for example, 6:30AM)
Your Answer :	a
Security Question 3 :	What city/town was your mother born in?
Your Answer :	a

Edit
Submit

Updating Rep ID

- Once completed, you will receive a success screen in RAD and a confirmation email from USAC stating that your update has been processed.



Universal Service
Administrative Co.
Representative Accountability Database
test@new.net

Success!

You have successfully updated your information.

You successfully updated your RAD information. Confirmation will also be sent to your RAD email address. You may now close out this window.

Thank you for keeping your information up to date!

Annual Agreement Process

Annual Agreement Process

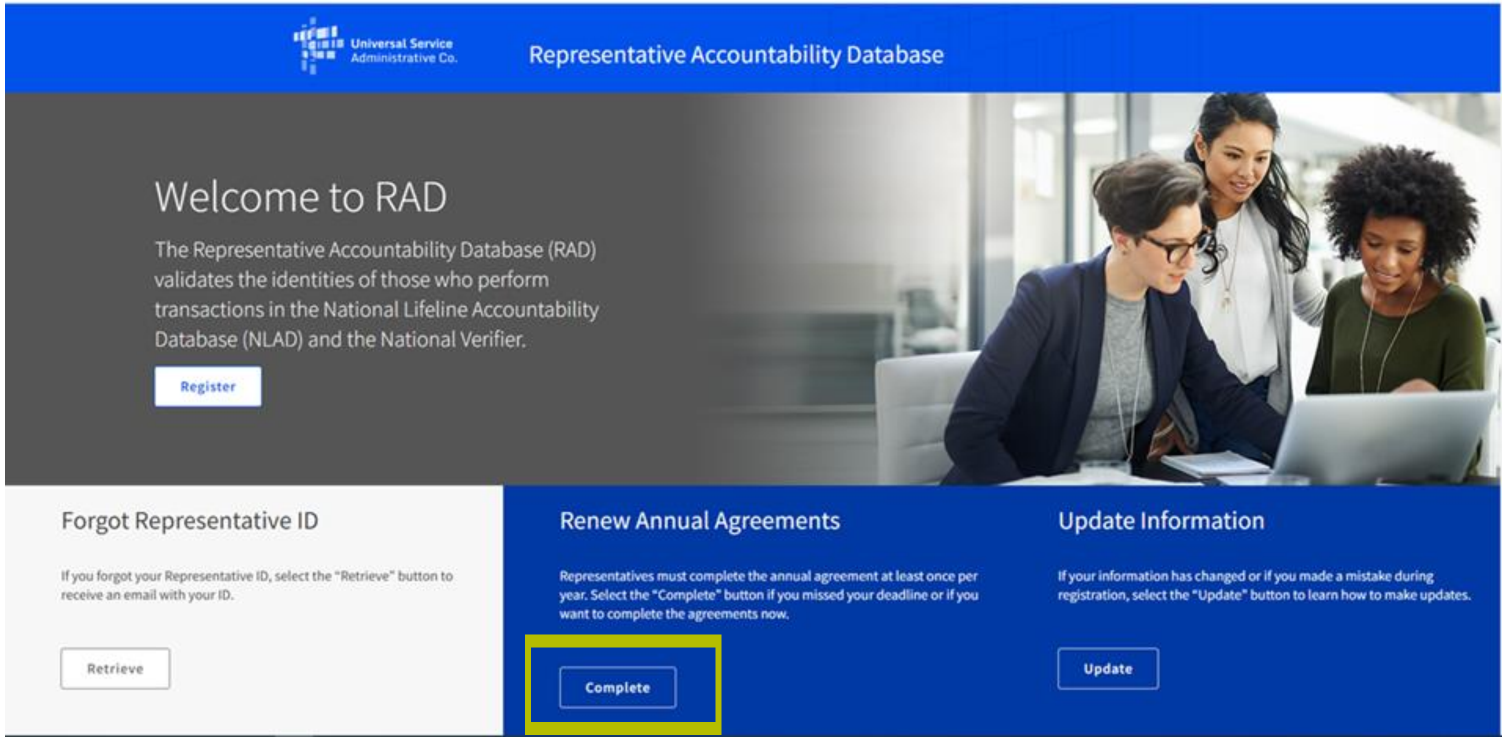
Background

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

Note: If the annual agreement is not completed, you will be unable to access or perform functions in NLAD or NV.

Annual Agreement Process

- USAC encourages you to complete the Rep ID annual agreement process from a desktop at LifelineRAD.org.
- Select **Complete**.


Universal Service Administrative Co.
Representative Accountability Database
Register
Retrieve
Complete
Update

Welcome to RAD

The Representative Accountability Database (RAD) validates the identities of those who perform transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier.

Forgot Representative ID

If you forgot your Representative ID, select the "Retrieve" button to receive an email with your ID.

Renew Annual Agreements

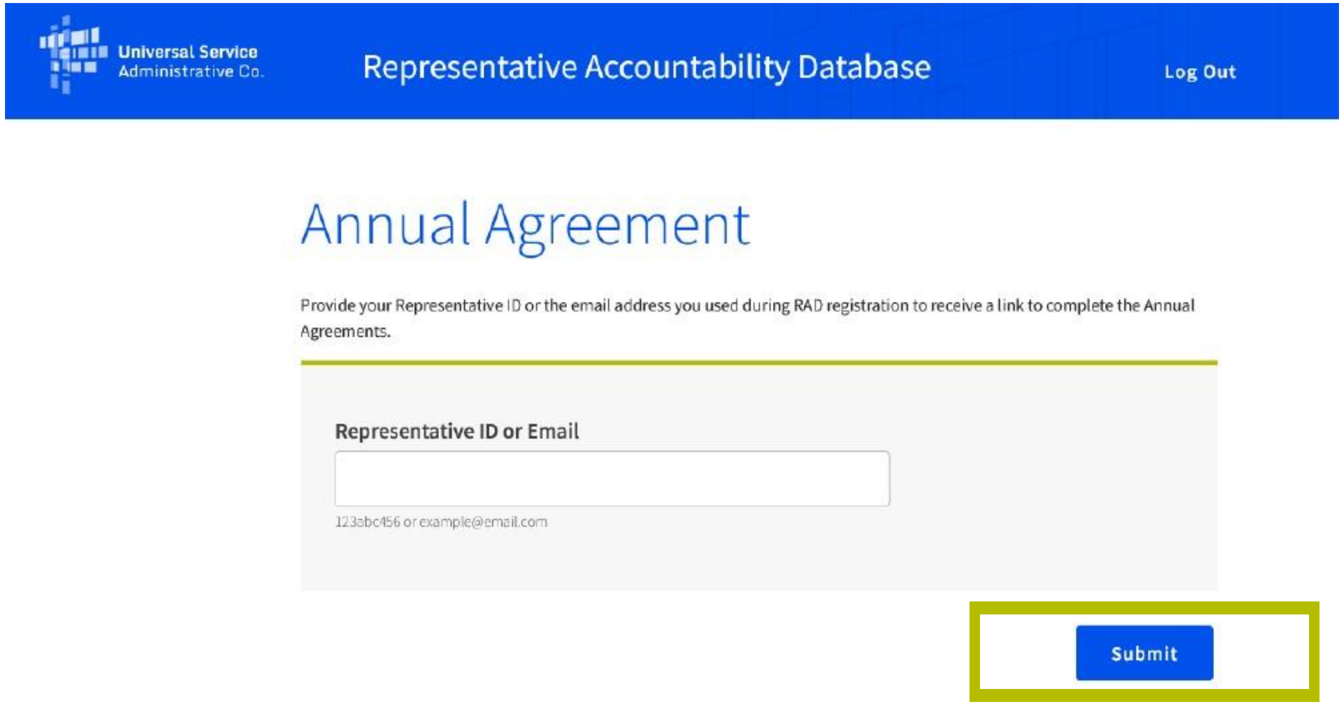
Representatives must complete the annual agreement at least once per year. Select the "Complete" button if you missed your deadline or if you want to complete the agreements now.

Update Information

If your information has changed or if you made a mistake during registration, select the "Update" button to learn how to make updates.

Annual Agreement Process

- Enter your Rep ID or the registered Rep ID email address.
- Select **Submit**.


Universal Service
Administrative Co.
Representative Accountability Database
Log Out
Submit

Annual Agreement

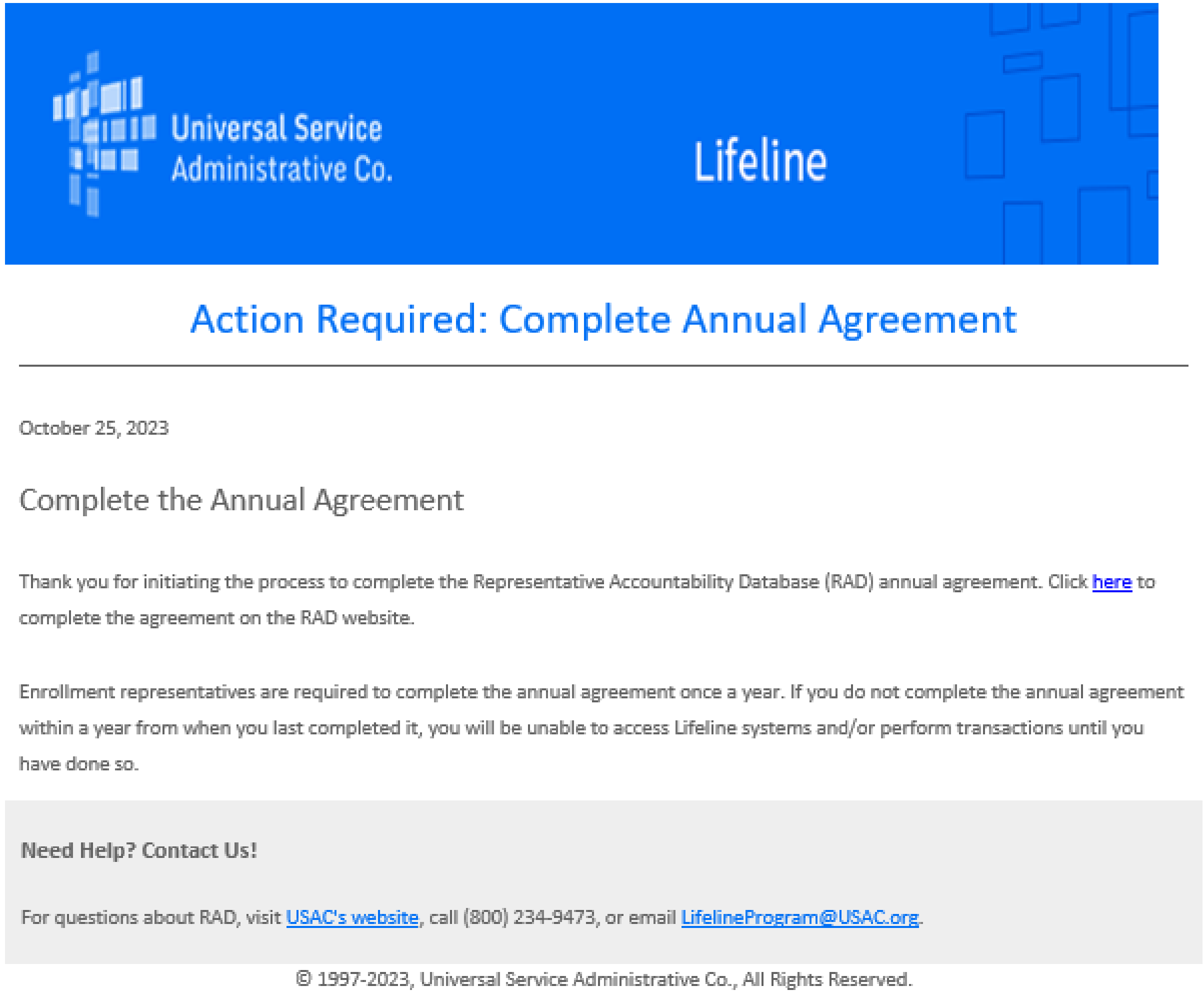
Provide your Representative ID or the email address you used during RAD registration to receive a link to complete the Annual Agreements.

Representative ID or Email

123abc456 or example@email.com

Annual Agreement Process

- USAC communication with instructions to complete the annual agreement will be sent from noreply@usac.org.
- Monitor your spam inbox.



Action Required: Complete Annual Agreement

October 25, 2023

Complete the Annual Agreement

Thank you for initiating the process to complete the Representative Accountability Database (RAD) annual agreement. Click here to complete the agreement on the RAD website.

Enrollment representatives are required to complete the annual agreement once a year. If you do not complete the annual agreement within a year from when you last completed it, you will be unable to access Lifeline systems and/or perform transactions until you have done so.

Need Help? Contact Us!

For questions about RAD, visit USAC's website, call (800) 234-9473, or email LifelineProgram@USAC.org.

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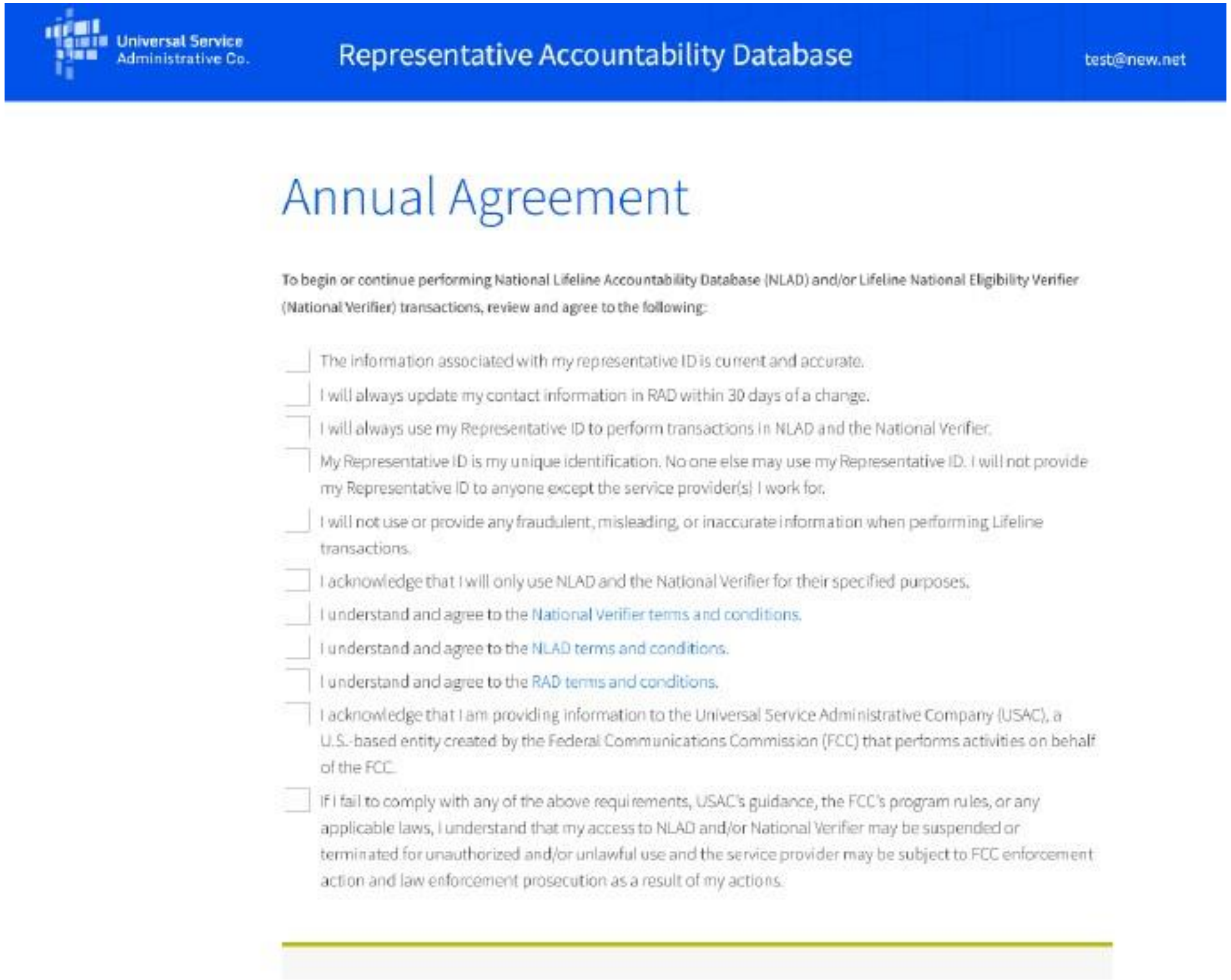
Annual Agreement Process

- Read each statement and check the boxes to confirm agreement.



Universal Service Administrative Co.
Representative Accountability Database
test@new.net

Annual Agreement

To begin or continue performing National Lifeline Accountability Database (NLAD) and/or Lifeline National Eligibility Verifier (National Verifier) transactions, review and agree to the following:

☐ The information associated with my representative ID is current and accurate.

☐ I will always update my contact information in RAD within 30 days of a change.

☐ I will always use my Representative ID to perform transactions in NLAD and the National Verifier.

☐ My Representative ID is my unique identification. No one else may use my Representative ID. I will not provide my Representative ID to anyone except the service provider(s) I work for.

☐ I will not use or provide any fraudulent, misleading, or inaccurate information when performing Lifeline transactions.

☐ I acknowledge that I will only use NLAD and the National Verifier for their specified purposes.

☐ I understand and agree to the National Verifier terms and conditions.

☐ I understand and agree to the NLAD terms and conditions.

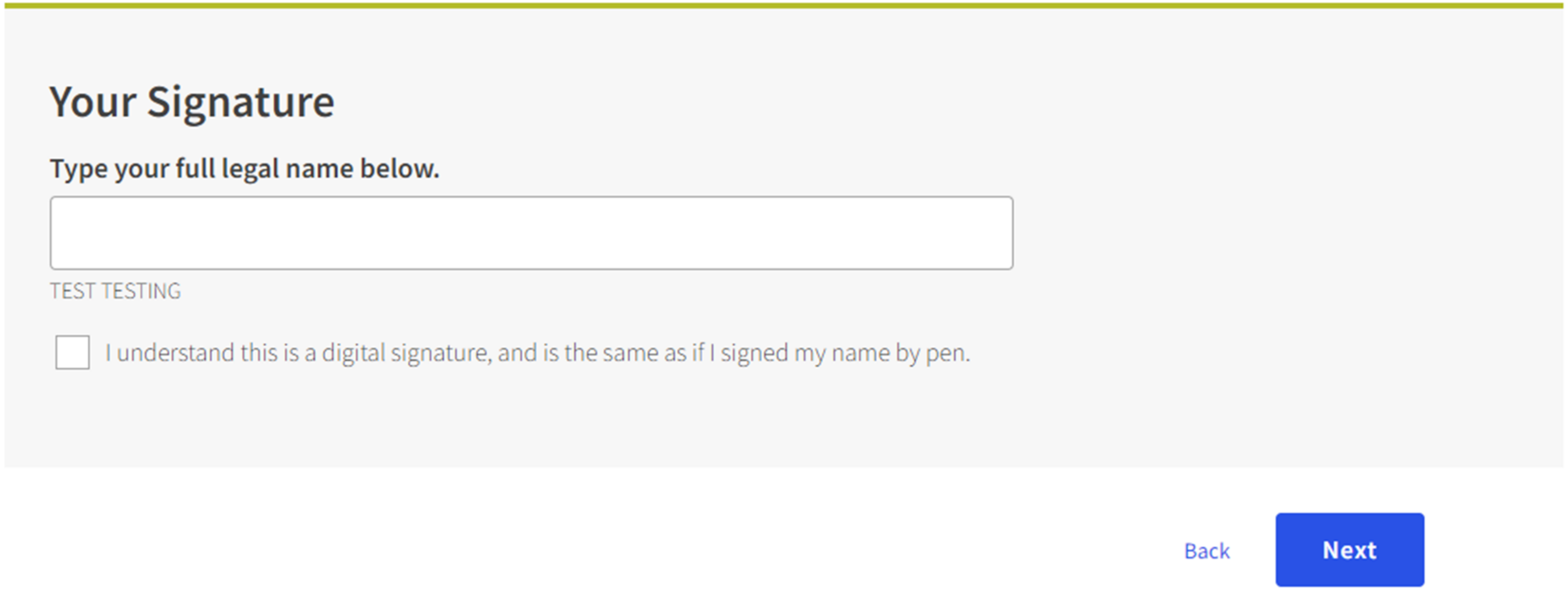
☐ I understand and agree to the RAD terms and conditions.

☐ I acknowledge that I am providing information to the Universal Service Administrative Company (USAC), a U.S.-based entity created by the Federal Communications Commission (FCC) that performs activities on behalf of the FCC.

☐ If I fail to comply with any of the above requirements, USAC's guidance, the FCC's program rules, or any applicable laws, I understand that my access to NLAD and/or National Verifier may be suspended or terminated for unauthorized and/or unlawful use and the service provider may be subject to FCC enforcement action and law enforcement prosecution as a result of my actions.

Annual Agreement Process

- Provide an e-signature by typing in your full legal name (the legal name used to register for your RAD account).
- Omit any extra spaces in your signature.



Your Signature

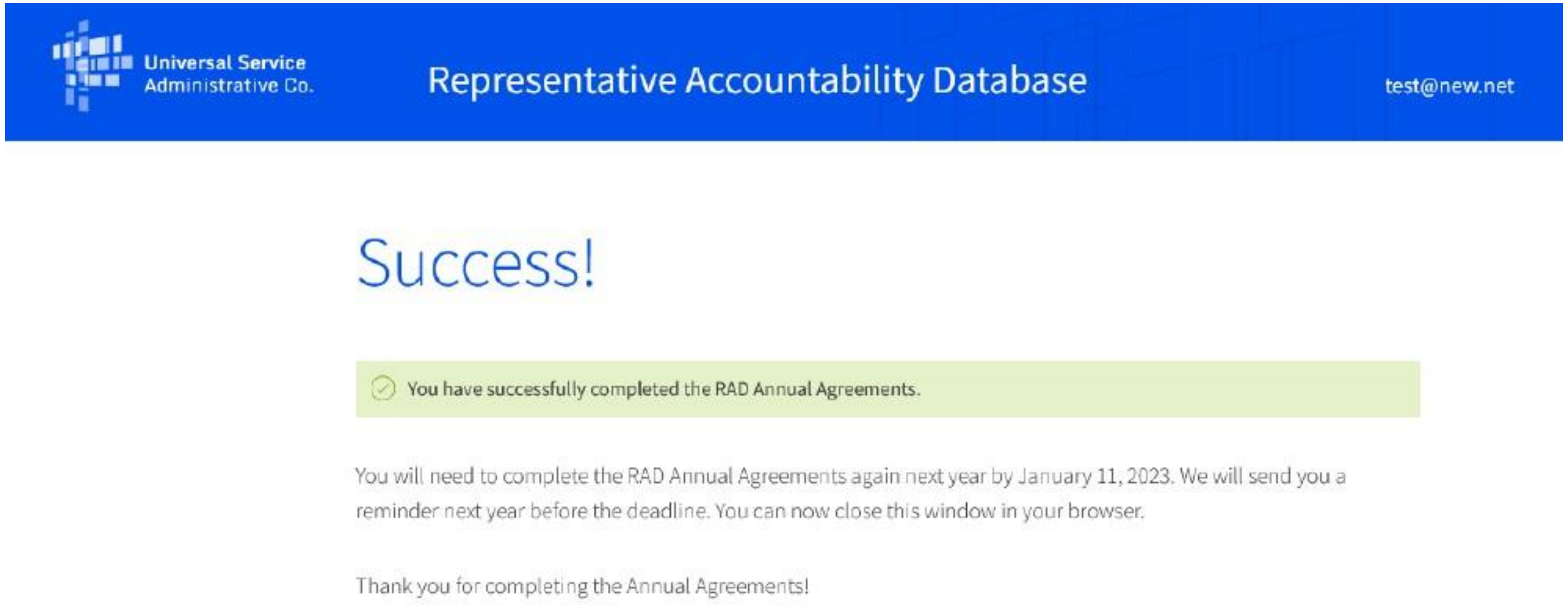
Type your full legal name below.

TEST TESTING

☐ I understand this is a digital signature, and is the same as if I signed my name by pen.

Annual Agreement Process

- Once complete, you will receive a success screen in RAD and a confirmation email from USAC stating that you have completed the RAD annual agreement.


Universal Service
Administrative Co.
Representative Accountability Database
test@new.net

Success!

✓ You have successfully completed the RAD Annual Agreements.

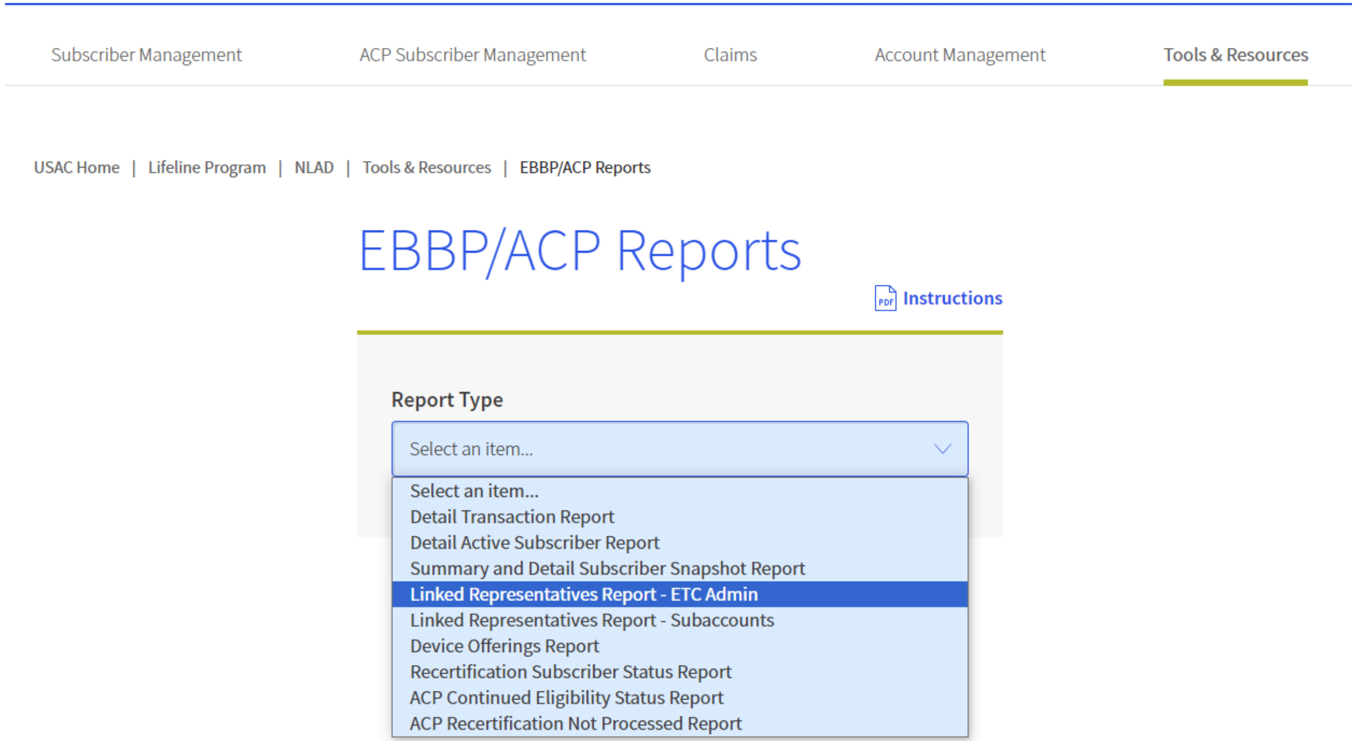
You will need to complete the RAD Annual Agreements again next year by January 11, 2023. We will send you a reminder next year before the deadline. You can now close this window in your browser.

Thank you for completing the Annual Agreements!

Annual Agreement Process

Reporting

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



Subscriber Management
ACP Subscriber Management
Claims
Account Management
Tools & Resources

USAC Home | Lifeline Program | NLAD | Tools & Resources | EBBP/ACP Reports

EBBP/ACP Reports

Instructions

Report Type

Select an item...
Select an item...
Detail Transaction Report
Detail Active Subscriber Report
Summary and Detail Subscriber Snapshot Report
Linked Representatives Report - ETC Admin
Linked Representatives Report - Subaccounts
Device Offerings Report
Recertification Subscriber Status Report
ACP Continued Eligibility Status Report
ACP Recertification Not Processed Report

Annual Agreement Process

Missed Deadline Error

- If the annual agreement deadline is missed and you attempt to access or perform any transactions in the NV or NLAD by API or batch, you will receive the following error:
  - **REPID_DEADLINE_MISSED: Representative has missed their annual agreement deadline.**
- You must complete the annual agreement to have access to and perform functions in the NV or NLAD.

Note: Do not re-register if your account is inactive. If you miss your annual agreement deadline, complete the annual renewal process to reactivate your Rep ID.

Questions?

Useful Tips

Useful Tips

- Use a personal email address when completing the RAD registration process.
- Double check for extra spaces in your first and last name when completing the registration process or accessing your Rep ID.
- Use the legal name you have on file with your employer when registering.
- Document and store the exact name used to register in RAD. This name is used to recover your account.
- Keep the email containing your RAD account confirmation for reference when trying to access your account.
- Use a desktop to complete the RAD registration or renewal process.

Resources

Resources

Visit Our Website

For general RAD information, visit the RAD web page.

The RAD Resources page includes:

- A RAD Fact Sheet.
- NLAD Staging Guides for linking individual user accounts and APIs.
- NLAD Production Guides for linking individual user accounts, APIs, and batch users.
- Linking Representatives File Upload Template.

Thank You!

Take Our Survey

- We want to hear about your webinar experience.
- Expect an email from invites@mailer.surveygizmo.com with a survey link in 1-2 business days.
- We appreciate your feedback.

Universal Service
Administrative Co.