

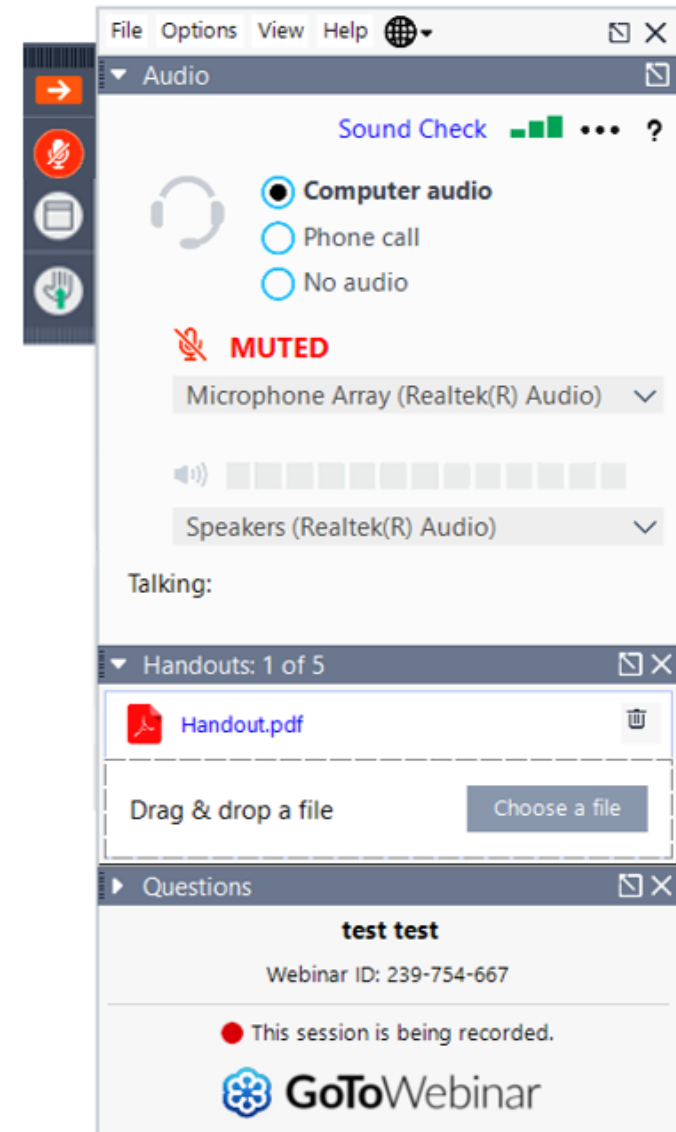


# Lifeline April 2024 Monthly Webinar

How to Perform Transactions in the  
National Lifeline Accountability Database  
(NLAD)

# 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.



# 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!

# Meet Our Team



**Linnita Hosten**

Senior Communications Specialist |  
Lifeline



**Delanté Cherry**

Communications Associate |  
Lifeline

# Agenda

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

# Announcements

# Announcements

## Updated 2024 Federal Poverty Guidelines

- The [2024 Federal Poverty Guidelines \(FPGs\)](#) were released on January 17, 2024. These guidelines determine if a consumer can qualify for Lifeline through their income.
  - To qualify for Lifeline through income, a consumer's income has to be at or below 135% of the FPGs.
- USAC has updated the Lifeline application and recertification forms, consumer outreach materials (mail and email), and website content to reflect the 2024 FPGs at 135%.
- Service providers should update their forms and systems as soon as possible.
- Service providers in opt-out states ([California, Texas, and Oregon](#)) that have state-issued forms should follow their state's guidance.

# Announcements

## Lifeline Mailing Address Transition (Coming Soon)

- The mailing address for the Lifeline Support Center will transition to a new address in June.
- USAC will release further guidance, including the new PO box address soon.



# Announcements

## Reverification Group Two: Document Submission Reminder

- [Reverification](#) is a one-time process to confirm that all subscribers enrolled in the Lifeline program through legacy processes (i.e., pre-National Verifier processes) meet the National Verifier's eligibility standards.
- Reverification is currently ongoing for Group Two. This group includes Puerto Rico, California (broadband only), Florida, Illinois, Minnesota, Ohio, and Wisconsin.
- Service providers have until **May 5, 2024**, to view the Reverification Subscriber Status Report in NLAD, review any failures, and submit existing on-hand documentation to resolve the failure(s).

# Announcements

## Reverification: Document Submission Reminder (Cont.)

- Existing on-hand documentation will be accepted to resolve address, duplicate address, or identity failures.
  - **Note:** Proof of life and eligibility documents must be current and valid. Service providers are not expected to have these documents on hand. USAC will perform outreach to consumers if these documents are needed.
- Service providers have [two options](#) to submit documents:
  - Mail
  - Online
    - **Incorrectly formatted documents will not be processed.** Be sure to follow the [Reverification Document Upload Process](#) instructions.

# Announcements

## Reverification Subscriber Status Report Enhancement

- On March 20, 2024, USAC added a **Reverification End Date** column to the Reverification Subscriber Status Report.
- This enhancement enables service providers to view when subscribers could potentially be de-enrolled due to failed reverification.

# National Lifeline Accountability Database Overview

# National Lifeline Accountability Database

## Background

The [National Lifeline Accountability Database](#) (NLAD) allows service providers to enroll Lifeline eligible consumers in the program and perform certain transactions to manage their Lifeline subscribers.

- NLAD is available through USAC's [One Portal](#) system, which allows users to access all Universal Service Fund IT applications through the same portal.
  - In most states (with the exception of [NLAD opt-out states](#) – California\*, Oregon, and Texas), service providers use NLAD to enroll their consumers.
- Service providers must enroll subscribers in NLAD to claim reimbursements.

\*Service providers in California with broadband-only subscribers must use NLAD to enroll these subscribers.

# National Lifeline Accountability Database

## Update Requirements

- 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.
    - When a service provider de-enrolls a subscriber from Lifeline, NLAD must be updated within one (1) business day.
    - Service providers must update NLAD within ten (10) business days of receiving an account information change (for example, change of address or name change).

**Reminder:** To perform applicable NLAD transactions, NLAD users are required to register for a Representative ID and link that ID to their NLAD account. For more information, visit the [Representative Accountability Database \(RAD\)](#) webpage.

# Performing NLAD Transactions

# National Lifeline Accountability Database

## Transaction Types

- **Verify:** Allows a provider to pre-validate whether a subscriber transaction would successfully process in NLAD.
- **Enroll:** Enrolls a new subscriber in Lifeline and adds the consumer to the service provider's NLAD subscriber records.
- **Update:** Allows a provider to update certain subscriber information such as the subscriber's contact information.
- **Transfer:** Transfers an existing Lifeline subscriber from their current service provider in NLAD to allow the transacting provider to provide Lifeline service to the subscriber.
- **De-Enroll:** Removes or de-enrolls a subscriber from NLAD who no longer receives the Lifeline benefit.



# National Lifeline Accountability Database

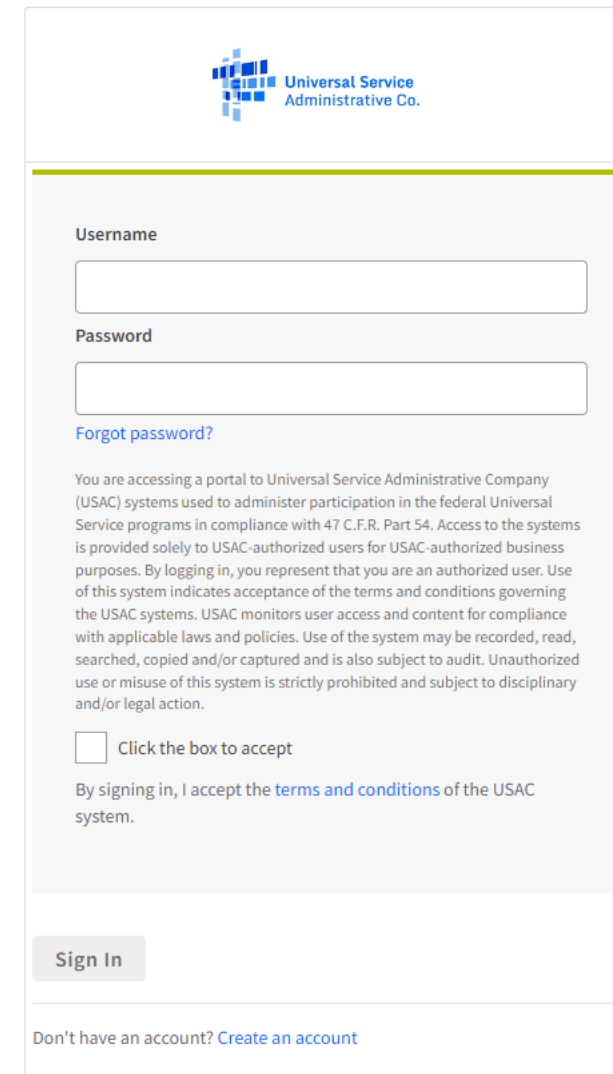
## Transaction Methods

Service providers can perform transactions in NLAD using the following methods:

- **Individual Transactions (Portal):** Providers can perform individual transactions for one consumer at a time in the NLAD user interface (UI).
- **Batch Upload:** Providers can complete a [batch template](#) (CSV format file) to perform multiple transactions from a single file upload in NLAD.
- **NLAD API:** Providers can use an Application Programming Interface (API), which connects their billing or customer management system directly to NLAD to perform transactions.

# Accessing NLAD

- Access NLAD online through USAC's [One Portal](#).



The screenshot shows the login interface for the USAC One Portal. At the top right is the logo for Universal Service Administrative Co. Below the logo is a horizontal line. The main form area contains two input fields: 'Username' and 'Password'. Below the password field is a link for 'Forgot password?'. A large block of text provides a disclaimer about system access and terms of use. Below this text is a checkbox for accepting terms and conditions. At the bottom of the form is a 'Sign In' button. Below the form is a link for 'Create an account'.

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.

Click the box to accept

By signing in, I accept the [terms and conditions](#) of the USAC system.

Sign In

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

# Accessing NLAD

- Once logged into One Portal, select **NLAD**.

The screenshot shows the dashboard of the Universal Service Administrative Co. The header includes the company logo and name, and a 'Sign Out' button. The user is logged in as 'etc.admin@uat.com'. A yellow notification banner at the top states: '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.' The main content is divided into three sections: 'Upcoming Dates', 'Lifeline', and 'Help?'. The 'Upcoming Dates' section lists three monthly webinars: April 2024 (04/10), May 2024 (05/08), and June 2024 (06/12). The 'Lifeline' section contains three informational cards. The middle card, 'National Lifeline Accountability Database (NLAD)', is highlighted with a yellow border and describes the database's purpose: '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.' The 'Help?' section provides contact information: 'Send us a message' (with a 'Click here' link) and 'Call us' (888) 641-8722.

Universal Service Administrative Co. Sign Out

etc.admin@uat.com

## 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

04/10 2024	April 2024 Monthly Webinar
05/08 2024	May 2024 Monthly Webinar
06/12 2024	June 2024 Monthly Webinar

[see full calendar](#)

### 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.

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

### Help?

[Send us a message](#)  
[Click here](#)

**Call us**  
(888) 641-8722

# Accessing NLAD

- After logging into NLAD, the default homepage will lead to the Subscriber Management section of NLAD, where service providers can access workflows to perform various transactions.

The screenshot shows the NLAD interface. At the top, there is a blue header with the Universal Service Administrative Co. logo and the text 'National Lifeline Accountability Database'. Below the header is a navigation bar with five items: '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 content area has a large blue heading 'Subscriber Management' followed by 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'. Below this is a list of seven actions, each with a blue square bullet and a link:

- [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

# Update Subscriber

- The Update Subscriber workflow allows service providers to:
  - Search for a subscriber using their phone number or Subscriber ID.
  - Edit specific subscriber information.

The screenshot shows the top navigation bar of the National Lifeline Accountability Database (NLAD) website. The header includes the Universal Service Administrative Co. logo, the title 'National Lifeline Accountability Database', and a notification bell icon. Below the header is a navigation menu with five items: 'Subscriber Management' (highlighted with a green 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'. The introductory 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

- In the Select Type field, service providers should indicate how they would like to search for a subscriber and enter the subscriber's phone number or Subscriber ID.
- In the Update Type field select **Production** (to search for active subscribers).

The screenshot shows the 'Update Subscriber' page within the National Lifeline Accountability Database. The page header includes the Universal Service Administrative Co. logo and the title 'National Lifeline Accountability Database'. A navigation menu below the header contains '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', with an 'Instructions' link. The form section, titled 'Enter Subscriber Information', contains three fields: 'Select Type' (a dropdown menu with 'Select one' selected), 'Subscriber ID/Telephone Number' (a text input field), and 'Update Type' (a dropdown menu with 'Production' selected). A blue 'Search' button is located at the bottom right of the form.

# Update Subscriber

- If a match is not found, a Subscriber Not Found error message will display.

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	(828) 455-3556	Production

Search



# Update Subscriber

- If a matching subscriber is found, their personal information will be displayed along with the following editable fields:
  - 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

Date of Birth

XXXX XX/00/XXXX

**Address Information**

Primary Address

Apt, Unit, etc

City

State

ZIP Code

[Different Mailing Address? +](#)

**Telephone Information**

Service Type

Service Initiation Date

Broadband 05/02/2022

Phone Number

Service Reverification Date

MM/DD/YYYY

e.g. mm/dd/yyyy

**Lifeline Tribal Benefit**

No  Yes

**Linkup Service Date (optional)**

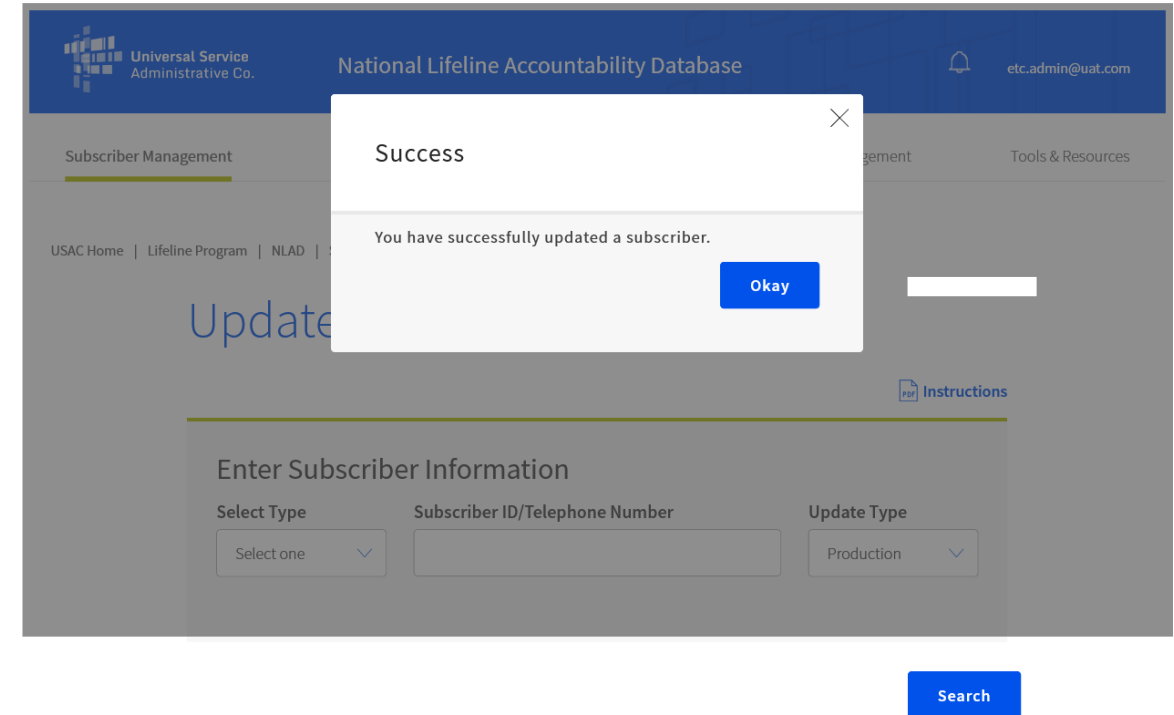
MM/DD/YYYY

e.g. mm/dd/yyyy

**ETC General Use (optional)**

# Update Subscriber

- Click **Update** to submit the modified information to NLAD.
- Confirmation that the subscriber's record has updated will appear on the screen.

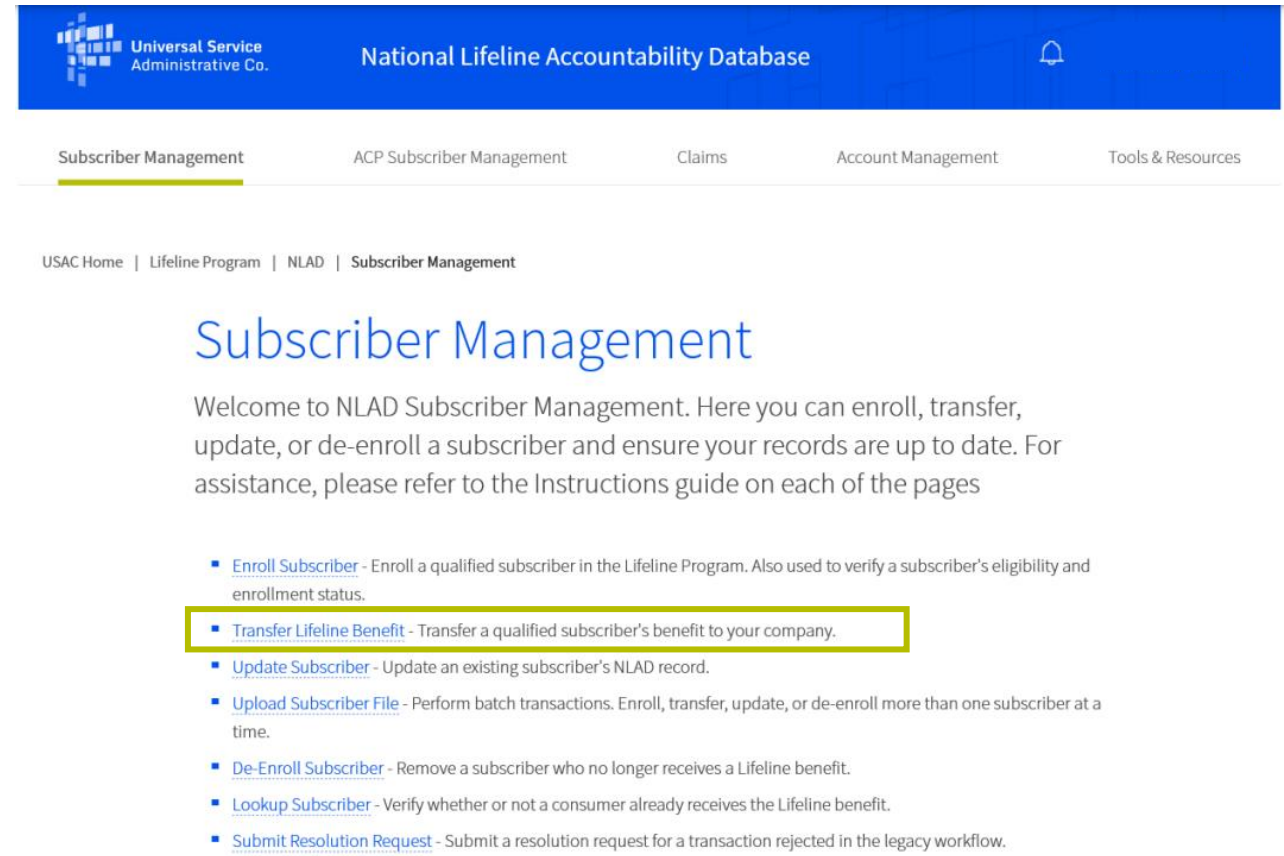


**Questions?**

# Transfer Subscriber

# Transfer Subscriber

- Navigate to the **Subscriber Management** page and locate Transfer Lifeline Benefit.
- The Transfer Lifeline Benefit workflow allows service providers to transfer a qualified subscriber's benefit to another company.



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

## Enter 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

**Note:** If a Benefit Qualifying Person (BQP) is included on the enrollment record, their first and last name, date of birth, last 4 digits of SSN, or Tribal ID (if applicable) must be included on the transfer record.

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 | Transfer Subscriber

### Transfer Subscriber

Subscriber Information    Subscriber Address    Telephone Information    Review

[Instructions](#)

#### Subscriber Information

SAC

Application ID Enrollment

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 \(optional\) +](#)

[Next](#)

# Transfer Subscriber

## Enter Subscriber Information

### Option 2

- Select the **Application ID Enrollment** checkbox and complete the following fields:
  - First Name
  - Last Name
  - Date of Birth
  - Application ID
  - BQP First Name (if applicable)
  - BQP Last Name (if applicable)

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 | 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

BQP First Name <sup>?</sup>

BQP Last Name <sup>?</sup>

[Next](#)

# Transfer Subscriber

## Enter 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, or bundled voice and broadband.
  - **Service Initiation Date:** Date the service provider initiated the Lifeline service.
  - **Telephone Number:** Subscriber's phone number (if applicable).

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

### Transfer Subscriber

Subscriber Information    Subscriber Address    Telephone Information    Review

[Instructions](#)

#### Telephone Information

Service Type:

Service Initiation Date:

eg. mm/dd/yyyy

Telephone Number <sup>ⓘ</sup>:

Lifeline Tribal Benefit:  No  Yes

Linkup Service Date (optional):

ETC General Use (optional):

[Back](#) [Next](#)



# Transfer Subscriber

## Enter 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 service providers use to enter a subscriber's account number or to track the subscriber in their internal systems.

The screenshot shows the 'Transfer Subscriber' form in the National Lifeline Accountability Database. The form is part of a multi-step process: Subscriber Information, Subscriber Address, Telephone Information (current step), and Review. The 'Telephone Information' section includes 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 e.g. 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 field with a calendar icon, showing the format MM/DD/YYYY.
- ETC General Use (optional):** A text input field.

Navigation buttons for 'Back' and 'Next' are located at the bottom of the form.

# Transfer Subscriber

## Review Subscriber Information

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

USAC Home | Lifetime 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 eg. 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   
eg. mm/dd/yyyy

Telephone Number

ETC General Use (optional)

**Transfer**

# 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 [?](#)

# Transfer Subscriber

## Successful Transfer

- Confirmation that you have successfully completed the subscriber transfer includes 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

# De-Enroll Subscriber

# De-Enroll Subscriber

- Navigate to the **Subscriber Management** page and locate De-enroll Subscriber.
- The De-Enroll Subscriber workflow allows you to remove a subscriber from NLAD who no longer receives the Lifeline benefit.

The screenshot shows the top navigation bar of the National Lifeline Accountability Database (NLAD) website. The header includes the Universal Service Administrative Co. logo and the text 'National Lifeline Accountability Database'. Below the header is a navigation menu with five items: 'Subscriber Management' (highlighted with a yellow underline), 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources'. Below the navigation menu is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Subscriber Management'. The main heading is 'Subscriber Management'. 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'. Below the welcome message is a list of links with descriptions:

- [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.

# De-Enroll Subscriber

- In the Select Type field, service providers should indicate how they would like to search for a subscriber and enter the subscriber's phone number or Subscriber ID.
- In the De-enroll Type field, select **Production** (to search for active subscribers to de-enroll).

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

## De-enroll Subscriber

 [Instructions](#)

### Enter Subscriber Information

Select Type	Subscriber ID/Telephone Number	De-enroll Type
<input type="text" value="Select one"/>	<input type="text"/>	<input type="text" value="Production"/>

# De-Enroll Subscriber

- If a matching subscriber is found, the subscriber's personal information will be displayed for review.
- Be sure to verify the correct subscriber's record is displayed.

Subscriber Management   ACP Subscriber Management   Claims   Account Management   Tools & Resources

USAC Home | Lifetime 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

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

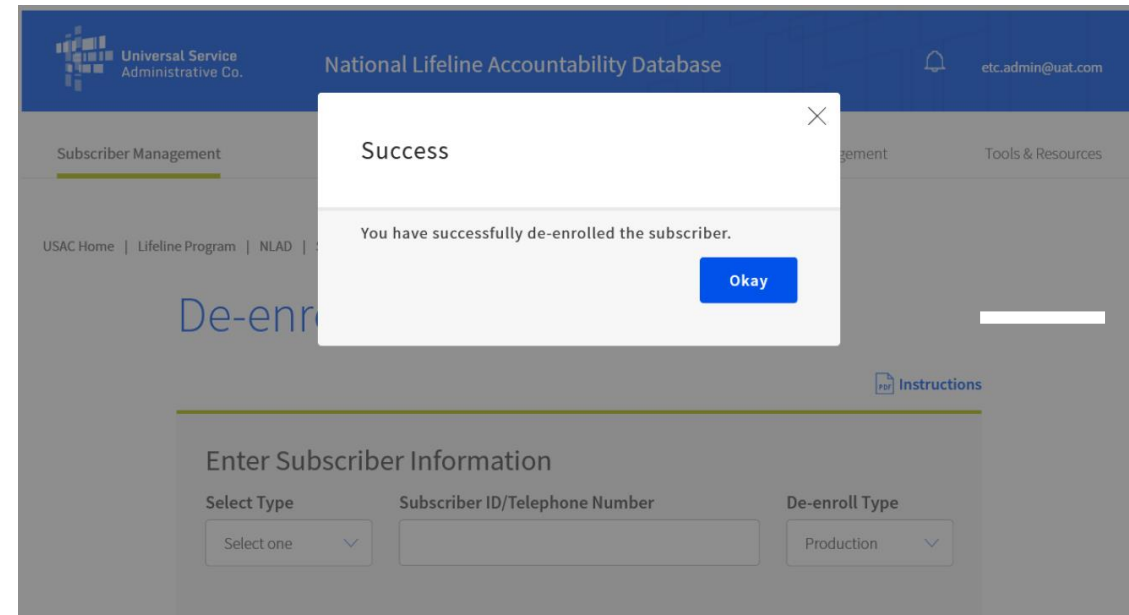
### Reason for De-enrollment

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

[De-enroll](#)

# De-Enroll Subscriber

- If the transaction is successful, confirmation that the subscriber was de-enrolled will be displayed.



# Poll

**Questions?**

# Reports Overview

# Reports Overview

- NLAD reports are located in the Tools & Resources section.

The screenshot shows the National Lifeline Accountability Database (NLAD) website. 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 notification bell icon on the right. Below the header is a navigation bar with five items: "Subscriber Management", "ACP Subscriber Management", "Claims", "Account Management", and "Tools & Resources", which is highlighted with a green underline. Below the navigation bar is a breadcrumb trail: "USAC Home | Lifeline Program | NLAD | Tools & Resources". The main content area is titled "Tools & Resources" in blue. A list of links is displayed, with the first item, "Reports - Review reports on Lifeline subscribership and activity.", highlighted with a yellow box. The other items in the list are: "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.", "EBCA API Specification - Learn how to connect to EBCA/ACP by API.", "User Guide - Information on using the NLAD system.", "NLAD API Specification - Learn how to connect to NLAD by API.", "NV API Specification - Learn how to connect to the National Verifier by API.", "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.", and "Training Videos - Review information on using NLAD."

Universal Service Administrative Co. National Lifeline Accountability Database

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.
- [EBCA API Specification](#) - Learn how to connect to EBCA/ACP by API.
- [User Guide](#) - Information on using the NLAD system.
- [NLAD API Specification](#) - Learn how to connect to NLAD by API.
- [NV API Specification](#) - Learn how to connect to the National Verifier by API.
- [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 Overview

## Types of Reports

- Select the type of report you would like to review.
  - **Detail Reports:** Full records along with other relevant reporting fields.
  - **Summary Reports:** Records that fall within the specified parameters.
- Report data is limited to the Study Area Codes (SACs) and Service Provider Identification Numbers (SPINs) assigned to a user's NLAD account.

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 - Internal

# Reports Overview

## Report Criteria Selection

- Service providers can select the following criteria when generating a report in NLAD:
  - **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.

Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management ACP Subscriber Management Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Detail Transaction Report

### Reports

[Instructions](#)

**Report Type**  
Detail Transaction Report

**SAC**  
[Empty]

**Start Date**  
MM/DD/YYYY

**End Date**  
MM/DD/YYYY

**Type**  
Enroll

**Report Format**  
Display on web page (limited to first 500 responses)

**Submit**



# Reports

# Reports Overview

## Types of Reports

- A few of the reports available in NLAD are described in the proceeding slides:
  - Detail Active Subscriber Report
  - Detail Transaction Report
  - Recertification Subscriber Status Report
  - Reverification Subscriber Status Report
  - Continued Eligibility Status Report

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

# Reports

## Detail Active Subscriber Report

- This report displays all active subscriber records for a specified SAC at the time the report is generated.
- To view the subscriber data in an Excel file, select Export to CSV.

### 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

## Detail Transaction Report

- This 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.

### 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
04/8/2024	ENROLL	04/08/24							BROADBAND
04/8/2024	ENROLL	04/08/24							BUNDLEDVOICEBROAD...

Show  records/page

 **1**  of 1 pages

# Reports

## Recertification Subscriber Status Report

- This report displays subscribers undergoing the recertification process arranged by SAC.

### 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
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Show  records/page

# Reports

## Reverification Subscriber Status Report

- This report displays all subscribers undergoing the reverification process arranged by SAC.

### 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								PASS
2								PASS
2								PASS
3								PASS
2								PASS


# Reports

## Continued Eligibility Status Report

- This report displays all subscribers undergoing the continued eligibility process.

### 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									
In Progress									
In Progress	----								
Confirmed Eligibi...	----								

# Poll



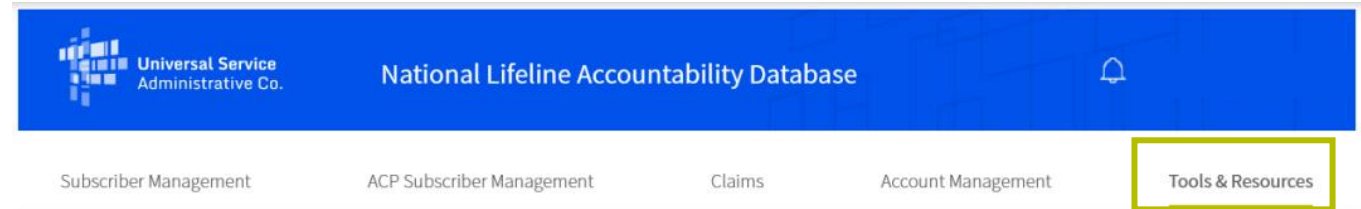
**Questions?**

# Resources

# Resources

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

- User Guide
- Field Descriptions



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

## Tools & Resources

- [Reports](#) - Review reports on Lifeline subscribership and activity.
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# NLAD Resources

- [NLAD 101 for Beginner Users](#).
- NLAD [FAQs](#).
- 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.
- View [NLAD instructional videos](#) on USAC.org.
- Contact [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for technical questions and assistance and general NLAD inquiries.



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