



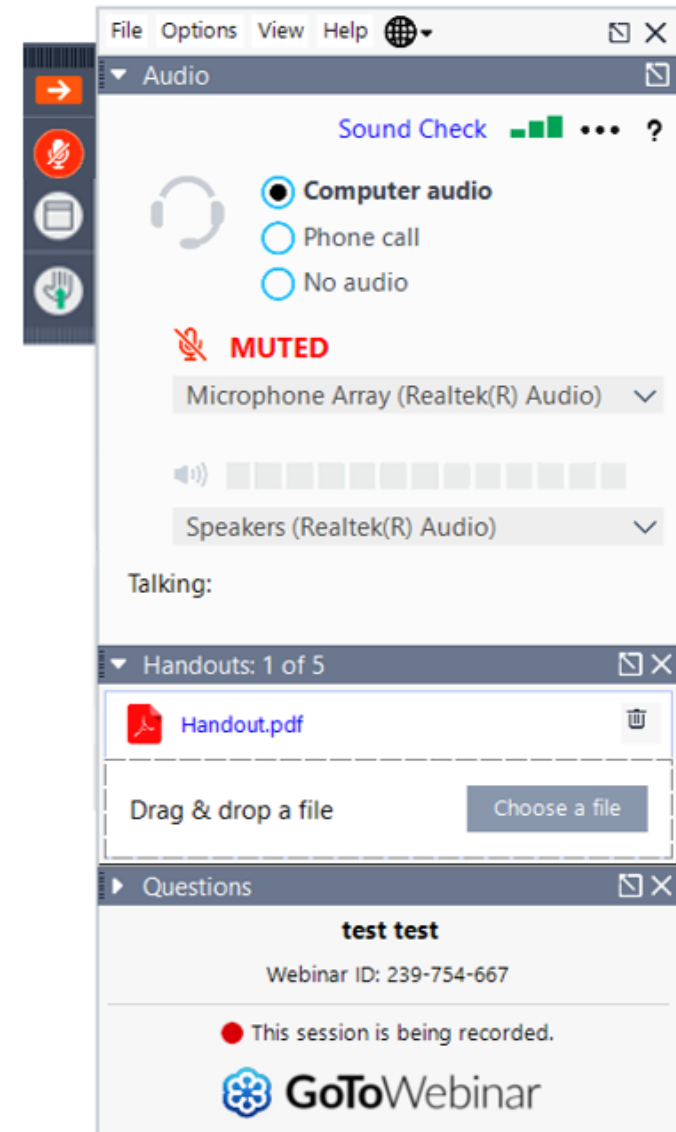
Representative Accountability Database (RAD) 101

Lifeline Program

August 14, 2024

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



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Lifeline



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Agenda

- Announcements
- Representative Accountability Database (RAD)
 - Overview
 - Registration
 - Resolving Registration Errors
 - Linking Accounts
 - Retrieving Representative ID
 - Updating/Deactivating Representative ID
 - Annual Agreement Process
- Resources

Announcements

Announcements

Voice-Only Phase-Out and Minimum Service Standards

- On [July 3](#), the Wireline Competition Bureau (WCB) paused the phase-out of Lifeline support for voice-only services for an additional year. The basic Lifeline support of \$5.25 remains available to eligible consumers who subscribe to voice-only service until at least December 1, 2025.
- WCB also paused the increase in the Lifeline minimum service standard for mobile broadband data capacity for an additional year. The minimum service standard for mobile broadband data capacity will remain at 4.5 GB per month until at least December 1, 2025.

Announcements

Reverification Updates

- [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) met the National Verifier's eligibility standards.
- Reverification efforts have been ongoing since Q2, 2023 and are expected to conclude in **August 2024**.

RAD Overview

Overview

RAD Introduction

- 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](#).
- After a representative's identity is verified, a Representative ID is issued.
- A Representative ID is a unique number that connects a representative's identity to transactions in NLAD and National Verifier.
 - Representative IDs should only be shared with carrier(s) for which the representative works.

Overview

RAD Registration Process

Step 1

- **Self-register** and receive a Representative ID at LifelineRad.org.

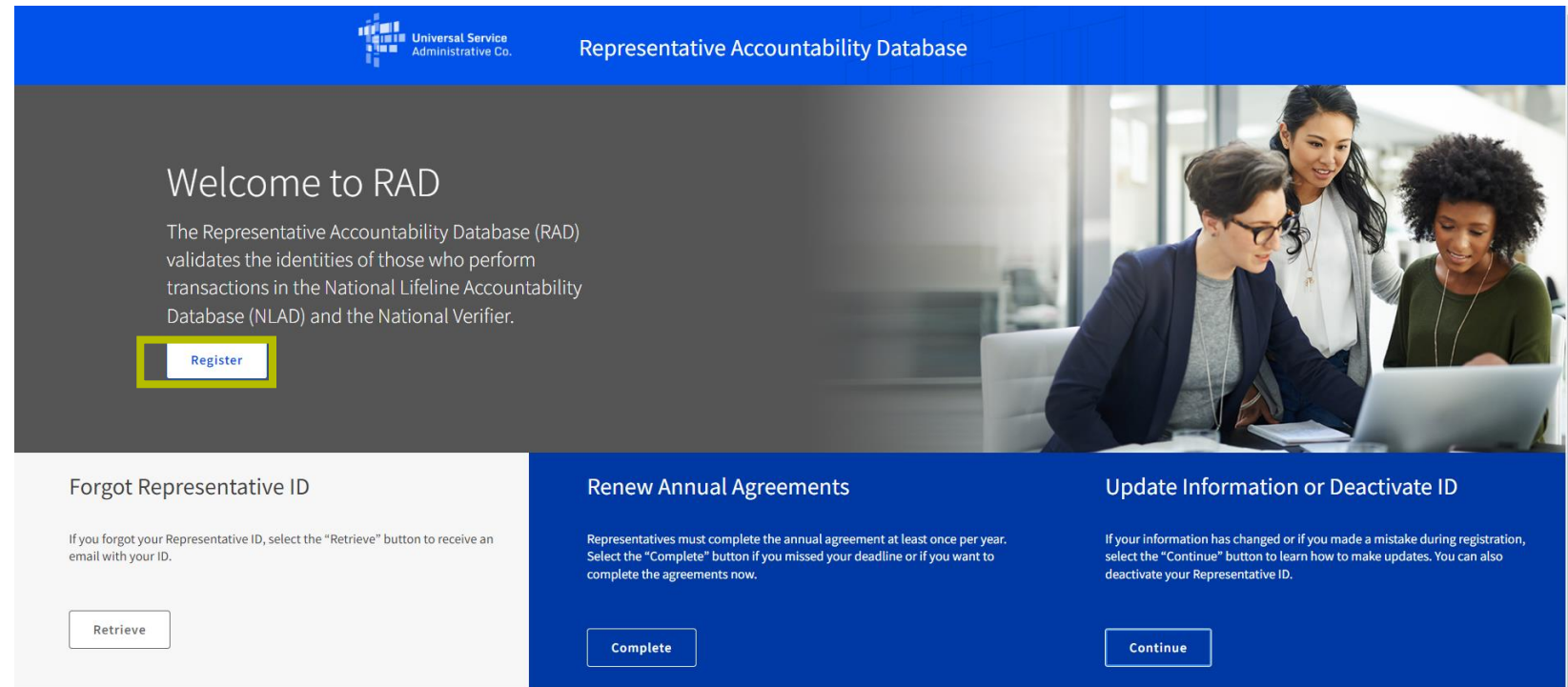
Step 2

- **Share** the Representative ID with each service provider you work with. They will create National Verifier or NLAD account credentials for you and link your Representative ID. You can then access and start performing **transactions**.

Registration

Registration

- Start the registration process at LifelineRAD.org
- Click on **Register** to begin.



The screenshot displays the homepage of the Representative Accountability Database (RAD). The header features the Universal Service Administrative Co. logo and the title "Representative Accountability Database". The main content area is titled "Welcome to RAD" and includes a description of the database's purpose. A prominent "Register" button is highlighted with a yellow border. Below this, three columns provide options for users: "Forgot Representative ID" with a "Retrieve" button, "Renew Annual Agreements" with a "Complete" button, and "Update Information or Deactivate ID" with a "Continue" button. The footer contains the OMB Control Number and the FCC/USAC logos.

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.

[Complete](#)

Update Information or Deactivate ID

If your information has changed or if you made a mistake during registration, select the "Continue" button to learn how to make updates. You can also deactivate your Representative ID.


[Continue](#)

OMB Control Number: 3060-0819

FCC Universal Service Administrative Co.

Registration

- Enter your personal email address.
 - This allows continued access if you work for multiple companies or shift roles.



Universal Service
Administrative Co.

Representative Accountability Database

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

example@email.com

[Forgot Representative ID](#) [Annual Agreements](#)

By submitting your email address, you agree to the Representative Accountability Database [Terms & Conditions](#).

I'm not a robot 

Registration

- You will receive an email to continue the RAD registration process.
- The email notification will provide you a link to get started that will remain active for **7 days**.
 - If the link expires, you will need to restart the registration process.

Note: Email notifications will be sent from noreply@usac.org. Be sure to monitor your spam inbox.



Representative ID Registration

Continue the Registration Process

Hello [firstname] [lastname],

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 72 hours, you will need to restart the registration process.

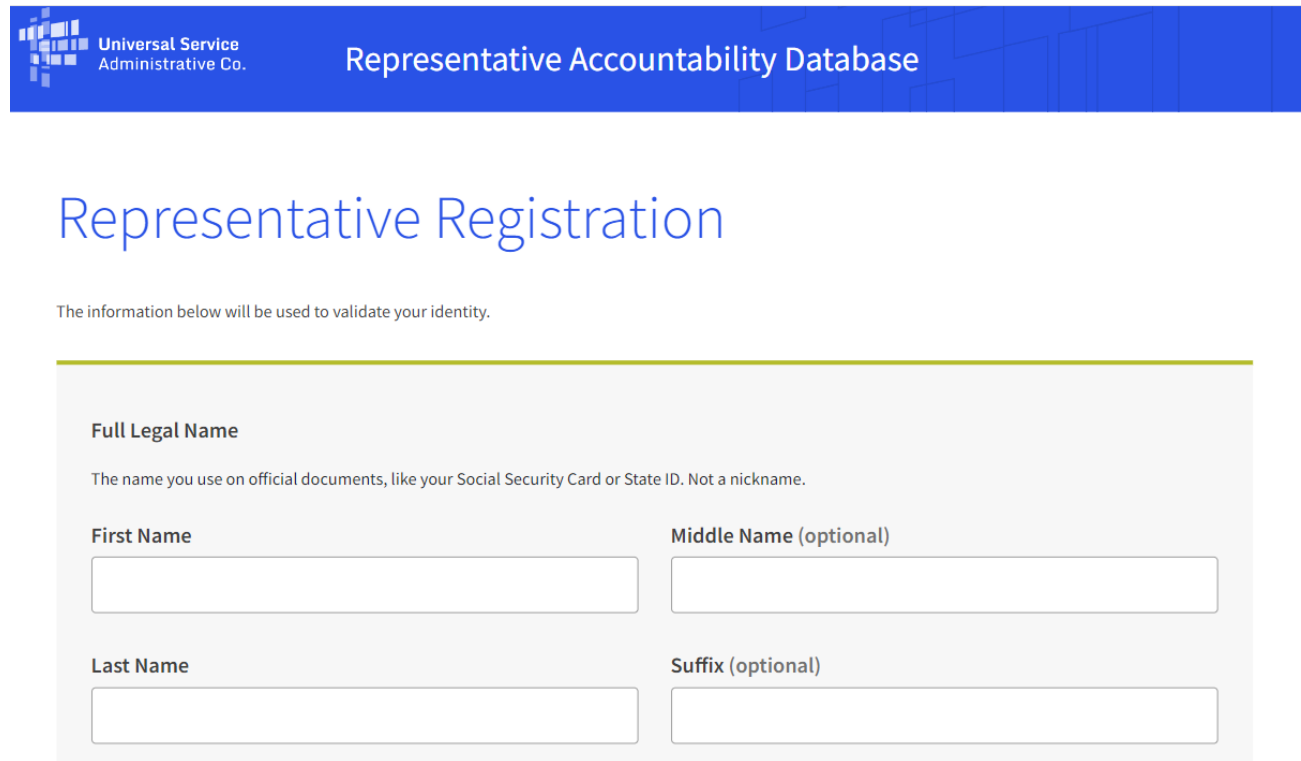
Need Help? Contact Us!

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

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Registration

- Enter your **full** legal name.
 - USAC recommends entering your name as it appears on official documentation.



The screenshot shows the registration interface for the Representative Accountability Database. At the top, there is a blue header with the USAC logo and the text "Universal Service Administrative Co." and "Representative Accountability Database". Below the header, the title "Representative Registration" is displayed in blue. A note states, "The information below will be used to validate your identity." The registration form itself is a light gray box containing the following fields:

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

First Name <input type="text"/>	Middle Name (optional) <input type="text"/>
Last Name <input type="text"/>	Suffix (optional) <input type="text"/>

Registration

- Enter a residential or work address.
 - We may be able to verify your identity automatically if you enter your residential address and you may not need to submit identity documents.

Address

Please provide your residential or business address.

Street Address		Apt., Unit, etc. (optional)
<input type="text"/>		<input type="text"/>
City	State	Zip Code
<input type="text"/>	<input type="text" value="▼"/>	<input type="text"/>

Date of Birth

MM/DD/YYYY

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

Email : test@email.com

Registration

- Enter the last four digits of your Social Security number (SSN4).
 - This is an optional field, only applicable for domestic representatives.
 - Representatives that opt out of submitting their SSN4 will need to submit documentation to verify their identity.

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


- International representatives are not asked for SSN4.
 - The “Last 4 digits of Social Security Number (SSN)” does not appear when you select state “IT” under the State field.

Address
Please provide your residential or business address.

Street Address **Apt., Unit, etc. (optional)**

1 Representative Place

City **State** **Zip Code**

Washington IT  20001

Date of Birth

MM/DD/YYYY


Email : brandi@international.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

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 Representative ID.

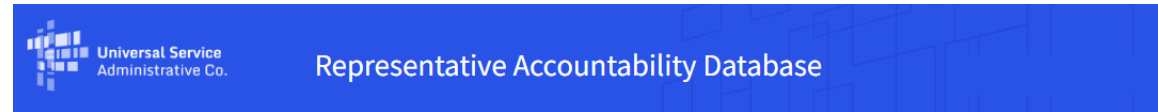
By checking this box you agree that all of the information you are providing may be collected, used, shared, and retained by USAC for the purposes of applying for and receiving a Representative ID.

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.

Next

Registration

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

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

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

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

[Edit](#)[Submit](#)

Registration

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

- You will receive an email notification indicating a successful registration and your unique Representative ID number.

Representative ID Registration

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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Questions?

Resolving Registration Errors

Resolving Registration Errors

If we can't confirm your information, you will receive an email notice with instructions on what you need to do next.

Error	Submit a document that includes:
Identity not found	First and last name, date of birth, and last four digits of SSN
SSN4 cannot be verified	First and last name 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 and date of birth.

Resolving Registration Errors

- If you are required to submit documentation you must do so within 45 days or you will need to re-register.
- You can submit documentation online or by mail.
 - Online, through [USAC's secure webpage](#)
 - Review the [online document submission guide](#)
 - Mail documents and [completed cover sheet](#) to:
 - Lifeline Support Center
PO Box 1000
Horseheads, NY 14845

Resolving Registration Errors

Submitting Documentation Online

- Go to [USAC's secure webpage](#).
 - Enter your Representative ID and last name.
 - Select **Verify**.

Representative ID Document Upload

We will need you to provide your Representative ID and the last name you provided on your Representative ID registration. Please provide it below.

Representative ID

Your Representative ID was provided when you first registered on [LifelineRAD.org](#).

Last Name

Use the last name you provided on your Representative ID registration.

Verify

Resolving Registration Errors

Submitting Documentation Using Secure Webpage

- Provide your first name and email address.
 - Your Representative ID and last name will populate.
- Select **Choose file** and upload your documents. Select **Submit**.

First Name	Last Name
<input type="text" value="Test"/>	<input type="text" value="OKTATEST"/>
Representative ID	Email
<input type="text" value="1024AJTXP"/>	<input type="text" value="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.

[Choose file](#)

[Submit](#)

Resolving Registration Errors

Submitting Documentation Using Secure Webpage

- You will receive a message that you successfully submitted your documents.

✔ 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.

Linking Accounts

Linking Accounts

Overview

- After registering in RAD and receiving a Representative ID, your next step is to share your Representative ID with the service provider you work for:
 - 497 Officers link the Representative ID to the ETC Administrator user role in NLAD.
 - ETC Administrators link the Representative ID to subaccount user roles including:
 - ETC Analyst, ETC Operations, ETC Agent
 - API accounts
 - Batch users

Linking Accounts

New NLAD Subaccount

- To link a Representative ID to a new NLAD subaccount, the ETC Administrator will:
 - Login to NLAD through [One Portal](#).

The screenshot shows the dashboard of the Universal Service Administrative Co. The header is blue with the company logo and name on the left, and a "Sign Out" button on the right. The user email "etcadmintest@etc.com" is visible in the top right. The main content area is divided into three columns: "Upcoming Dates", "Lifeline", and "Help?".

Upcoming Dates:

- 09/11 2024 **September 2024 Monthly Webinar**
- 10/09 2024 **October 2024 Monthly Webinar**
- 11/13 2024 **November 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. (This section is highlighted with a yellow border in the image.)
- National Lifeline Accountability Database Staging Environment** - The NLAD staging environment allows Lifeline and ACP providers to test system features.

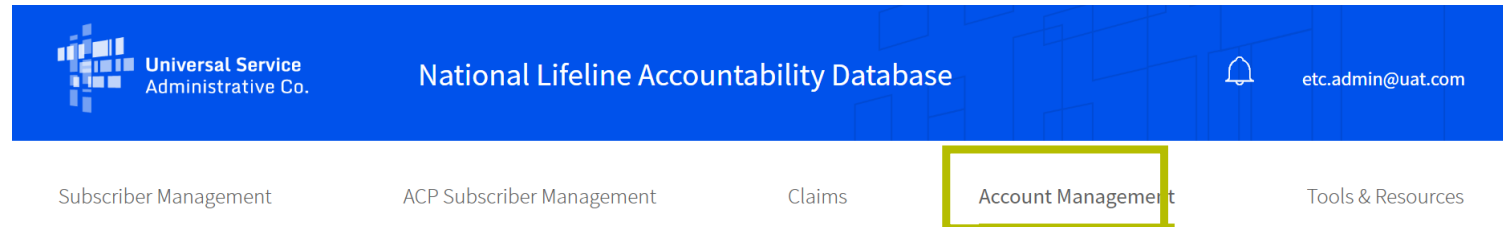
Help?:

- Send us a message** [Click here](#)
- Call us** (888) 641-8722

Linking Accounts

New NLAD Subaccount

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



[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**.
- Enter the authorized user information to include:
 - First Name
 - Last Name
 - Phone Number
 - Representative ID

The screenshot displays the 'National Lifeline Accountability Database' interface. At the top, there is a blue header with the USAC logo and 'Universal Service Administrative Co.' on the left, and 'National Lifeline Accountability Database' and 'capcity@etc.com' on the right. Below the header, there are navigation links: 'Subscriber Management', 'Account Management' (which is underlined in green), and 'Tools & Resources'. A breadcrumb trail reads 'USAC Home | Lifeline Program | NLAD | Account Management | Create Subaccount'. The main heading is 'Create Subaccount', with a document icon and 'Instructions' link to the right. The form area is titled 'Authorized NLAD User Information' and contains two input fields: 'Email Address' and 'Confirm Email Address'. A blue 'Submit' button is located at the bottom right of the form and is highlighted with a yellow border.

Linking Accounts

New NLAD Subaccount

- ETC Admin then assigns user role and SPINs for the new accounts they will have access to.
- Then select, **Submit**.

Linking Accounts

Existing NLAD Account

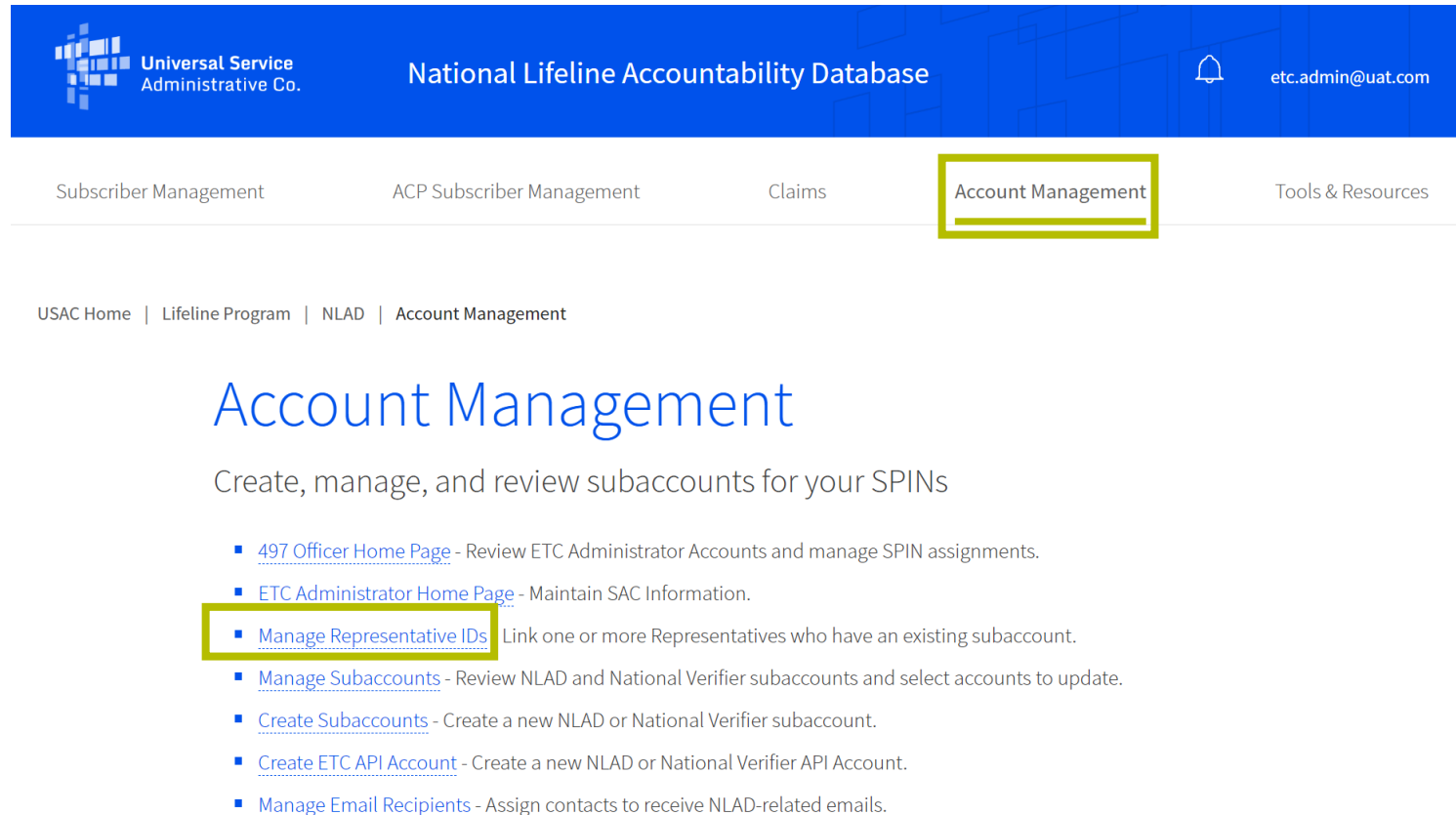
- To link an existing NLAD account, the 497 Officer or ETC Administrator will download and complete the [Linking Representatives File Upload Template](#).
 - Enter “**link**” in the link type column.
 - Enter the **first name**, **last name**, and **Representative ID**.
 - Enter the **username** (email address) of the representative’s NLAD or National Verifier account.
 - Leave "api-Id" and "batch" columns blank.
- Save the file in the .CSV format.

	A	B	C	D	E	F	G	H	I	J	K
1	linkType	firstName	lastName	representa	userName	apild	batch	masterAge	masterAge	masterAgentRepID	
2											

Linking Accounts

Existing NLAD Account

- To upload the file, the 497 Officer or ETC Administrator will:
 - Login to NLAD through [One Portal](#).
 - Select **Account Management** from the mega menu.
 - Then, **Manage Representative IDs**.



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

Existing NLAD Subaccount

- The 497 Officer or ETC Administrator will upload the completed template by clicking **Choose File**.
 - If the upload is successful, no further action is required.
 - If the upload is not successful, they will need to download the error file and make corrections.

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 records/page [<](#) [1](#) [>](#) of 1 pages

Linking Accounts

Linking to API ID

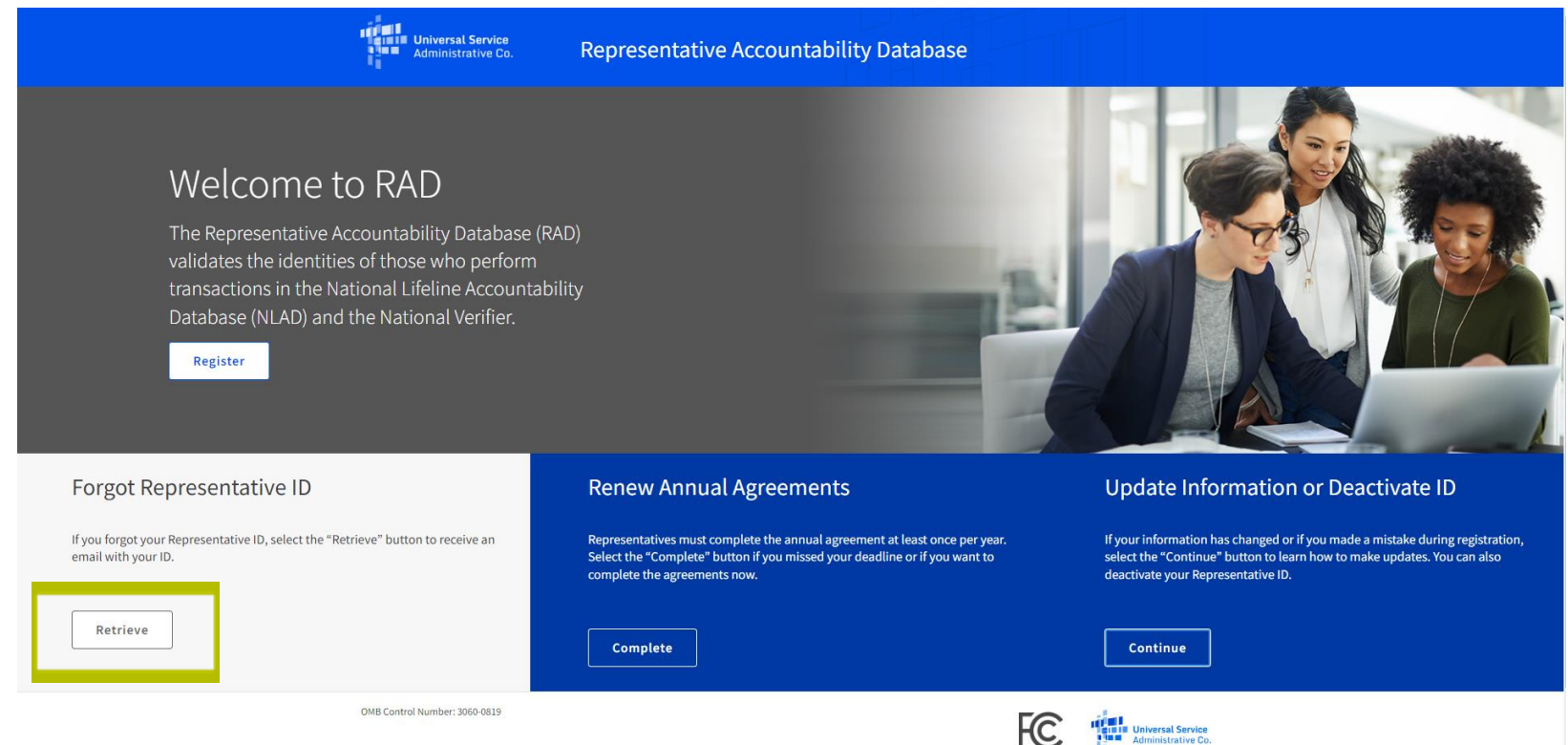
- To link Representative IDs to an API ID, you must have ETC Admin user permissions.
- USAC provides two complete step-by-step guides:
- To link a Representative ID to an API account:
 - [NLAD Production Guide: Linking Representative IDs to API Accounts.](#)
- To link a Representative ID to Batch users:
 - [NLAD Production Guide: Linking Representative IDs to API Accounts.](#)

Questions?

Retrieving Representative ID

Retrieving Representative ID

- To retrieve your Representative ID visit [LifelineRAD.org](https://lifelineRAD.org) and select **Retrieve**.



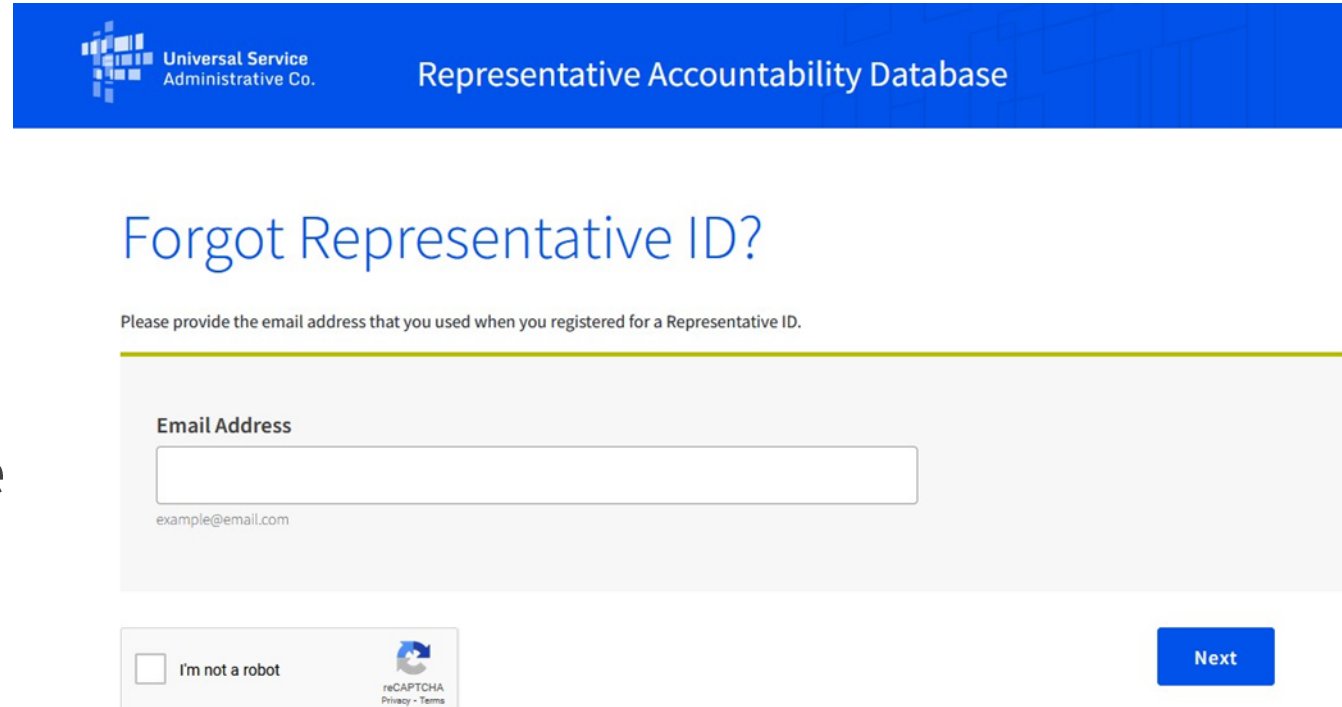
The screenshot shows the homepage of the Representative Accountability Database (RAD). At the top, there is a blue header with the Universal Service Administrative Co. logo and the text "Representative Accountability Database". Below the header, a large image shows three people (two women and one man) looking at a laptop. The main content area is divided into three sections:

- Welcome to RAD**: A section with a white background and a blue "Register" button. Text: "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**: A section with a white background and a blue "Retrieve" button. Text: "If you forgot your Representative ID, select the 'Retrieve' button to receive an email with your ID." The "Retrieve" button is highlighted with a yellow border.
- Renew Annual Agreements**: A section with a blue background and a white "Complete" button. Text: "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 or Deactivate ID**: A section with a blue background and a white "Continue" button. Text: "If your information has changed or if you made a mistake during registration, select the 'Continue' button to learn how to make updates. You can also deactivate your Representative ID."

At the bottom of the page, there is a footer with the OMB Control Number: 3060-0819, the FCC logo, and the Universal Service Administrative Co. logo.

Retrieving Representative ID

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



The screenshot shows the 'Forgot Representative ID?' page of the Representative Accountability Database. At the top, there is a blue header with the USAC logo and the text 'Universal Service Administrative Co.' and 'Representative Accountability Database'. Below the header, the title 'Forgot Representative ID?' is displayed in blue. A prompt asks the user to 'Please provide the email address that you used when you registered for a Representative ID.' Below this is a text input field labeled 'Email Address' with a placeholder 'example@email.com'. At the bottom left, there is a checkbox for 'I'm not a robot' and a reCAPTCHA logo with links for 'Privacy - Terms'. A blue 'Next' button is located at the bottom right.

Retrieving Representative 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

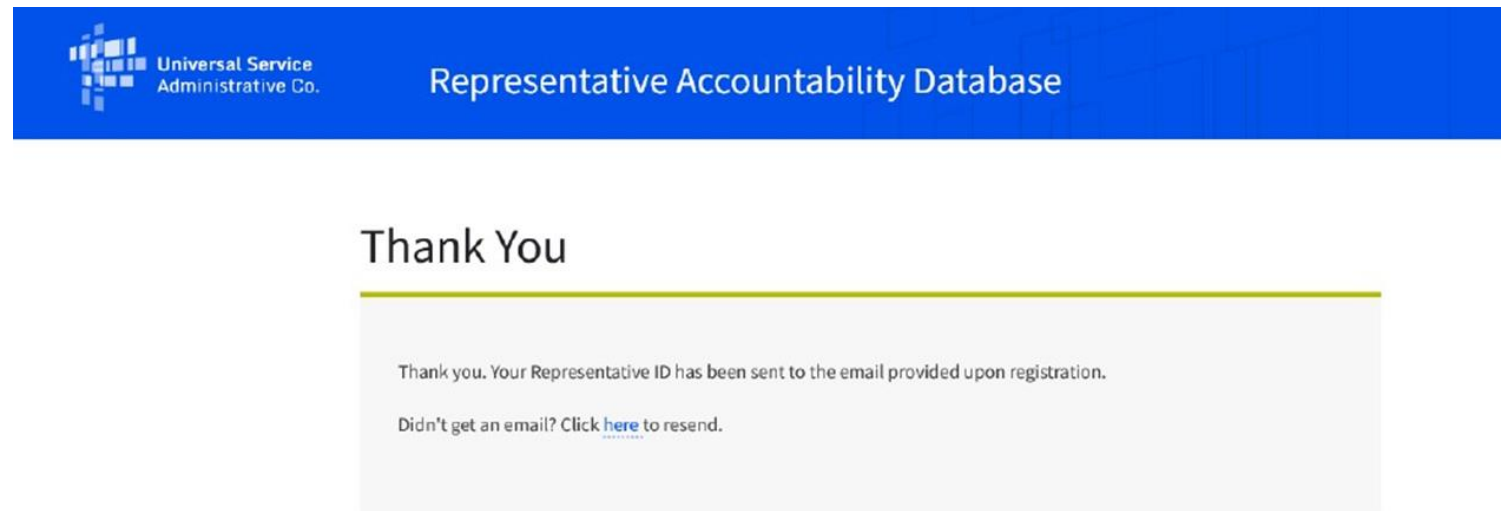
Security Question : What city/town was your mother born in?

Your Answer to Security Question

Submit

Retrieving Representative ID

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



Updating or Deactivating Representative ID

Updating or Deactivating Representative ID

- To update your email address, physical address, and/or security questions/answers or deactivate your account:
 - Visit LifelineRAD.org
 - Under the Update Information or Deactivate ID section, select **Continue**.

The screenshot shows the homepage of the Representative Accountability Database (RAD). At the top, there is a blue header with the Universal Service Administrative Co. logo and the text "Representative Accountability Database". Below the header, a large image shows three people (two women and one man) looking at a laptop. To the left of the image, the text reads "Welcome to RAD" and "The Representative Accountability Database (RAD) validates the identities of those who perform transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier." Below this text is a "Register" button. Below the image, there are three main sections: "Forgot Representative ID" with a "Retrieve" button, "Renew Annual Agreements" with a "Complete" button, and "Update Information or Deactivate ID" with a "Continue" button. The "Continue" button is highlighted with a yellow border. At the bottom of the page, there is a footer with the OMB Control Number: 3060-0819 and the Universal Service Administrative Co. logo.

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.

[Complete](#)

Update Information or Deactivate ID

If your information has changed or if you made a mistake during registration, select the "Continue" button to learn how to make updates. You can also deactivate your Representative ID.

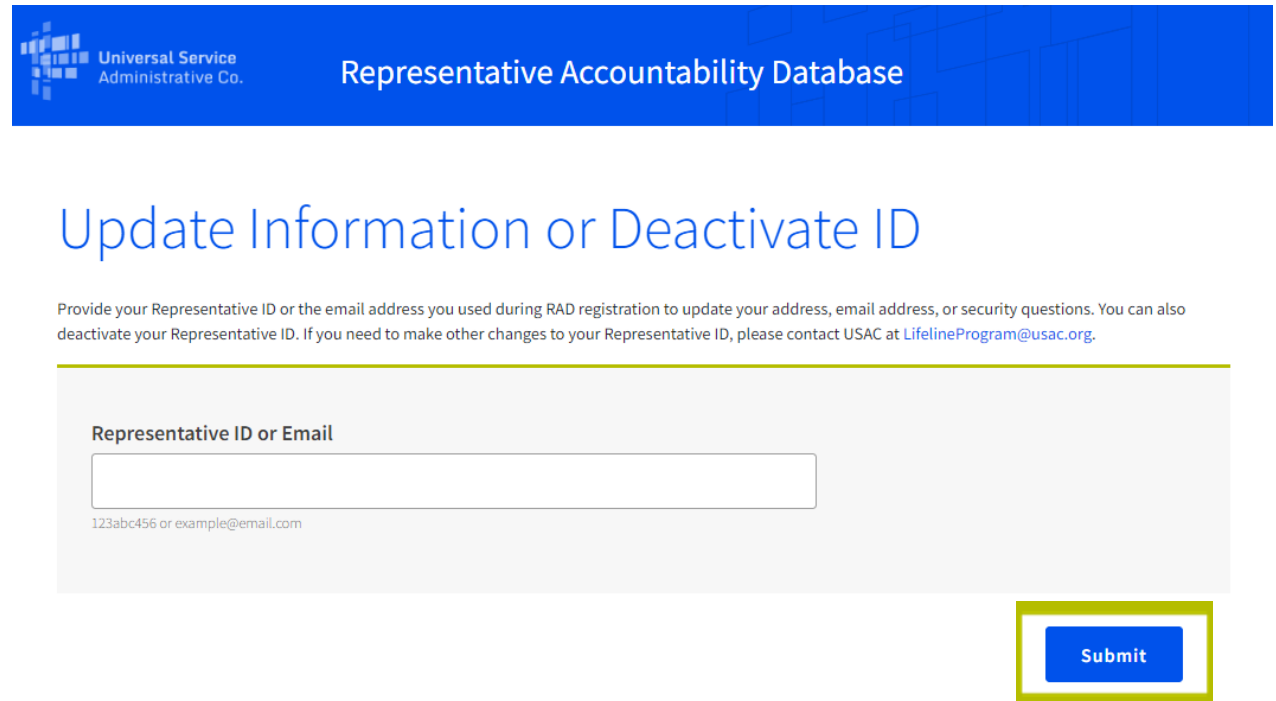
[Continue](#)

OMB Control Number: 3060-0819

FC Universal Service Administrative Co.

Updating or Deactivating Representative ID

- Enter your Representative ID or email address.
- Select **Submit**.



The screenshot shows the 'Representative Accountability Database' interface. At the top, there is a blue header with the 'Universal Service Administrative Co.' logo and the title 'Representative Accountability Database'. Below the header, the main heading is 'Update Information or Deactivate ID'. A paragraph of text explains that users can update their address, email address, or security questions, or deactivate their Representative ID, and provides the contact email 'LifelineProgram@usac.org'. Below this text is a form with a label 'Representative ID or Email' and a text input field. A placeholder text '123abc456 or example@email.com' is visible below the input field. To the right of the form is a blue 'Submit' button, which is highlighted with a yellow border.

Universal Service
Administrative Co.

Representative Accountability Database

Update Information or Deactivate ID

Provide your Representative ID or the email address you used during RAD registration to update your address, email address, or security questions. You can also deactivate your Representative ID. If you need to make other changes to your Representative ID, please contact USAC at LifelineProgram@usac.org.

Representative ID or Email

123abc456 or example@email.com

Submit

Updating or Deactivating Representative ID

- Select how you want to verify your identity by either:
 - Answering security questions, or
 - Inputting your email address.

The screenshot shows the 'Representative Accountability Database' interface. At the top, there is a blue header with the 'Universal Service Administrative Co.' logo on the left, the title 'Representative Accountability Database' in the center, and the email 'test@new.net' on the right. Below the header, the main heading is 'ID Verification Method'. A green success message reads 'Your Representative ID was verified.' Below this, a question asks: 'We need to verify your identity to proceed with updating your information. How do you want to verify your identity?'. There are two radio button options: 'Security Questions' (which is selected) and 'Email'. A blue 'Next' button is located at the bottom right of the form area.

Updating or Deactivating Representative ID

- If you select security questions:
 - You will be asked to provide the answers to the security questions you selected at registration.
- If you select email address:
 - You will need to enter your email address and select **Submit**.

The screenshot shows a web form titled "Update Information" from the "Representative Accountability Database". The form is for a user with the email "test@new.net". It contains three security questions with corresponding answer fields:

- Security Question: What elementary school did you go to?
Your Answer to Security Question: [Text Input Field]
- Security Question: In what city/town was your first job?
Your Answer to Security Question: [Text Input Field]
- Security Question: What city/town was your mother born in?
Your Answer to Security Question: [Text Input Field]

At the bottom right of the form is a blue "Submit" button. The page header includes the logo for "Universal Service Administrative Co." and the text "Representative Accountability Database" and "test@new.net".

Updating or Deactivating Representative ID

- Once your identity has been verified, select **Update Information**.

The screenshot shows the 'Representative Accountability Database' interface. At the top, there is a blue header with the logo of the Universal Service Administrative Co., the title 'Representative Accountability Database', and the email address 'testlinking@uat.com'. Below the header, the main heading is 'Update Information or Deactivate ID'. A green notification bar states 'Your Identity Verification is complete.' Below this, a paragraph explains that users can update their email address, address, or security questions, and that they can also deactivate their Representative ID. There are two radio buttons: 'Update Information' (selected) and 'Deactivate ID'. Below these are three expandable sections: 'Address', 'Email', and 'Security Questions', each with a plus sign to its right. A blue 'Next' button is highlighted with a yellow border at the bottom right of the form area. At the bottom of the page, there is a footer with the OMB Control Number: 3060-0819 and links for Paperwork Reduction Act Notice, Terms & Conditions, and Privacy Statement.

Universal Service Administrative Co. Representative Accountability Database testlinking@uat.com

Update Information or Deactivate ID

✔ 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. You can also deactivate your Representative ID.

Update Information Deactivate ID

Address +

Email +

Security Questions +

Next

OMB Control Number: 3060-0819 Paperwork Reduction Act Notice | Terms & Conditions | Privacy Statement

Updating or Deactivating Representative ID

- You may choose to update your security questions, email, or address.
- Enter your information and select **Next**.
 - You cannot update your name, date of birth, or last four digits of your SSN.

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

Street Address

Apt., Unit, etc. (optional)

City

State

Zip Code

Email

Security Questions

Next

Security Question

Security Question 1

Your Answer to Security Question 1

Security Question 2

Your Answer to Security Question 2

Security Question 3

Your Answer to Security Question 3

Next

Updating or Deactivating Representative ID

- Review and confirm your updated information in RAD and select Submit.

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

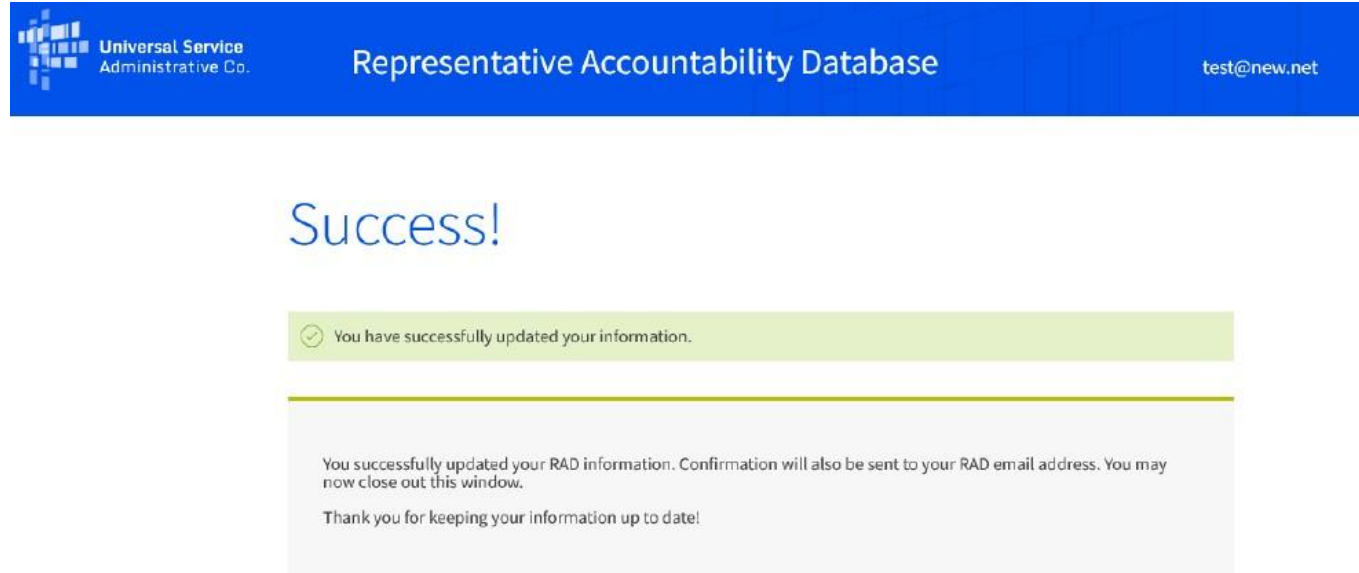
Security Question 2: What time were you born? (for example, 6:30AM)
Your Answer: a

Security Question 3: What city/town was your mother born in?
Your Answer: a

Edit Submit

Updating or Deactivating Representative ID

- Once the update is complete:
 - USAC will send you an email confirming successful update.



The screenshot shows the top navigation bar of the Representative Accountability Database. On the left is the logo for Universal Service Administrative Co. The center of the bar contains the text "Representative Accountability Database". On the right, the email address "test@new.net" is displayed. Below the navigation bar, the word "Success!" is written in a large, blue font. Underneath this, there is a green notification bar with a checkmark icon and the text "You have successfully updated your information." Below the green bar is a white box with a thin yellow border containing the following text: "You successfully updated your RAD information. Confirmation will also be sent to your RAD email address. You may now close out this window." and "Thank you for keeping your information up to date!"

Updating or Deactivating Representative ID

- You may also choose to Deactivate your ID.
- If so, select **Deactivate ID** then **Deactivate**.

Universal Service Administrative Co. Representative Accountability Database testlinking@uat.com

Update Information or Deactivate ID

✔ 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. You can also deactivate your Representative ID.

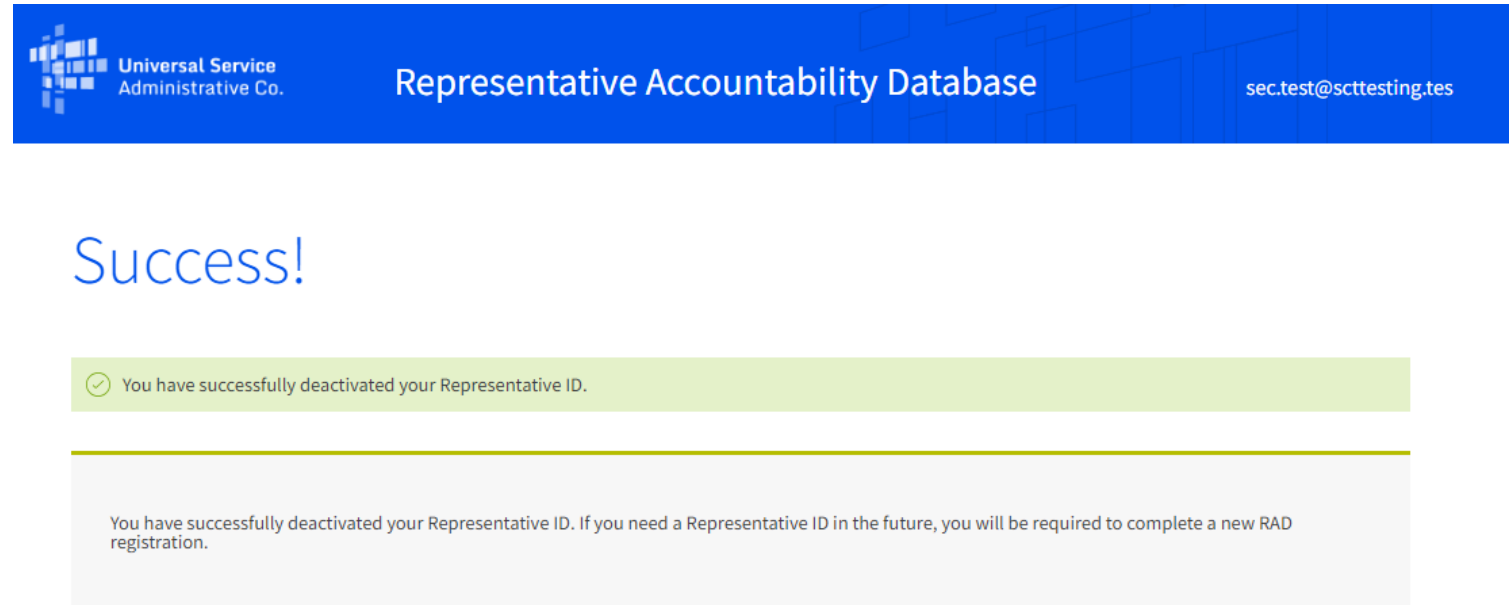
Update Information Deactivate ID

Deactivate

OMB Control Number: 3060-0819 [Paperwork Reduction Act Notice](#) | [Terms & Conditions](#) | [Privacy Statement](#)

Updating or Deactivating Representative ID

- Once the deactivation is complete:
 - USAC will send you an email confirming the deactivation.
 - You will not be able to perform transactions in the National Verifier and/or NLAD.



The screenshot shows the top header of the Representative Accountability Database (RAD) interface. The header is blue and contains the Universal Service Administrative Co. logo on the left, the text "Representative Accountability Database" in the center, and the email address "sec.test@scttesting.tes" on the right. Below the header, the word "Success!" is displayed in a large, blue font. Underneath, there is a green notification bar with a checkmark icon and the text "You have successfully deactivated your Representative ID." Below this, a light gray box contains the text: "You have successfully deactivated your Representative ID. If you need a Representative ID in the future, you will be required to complete a new RAD registration."

Annual Agreement Process

Annual Agreement Process

- You must agree to the terms and conditions of USAC's Lifeline systems **each year** as required in the [FCC's 2019 Lifeline Order](#).
- USAC encourages you to complete the Representative ID annual agreement process from a desktop at LifelineRAD.org.
- Navigate to the Review Annual Agreements section and select **Complete**.

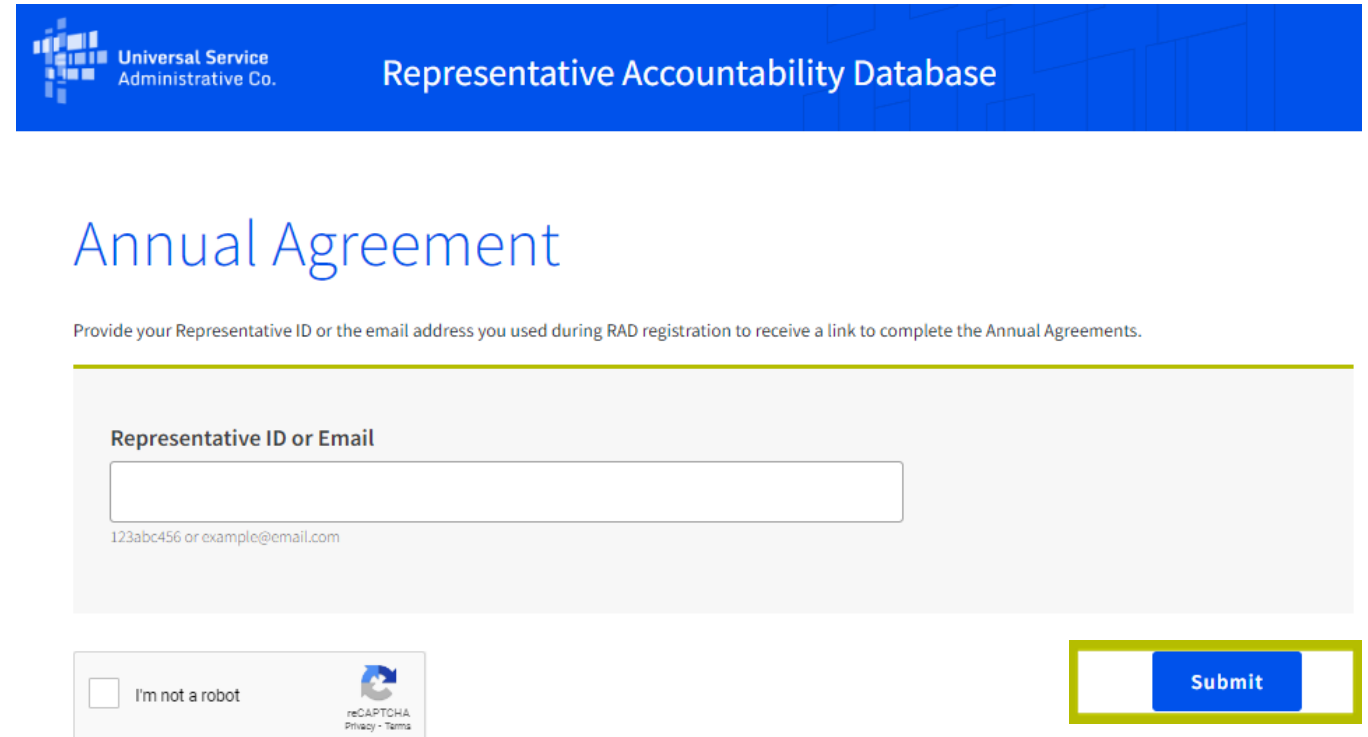
The screenshot shows the homepage of the Representative Accountability Database (RAD). At the top, there is a blue header with the USAC logo and the text "Universal Service Administrative Co. Representative Accountability Database". Below the header, a large image shows three people (two women and one man) looking at a laptop. The main content area is divided into three sections:

- Welcome to RAD**: A section with a white background and a blue border. It contains the text: "The Representative Accountability Database (RAD) validates the identities of those who perform transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier." Below this text is a white button labeled "Register".
- Forgot Representative ID**: A section with a white background and a blue border. It contains the text: "If you forgot your Representative ID, select the 'Retrieve' button to receive an email with your ID." Below this text is a white button labeled "Retrieve".
- Renew Annual Agreements**: A section with a blue background and a white border. It contains the text: "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." Below this text is a white button labeled "Complete", which is highlighted with a yellow border.
- Update Information or Deactivate ID**: A section with a blue background and a white border. It contains the text: "If your information has changed or if you made a mistake during registration, select the 'Continue' button to learn how to make updates. You can also deactivate your Representative ID." Below this text is a white button labeled "Continue".

At the bottom of the page, there is a small text "OMB Control Number: 3060-0819" and the FCC logo.

Annual Agreement Process

- Enter your Representative ID or the email address you used to register.
- Select **Submit**.



The screenshot shows the 'Annual Agreement' page of the Representative Accountability Database. At the top, there is a blue header with the 'Universal Service Administrative Co.' logo and the text 'Representative Accountability Database'. Below the header, the title 'Annual Agreement' is displayed in a large blue font. A sub-header reads: 'Provide your Representative ID or the email address you used during RAD registration to receive a link to complete the Annual Agreements.' The main form area is a light gray box containing a label 'Representative ID or Email' above a text input field. Below the input field, a placeholder text '123abc456 or example@email.com' is visible. At the bottom left of the form, there is a checkbox labeled 'I'm not a robot' next to the reCAPTCHA logo and text 'reCAPTCHA Privacy - Terms'. On the bottom right, there is a blue 'Submit' button with a yellow border.

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

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

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.

Your Signature

Type your full legal name below.

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

Annual Agreement Process

- Provide an e-signature by typing in your full legal name (as it appears on official documentation).
- Check the box and select **Next**.

Your Signature

Type your full legal name below.

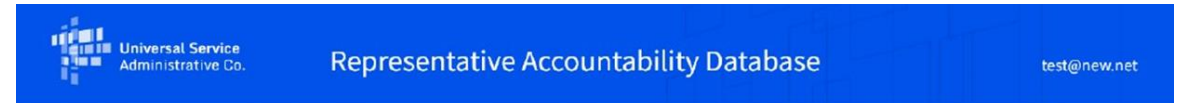
TEST TESTING

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

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

Annual Agreement Process

- Once the Annual Agreement process is complete:
 - You will receive a success screen.
 - USAC will send you an email confirming completion of the Annual Agreement.



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!

Questions?

Resources

Resources

Service Provider Resources

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!



**Universal Service
Administrative Co.**