

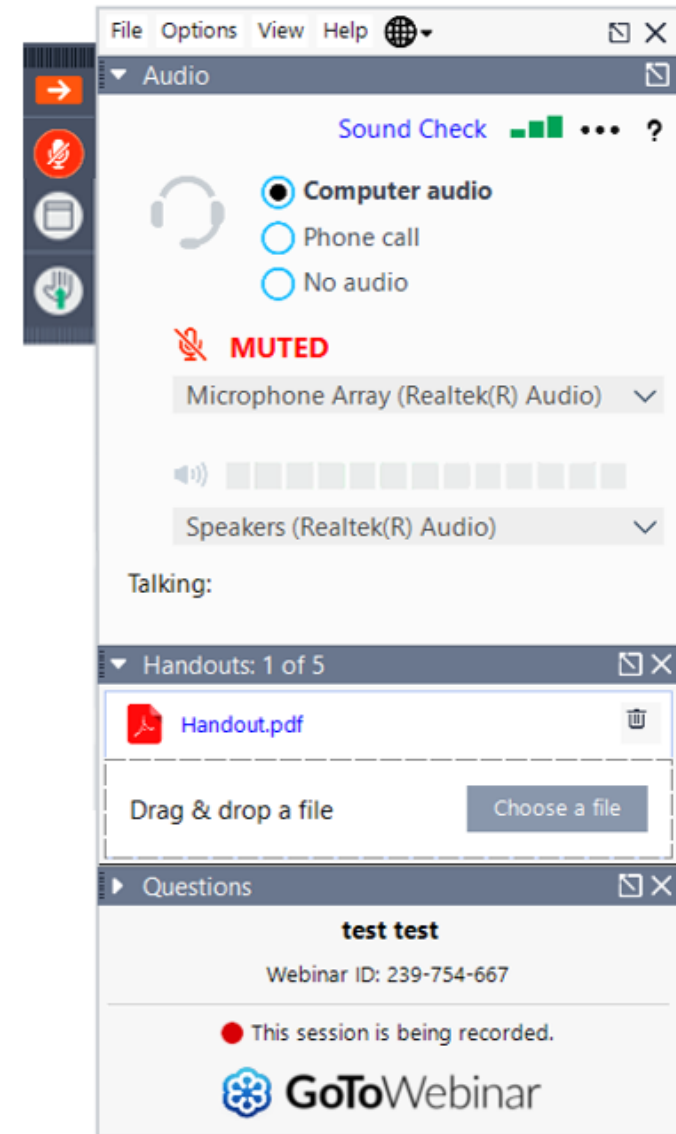


# Resolving National Lifeline Accountability Database (NLAD) Common Errors

Lifeline Program  
November 13, 2024

# Housekeeping

- This webinar is being recorded.
- 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

Sr. Communications Specialist | Lifeline

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



## Winta Woldu

Communications Specialist | Lifeline

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

# Agenda

- Announcements
- NLAD Overview
- Common NLAD Enrollment Errors
- Common NLAD Transfer Errors
- Frequently Asked Questions (FAQs)
- Resources

# Announcements

# Announcements

## Hurricane Helene Waiver

- On **October 1, 2024**, the Wireline Competition Bureau (WCB) adopted an [Order](#) temporarily waiving the non-usage, de-enrollment for non-usage, and annual recertification requirements for participants requiring federal disaster assistance in areas eligible for such assistance.
- The affected disaster areas subject to the waiver include areas in the following states:
  - Alabama, Florida, Georgia, North Carolina, South Carolina, Tennessee, and Virginia.
- The waiver period under this order is through November 30, 2024.
- Consumers residing in the affected disaster areas and who are subject to the non-usage rules will have 30 days (beginning on December 1, 2024) to use their Lifeline service.
- If the consumer does not use their service during the 30-day period, the 15-day notice period will begin on December 31, 2024.

# Announcements

## Helene Weather Events Order

- On **October 2, 2024**, the Federal Communications Commission (FCC) adopted an [Order](#) allowing consumers affected by Hurricane Helene, Tropical Storm Helene, and Post-Tropical Cyclone Helene (collectively referred to as the Helene Weather Events) who are participating in FEMA's Individuals and Households Program (IHP) to qualify for and enroll in the Lifeline program.
- The waiver also confirmed consumers enrolled in Disaster SNAP (D-SNAP) will be treated like regular SNAP recipients and may qualify for the Lifeline benefit.
- Affected consumers are permitted to enroll using the waiver through April 2, 2025.



# Announcements

## Hurricane Milton Waiver

- On **October 9, 2024**, the WCB adopted an [Order](#) temporarily waiving the non-usage, de-enrollment for non-usage, and annual recertification requirements for participants requiring federal disaster assistance in in parts of Florida eligible for such assistance.
- The waiver period under this order is through December 15, 2024.
- WCB also temporarily waived the Lifeline non-usage and annual recertification requirements for 60 days following any future Emergency or Major Disaster Declarations through the end of 2024 for subscribers in affected areas. This waiver applies to events such as hurricanes, typhoons, tropical storms, tropical cyclones, and wildfires.

# Announcements

## Hurricane Milton Order

- On **October 10, 2024**, the FCC adopted an [Order](#) allowing consumers who are participating in FEMA's IHP because of Hurricane Milton to qualify and enroll in the Lifeline program.
- Affected Hurricane Milton consumers are permitted to enroll in Lifeline using the order through April 10, 2025.
- This Order will also apply to any other hurricanes, typhoons, tropical storms or tropical cyclones (collectively referred to as tropical weather systems) that result in a Presidential declaration of emergency or major disaster that occurs within the next six months. Once a covered disaster is declared, the waiver will remain in effect for six months from the date of declaration.

# Announcements

## Lifeline Systems and Application Update

- On **October 10, 2024**, USAC updated its systems and the Lifeline application to add FEMA's IHP as a Lifeline qualifying criteria.
- On the 'Detail Active Subscriber Report' in the National Lifeline Accountability Database (NLAD), the "Eligibility Program" listed for these subscribers will be E55.
- Service providers are encouraged to inform impacted consumers about this opportunity and work to support relief efforts throughout the impacted disaster areas.

# **National Lifeline Accountability Database (NLAD) Overview**

# National Lifeline Accountability Database (NLAD)

- NLAD is a system used by service providers to enroll and manage eligible consumers in the Lifeline program. It is used in all states except for the [NLAD opt-out states](#) (California\*, Oregon, and Texas).
- Service providers must enroll subscribers in NLAD to claim reimbursements.

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

# National Lifeline Accountability Database (NLAD)

## Enrollment and Subscriber Management Functions

- **Verify:** Pre-validates whether a subscriber transaction would successfully process in NLAD.
- **Enroll:** Enrolls a new subscriber in Lifeline and adds the consumer to the NLAD subscriber records.
- **Update:** Updates 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 you 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 (NLAD)

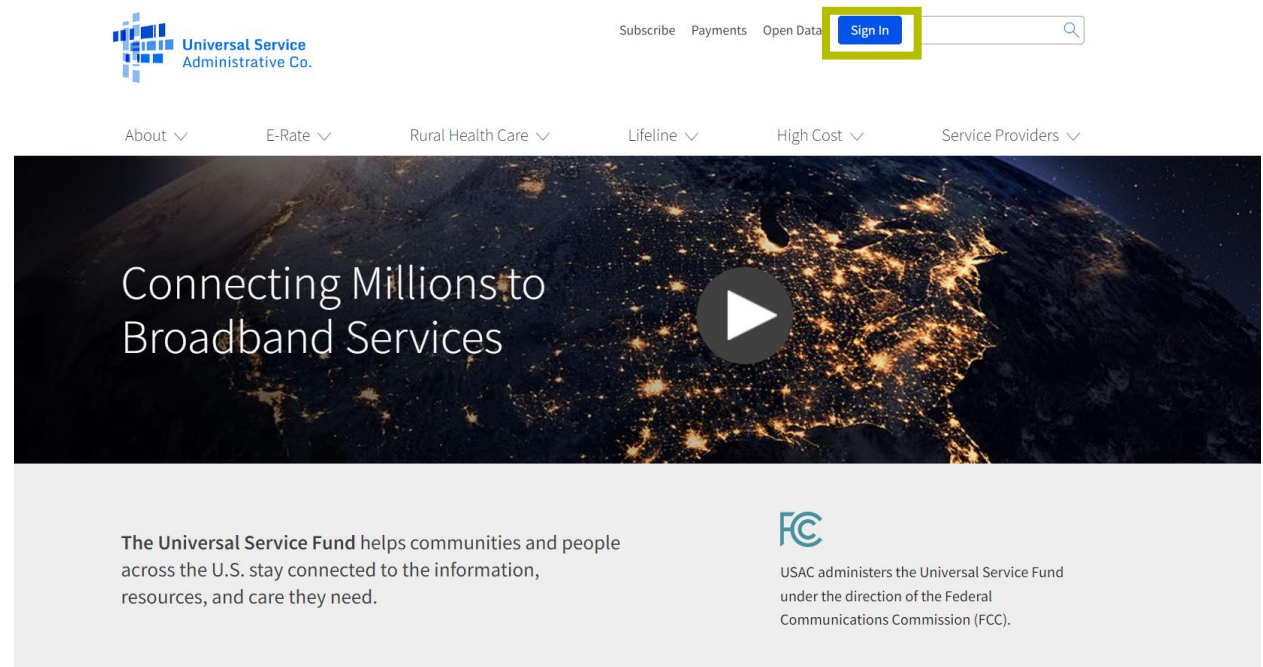
## Transaction Methods

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

# National Lifeline Accountability Database (NLAD)

## Access NLAD

- NLAD is available through USAC's [One Portal](#) system located above the mega menu on USAC.org.



The screenshot shows the top navigation bar of the USAC website. The logo for the Universal Service Administrative Co. is on the left. To the right, there are links for 'Subscribe', 'Payments', 'Open Data', and a 'Sign In' button which is highlighted with a yellow box. A search bar is also present. Below the navigation bar is a mega menu with categories: 'About', 'E-Rate', 'Rural Health Care', 'Lifeline', 'High Cost', and 'Service Providers'. The main content area features a video player with the title 'Connecting Millions to Broadband Services' and a play button. Below the video, there is a text block describing the Universal Service Fund and the FCC logo with a brief description of USAC's role.

Universal Service Administrative Co.

Subscribe Payments Open Data **Sign In**

About ▾ E-Rate ▾ Rural Health Care ▾ Lifeline ▾ High Cost ▾ Service Providers ▾

Connecting Millions to Broadband Services

The Universal Service Fund helps communities and people across the U.S. stay connected to the information, resources, and care they need.

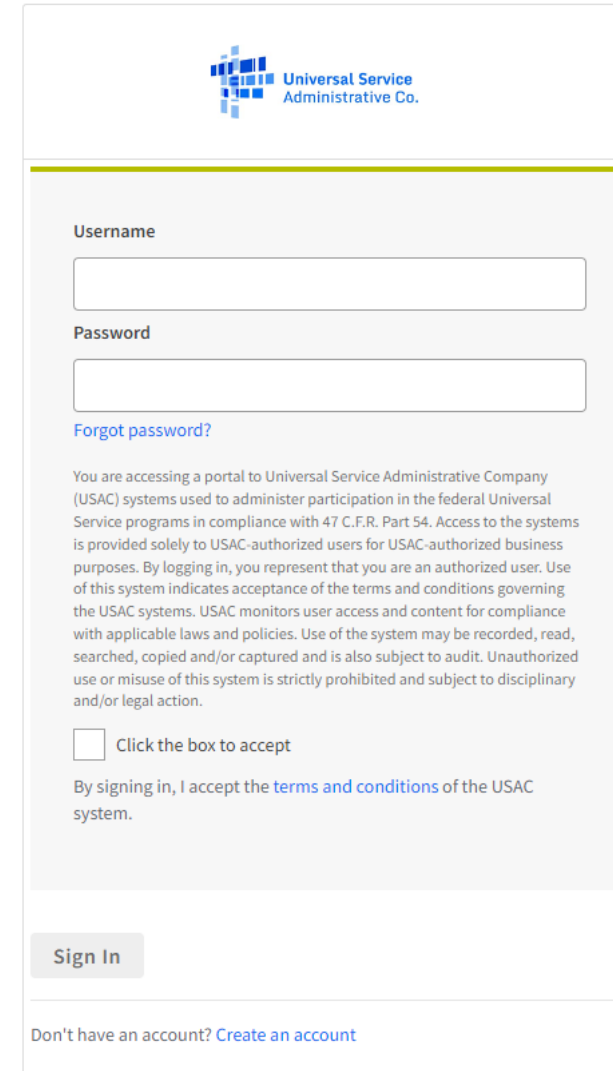
**FCC**  
USAC administers the Universal Service Fund under the direction of the Federal Communications Commission (FCC).



# National Lifeline Accountability Database (NLAD)

## Log In to One Portal

- To enter NLAD, sign in to One Portal and enter your username and password.



The screenshot shows the login interface for the Universal Service Administrative Co. (USAC). At the top, the USAC logo is displayed. Below the logo, there are two input fields: one for the username and one for the password. A link for "Forgot password?" is located below the password field. A large block of text provides a disclaimer about the system's use, stating that access is limited to authorized users and that the system is subject to audit. Below this text is a checkbox for accepting the terms and conditions. A "Sign In" button is positioned at the bottom of the form. At the very bottom, there is a link for "Create an account" for users who do not have one.

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](#)

# National Lifeline Accountability Database (NLAD)

## Select NLAD

- Once logged into One Portal, select NLAD.

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. Below the header, the user's email address "etcanalyst.uat@testing.com" is displayed. The main content area is titled "Dashboard" and is divided into three columns. The first column, "Upcoming Dates", features a calendar icon and a date "11/13 2024" with the text "November 2024 Monthly Webinar". The second column, "Lifeline", contains three text boxes. The middle box, "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 third box, "National Lifeline Accountability Database Staging Environment", describes a testing environment. The third column, "Help?", includes links for "Send us a message" (with a "Click here" link) and "Call us" (with the phone number "(888) 641-8722").

Universal Service Administrative Co.

Sign Out

etcanalyst.uat@testing.com

### Dashboard

#### Upcoming Dates

11/13 2024 November 2024 Monthly Webinar

#### Lifeline

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

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

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

# National Lifeline Accountability Database (NLAD)

## NLAD Home Page

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

Universal Service Administrative Co. National Lifeline Accountability Database etcanalyst.uat@testing.com

Subscriber 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.
- [Subscriber Information Lookup](#) - Review a subscriber record using phone number or subscriber ID to search.
- [Submit Resolution Request](#) - Submit a resolution request for a transaction rejected in the legacy workflow.

# National Lifeline Accountability Database (NLAD)

## Select Enroll Subscriber

- From the **Enroll Subscriber** workflow, you can verify a subscriber's information and/or directly enroll them into NLAD.

The screenshot shows the NLAD Subscriber Management interface. At the top, there is a blue header with the Universal Service Administrative Co. logo, the title 'National Lifeline Accountability Database', a notification bell icon, and the email 'etcanalyst.uat@testing.com'. Below the header, there are two navigation tabs: 'Subscriber Management' (which is active and underlined) and 'Tools & Resources'. A breadcrumb trail 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 'Enroll Subscriber' highlighted by a yellow box. The list includes: '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.), 'Subscriber Information Lookup' (Review a subscriber record using phone number or subscriber ID to search.), and 'Submit Resolution Request' (Submit a resolution request for a transaction rejected in the legacy workflow.).

Subscriber 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.
- [Subscriber Information Lookup](#) - Review a subscriber record using phone number or subscriber ID to search.
- [Submit Resolution Request](#) - Submit a resolution request for a transaction rejected in the legacy workflow.

# Common NLAD Enrollment Errors

## Subscriber Information

There are two ways to enroll a subscriber in NLAD.

- **Option One:** Fill in the consumer's information to include:
  - First name
  - Last name
  - Date of birth
  - SSN4 or Tribal ID - if applicable
  - Address
- If a benefit qualifying person (BQP) is part of the application, make sure to include their information.

Universal Service Administrative Co. National Lifeline Accountability Database etcanalyst.uat@testing.com

Subscriber Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Subscriber Management | **Enroll Subscriber**

**Enroll Subscriber**

Subscriber Information Subscriber Address Telephone Information Review

[Instructions](#)

**Subscriber Information**

SAC

Application ID Enrollment

**First Name**

**Middle Name** Optional

**Last Name**

**Last 4 SSN** **Date of Birth**

Use Tribal Identification Number instead e.g. mm/dd/yyyy

**Benefit Qualifying Person (optional)**

**Next**

# Common NLAD Enrollment Errors

## Subscriber Information

- **Option Two:** Select the checkbox "Application ID Enrollment" and fill in the following fields:
  - First name
  - Last name
  - Date of birth
  - Application ID
- If a BQP is part of the application, make sure to include their information.

The screenshot shows the "Enroll Subscriber" form in the National Lifeline Accountability Database. The form is divided into four steps: Subscriber Information, Subscriber Address, Telephone Information, and Review. The "Subscriber Information" step is currently active. The form includes a dropdown for "SAC", a checkbox for "Application ID Enrollment" (highlighted with a yellow box), and input fields for "First Name", "Middle Name (Optional)", "Last Name", "Last 4 SSN" (with a note to use Tribal Identification Number instead), and "Date of Birth" (with an example format e.g. mm/dd/yyyy). A dropdown for "Benefit Qualifying Person (optional)" is also present (highlighted with a yellow box). The "Next" button is visible at the bottom right.

Universal Service Administrative Co. National Lifeline Accountability Database etcanalyst.uat@testing.com

Subscriber Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Subscriber Management | **Enroll Subscriber**

### Enroll Subscriber

Subscriber Information    Subscriber Address    Telephone Information    Review

[Instructions](#)

#### Subscriber Information

SAC

Application ID Enrollment

First Name

Middle Name Optional

Last Name

Last 4 SSN  
  
Use Tribal Identification Number instead

Date of Birth  
  
e.g. mm/dd/yyyy

Benefit Qualifying Person (optional)

**Next**

# Common NLAD Enrollment Errors

# Common NLAD Enrollment Errors

## Overview


- You will only be able to enroll eligible consumers in NLAD if they have an **active** and **approved** eligibility decision from the National Verifier.
- Consumers who are unable to demonstrate an active or approved application decision will receive an error in the NLAD system.



# Common NLAD Enrollment Errors

## Application Not Found

### Error

 **Error**

applicationId: The subscriber has not finished qualifying through the Lifeline National Verifier. Submit documents for the below listed error(s) [here](#).


### Resolution

- Verify the correct spelling of the consumer's first and last name.
- Ensure additional spaces are not included in the first and last name.
- Confirm the consumer's date of birth.
- Confirm the consumer has completed the application within 90 days.

# Common NLAD Enrollment Errors

## Application Not Complete

### Error

 **Error**

applicationId: The subscriber has not finished qualifying through the Lifeline National Verifier. Submit documents for the below listed error(s) [here](#).


### Resolution

- Ensure the consumer has a completed National Verifier application.
- Confirm successful submission of [supporting application documents](#).

# Common NLAD Enrollment Errors

## Application Pending

### Error

 **Error**

applicationId: The subscriber has not finished qualifying through the Lifeline National Verifier. Submit documents for the below listed error(s) [here](#).


### Resolution

- Contact the Lifeline Support Center at (800) 234-9473 or [lifelineprogram@usac.org](mailto:lifelineprogram@usac.org) to learn more information about the consumer's application status.

# Common NLAD Enrollment Errors

## Subscriber Already Enrolled in Lifeline

### Error

 **Error**

Subscriber: The subscriber in this transaction is a duplicate of another subscriber in Lifeline. Consumers may only be enrolled one time and receive a benefit. To enroll this consumer, obtain consent to transfer them or request that they de-enroll from their other provider before completing the consent and the enrollment transaction.

### Resolution

- Assist the consumer with requesting a benefit transfer.
- The benefit transfer must be at the request of the subscriber and performed by the new service provider.

# Common NLAD Enrollment Errors

## Duplicate Phone Number

### Error



#### Error

Phone Number: The phone number in this transaction matches the phone number of another subscriber.

### Resolution

- Assign a new phone number to bypass the duplicate phone number error message, or
- Submit a dispute via email to the [Lifeline Program](#), including the phone number and the Study Area Code (SAC) you are attempting to enroll or transfer.

# Common NLAD Enrollment Errors

## Summary

- Ensure you have the correct spelling of the consumer's first and last name.
- Confirm the consumer has a completed National Verifier application.
- A benefit transfer must be at the request of the subscriber and performed by the new service provider.
- Consumers who are unable to demonstrate an active or approved application decision will receive an error in the NLAD system.
- If a benefit qualifying person (BQP) is part of the application, make sure to include their information.

# Common NLAD Transfer Errors

# Common NLAD Transfer Errors

## Select Transfer Lifeline Benefit

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

The screenshot shows the NLAD Subscriber Management 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, there are navigation links for 'Subscriber Management' and 'Tools & Resources'. The main content area has a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Subscriber Management'. The title 'Subscriber Management' is displayed in large blue font. Below the title, a welcome message 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 is provided, with 'Transfer Lifeline Benefit' highlighted in 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.
- [Subscriber Information Lookup](#) - Review a subscriber record using phone number or subscriber ID to search.
- [Submit Resolution Request](#) - Submit a resolution request for a transaction rejected in the legacy workflow.



# Common NLAD Transfer Errors

## Subscriber Information

There are two ways to transfer a Lifeline benefit.

- **Option One:** Fill in the consumer's information to include:
  - First name
  - Last name
  - Date of birth
  - SSN4 or Tribal ID - if applicable
  - Address
- If a BQP is part of the application, make sure to include their information.

Universal Service Administrative Co. National Lifeline Accountability Database etcanalyst.uat@testing.com

Subscriber 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

<b>First Name</b>	<b>Middle Name</b> Optional
<input type="text"/>	<input type="text"/>
<b>Last Name</b>	<b>Telephone Number in NLAD</b> Optional
<input type="text"/>	<input type="text"/>
<b>Last 4 SSN</b>	<b>Date of Birth</b>
<input type="text"/>	<input type="text"/>
<small>Use Tribal Identification Number instead</small>	<small>e.g. mm/dd/yyyy</small>

**Benefit Qualifying Person (optional)**

**Next**

# Common NLAD Transfer Errors

## Subscriber Information

- **Option Two:** Select the checkbox "Application ID Enrollment" and fill in the following fields:
  - First name
  - Last name
  - Date of birth
  - Application ID
- If a BQP is part of the application, make sure to include their information.

Universal Service Administrative Co. National Lifeline Accountability Database etcanalyst.uat@testing.com

Subscriber 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

# Common NLAD Transfer Errors Overview

- 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.

Universal Service Administrative Co. National Lifeline Accountability Database etcanalyst.uat@testing.com

Subscriber Management Tools & Resources

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

## Transfer Subscriber

Subscriber Information ✓ Subscriber Address ✓ Telephone Information ✓ Review

**Error**  
subscriber: Subscriber Not Found

[Instructions](#)

### Review Subscriber Information

SAC  
100003

Application ID Enrollment

First Name  
laingna

Middle Name Optional

Last Name  
afafafafa

Telephone Number in NLAD Optional

Last 4 SSN  
2123  
Use Tribal Identification Number instead


Date of Birth  
09/01/1943  
e.g. mm/dd/yyyy

Benefit Qualifying Person (optional)

# Common NLAD Transfer Errors

## Subscriber Not Found

### Error

A light pink rectangular box containing an error message. On the left side of the box is a small black triangle icon. To the right of the icon, the word "Error" is written in a bold, black font. Below "Error", the text "subscriber: Subscriber Not Found" is written in a regular, black font.

△ Error  
subscriber: Subscriber Not Found

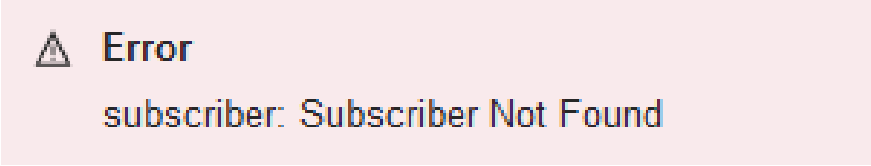
### Resolution

- Verify the correct spelling of the consumer's first and last name.
- Ensure additional spaces are not included in the first and last name.
- Confirm the consumer's date of birth.

# Common NLAD Transfer Errors

## Subscriber Not Found

### Error

A light pink rectangular box containing an error message. On the left is a small triangle icon with an exclamation mark inside. To its right, the word "Error" is written in bold. Below that, the text "subscriber: Subscriber Not Found" is displayed.

**Error**  
subscriber: Subscriber Not Found

### Resolution

- Request the consumer's enrollment confirmation email or letter and confirm the consumer's application date has not exceeded 90 days.

# Poll

# Frequently Asked Questions (FAQs)

# Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none"><li>• What is the biggest difference between the subaccount types?</li></ul>	<ul style="list-style-type: none"><li>• Subaccounts have different access levels for various functionalities and viewing permissions across NLAD, the National Verifier, and the Lifeline Claims System (LCS).</li><li>• Specific roles, such as 497 Officers and ETC Administrators, can create and manage other accounts.</li></ul>



# Frequently Asked Questions (FAQs)

- Listed below is a comparison chart of the different types of NLAD subaccounts.

## ETC Analyst

Can perform subscriber transactions, query subscriber data, and view reports.

User also has access to the National Verifier to check consumer eligibility.

## ETC Operations

Can query subscriber data and view reports.

User also has access to the National Verifier to check consumer eligibility.

## ETC Agent

Only has access to the National Verifier to check consumer eligibility.

User does not have access to the NLAD.

# Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none"><li>A subscriber shared that they have an approved application. Why do I receive an error when searching for their name?</li></ul>	<ul style="list-style-type: none"><li>If you receive an error, the consumer has not qualified through the National Verifier or their National Verifier application has expired. The consumer will need to complete a new application.</li><li>In addition, be sure you are entering the consumer's PII correctly.</li><li>If a BQP is listed on the application, verify that their information is also correct.</li></ul>

# Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none"><li>I am receiving a duplicate subscriber error when attempting to enroll a subscriber. What should I do?</li></ul>	<ul style="list-style-type: none"><li>To enroll the consumer, obtain consent to transfer them or request that they de-enroll from their other provider before completing the transaction.</li></ul>

# Frequently Asked Questions (FAQs)

<b>Question</b>	<b>Answer</b>
<ul style="list-style-type: none"><li>• Can our company have more than one ETC Administrator?</li></ul>	<ul style="list-style-type: none"><li>• There can only be one ETC Administrator per 498 ID/Service Provider Identification Number (SPIN).</li></ul>

# Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none"><li>• Can an ETC Administrator certify and submit claims?</li></ul>	<ul style="list-style-type: none"><li>• No. Only a 497 Officer can certify reimbursement claims and manage the ETC Administrator user.</li><li>• The ETC Administrator can:<ul style="list-style-type: none"><li>• Perform subscriber transactions</li><li>• Query subscriber data</li><li>• Create and view reports</li><li>• Submit resolution requests</li><li>• Create and manage account types</li><li>• Request various status checks</li></ul></li></ul>

# Frequently Asked Questions (FAQs)

<b>Question</b>	<b>Answer</b>
<ul style="list-style-type: none"><li>• As an ETC Analyst, can I submit claims and manage other account types?</li></ul>	<ul style="list-style-type: none"><li>• As an ETC Analyst, you are not authorized to file or certify claims.</li><li>• ETC Administrators have the ability to create and manage other account types (including ETC Analysts, Operations, and Agents).</li></ul>

# Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none"><li>• How can I switch my NLAD account type?</li></ul>	<ul style="list-style-type: none"><li>• If you would like to change your account type, your ETC Administrator will need to deactivate and re-create your account with a different account type.</li><li>• You will not be able to update your account type on your current NLAD subaccount.</li></ul>

# Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none"><li>• Which subaccount do I need to access the National Verifier to check consumer eligibility?</li></ul>	<ul style="list-style-type: none"><li>• The ETC Analyst, ETC Operations, and ETC Agent user roles all have the ability to access the National Verifier to check consumer eligibility.</li></ul>



# Frequently Asked Questions (FAQs)

Question	Answer
<ul style="list-style-type: none"><li>I only check consumer eligibility. Do I need to register for a Representative ID?</li></ul>	<ul style="list-style-type: none"><li>Yes. All providers who perform transactions in the NLAD and National Verifier, must register for a <a href="#">Representative ID</a> in the Representative Accountability Database (RAD).</li></ul>

# Frequently Asked Questions (FAQs)

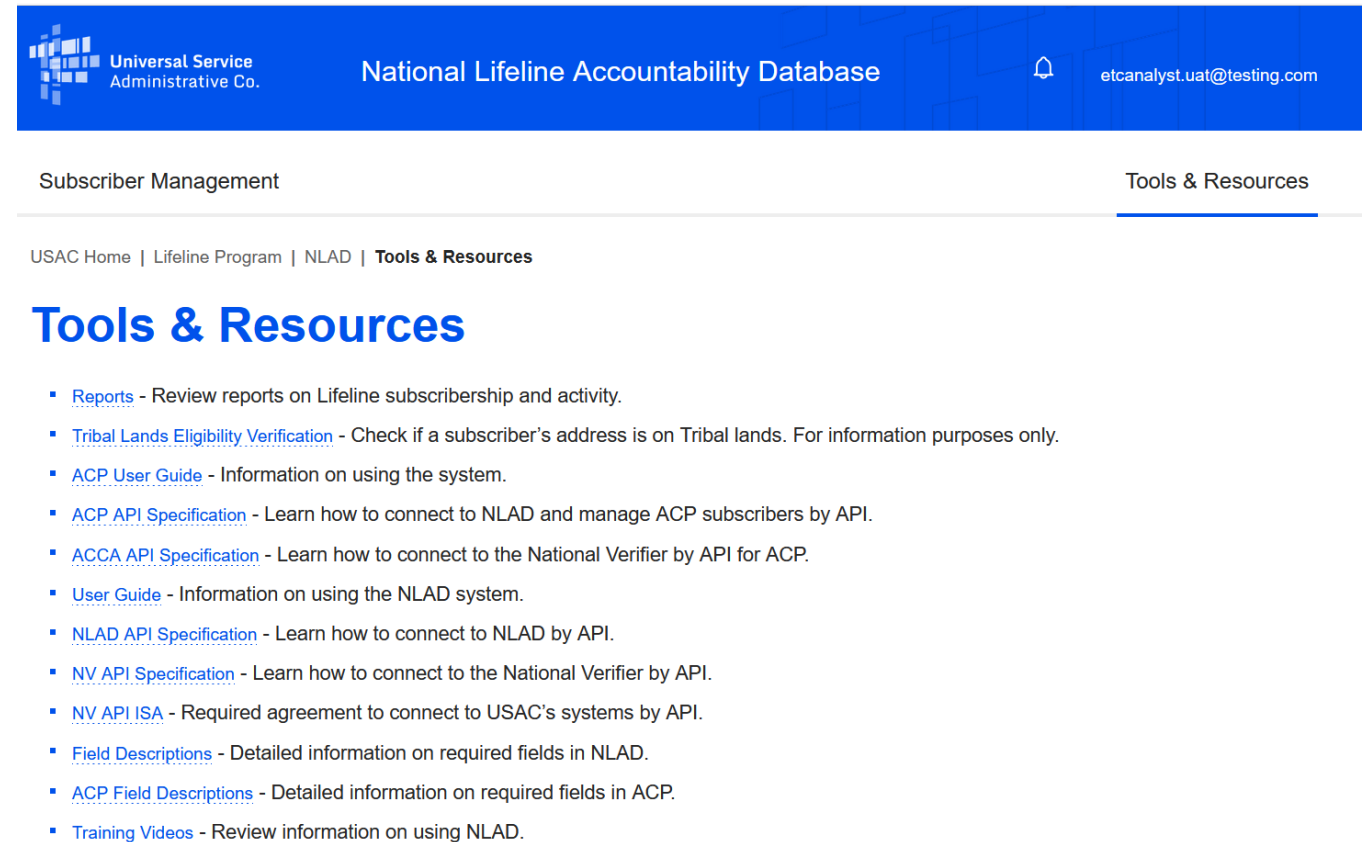
Question	Answer
<ul style="list-style-type: none"><li>If a consumer is applying for the Lifeline benefit on behalf of their dependent, whose PII should I enter?</li></ul>	<ul style="list-style-type: none"><li>When a consumer is applying for the Lifeline program and attempting to qualify using a dependent, referred to as a benefit qualifying person (BQP), they must enter their own information in the consumer section and the dependent's information in the BQP section.</li><li>The consumer should provide their first and last name, date of birth, SSN (or Tribal ID), and address in the appropriate fields.</li><li>Additionally, the BQP's first and last name, date of birth, and SSN (or Tribal ID) will also be required.</li></ul>

**Questions?**

# Resources

# Resources

- NLAD user guides and additional resources are available in the **Tools & Resources** section of NLAD.
  - Reports
  - API Specifications
  - Field Descriptions
  - Training Videos



Universal Service Administrative Co. National Lifeline Accountability Database etcanalyst.uat@testing.com

Subscriber Management Tools & Resources

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

## Tools & Resources

- [Reports](#) - Review reports on Lifeline subscribership and activity.
- [Tribal Lands Eligibility Verification](#) - Check if a subscriber's address is on Tribal lands. For information purposes only.
- [ACP User Guide](#) - Information on using the system.
- [ACP API Specification](#) - Learn how to connect to NLAD and manage ACP subscribers by API.
- [ACCA API Specification](#) - Learn how to connect to the National Verifier by API for ACP.
- [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.
- [ACP Field Descriptions](#) - Detailed information on required fields in ACP.
- [Training Videos](#) - Review information on using NLAD.

# Resources

- Visit our [NLAD](#) page for additional system-related information.
- View the updated [NLAD FAQs](#).
- Email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for technical support, questions, and assistance.
- Visit Lifeline's [Webinars](#) page to review past trainings and register for upcoming events.

# Next Month's Training Topic

- Join us next month to learn how to complete and submit the FCC Form 555.

## Webinars

Join us to learn about Lifeline program updates, including Lifeline program rules and orders, guidance about compliance and filings, the National Verifier (NV), and the National Lifeline Accountability Database (NLAD).

[Sign up](#)  for the Lifeline program newsletter to receive webinar announcements via email.

## Upcoming Trainings

### December 2024 Monthly Webinar: Completing the annual FCC Form 555

**Date:** Wednesday, December 11, 2024

**Time:** 03:00 pm ET – 04:00 pm ET

[Register](#)

**Thank You!**







**Universal Service**  
Administrative Co.