

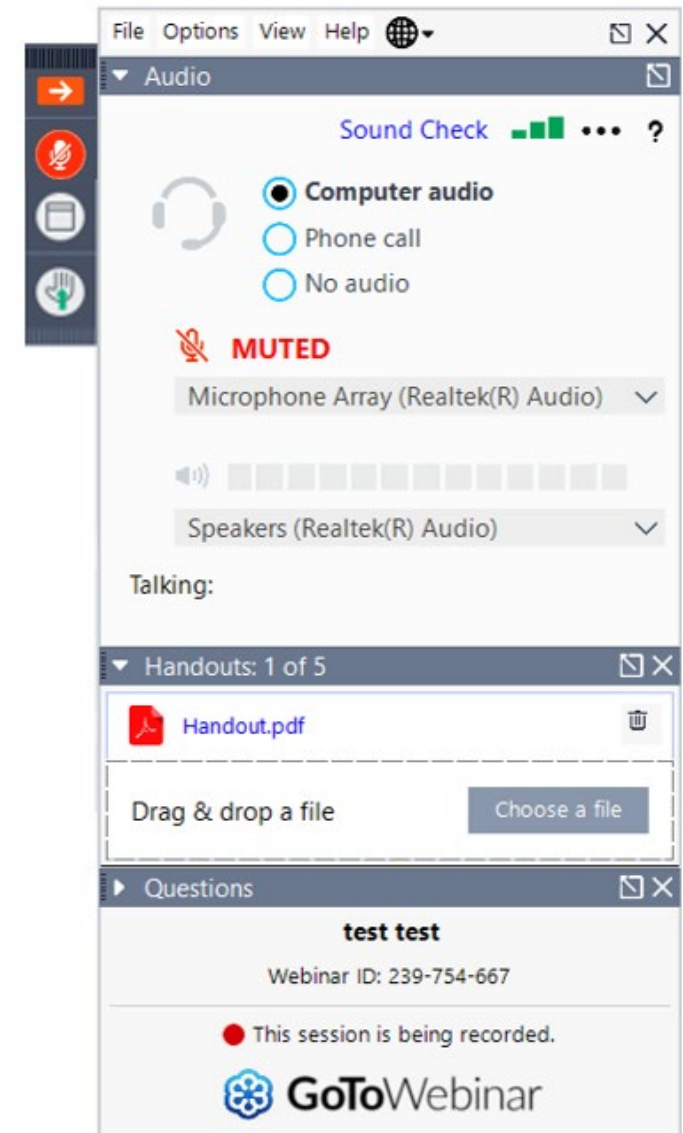
A woman with curly hair, wearing a yellow top, is sitting at a desk and smiling while looking at a laptop. The background is a blurred office environment with shelves and a desk lamp.

Navigating the National Lifeline Accountability Database (NLAD)

Lifeline Program
August 13, 2025

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

Oladotun Adio

Communications Specialist

Linnita Hosten

Senior Communications Specialist

Agenda

- Program Announcements
- Lifeline Program Overview
- National Lifeline Accountability Database
- How to Enroll Subscribers in NLAD
- Service Provider Responsibilities
- Resources



Announcements

Announcements

Updated Minimum Service Standards

- On July 1, 2025, the Wireline Competition Bureau (WCB) released an [Order](#) extending the phase-out of Lifeline support for voice-only service.
- The basic Lifeline support amount of \$5.25 per month remains available to eligible consumers receiving voice-only service through November 30, 2026.
- WCB also paused an increase in Lifeline minimum service standards for mobile broadband for an additional year. The minimum service standard for mobile broadband remains at 4.5 GB per month through November 30, 2026.
- On July 14, 2025, WCB released a [Public Notice](#) announcing an increase in fixed broadband usage allowance from 1230 GB to 1280 GB per month starting on December 1, 2025, and that the minimum service standard for mobile voice service will remain at 1000 minutes per month.
 - Service providers providing Lifeline-supported fixed broadband service must notify their Lifeline subscribers of this change.

Lifeline Program Overview

Lifeline Program Overview

Lifeline Benefit

The Lifeline program is a federal benefit program that helps low-income households pay for phone or internet service.

- Eligible households can receive:

\$9.25 Standard Benefit

Up to \$9.25/month discount for internet or bundled services or up to \$5.25/month for phone service that meets the [minimum service standards](#).

\$34.25 Tribal Benefit

Up to \$34.25/month discount for households on [qualifying Tribal lands](#).

\$100 Link Up Benefit

A one-time discount of up to \$100 off the initial setup fees at addresses on qualifying Tribal lands receiving voice service from certain service providers.

\$9.25 Survivor Benefit

A \$9.25/month discount for phone, internet, or bundled services for up to 6 months for [survivors of domestic violence and related abuse who qualify](#).

- The Lifeline benefit is limited to one monthly service discount per household.

Lifeline Program Overview

How to Qualify

There are **three ways** a household can qualify for the **standard Lifeline** benefit:

- [Household income](#) at or below 135 percent of the Federal Poverty Guidelines.
- Participation in certain [federal assistance programs](#) such as SNAP, Medicaid, Supplemental Security Income, Federal Housing Assistance, or Veterans Pension and Survivors Benefit.
- Participation in certain [Tribal assistance programs](#) (only available to households that live on Tribal lands) such as Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy Families (Tribal TANF), or Food Distribution Program on Indian Reservations.

Lifeline Program Overview

How to Apply

Option 1:

Apply Online

- Consumers can visit LifelineSupport.org from any computer or mobile device to complete the electronic application and upload any required documentation.
- [Online application instructions](#) are available in 10 languages.

Option 2:

Apply by Mail

- Consumers can fill out a [Lifeline Application Form](#) ([Spanish](#)) and then mail the application and supporting documentation to the Lifeline Support Center.
 - PO Box 1000
Horseheads, NY 14845
- [Paper application instructions](#) are available in 10 languages.

Option 3:

Apply with a Participating Company

- Consumers can ask their phone or internet company if they participate in Lifeline or use our [online tool](#) to find a participating company near them.
 - Consumers may also be able to apply through a company's website if that option is available.

Lifeline Program Overview

Lifeline Systems

The Lifeline program uses the following four USAC systems to support service providers:

- The **Representative Accountability Database (RAD)** is a registration system that validates the identities of service provider representatives who perform transactions in NLAD and the National Verifier.
- The **National Lifeline Accountability Database (NLAD)** is used to enroll Lifeline-eligible consumers and manage existing subscribers' benefits.
- The **National Verifier** is Lifeline's centralized application system that determines whether consumers are eligible for Lifeline.
- The **Lifeline Claims System** is the online filing system that service providers use to receive reimbursements for offering Lifeline-supported services to eligible consumers.

Note: USAC uses a single sign-on dashboard, [One Portal](#), where users can log in to NLAD, the National Verifier, and LCS.

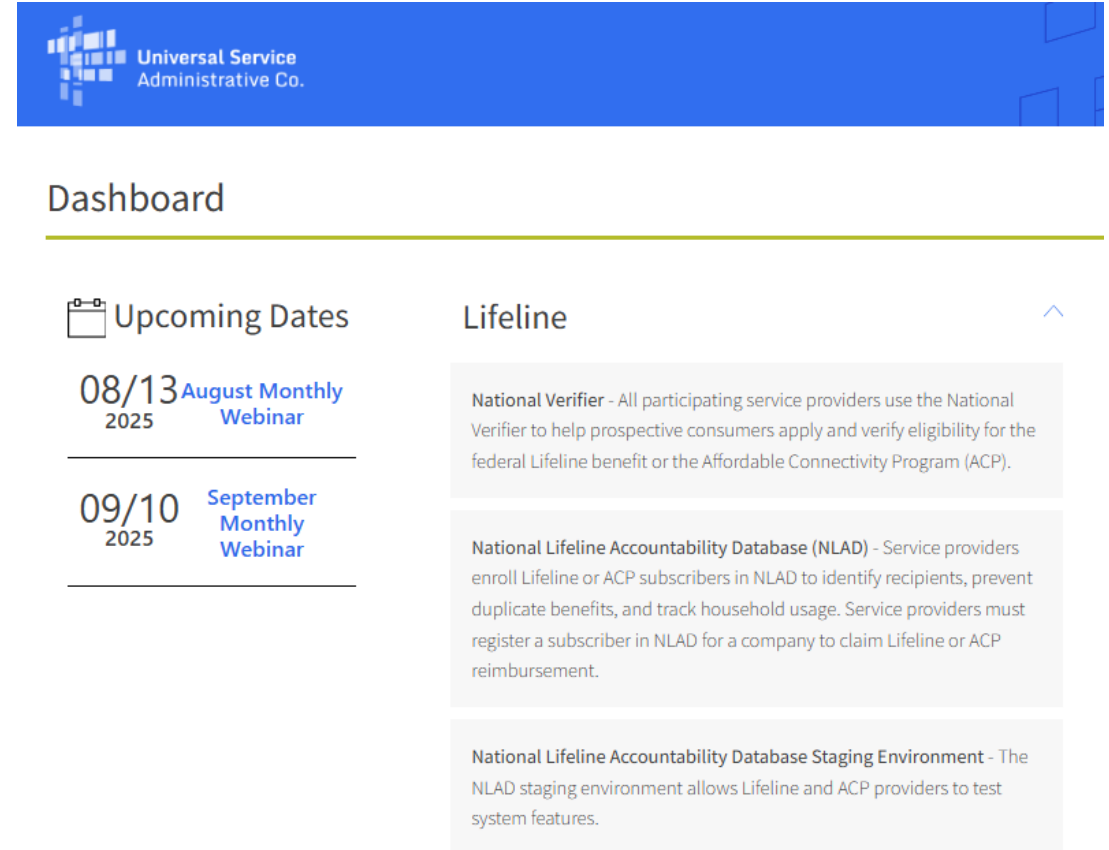
National Lifeline Accountability Database

National Lifeline Accountability Database

Overview

- NLAD is used to enroll Lifeline-eligible consumers and manage existing subscribers' benefits.
- Once a consumer qualifies for the Lifeline benefit through the National Verifier, their service provider must enroll them using NLAD so that the monthly benefit can be applied to the subscriber's phone or internet service.
- Consumers must be enrolled in NLAD for service providers to claim reimbursements.
- NLAD is used in all states except California*, Oregon, and Texas, which are *NLAD [opt-out states](#)*.

*Broadband-only consumers are enrolled through NLAD in California.



The screenshot shows the dashboard of the Universal Service Administrative Co. (USAC). At the top is a blue header with the USAC logo and name. Below the header is a section titled "Dashboard" with a green underline. The dashboard is divided into two main columns. The left column is titled "Upcoming Dates" and contains two entries: "08/13 2025 August Monthly Webinar" and "09/10 2025 September Monthly Webinar". The right column is titled "Lifeline" and contains three entries: "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.", and "National Lifeline Accountability Database Staging Environment - The NLAD staging environment allows Lifeline and ACP providers to test system features."

Universal Service Administrative Co.

Dashboard

Upcoming Dates

08/13 2025 August Monthly Webinar

09/10 2025 September 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.

National Lifeline Accountability Database

Account Types

- NLAD has four different [account types](#), each with specific functions:
 - **497 Officers** are responsible for certifying claims and overseeing the ETC Administrator user role.
 - **ETC Administrators** manage all sub-accounts (Analyst, Operations, and Agent roles) and can perform subscriber transactions, query subscriber data, and view reports.
 - These users can also access the National Verifier to check consumer eligibility.
 - **ETC Analysts** can perform subscriber transactions, query subscriber data, view reports in NLAD, and use the National Verifier to confirm consumer eligibility.
 - **ETC Operations** users can query data and view reports in NLAD, as well as use the National Verifier to confirm consumer eligibility.
- Users must [register for a Representative ID](#) before they can access or perform transactions in NLAD under any of the four account types listed above.

National Lifeline Accountability Database

Transaction Types

NLAD users can perform five types of transactions to manage subscribers:

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

National Lifeline Accountability Database

Transaction Types

- The following table highlights the transactions that each account type can perform in NLAD:

	497 Officer	ETC Admin.	ETC Analyst	ETC Operations
Verify		✓	✓	
Enroll		✓	✓	
Transfer		✓	✓	
Update		✓	✓	
De-enroll		✓	✓	

National Lifeline Accountability Database

Subscriber Management

Service providers can manage subscribers in NLAD using the following methods:

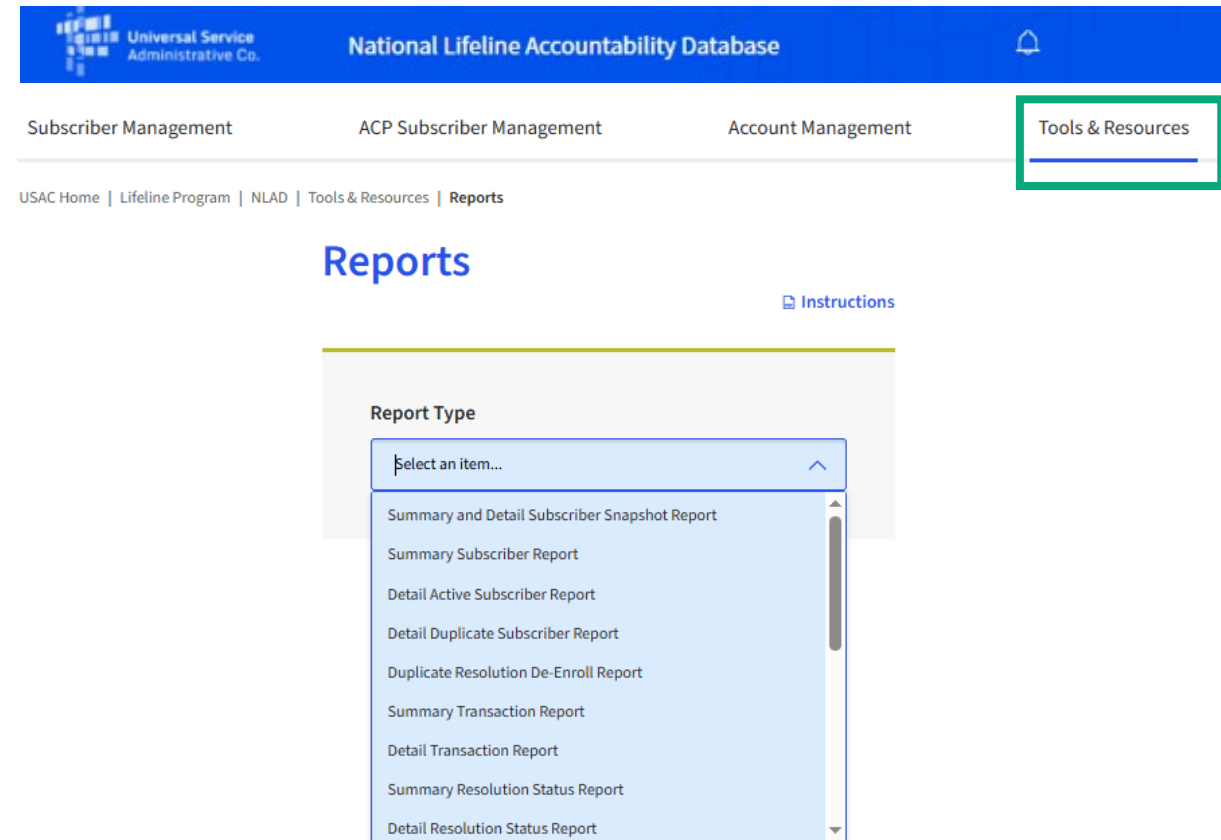
- **Individual Transactions (Portal):** Providers can perform individual transactions for one consumer at a time using the NLAD user interface (UI), which is accessible via [One Portal](#).
- **Bulk Upload:** Providers can add or update many subscribers at once by using a [bulk upload template](#) (CSV 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 and automatically pull reports.
 - To use the NLAD API, service providers must have a signed [Interconnection Security Agreement \(ISA\)](#) with USAC.

National Lifeline Accountability Database

Reports

NLAD provides several reports that service providers can use to monitor and manage their subscribers.

- To navigate to the reports, select **Tools & Resources** and then **Reports**.
- From the **Reports** workflow, select any available report to review.



National Lifeline Accountability Database

Reports

The following is a summary of the reports available to NLAD users:

- The **Summary and Detail Subscriber Snapshot Report** details the total count of active subscribers per Study Area Code (SAC) for a selected data month.
- The **Summary Subscriber Report** lists all active NLAD subscribers within a specified range of dates for the selected SAC(s).
- The **Duplicate Subscriber Report** lists duplicate records identified and resolved during the duplicate resolution process.
- The **Detail Transaction Report** lists all subscribers' transactions performed in NLAD.
- The **Resolution Status Report** displays the status of dispute resolutions by highlighting the total number of resolution requests by their status type on each day within a specified range of dates for the selected SACs.
- The **Recertification Report** shows the status of subscribers' eligibility to continue receiving Lifeline after undergoing the annual recertification process.

National Lifeline Accountability Database

Reports

- The **Linked Representative Report** contains information on representatives linked to the 497 Officer or ETC Admin's 498 ID/Service Provider Identification Number (SPIN).
 - These reports are only available to 497 Officers and ETC Administrators.
 - The **Linked Representatives Report - ETC Admin** is only available to 497 Officers.
 - The **Linked Representatives Report - Subaccounts** is only available to ETC Administrators.
- The **Address Change Report** provides the status of subscribers undergoing an address resolution after updating their address and lists subscribers who have attempted or successfully changed their address.
- The **Continued Eligibility Status Report** lists records of subscribers who are currently undergoing or have undergone [Continued Eligibility](#) verification within a specified period.

National Lifeline Accountability Database

Reports

- The following table highlights the reports that each account type can access in NLAD:

Report	497 Officer	ETC Admin.	ETC Analyst	ETC Operations
Summary and Detail Subscriber Snapshot Report		✓	✓	✓
Summary Subscriber Report		✓	✓	✓
Duplicate Subscriber Report		✓	✓	✓
Detail Transaction Report		✓	✓	✓
Resolution Status Report		✓	✓	✓

National Lifeline Accountability Database

Reports

- The following table highlights the reports that each account type can access in NLAD:

Report	497 Officer	ETC Admin.	ETC Analyst	ETC Operations
Recertification Report		✓	✓	✓
Linked Representative Report	✓	✓		
Address Change Report		✓	✓	✓
Continued Eligibility Status Report		✓	✓	✓

Questions?

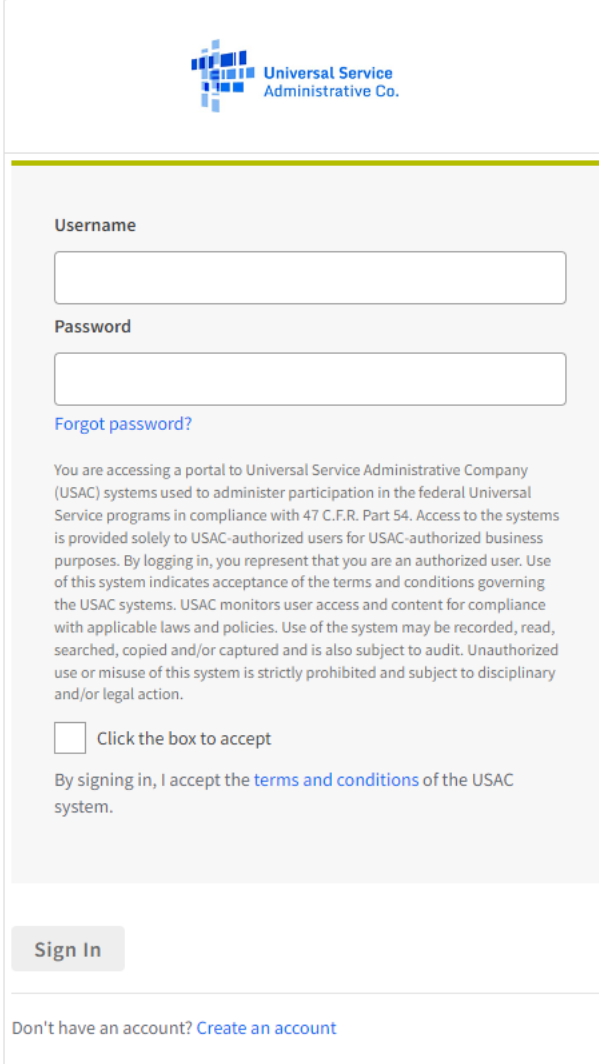
How to Enroll Subscribers

One Portal

How to Enroll Subscribers – One Portal

Sign In to One Portal

- Access NLAD through USAC's single sign-on platform, [One Portal](#).



The screenshot shows the sign-in interface for the Universal Service Administrative Company (USAC) One Portal. At the top right is the USAC logo. Below it, there are input fields for 'Username' and 'Password'. A link for 'Forgot password?' is located below the password field. A large block of text contains a disclaimer about system access and usage. Below this text is a checkbox for accepting terms and conditions, followed by a 'Sign In' button. At the bottom, there is a link for users who do not have 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.

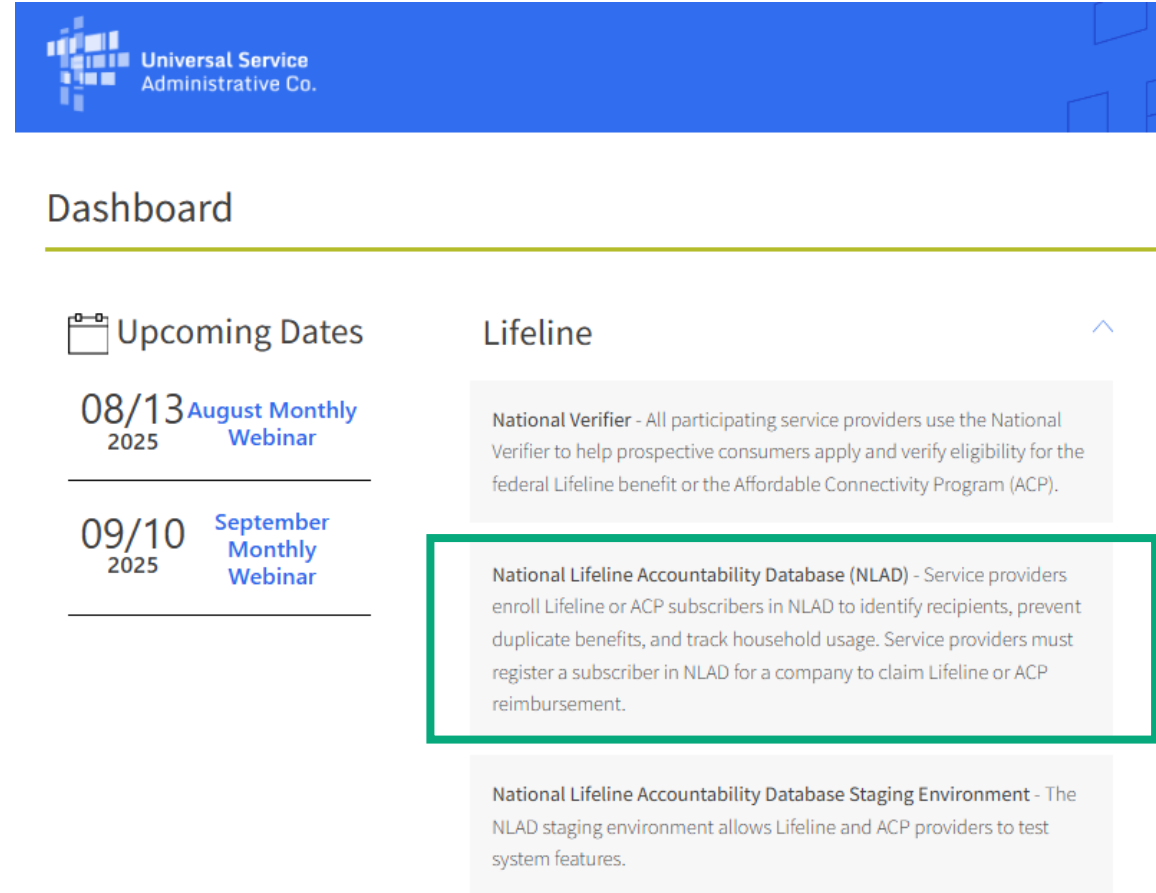
Sign In

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

How to Enroll Subscribers – One Portal

Select NLAD

- Once logged in, select **NLAD**.



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Universal Service Administrative Co.

Dashboard

Upcoming Dates

08/13 2025 August Monthly Webinar

09/10 2025 September 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.

How to Enroll Subscribers – One Portal

NLAD Home Page

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

Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management ACP Subscriber Management 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.
- [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.
- [Upload Continued Eligibility File](#) - Upload a subscriber file to initiate Continued Eligibility process.
- [Extend Window End Dates](#) - Upload a file to update End Date field.
- [Detail Subscriber Lookup](#) - Review a subscriber's enrollment details using personal information to search.
- [Lifeline Recertification](#) - Upload a subscriber file to initiate the Lifeline Recertification Process.
- [Set Daily Lifeline Recertification Volumes](#) - Set daily number of Lifeline recertification requests to be sent to NV.
- [Bulk Transfers and Re-enrollments](#) - Perform bulk transfers or re-enrollments that bypasses eligibility validations.

How to Enroll Subscribers – One Portal

Select Enroll Subscriber – Subscriber Information

- From the **Enroll Subscriber** workflow, fill in the subscriber's information in each of the blank fields:
 - First name
 - Last name
 - Date of birth
 - SSN4 or Tribal ID (if applicable)
 - Address
- OR** select the checkbox "Application ID Enrollment" and fill in the relevant fields (first name, last name, date of birth, and Application ID).

Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management ACP Subscriber Management Account 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

How to Enroll Subscribers – One Portal

Select Enroll Subscriber – Subscriber Address

- Enter the subscriber's address and then select **Next**.

The screenshot shows the 'National Lifeline Accountability Database' interface. At the top, there's a blue header with the USAC logo and the title 'National Lifeline Accountability Database'. Below this is a navigation bar with links: 'Subscriber Management', 'ACP Subscriber Management', 'Account Management', and 'Tools & Resources'. A breadcrumb trail reads: 'USAC Home | Lifeline Program | NLAD | Subscriber Management | Enroll Subscriber'. The main heading is 'Enroll Subscriber'. Below it is a progress bar with four steps: 'Subscriber Information' (completed, marked with a checkmark), 'Subscriber Address' (current step, marked with a circle), 'Telephone Information', and 'Review'. To the right of the progress bar is a link for 'Instructions'. The 'Subscriber Address' section contains the following fields:

- Primary Address**: A text input field.
- Apt, Unit, etc**: A text input field.
- City**: A text input field.
- State**: A dropdown menu with a blue arrow icon.
- ZIP Code**: A text input field.

At the bottom left of the form is a link 'Different Mailing Address?' with a dropdown arrow. At the bottom of the page are two buttons: 'Back' and 'Next'.

How to Enroll Subscribers – One Portal

Enter Telephone Information

- Enter in the subscriber'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 began Lifeline service.
 - **Telephone Number:** Subscriber's phone number (if applicable).
- Select **Next**.

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- Service Type:** A dropdown menu.
- Service Initiation Date:** A date picker showing 'MM/DD/YYYY' with a calendar icon and a hint 'e.g. mm/dd/yyyy'.
- Telephone Number:** A text input field with a help icon.
- Consumer Email:** Labeled 'Optional', with a text input field.
- ETC General Use:** Labeled 'Optional', with a text input field.

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

How to Enroll Subscribers – One Portal

Review Subscriber Information

- Review the subscriber's information to confirm that their information is correct and then select **Enroll**.

Enroll Subscriber

[Instructions](#)

Review Subscriber Information

SAC

100002

☐ Application ID Enrollment

First Name

Olasubomi

Middle Name Optional

Last Name

Adio

Last 4 SSN

1111

[Use Tribal Identification Number instead](#)

Date of Birth

01/01/2000

[e.g. mm/dd/yyyy](#)[Benefit Qualifying Person \(optional\)](#)

Primary Address

700 12th street

Apt, Unit, etc

City

Washington

State

DC

ZIP Code

20005

[Different Mailing Address?](#)

Telephone Information

Service Type

Bundled - Voice and Broadband

Service Initiation Date

07/25/2025

[e.g. mm/dd/yyyy](#)

Telephone Number

(617) 656 9966

Consumer Email Optional

ETC General Use Optional

[Verify](#)[Enroll](#)

How to Enroll Subscribers – One Portal

View Enrollment Status

Unsuccessful Enrollment

- If an enrollment is unsuccessful because of missing or incorrectly formatted data, the associated error messages will appear at the top of the page in red.
 - The user will be redirected to the **Transaction Unsuccessful** page, where they will see the related error messages and transaction details.

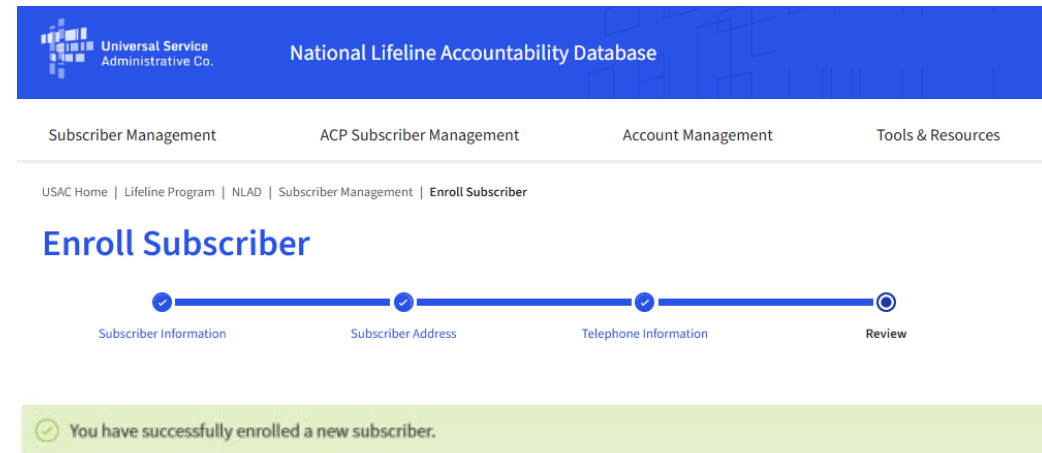
The screenshot displays the 'National Lifeline Accountability Database' interface. At the top, there's a blue header with the 'Universal Service Administrative Co.' logo and the title 'National Lifeline Accountability Database'. Below this is a navigation bar with links: 'Subscriber Management', 'ACP Subscriber Management', 'Account Management', and 'Tools & Resources'. A breadcrumb trail shows the path: 'USAC Home | Lifeline Program | NLAD | Subscriber Management | Enroll Subscriber'. The main heading is 'Enroll Subscriber'. A progress bar indicates four steps: 'Subscriber Information' (checked), 'Subscriber Address' (checked), 'Telephone Information' (checked), and 'Review' (active). A red error message box states: 'Error: SAC: This SAC number is not authorized to submit transactions for this zip code.' An 'Instructions' link is visible. The 'Review Subscriber Information' form includes a 'SAC' dropdown menu (set to '100002'), an 'Application ID Enrollment' checkbox, and text input fields for 'First Name' (Olasubomi), 'Middle Name Optional', and 'Last Name' (Adio).

How to Enroll Subscribers – One Portal

View Enrollment Status

Successful Enrollment

- Upon successful enrollment, users will be directed to the **Transaction Successful** page, which shows a success message and a read-only display of the enrollment details.



How to Enroll Subscribers

Batch Upload

How to Enroll Subscribers – Batch Upload

Overview

Service providers may submit batch files to perform multiple transactions in NLAD.

- Batch uploads can:
 - Contain one or many transactions.
 - Include multiple Study Area Codes (SACs) and transaction types.

How to Enroll Subscribers – Batch Upload

Prepare Batch Files

To prepare and submit batch files, the following steps are required:

- Fill in the [batch template](#) with subscriber information.
 - Provide all required fields for the transaction type.
 - **Do not change/modify any of the template headers.**
 - For full descriptions of all input fields, including restrictions, review the [detailed field descriptions](#).
- Save the file.
 - The file name must start with a six-digit SAC number and end with a .csv extension.
 - For example, **999999-Company.csv**.

How to Enroll Subscribers – Batch Upload

Upload Subscriber File

- To submit batch files, select **Upload Subscriber File**.

Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management ACP Subscriber Management Account Management Tools & Resources

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

Subscriber Management

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- [Upload Subscriber File](#) - Perform batch transactions. Enroll, transfer, update, or de-enroll more than one subscriber at a time.
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How to Enroll Subscribers – Batch Upload

Upload Subscriber File

- Select **Choose File** and then select the file to upload.
- Select **Upload** to submit the file.

Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management ACP Subscriber Management Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Subscriber Management | Upload Subscriber File

Upload Subscriber File

[Instructions](#)

Upload a file

Choose File

How to Enroll Subscribers – Batch Upload

Retrieve Batch Status and Feedback

- NLAD provides the status of batch files in the *Uploaded Files* table.
- If the file is successfully uploaded, the status will be **SUCCESS**.
- If the file is not upload successfully, the status will be **ERROR**.
 - Download the ERROR file to see which transactions were not accepted and why.
 - Correct errors and upload a new batch file.
 - Tip: Do not include subscribers who were previously uploaded successfully.

Displaying 1-7 of 7 records

SAC Filename	Username	Submitted Date	Rows Processed	Status	Submitted	Rejected	Errors
		02/03/2024	2	ERROR	2	4	↓
		02/03/2024	2	SUCCESS	2	4	
		02/09/2024	2	ERROR	2	4	↓
		02/09/2024	5	SUCCESS	1	4	
		02/03/2024	2	ERROR	8	4	↓
		02/09/2024	5	SUCCESS	1	4	
		02/03/2024	2	ERROR	2	4	↓

Show records/page < 1 > of 1 pages

Questions?

How to Enroll Subscribers

NLAD API

How to Enroll Subscribers – NLAD API

Overview

- The NLAD API allows for a computer-to-computer connection.
- The NLAD API allows service providers to connect their billing or customer management system directly to NLAD so that their system can send enrollments or other transactions and pull reports automatically.
 - The NLAD API enables service providers to streamline the consumer enrollment process.
 - The NLAD API automatically captures consumer enrollment information in service provider billing systems.
- To use the NLAD API, service providers must have a signed [Interconnection Security Agreement \(ISA\)](#) with USAC.

How to Enroll Subscribers – NLAD API

Obtain API Access to NLAD

The following steps are required to obtain API access to NLAD^{*}:

- Review API specifications.
 - Information on how a service provider can integrate NLAD into their existing business models is available within the **NLAD API Specifications** document, which can be found in the **Tools & Resources** section of NLAD.
- Complete technical development and testing.
 - Technical work is required to establish an API connection.
 - The NLAD API Specifications document may assist technical teams with development.
- Submit a signed Interconnection Security Agreement (ISA) to USAC.
 - An ISA is an agreement established between USAC and service providers to document the technical requirements and security components of the interconnections between IT systems.

^{*}Processes are subject to change

How to Enroll Subscribers – NLAD API

Obtain API Access to NLAD

Service providers accessing NLAD via the API must submit the following to USAC^{*}:

- The API ID(s) they would like to register for API production access.
 - If the provider has not created an API ID yet, the ETC Administrator can create an API account in NLAD.
- The completed and signed ISA.
- The domain information for the service provider.

^{*}Processes are subject to change

Service Provider Responsibilities

Service Provider Responsibilities

Account Management

Account management in NLAD is the primary responsibility of 497 Officer and ETC Administrator users.

- USAC sends quarterly reminders to the 497 Officer and ETC Administrator user roles, reminding them of their account management responsibilities.
 - These responsibilities include keeping accounts current and deactivating accounts where applicable.
 - The reminder includes detailed instructions on how to view information, manage accounts, and manage representative IDs.
- 497 Officers are required to review ETC Administrator accounts.
- ETC Administrators are required to review all NLAD subaccounts (ETC Analyst, ETC Operations, and ETC Agent) associated with each SPIN.
- Additional information on how to manage accounts in NLAD is available in the [NLAD User Guide](#).

Resources

One Portal Resources

- Resources are available in the **Tools & Resources** section of NLAD:
 - Reports
 - User Guide
 - NLAD API Specifications
 - Field Descriptions
- For common questions about NLAD, review the [NLAD FAQs](#).

The screenshot shows the top navigation bar of the National Lifeline Accountability Database (NLAD) website. The header is blue with the Universal Service Administrative Co. logo on the left and the text 'National Lifeline Accountability Database' on the right. Below the header is a navigation menu with links: 'Subscriber Management', 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources' (which is highlighted with a blue underline). Below the navigation menu is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Tools & Resources'. The main heading 'Tools & Resources' is displayed in large blue font. Below this heading is a list of resources, each preceded by a blue square icon and a link: 'Reports', 'ACP Reports', 'Tribal Lands Eligibility Verification', 'ACP User Guide', 'ACP API Specification', 'ACCA API Specification', 'User Guide', 'NLAD API Specification', 'NV API Specification', 'NV API ISA', 'Field Descriptions', 'ACP Field Descriptions', and 'Training Videos'. Each link is followed by a brief description of the resource.

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.
- [ACP Reports](#) - Review reports on ACP subscribership and activity. Access historical EBBP subscribership information.
- [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.

Other Resources

NLAD Resources

- More information can be found on the [NLAD](#) page of our website and will include:
 - [National Verifier NLAD Input Templates Field Names and Descriptions](#).
 - [NLAD Maintenance Schedule](#) and Release Notes.
- View [NLAD instructional videos](#) on USAC.org.

General Resources

- Visit usac.org/lifeline for general program information.
- Email LifelineProgram@usac.org for technical support and additional information on processes, rules, and requirements.
- Visit Lifeline's [Webinars](#) page to review past trainings and register for upcoming events.

September Webinar

[Register](#) for the next Lifeline webinar.

- **Date:** September 10, 2025
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** How to Apply for Survivors

[How to Apply for Survivors](#)

📅 September 10, 2025 ⌚ 03:00 pm – 04:00 pm ET

Intended Audience: Consumers and consumer advocates

Lifeline subject matter experts will provide an overview of how survivors of domestic violence, human trafficking, and related crimes can apply to receive an emergency Lifeline benefit.

[Register](#)

Lifeline Monthly Newsletter

- [Subscribe](#) to the Lifeline monthly newsletter for program updates, reminders, and announcements.

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Lifeline

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Rural Health Care (RHC) Program

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