



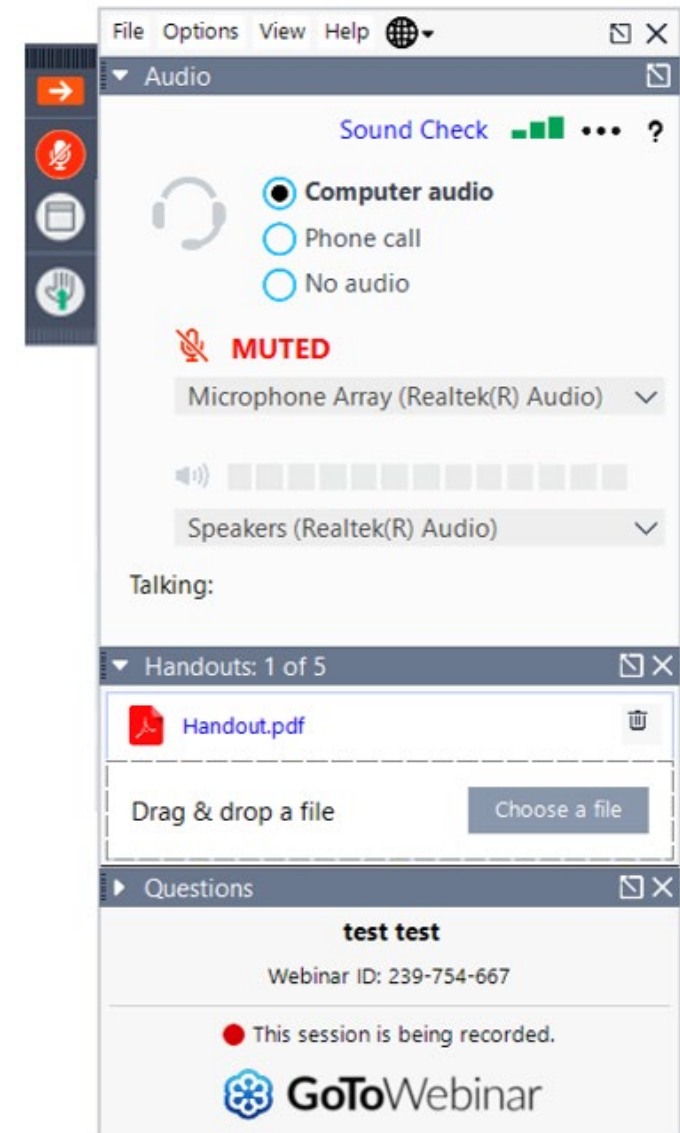
FCC Order on California & USAC Systems Overview Office Hours

Lifeline Program

December 3, 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

Elizabeth Dewey

Senior Communications Specialist

Linnita Hosten

Senior Communications Specialist

Agenda

- FCC Order on California Summary
- Lifeline Systems
 - Representative Accountability Database (RAD)
 - National Lifeline Accountability Database (NLAD)
 - National Verifier
 - Lifeline Claims System (LCS)
- Resources and Upcoming Training

FCC Order on California Summary

FCC Order on California

Summary

- On November 20, 2025, the Wireline Competition Bureau (Bureau) of the Federal Communications Commission (FCC) issued an [Order](#) announcing changes to the federal Lifeline program in California.
- **Effective February 1, 2026**, California Lifeline service providers will use the National Verifier to determine eligibility and perform duplicate checks for consumers, and the National Lifeline Accountability Database (NLAD) to enroll eligible consumers.
- California service providers are encouraged to thoroughly review the Order for additional details.

How to Prepare

- California service providers **who do not have access** to USAC systems will need to do the following:
 - **Register for a Representative ID**
 - **Create User Accounts in NLAD**
 - **Link Representative IDs to Accounts**
- Starting on February 1, 2026, and after access is granted; users will be able to perform transactions in the National Verifier to determine consumer eligibility and National Lifeline Accountability Database (NLAD) to enroll eligible consumers in the program.

Lifeline Systems

Lifeline Systems

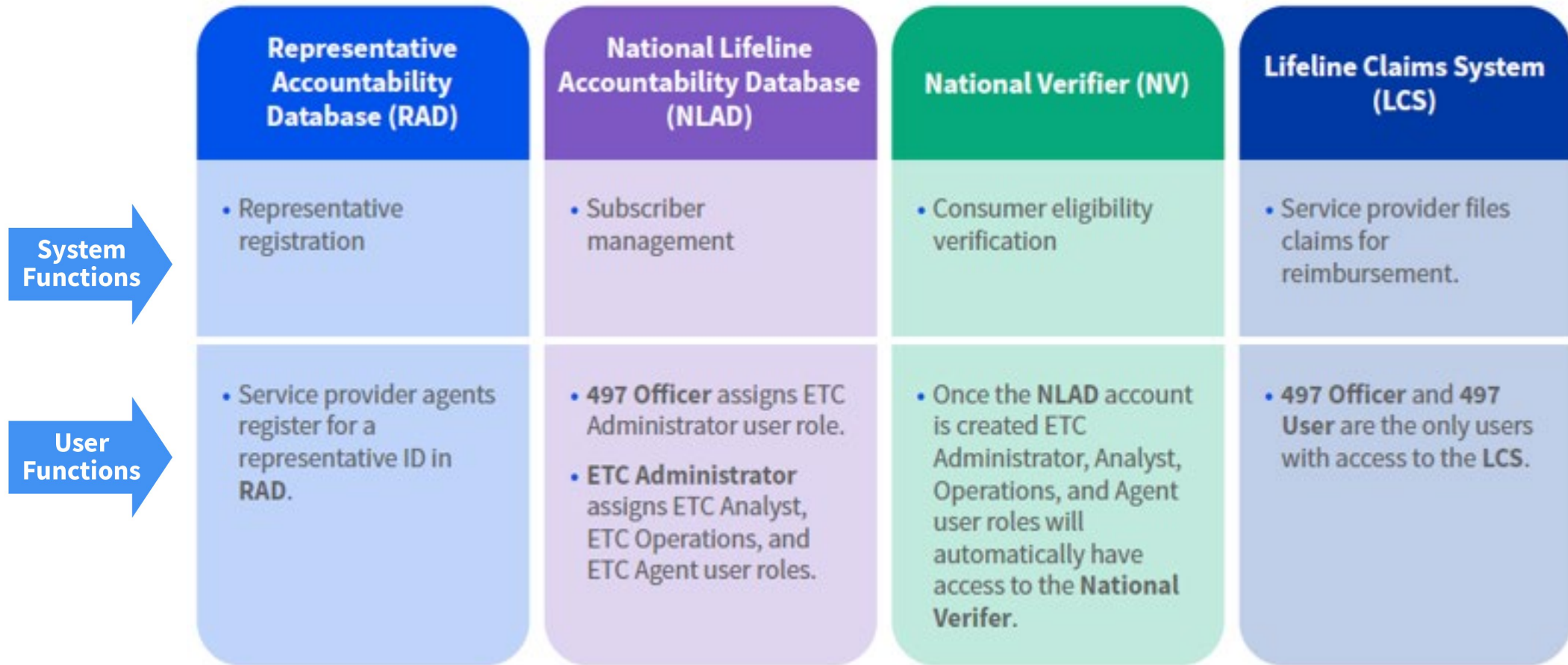
Overview

- The **Representative Accountability Database (RAD)** is a registration system that validates the identities of service provider representatives performing transactions in the National Verifier and National Lifeline Accountability Database.
- The **Lifeline National Eligibility Verifier (National Verifier)** is a centralized system that determines whether consumers are eligible for Lifeline.
- The **National Lifeline Accountability Database (NLAD)** allows service providers to enroll qualified Lifeline consumers in the program and transfer consumers (with the consumer's consent) to their company.
- The **Lifeline Claims System (LCS)** is the online filing system that service providers use to submit claims for reimbursement for offering Lifeline-supported services to Lifeline subscribers.

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

Lifeline Systems

Overview



Representative Accountability Database

Representative Accountability Database

Overview

- USAC will use the email address representatives register with to send registration related notices or request additional identity documents, if needed.
- All NLAD subaccounts, except the 497 Officer, are required to register for a **Representative ID** to verify their identity.
 - Once a user's identity is verified, RAD issues a unique 9-digit number called the **Representative ID** which connects them to the transactions they perform in NLAD and the National Verifier.
 - **Representative IDs should only be shared with the carrier(s) for which the representative works.**

Representative Accountability Database

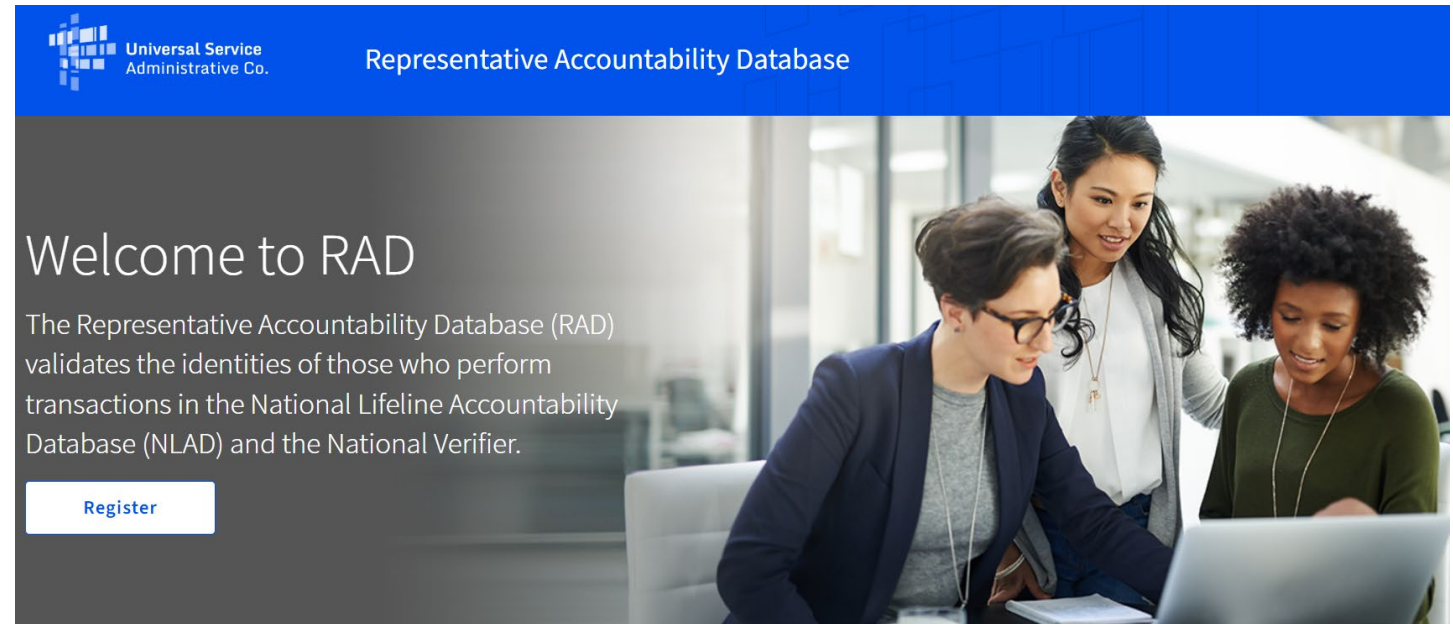
Registration & User Roles

- RAD registration is a two-step process:
 1. Representatives [self-register for a Representative ID](#), which is needed to perform transactions in NLAD and the National Verifier.
 2. Once a representative has received their Representative ID, they are required to provide it to their 497 Officer or ETC Administrator.
 - **The 497 Officer or ETC Administrator will use the Representative ID to create the representative's NLAD and National Verifier account credentials.**
- Once the **account credentials and Representative ID are linked**, users can perform transactions in NLAD and the National Verifier. These users are:
 - ETC Administrator
 - ETC Analyst
 - ETC Operations
 - ETC Agent

Representative Accountability Database

Register Online

- Representatives can begin the registration process at LifelineRAD.org.




Questions?

National Lifeline Accountability Database


National Lifeline Accountability Database

Overview

- NLAD can be accessed at [One Portal](#).
- Once a consumer qualifies for the Lifeline program through the National Verifier, their service provider must enroll them using NLAD so that the subscriber can receive the benefit and so that service providers can claim reimbursements.

 Universal Service Administrative Co.

Dashboard

 Upcoming Dates

12/10
2025

December 2025
Monthly Webinar

01/14
2026

January 2026
Monthly Webinar

02/11
2026

February 2026
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.

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline 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 reimbursement.

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

Lifeline Claims System (LCS) - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

National Lifeline Accountability Database

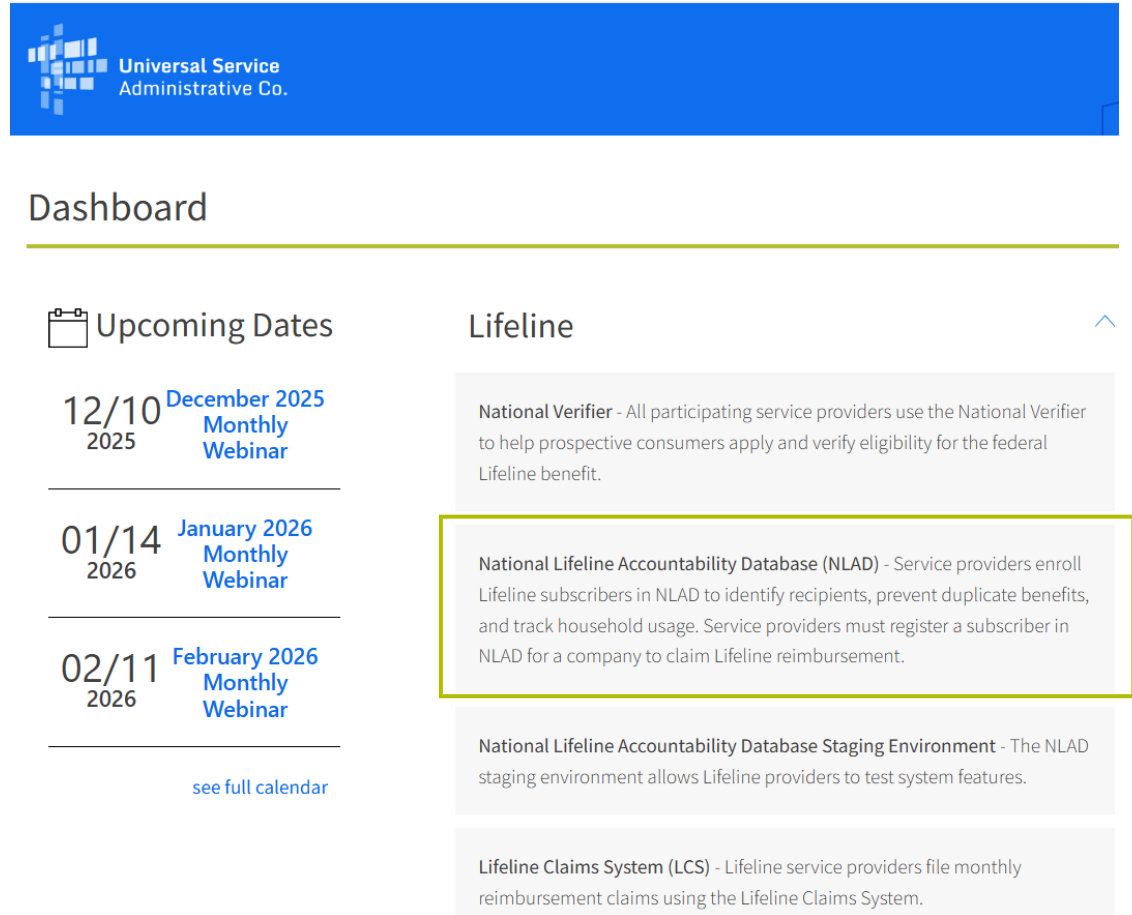
Account Types and Functions

- NLAD has five account types and functions:
 - **497 Officer** - responsible for certifying claims in the Lifeline Claims System (LCS) and creating the ETC Administrator role in NLAD
 - **ETC Administrator** - manage all National Verifier and NLAD subaccounts (ETC Analyst, ETC Operations, ETC Agent), perform transactions in NLAD, query subscriber data, view reports, and use the National Verifier to confirm consumer eligibility
 - **ETC Analyst** - perform transactions in NLAD, query subscriber data, view reports, and use the National Verifier to confirm consumer eligibility
 - **ETC Operations** - query subscriber data, view reports, and use the National Verifier to confirm consumer eligibility
 - **ETC Agent** - **does not** have access to NLAD, but can use the National Verifier to confirm consumer eligibility

National Lifeline Accountability Database

Create ETC Administrator (1/4)

- To create the ETC Administrator user role, the 497 Officer will login to [One Portal](#).
- Select **National Lifeline Accountability Database** (NLAD) from under the Lifeline section of the dashboard.



The screenshot shows the dashboard of the Universal Service Administrative Co. The header is blue with the company logo and name. Below the header, the word "Dashboard" is centered. The main content area is divided into two columns. The left column, titled "Upcoming Dates" with a calendar icon, lists three dates: 12/10/2025 for the December 2025 Monthly Webinar, 01/14/2026 for the January 2026 Monthly Webinar, and 02/11/2026 for the February 2026 Monthly Webinar. A link "see full calendar" is at the bottom of this column. The right column, titled "Lifeline" with an upward arrow icon, contains four informational boxes. The first box is about the National Verifier. The second box, which is highlighted with a yellow border, is about the National Lifeline Accountability Database (NLAD). The third box is about the NLAD Staging Environment. The fourth box is about the Lifeline Claims System (LCS).

Universal Service Administrative Co.

Dashboard

Upcoming Dates

12/10/2025 **December 2025 Monthly Webinar**

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[see full calendar](#)

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Lifeline Claims System (LCS) - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

National Lifeline Accountability Database

Create ETC Administrator (2/4)

- Select **Account Management** from the header menu.
 - The page will automatically update to reflect a new menu under Account Management.
- Select **497 Officer Home Page** to continue with creating the ETC Administrator role.

The screenshot shows the top navigation bar of the National Lifeline Accountability Database. The bar is blue with the Universal Service Administrative Co. logo on the left and the title 'National Lifeline Accountability Database' on the right. Below the bar, there are three tabs: 'Subscriber Management', 'Claims', and 'Account Management'. The 'Account Management' tab is highlighted with a yellow border and a blue underline. Below the tabs, there is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Account Management'. The main heading is 'Account Management' in large blue font. Below it is the subheading 'Create, manage, and review subaccounts for your SPINs'. A yellow box highlights a list of links:

- [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.

National Lifeline Accountability Database

Create ETC Administrator (3/4)

- From the **Update ETC Admin SPIN Permissions** section, select the SPIN(s) you would like to assign to the new ETC Administrator by ticking the corresponding box.
- Select **Assign to New ETC Administrator**.

National Lifeline Accountability Database

Subscriber Management
Claims
Account Management
Tools & Resources

USAC Home | Lifeline Program | NLAD | Account Management | 497 Officer Home Page

497 Officer Home Page

ETC Administrative Entitlements

Displaying 1-2 of 2 records [Instructions](#)

| User ID | Last Name | First Name | Phone Number | Role | Action |
|---------|-----------|------------|----------------|-----------|--------|
| | TESTERO | SURBHIA | (703) 876-9876 | ETC Admin | |
| | UAT | ETC Admin | | ETC Admin | |

Show 25 records/page < 1 > of 1 pages

Update ETC Admin SPIN Permissions

| SPIN | Current Assignment | |
|--------|--------------------|--------------------------|
| | | <input type="checkbox"/> |
| 143000 | Unassigned | <input type="checkbox"/> |
| 143000 | | <input type="checkbox"/> |
| 143000 | | <input type="checkbox"/> |
| 143000 | Unassigned | <input type="checkbox"/> |

Assign to Existing ETC Administrator
Assign to Me
Assign to New ETC Administrator

National Lifeline Accountability Database

Create ETC Administrator (4/4)

- Enter the **email address** of the new ETC Administrator and **confirm their details**.
 - Select **Submit**.
- Then provide the information requested in each empty field and select **Create**.
 - You will receive a confirmation message that the user was successfully added as an ETC Administrator.

Create ETC Administrator Account

[Instructions](#)

Authorized ETC Administrator Information

Email Address

Confirm Email Address

[Submit](#)

Authorized ETC Administrator Information

Email :

First Name

Last Name

Phone Number

Representative ID (optional)

ETC Information

Company Primary Address

Apt, Unit, etc

City

State

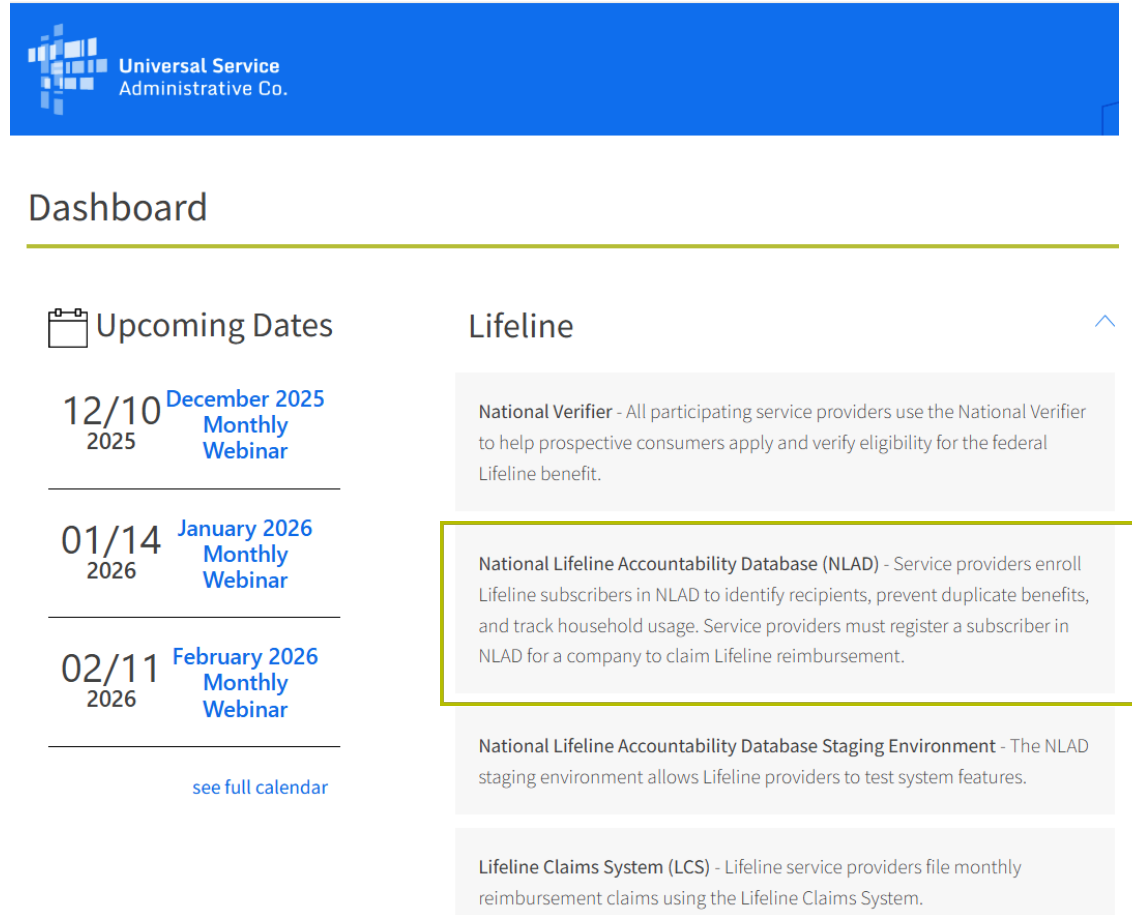
ZIP Code

[Cancel](#)[Create](#)

National Lifeline Accountability Database

Create NLAD Subaccounts (1/4)

- As the ETC Administrator, log in to [One Portal](#) to access E-File.
 - Select **National Lifeline Accountability Database (NLAD)** under the Lifeline section of the dashboard.



The screenshot shows the dashboard of the Universal Service Administrative Co. The header is blue with the company logo and name. Below the header, the word "Dashboard" is centered. The main content area is divided into two columns. The left column, titled "Upcoming Dates", lists three dates: 12/10/2025 (December 2025 Monthly Webinar), 01/14/2026 (January 2026 Monthly Webinar), and 02/11/2026 (February 2026 Monthly Webinar). A link "see full calendar" is at the bottom of this column. The right column, titled "Lifeline", contains four sections: "National Verifier" (describing its use for eligibility verification), "National Lifeline Accountability Database (NLAD)" (describing subscriber enrollment and reimbursement tracking, highlighted with a yellow border), "National Lifeline Accountability Database Staging Environment" (describing its use for testing), and "Lifeline Claims System (LCS)" (describing monthly reimbursement claims filing).

Universal Service Administrative Co.

Dashboard

Upcoming Dates

12/10/2025 **December 2025 Monthly Webinar**

01/14/2026 **January 2026 Monthly Webinar**

02/11/2026 **February 2026 Monthly Webinar**

[see full calendar](#)

Lifeline

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National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline 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 reimbursement.

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

Lifeline Claims System (LCS) - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

National Lifeline Accountability Database

Create NLAD Subaccounts (2/4)

- Select **Account Management** from the header menu.
- Select **Create Subaccounts**.

The screenshot shows the top navigation bar of the National Lifeline Accountability Database. The bar is blue with the Universal Service Administrative Co. logo on the left and the text 'National Lifeline Accountability Database' on the right. Below the bar, there are three tabs: 'Subscriber Management', 'Claims', and 'Account Management'. The 'Account Management' tab is highlighted with a yellow border. Below the tabs, there is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Account Management'. The main heading 'Account Management' is displayed in large blue text. Below the heading, a subheading reads 'Create, manage, and review subaccounts for your SPINs'. A list of links is provided, each with a description. The link 'Create Subaccounts' is highlighted with a yellow border.

Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management Claims **Account Management**

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.
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National Lifeline Accountability Database

Create NLAD Subaccounts (3/4)

- Enter the **email address** of the new account and **confirm their details**.
 - Select **Submit**.

Create Subaccount

[Instructions](#)

Authorized NLAD User Information

Email Address

Confirm Email Address

Submit

National Lifeline Accountability Database

Create NLAD Subaccounts (4/4)

- Enter the information requested in each empty field.
- Select the subaccount role (ETC Operations, Analyst, or Agent).
- Select **Submit**.
 - You will receive a confirmation message that the user was successfully added as an ETC Administrator.

[Instructions](#)

Authorized User Information

Email: test@123.com

First Name

Last Name

Phone Number

Representative ID


Master Agent for Authorized User

☐ Master Agent for Authorized User (optional)

Subaccount Role

Role

Subaccount Permissions

| | |
|--------------------------|---|
| <input type="checkbox"/> | SPIN |
| <input type="checkbox"/> | 143  |

[Cancel](#)[Submit](#)

National Lifeline Accountability Database

Linking Representative IDs

- Service providers will be able to upload a file to link their Representative IDs to existing NLAD subaccounts.
- Select **Instructions** to access the [Linking Template](#) and for more information on how to complete the account linking process.

The screenshot displays the National Lifeline Accountability Database (NLAD) interface. At the top, the header includes the Universal Service Administrative Co. logo, the title 'National Lifeline Accountability Database', a notification bell, and a user profile dropdown. Below the header, a navigation bar features three tabs: 'Subscriber Management', 'Account Management' (which is selected), and 'Tools & Resources'. A breadcrumb trail indicates the path: 'USAC Home | Lifeline Program | NLAD | Account Management | Manage Representative IDs'. The main heading is 'Manage Representative IDs'. To the right of this heading is a yellow-bordered button labeled 'Instructions' with a document icon. Below the heading is a light gray box with the text 'Upload a file' and a blue 'Choose File' button. At the bottom, a table with the following headers is shown: 'Filename', 'Submitted Date', 'Rows Processed', 'Status', 'Representatives Submitted', 'Rejected', and 'Errors'. The table body contains a single row with the text 'No records available'.

Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Account Management | Manage Representative IDs

Manage Representative IDs

[Instructions](#)

Upload a file

Choose File

| Filename | Submitted Date | Rows Processed | Status | Representatives Submitted | Rejected | Errors |
|----------------------|----------------|----------------|--------|---------------------------|----------|--------|
| No records available | | | | | | |

Questions?

National Verifier

National Verifier


Overview

- Both service providers and consumers have access to the National Verifier.
 - Service providers can use the National Verifier [service provider portal](#) to help consumers complete an application in-person.
 - Service providers can set up an [eligibility check API](#) to connect their system with the National Verifier enabling consumers to apply through the provider's website.
 - Consumers can use the National Verifier to apply for Lifeline using the [online application](#).


National Verifier

Access National Verifier

- The National Verifier can be accessed at [One Portal](#).
- Select **National Verifier** from under the Lifeline section of the dashboard.

 Universal Service
Administrative Co.

Dashboard

 Upcoming Dates

12/10
2025

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Monthly Webinar

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[see full calendar](#)

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

Lifeline Claims System (LCS) - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

Lifeline Claims System

Lifeline Claims System Overview

- Lifeline Claims System can be accessed at [One Portal](#).
- After providing eligible consumers with Lifeline-supported service, service providers must submit claims to receive reimbursement.
- Service providers must submit one reimbursement claim for each month they are claiming support through LCS.



Dashboard

Upcoming Dates

12/10
2025 **December 2025
Monthly
Webinar**

01/14
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Lifeline Claims System Overview



Review Claims

Complete Claims
Template

Certify Claims

Download and review
the list of subscribers
eligible for
reimbursement.

Populate and submit
the template
with necessary
information about
subscribers.

Certify claims submissions
within one year of the snapshot
date (taken on 1st of the
month).

Questions?

Resources and Contact Information

- Visit usac.org/lifeline for general program information.
- For additional information on RAD, view the following:
 - USAC's [RAD page](#) which provides a detailed overview of RAD and lists important links on [how to register](#) and [manage representative IDs](#)
 - The [RAD Resources](#) page which lists frequently asked questions
- For additional information on NLAD, view the following:
 - NLAD [webpage](#)
 - NLAD [FAQs](#)
 - NLAD [User Guide](#) (available once users gain access to NLAD)
- 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.

Upcoming Trainings

RAD 101

- **Date:** December 16, 2025
- **Time:** 3 p.m. ET – 4 p.m. ET
- [Register](#)

NLAD 101

- **Date:** December 18, 2025
- **Time:** 3 p.m. ET – 4 p.m. ET
- [Register](#)

Lifeline Monthly Newsletter

- [Subscribe](#) to the Lifeline monthly newsletter and NLAD Bulletins for program updates, reminders, and important announcements.
- Email LifelineProgram@usac.org to get added to outreach specific to California service providers during the transition.

Subscribe

Fill out and submit the form below to sign up for one or several of our newsletters and/or listservs, or [manage your subscriptions](#).

Your Information

First Name

Last Name

Email

Choose Program

E-Rate

☐ News Brief

Tribal Stakeholders

☐ Tribal Nation Newsletter

High Cost

☐ Detailed HUBB Updates

☐ Program Updates

Lifeline

☐ Program Newsletter

☐ NLAD Bulletin

☐ Consumer Advocates

Rural Health Care (RHC) Program

☐ Healthcare Connect Fund (HCF) Program (Consortia)

☐ Healthcare Connect Fund (HCF) Program (Individual HCPs)

☐ Telecom Program

Service Providers

☐ FCC Form 499 (Contributors)

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