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# FCC Order on California & USAC Systems Overview Office Hours

Lifeline Program

December 3, 2025

Universal Service Administrative Co.

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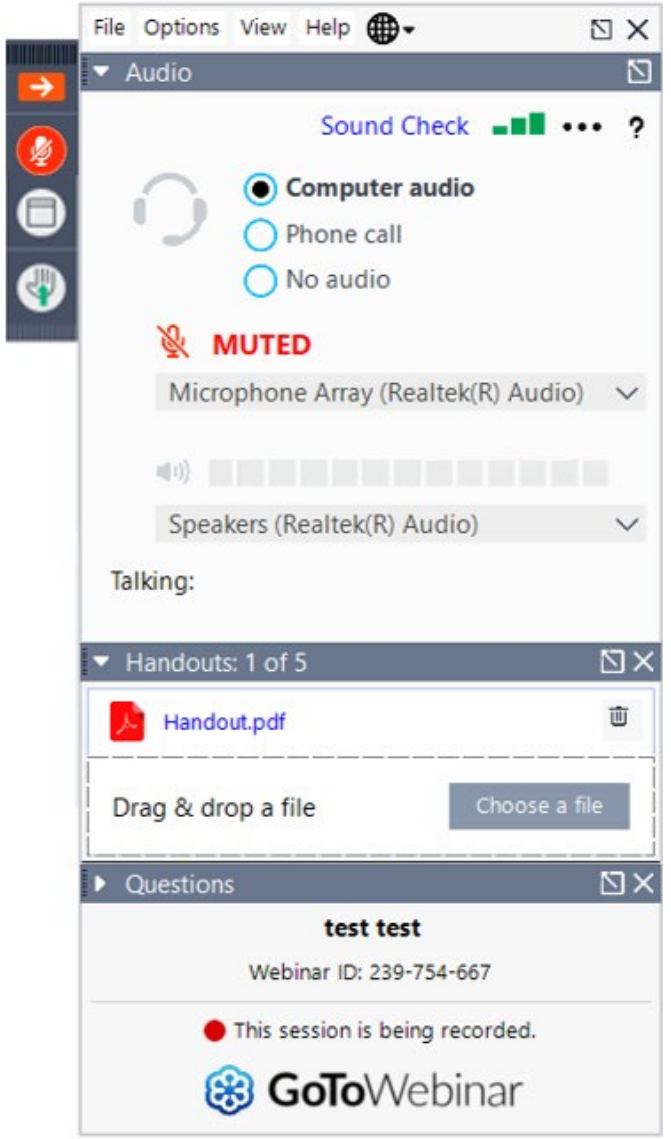

# Disclaimer

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# 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 (RAD) | National Lifeline Accountability Database (NLAD) | National Verifier (NV) | Lifeline Claims System (LCS) |
|---|---|---|---|---|
| **System Functions** | • Representative registration | • Subscriber management | • Consumer eligibility verification | • Service provider files claims for reimbursement. |
| **User Functions** | • Service provider agents register for a representative ID in **RAD**. | • **497 Officer** assigns ETC Administrator user role.<br>• **ETC Administrator** assigns ETC Analyst, ETC Operations, and ETC Agent user roles. | • Once the **NLAD** account is created ETC Administrator, Analyst, Operations, and Agent user roles will automatically have access to the **National Verifer**. | • **497 Officer** and **497 User** are the only users with access to the **LCS**. |

# 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**.

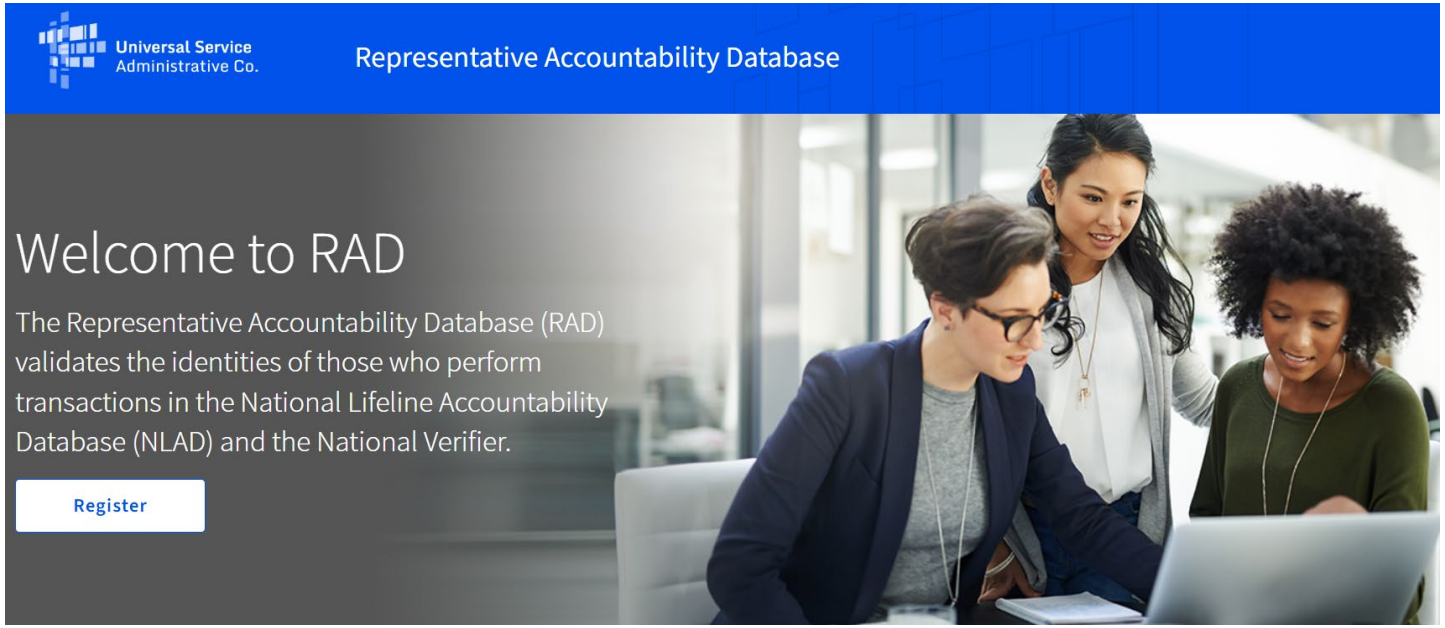
# Representative Accountability Database
## Registration & User Roles

- 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.



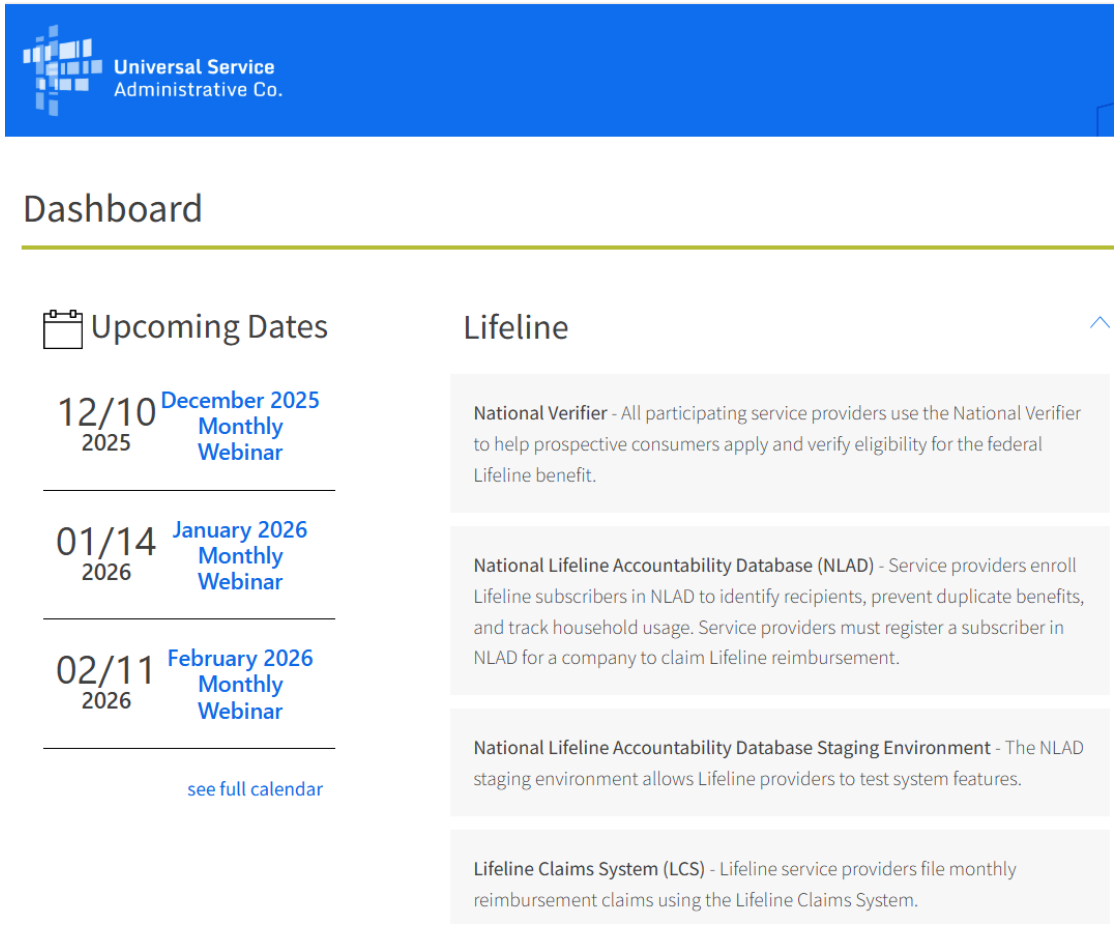
# Questions?

# 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.



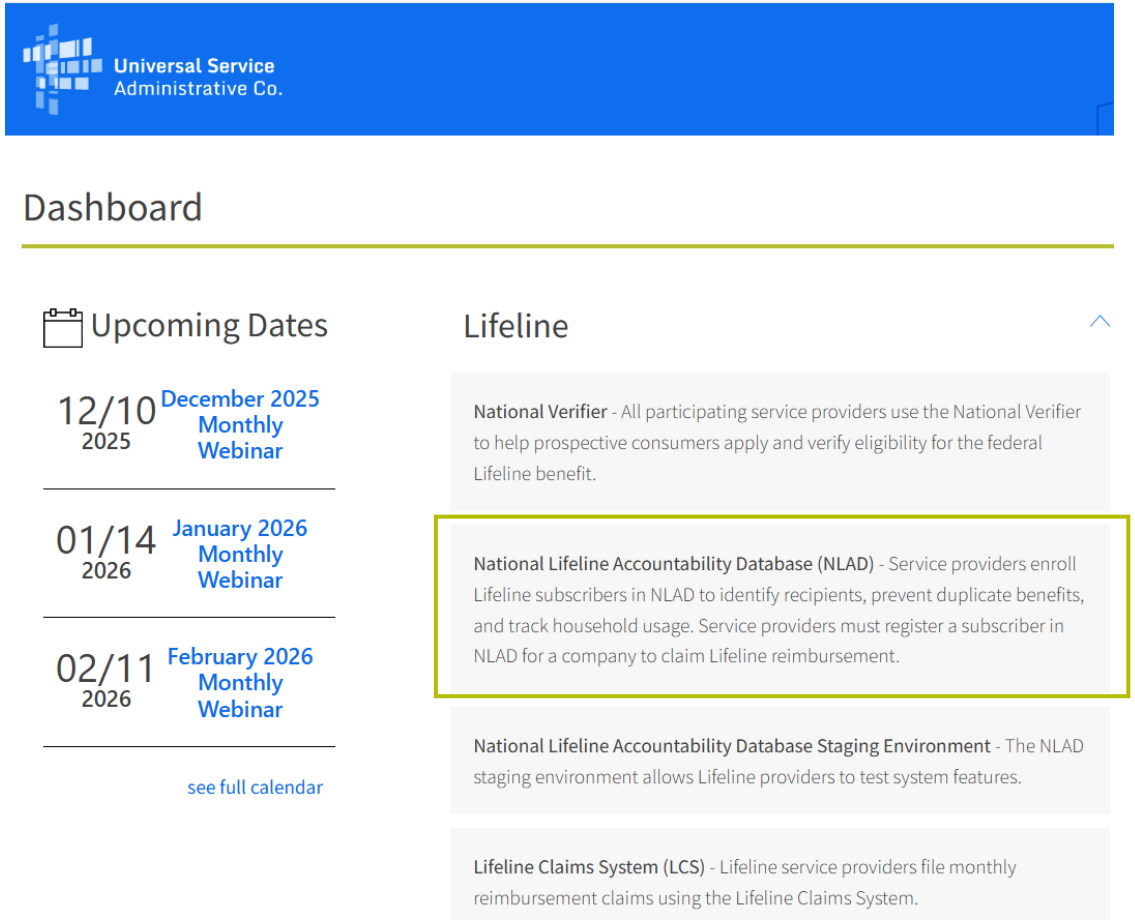
# National Lifeline Accountability Database
## Account Types and Functions

- 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)

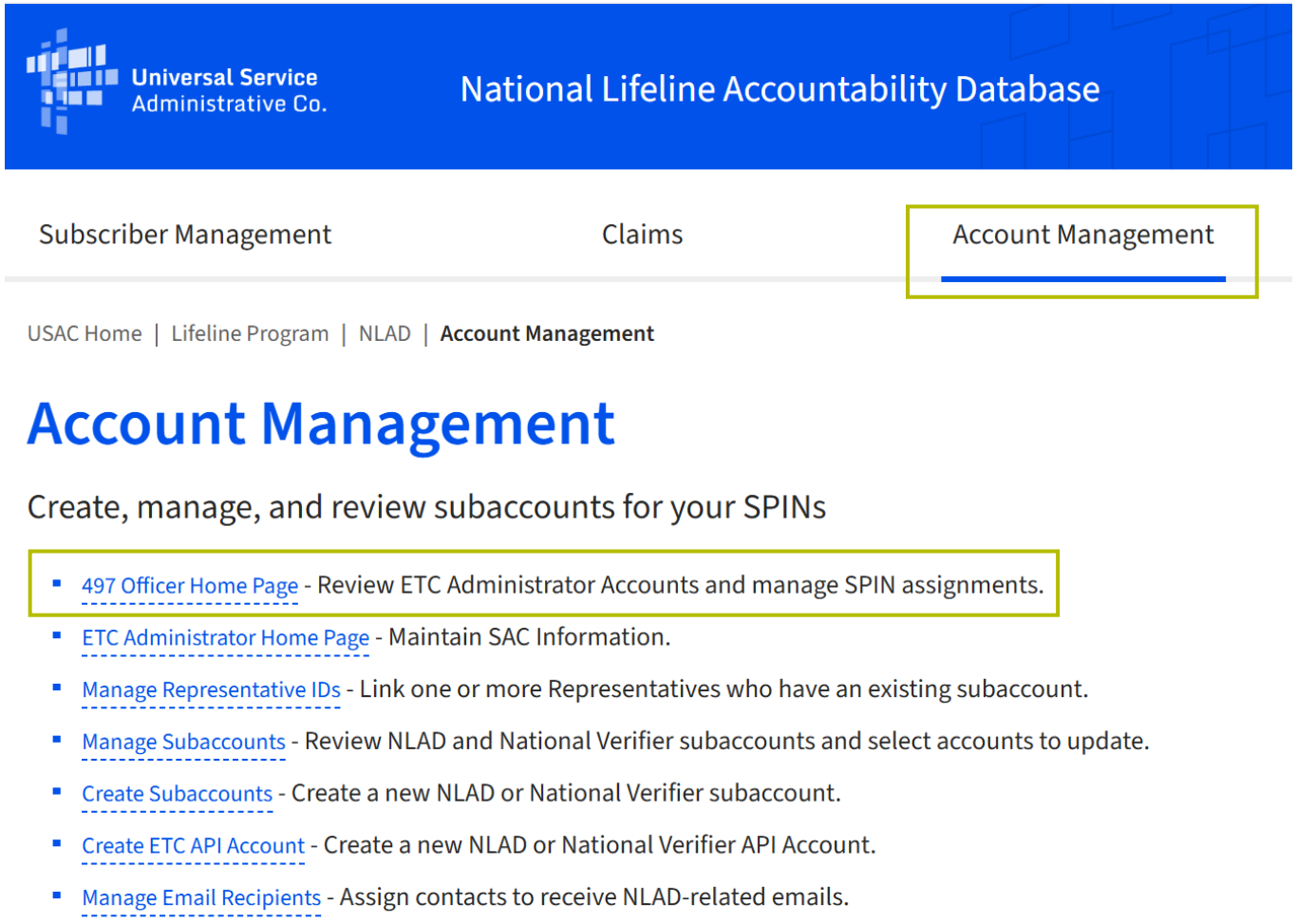
- To create the ETC Administrator user role, the 497 Officer will login to One Portal.
- Select **National Lifeline Accountability Database** (NLAD) from under the Lifeline section of the dashboard.



# National Lifeline Accountability Database

## Create ETC Administrator (2/4)

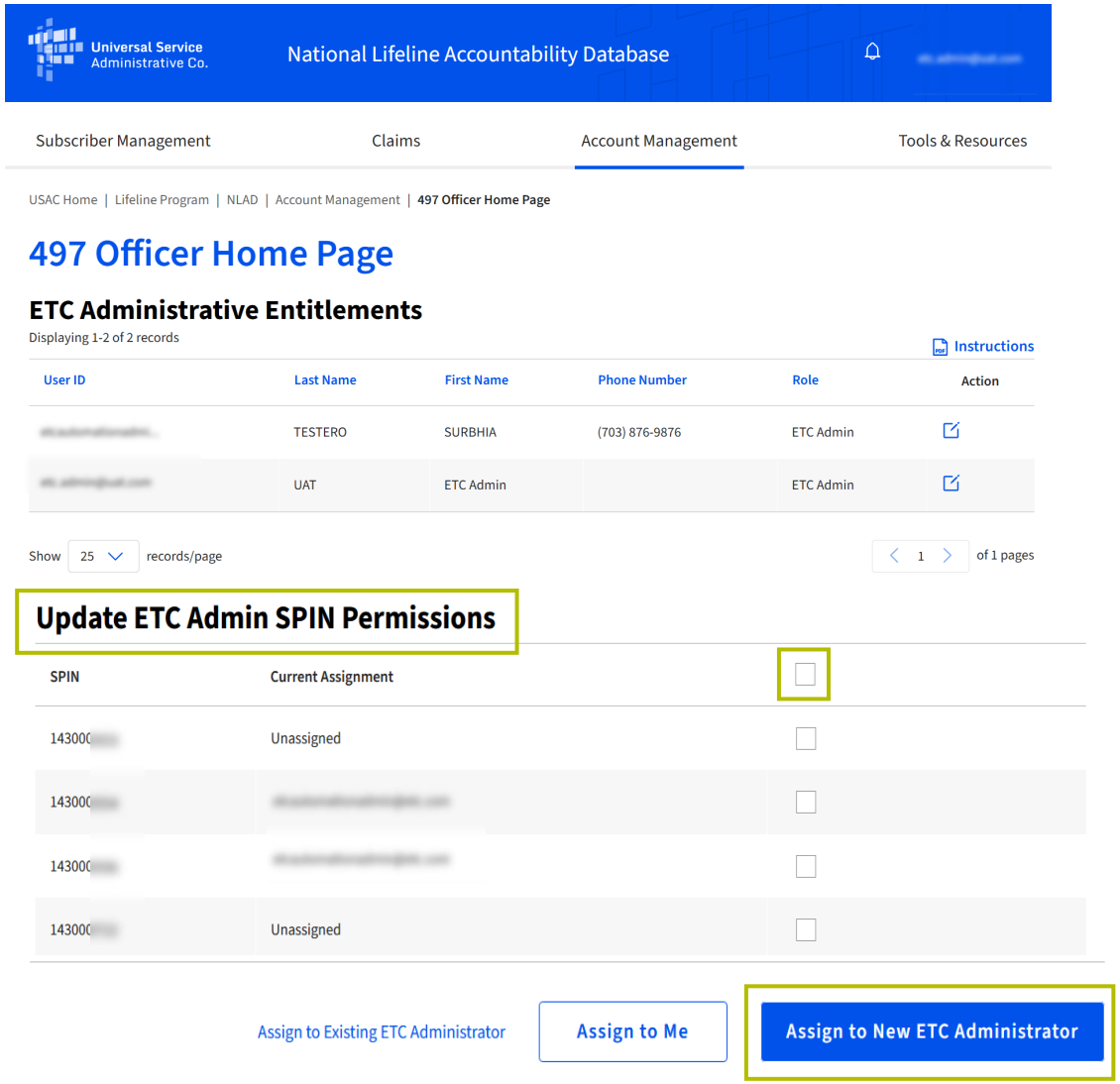
- Select **Account Management** from the header menu.
  - The page will automatically update to reflect a new menu under Account Management.
- Select **497 Officer Home Page** to continue with creating the ETC Administrator role.



# National Lifeline Accountability Database

## Create ETC Administrator (3/4)

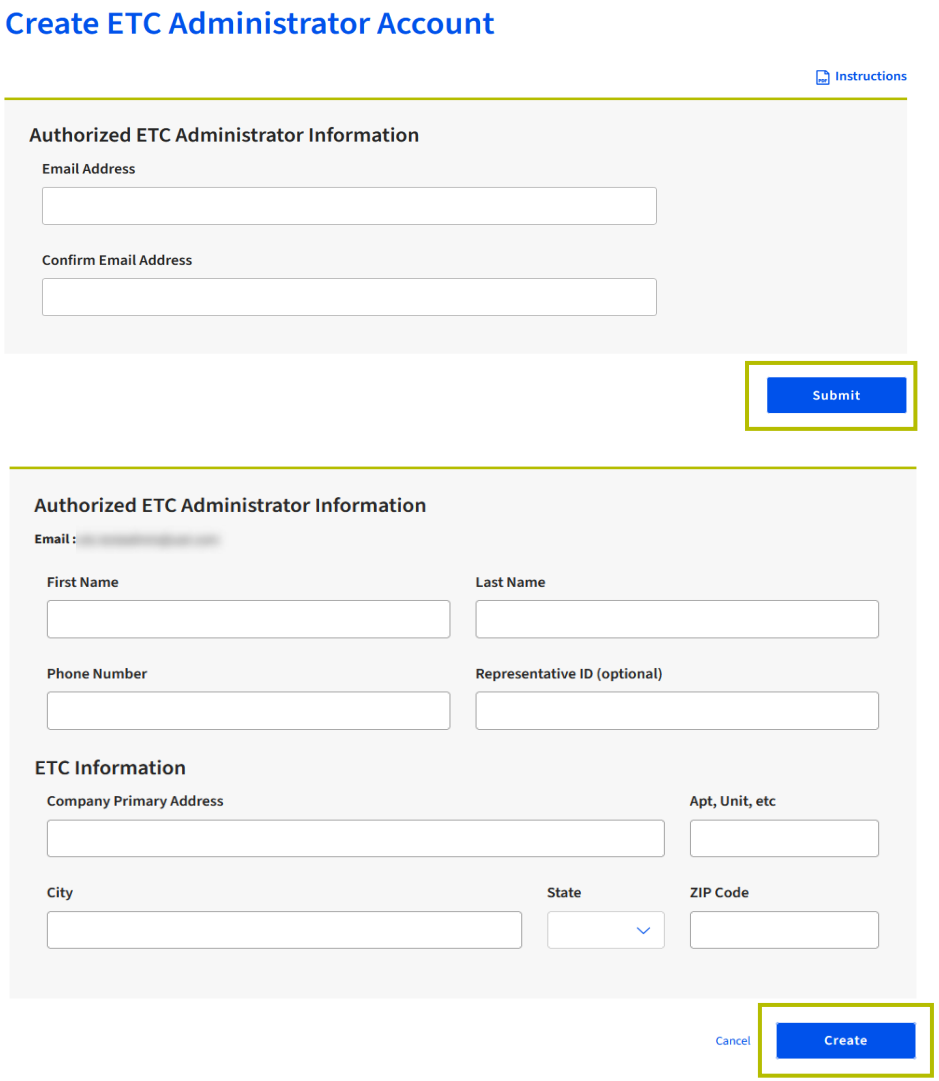
- From the **Update ETC Admin SPIN Permissions** section, select the SPIN(s) you would like to assign to the new ETC Administrator by ticking the corresponding box.
- Select **Assign to New ETC Administrator**.



# National Lifeline Accountability Database

## Create ETC Administrator (4/4)

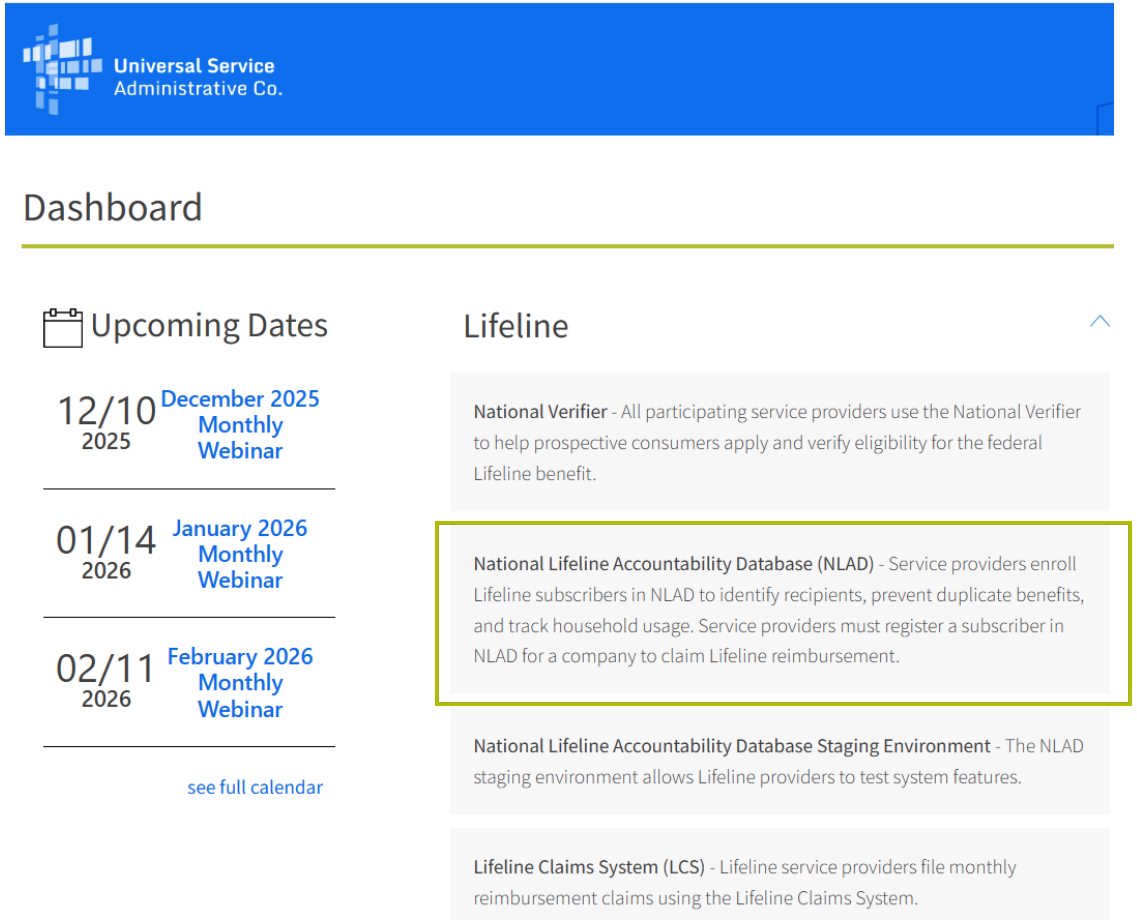
- Enter the **email address** of the new ETC Administrator and **confirm their details**.
  - Select **Submit**.
- Then provide the information requested in each empty field and select **Create**.
  - You will receive a confirmation message that the user was successfully added as an ETC Administrator.



# National Lifeline Accountability Database

## Create NLAD Subaccounts (1/4)

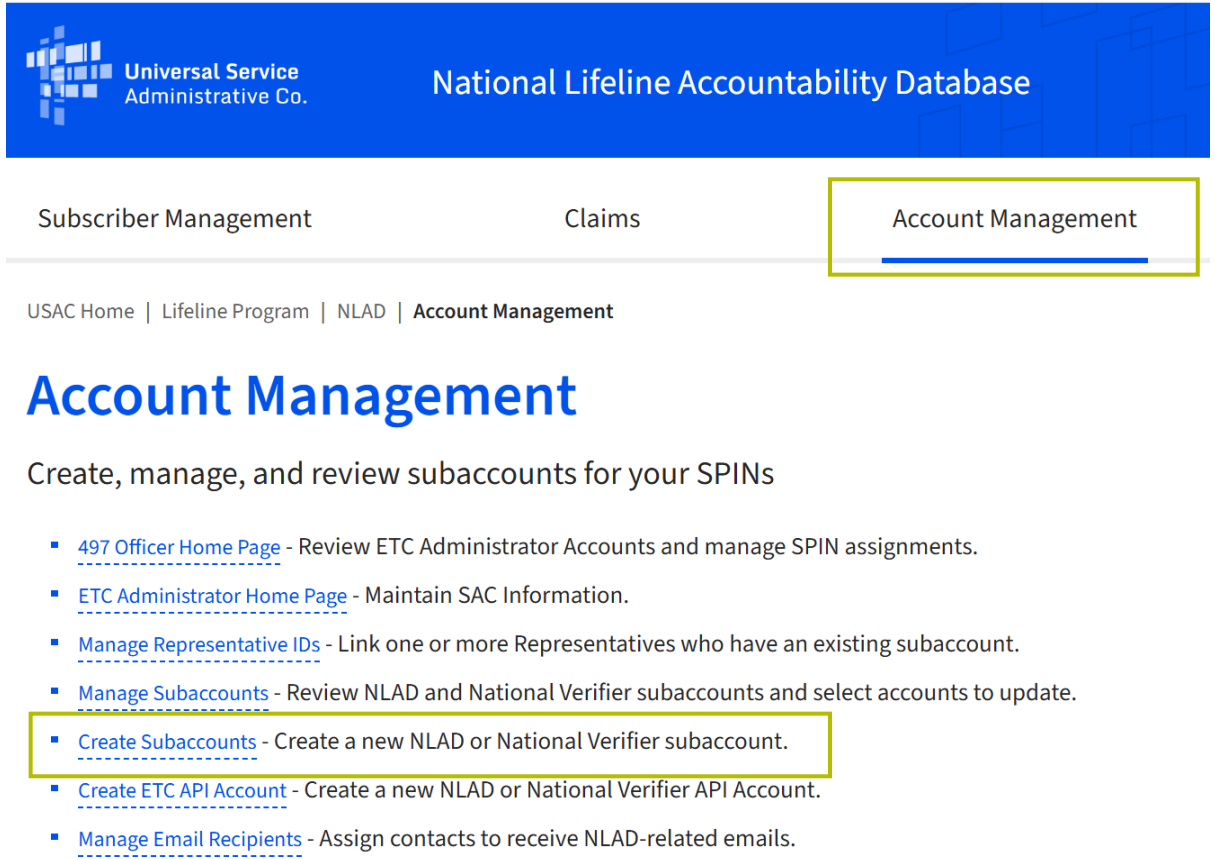
- As the ETC Administrator, log in to One Portal to access E-File.
  - Select **National Lifeline Accountability Database (NLAD)** under the Lifeline section of the dashboard.



# National Lifeline Accountability Database

## Create NLAD Subaccounts (2/4)

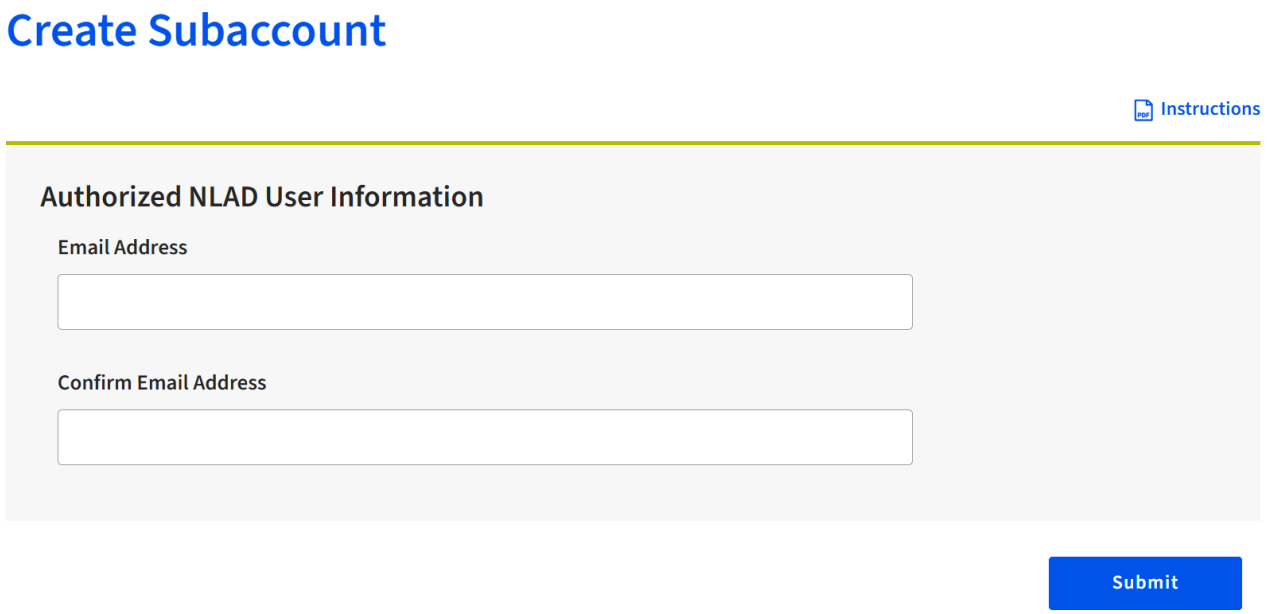
- Select **Account Management** from the header menu.
- Select **Create Subaccounts**.



# National Lifeline Accountability Database

## Create NLAD Subaccounts (3/4)

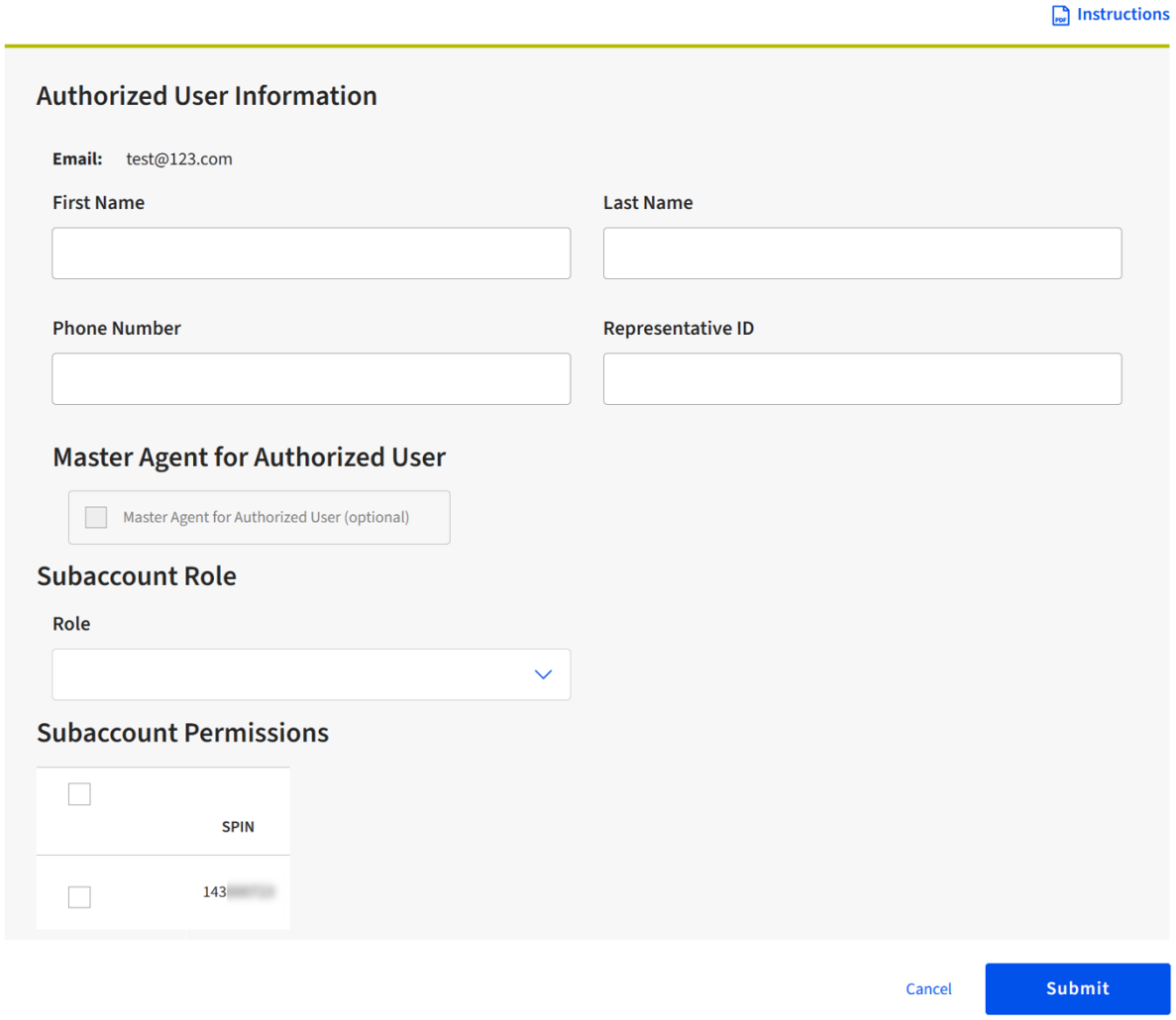
- Enter the **email address** of the new account and **confirm their details**.
  - Select **Submit**.



# National Lifeline Accountability Database

## Create NLAD Subaccounts (4/4)

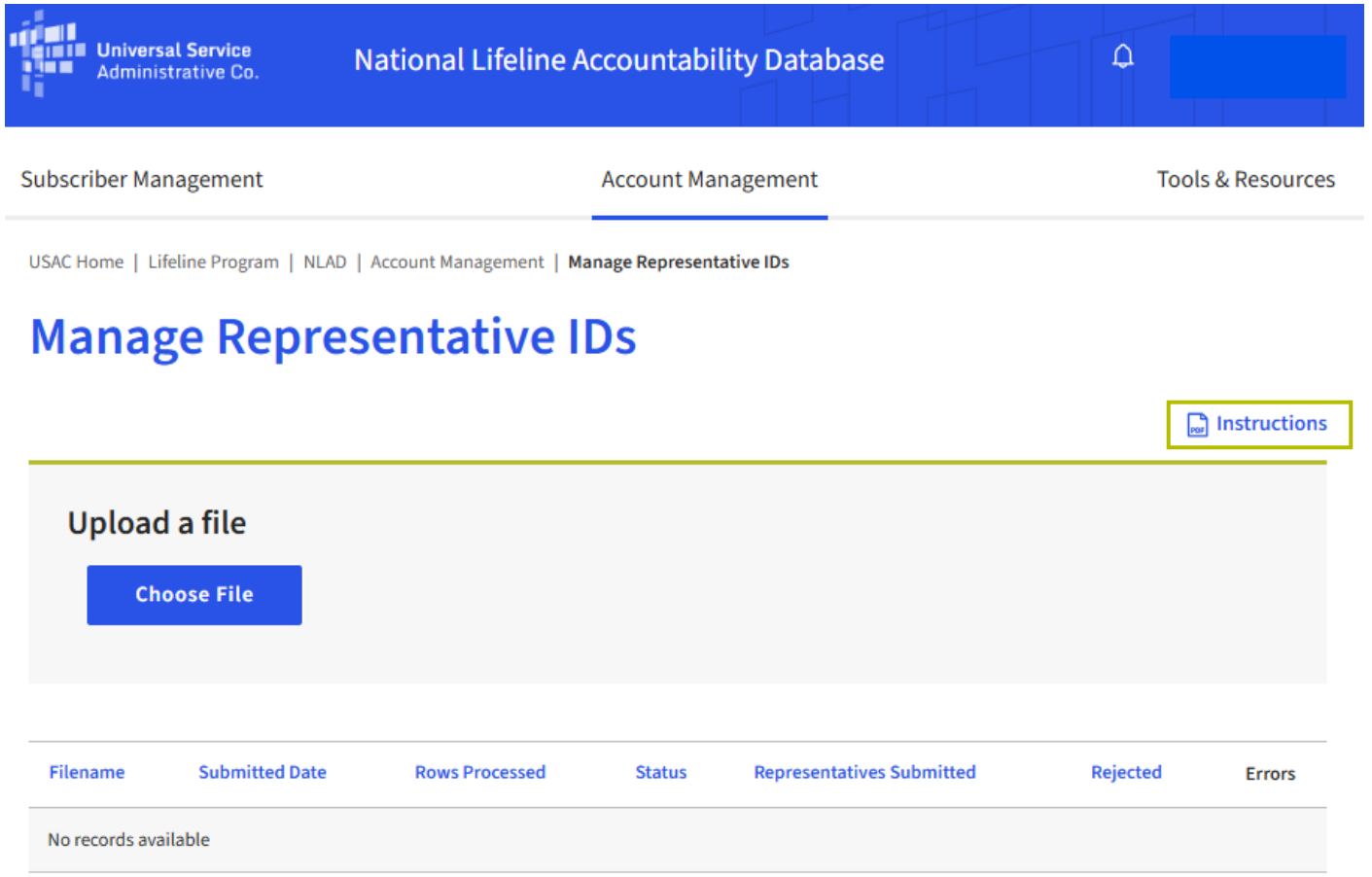
- Enter the information requested in each empty field.
- Select the subaccount role (ETC Operations, Analyst, or Agent).
- Select **Submit**.
  - You will receive a confirmation message that the user was successfully added as an ETC Administrator.



# 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.



# Questions?

# National Verifier

# National Verifier

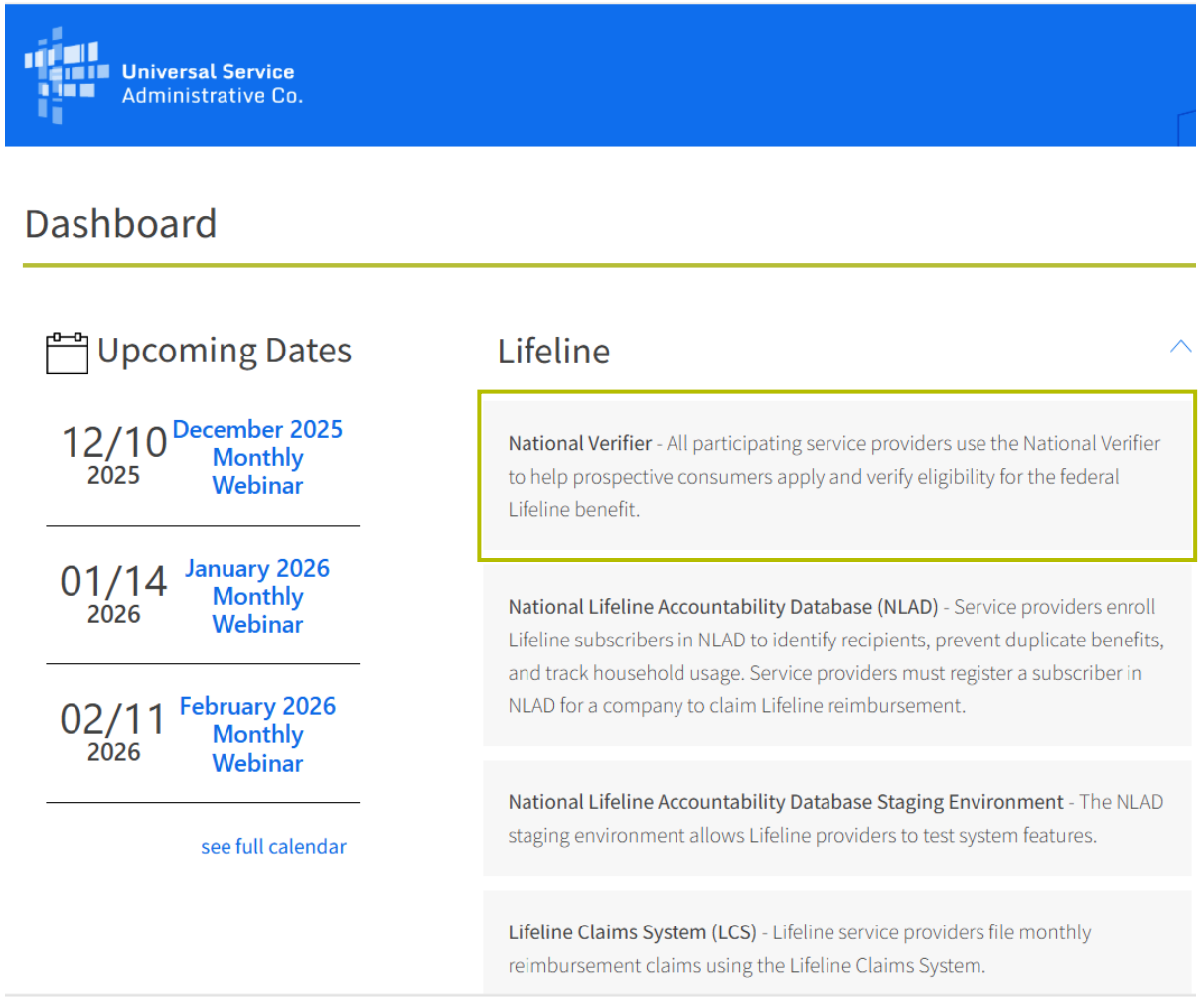
## Overview

- 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.

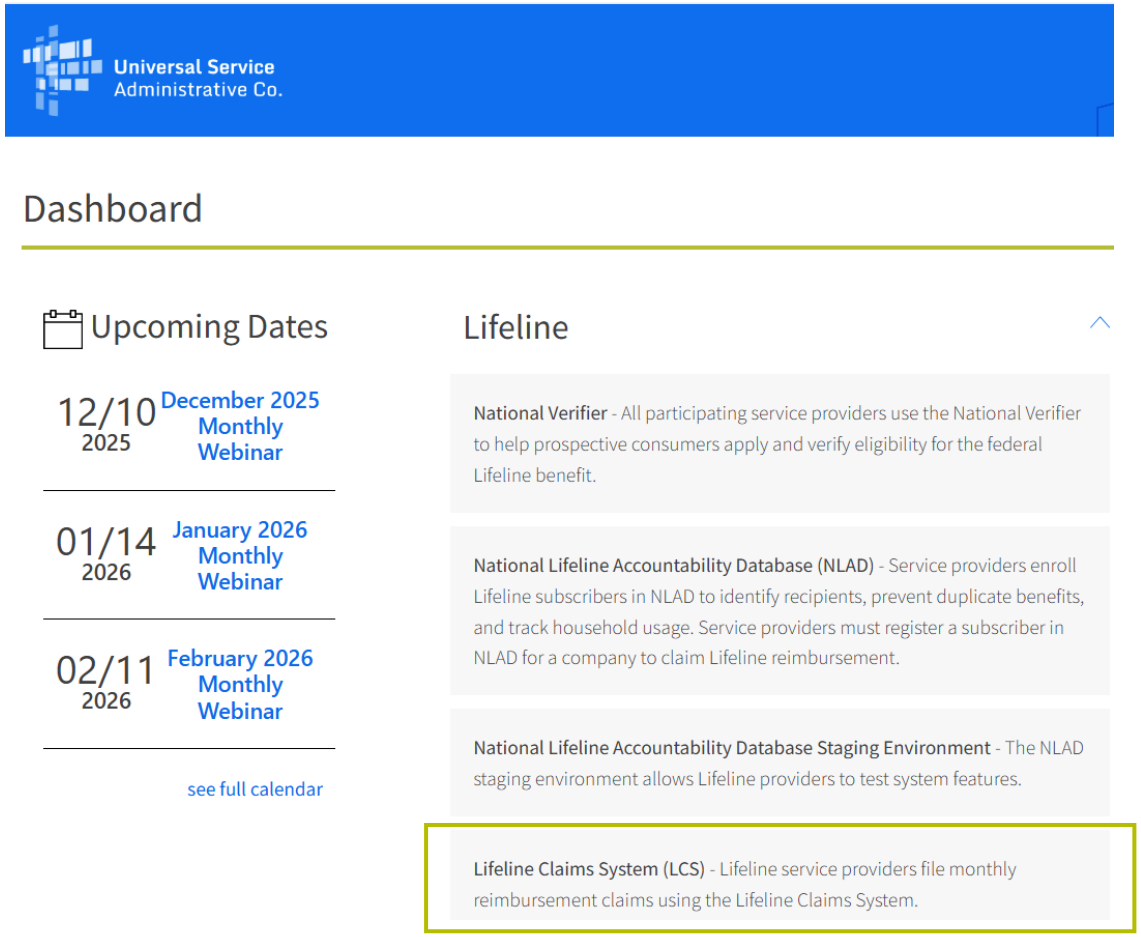


# Lifeline Claims System

# 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.



# 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**

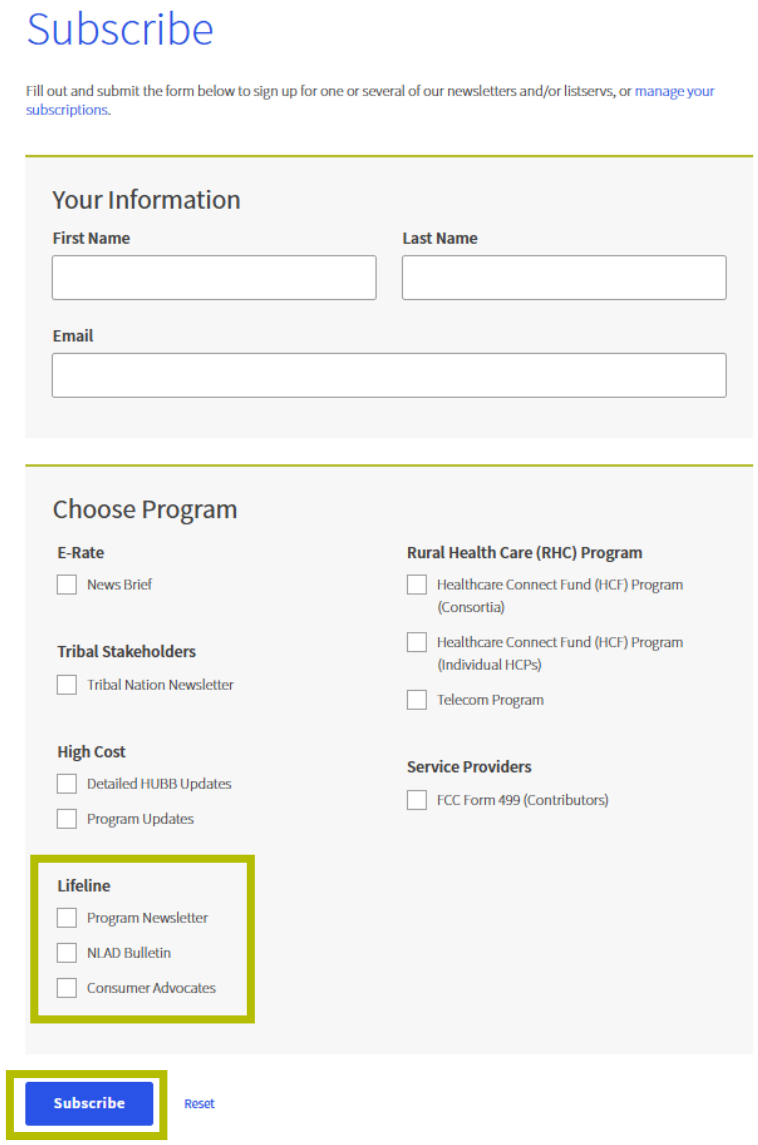
- **Date**: December 16, 2025
- **Time**: 3 p.m. ET – 4 p.m. ET
- Register

**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.



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