



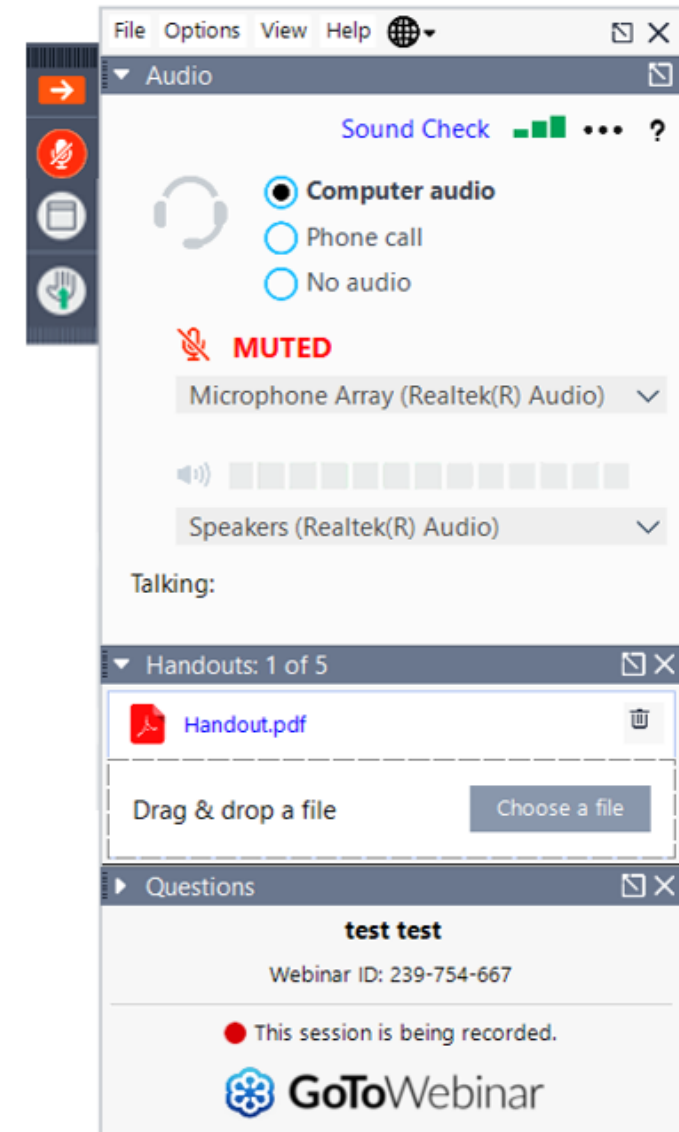
# **Representative Accountability Database (RAD) 101 Office Hours**

December 16, 2025

**Lifeline Program**

# Housekeeping

- This Office Hour 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**

Senior Communications Specialist

**Elizabeth Dewey**

Senior Communications Specialist

# Agenda

- Announcements
- RAD Overview
- How to Register
- Supporting Documents for Registration
- Linking Accounts
- Retrieving a Representative ID
- Updating or Deactivating Representative IDs
- Annual Agreement Process
- Resources

# Announcements

# FCC Order on California Process Changes

## Summary

- On November 20, 2025, the Wireline Competition Bureau (Bureau) of the FCC issued an [Order](#) announcing changes to the federal Lifeline program in California.
- **Effective February 1, 2026**, California Lifeline service providers will need to 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.

# **RAD Overview**



# RAD Overview

## Introduction

- RAD is a registration system that validates the identities of service provider representatives performing transactions in the [National Lifeline Accountability Database](#) (NLAD) and the [National Verifier](#).
- Once a representative's identity is verified, they are issued a Representative ID.
- A Representative ID is a unique number that connects a representative's identity to the transactions they perform.
  - Representative IDs are confidential and should only be shared with the provider(s) for which the representative works.

# RAD Overview

## Registration Process

### Step 1

**Self-register** to receive a Representative ID at [LifelineRad.org](https://LifelineRad.org)



### Step 2

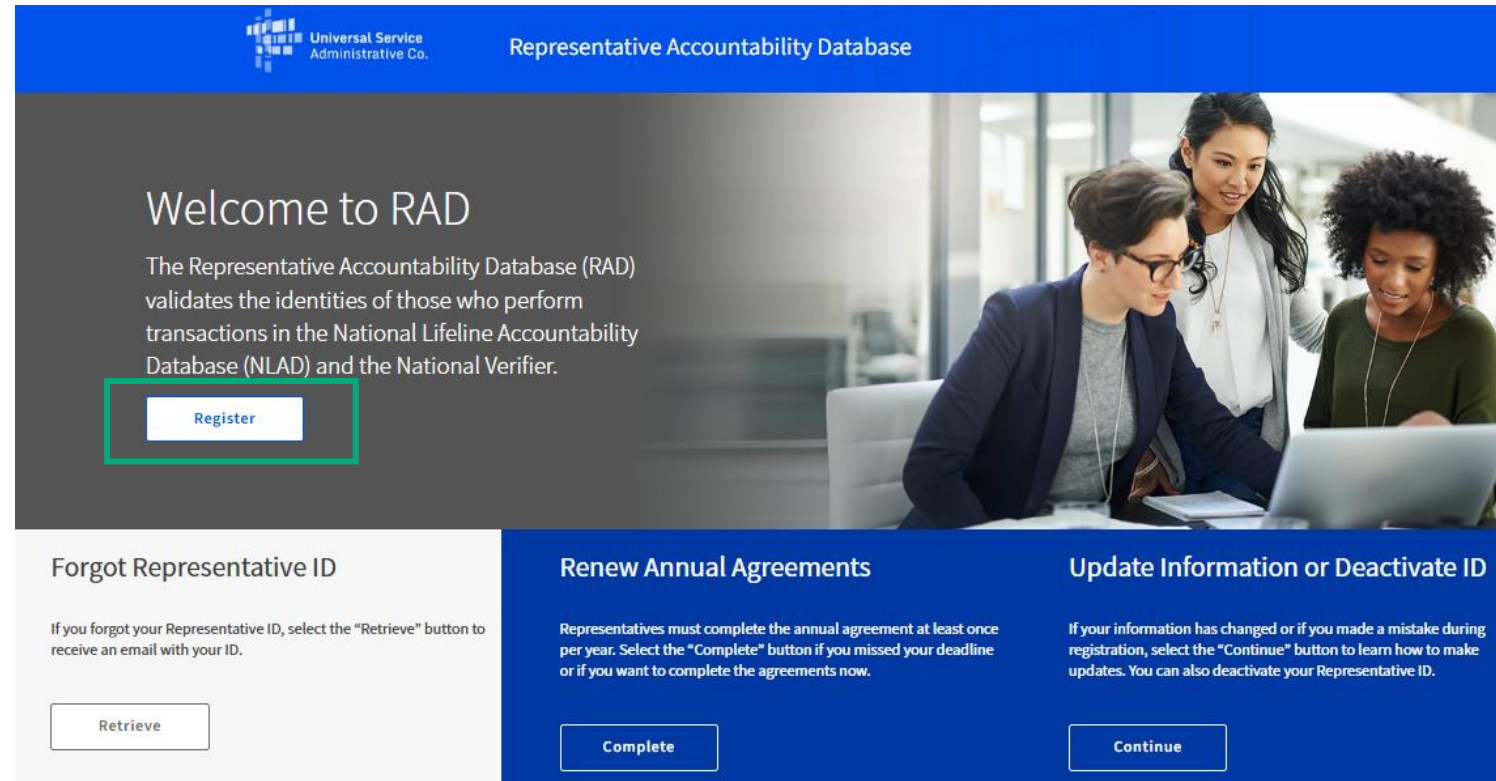
**Share** the Representative ID with each service provider you work with so that they can create National Verifier or NLAD account credentials for you and link your Representative ID.

Once this is complete, you can begin performing transactions.

# How to Register

# How to Register

- Begin the registration process at [LifelineRAD.org](https://LifelineRAD.org) and select **Register**.



# How to Register

- Enter your personal email address and then select **Submit**.
  - Using a personal email address enables continued access if you work for multiple companies or change roles.

## Representative Registration

Please submit your personal email address below to begin the process of obtaining a Representative ID. A Representative ID is needed if you work for an eligible telecommunications carrier (ETC) that provides Lifeline. You will receive additional information by email after selecting the Submit button. For more information on the Representative Accountability Database and who should register for a Representative ID, please visit USAC's [website](#).

Email Address

example@email.com

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

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



I'm not a robot



Submit

# How to Register

- Check your personal email address to continue with the registration process.
  - The registration link will remain active for seven days, until it expires.
    - If your registration link expires, you must begin the registration process again.

## Next Steps ...

Thank you for submitting your information. Please check your email for additional information and next steps.

Didn't get an email? Click [here](#) to resend.

# How to Register

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

## Representative Registration

The information below will be used to validate your identity.

### Full Legal Name

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

First Name

Middle Name Optional

Last Name

Suffix Optional

# How to Register

- Enter either a residential or work address.
  - USAC may be able to verify your identity automatically and you may not need to submit identity documents if you use your residential address.
- International representatives should select “**IT**” as their state.

## Representative Registration

The information below will be used to validate your identity.

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

**First Name**

**Middle Name** Optional

**Last Name**

**Suffix** Optional

**Address**  
Please provide your residential or business address.

**Street Address**

**Apt., Unit, etc.** Optional

**City**

**State**

**Zip Code**

**Date of Birth**  
  
MM/DD/YYYY

**Last 4 digits of Social Security Number (SSN)** Optional [?](#)



# How to Register

- Enter your date of birth.
- Enter the last four digits of your Social Security Number (SSN4).
  - This field will appear for domestic representatives but is optional. Representatives who opt out of submitting their SSN4 will need to submit documentation to verify their identity.
  - This field will not appear for international representatives, after they select “IT” as their state.

## Representative Registration

The information below will be used to validate your identity.

Full Legal Name

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

First Name

Middle Name

 Optional

Last Name

Suffix

 Optional

Address

Please provide your residential or business address.

Street Address

Apt., Unit, etc.

 Optional

City

State

▼

Zip Code

Date of Birth

MM/DD/YYYY

Last 4 digits of Social Security Number (SSN)


 Optional ⓘ

# How to Register

- Next, select and complete each of the security questions.


Help us secure your information. Select three security questions to which only you know the answers. Make sure that you can remember your answers. These questions will help you retrieve your Representative ID if you forget it.

**Security Question 1**

Select one 


**Your Answer to Security Question 1**

**Security Question 2**

Select one 

**Your Answer to Security Question 2**

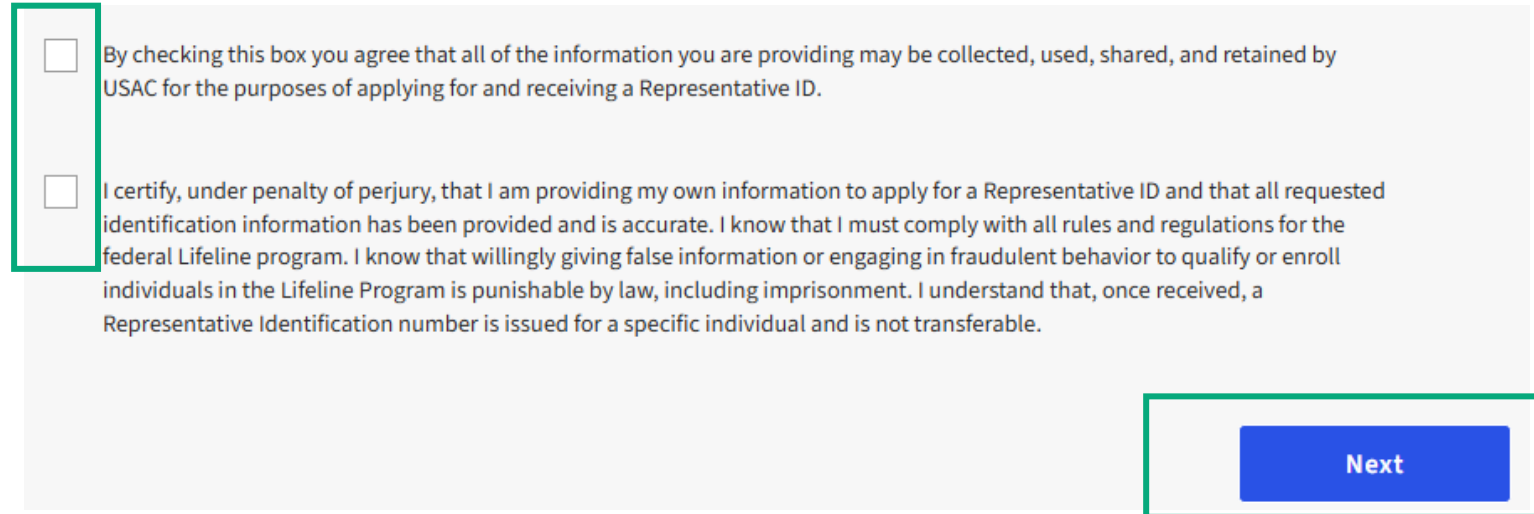
**Security Question 3**

Select one 

**Your Answer to Security Question 3**

# How to Register

- Read and acknowledge each security statement to indicate you agree with USAC's policies and that you have provided accurate information to request a Representative ID.
- Select **Next**.

A screenshot of a registration form with two checkboxes and a 'Next' button. The checkboxes are highlighted with a green border. The first checkbox is for agreeing to information collection, and the second is for certifying the accuracy of provided information. The 'Next' button is also highlighted with a green border.

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

☐ I certify, under penalty of perjury, that I am providing my own information to apply for a Representative ID and that all requested identification information has been provided and is accurate. I know that I must comply with all rules and regulations for the federal Lifeline program. I know that willingly giving false information or engaging in fraudulent behavior to qualify or enroll individuals in the Lifeline Program is punishable by law, including imprisonment. I understand that, once received, a Representative Identification number is issued for a specific individual and is not transferable.

**Next**

# How to Register

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

## Annual Agreement

To begin or continue performing National Lifeline Accountability Database (NLAD) and/or Lifeline National Eligibility Verifier (National Verifier) transactions, review and agree to the following:

- ☐ The information associated with my representative ID is current and accurate.
- ☐ I will always update my contact information in RAD within 30 days of a change.
- ☐ I will always use my Representative ID to perform transactions in NLAD and the National Verifier.
- ☐ My Representative ID is my unique identification. No one else may use my Representative ID. I will not provide my Representative ID to anyone except the service provider(s) I work for.
- ☐ I will not use or provide any fraudulent, misleading, or inaccurate information when performing Lifeline transactions.
- ☐ I acknowledge that I will only use NLAD and the National Verifier for their specified purposes.
- ☐ I understand and agree to the [National Verifier terms and conditions.](#) ☐ I understand and agree to the [NLAD terms and conditions.](#)
- ☐ I understand and agree to the [RAD terms and conditions.](#)
- ☐ I acknowledge that I am providing information to the Universal Service Administrative Company (USAC), a U.S.-based entity created by the Federal Communications Commission (FCC) that performs activities on behalf of the FCC.
- ☐ If I fail to comply with any of the above requirements, USAC's guidance, the FCC's program rules, or any applicable laws, I understand that my access to NLAD and/or National Verifier may be suspended or terminated for unauthorized and/or unlawful use and the service provider may be subject to FCC enforcement action and law enforcement prosecution as a result of my actions.

# How to Register

- Complete the registration process by entering your full legal name in the signature box.
- Acknowledge the digital signature statement.
- Select **Next**.

### Your Signature

Type your full legal name below.

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

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

# How to Register

- Review your information and ensure each field is correct.
- Select **Submit**.

## Review Your Information

Full Legal Name :	Test Testing
Address :	123 Main Street Town, DC 20006
Date of Birth :	January 1, 1990
Last 4 digits of SSN :	1111
Email :	test@email.com
Security Question 1 :	In what city/town was your first job?
Your Answer :	abc
Security Question 2 :	What elementary school did you go to?
Your Answer :	abcd
Security Question 3 :	What time was your first child born? (for example, 6:30AM)
Your Answer :	1:00

Submit

# How to Register

- Once registration is complete, you will be notified to check the email address you used to create your Representative ID.

## Next Steps ...

Thank you for submitting your information. Please check your email for additional information and next steps.

Didn't get an email? Click [here](#) to resend.

# How to Register

- USAC will send you an email notification with your unique Representative ID, confirming successful registration.

## Representative ID Registration

### Registration Complete

Thank you for submitting additional documentation to complete the representative registration process. Your Representative ID number is: W02T11237.

Your Representative ID is a unique number that will be connected to all of your Lifeline Program transactions. Please retain this information for your records.

**In addition, please provide your Representative ID to all Lifeline carriers for which you verify consumer eligibility, perform enrollments, or otherwise interact with Lifeline consumers.** They will need this information to create an account for you in the National Lifeline Accountability Database (NLAD) or the National Verifier. You will be unable to verify subscribers' eligibility or perform enrollments until your Representative ID is associated with an account.



# Questions?

# **Supporting Documents for Registration**

# Supporting Documents for Registration

- If we are unable to automatically confirm your information, you will need to provide supporting documents to complete your registration.
- If this happens, you will receive an email from USAC that lists the required information and next steps.
  - You may be asked to confirm any of the following:
    - Your date of birth
    - Your Social Security Number
    - That you are alive
- Review the [RAD Acceptable Documentation Guide](#) for common examples.
- You must submit supporting documentation within **45 days**, or you will be required to re-register.

# Supporting Documents for Registration

## Acceptable Documentation (1/2)

### If you need to show your date of birth:

Provide a document that includes:

- Your first and last name
- Your date of birth

Common Examples:

- A Driver's license that is not expired
- A birth certificate
- A U.S. passport that is not expired
- A U.S. government, military, state, or Tribal issued ID that is not expired
- A Certificate of Naturalization, Certificate of U.S. Citizenship, or Permanent Resident Card

### If you need to show your Social Security Number (SSN):

Provide a document that includes:

- Your first and last name
- The last four digits of your SSN

Common Examples:

- A Social Security Card
- A Social Security Benefit Statement (SSA-1099)
- A W-2 from the last 2 years
- A prior year's state, federal, or Tribal tax return

# Supporting Documents for Registration

## Acceptable Documentation (2/2)

**If you need to show that you are alive:**

Provide a document that includes:

**Your identity information**

- Your first and last name
- Your date of birth
- The last four digits of your SSN

**Shows you're alive**

- Your first and last name
- An issue date within the last three months

Common Examples:

**Show us your identity**

- Provide one or two documents to prove your identity information, such as a Driver's License and Social Security Card.

**Show you are alive (documentation must be dated within the last three months)**

- A current utility bill
- A paystub
- A mortgage or lease statement
- A retirement/pension statement of benefits
- A notarized letter that confirms your identity and that you are alive

# Supporting Documents for Registration

## Submitting Documentation

- Documentation can be submitted [online](#) or by [mail](#).
  - Review the [online document submission guide](#) for instructions on completing this process online.
  - Mail documents and a [completed cover sheet](#) to:
    - Lifeline Support Center  
PO Box 1000  
Horseheads, NY 14845

# Supporting Documents for Registration

## Submitting Documentation Online (1/3)

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

### Representative ID Document Upload

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

#### Representative ID

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

#### Last Name

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

Verify

# Supporting Documents for Registration

## Submitting Documentation Online (2/3)

- Enter your first name and last name, in each of the blank fields.
- Select **Choose file** to Upload your documents, and then select **Submit**.

The form is divided into two main sections. The top section contains four input fields arranged in a 2x2 grid. The first row has 'First Name' with the value 'Test' and 'Last Name' with the value 'OKTATEST'. The second row has 'Representative ID' which is empty, and 'Email' with the value 'email@email.com'. The bottom section is titled 'Give us your documents' and contains three bullet points: 'You can use the following file types: .jpg, .jpeg, .png, .pdf, or .gif', 'Make sure that your file is not too large. The size limit is 10MB.', and 'If you are using a phone, you can take a photo of your document and upload it.' Below these instructions is a blue button labeled 'Choose file'.

First Name	Last Name
Test	OKTATEST
Representative ID	Email
	email@email.com

**Give us your documents**

- You can use the following file types: .jpg, .jpeg, .png, .pdf, or .gif
- Make sure that your file is not too large. The size limit is 10MB.
- If you are using a phone, you can take a photo of your document and upload it.

**Choose file**

**Submit**



# Supporting Documents for Registration

## Submitting Documentation Online (3/3)

- You'll receive a message that you have successfully submitted your documents.

🕒 **We received your document(s)!**

It takes 3-5 business days to review documentation. Once a review has been completed, you will receive an email advising on next steps.

# Linking Accounts

# Linking Accounts

## Overview

- After you register and receive your Representative ID, you must share it with each service provider you work for.
  - The service provider's 497 Officer will link your Representative ID to the ETC Administrator user role in NLAD.
  - ETC Administrators can then link Representative IDs to subaccount user roles in NLAD, which include:
    - ETC Analyst, ETC Operations and ETC Agent user roles
    - API Accounts
    - Batch users

# Linking Accounts

## Linking New NLAD Subaccounts (1/3)

- To link a new Representative ID to a subaccount, the ETC Administrator must log into NLAD through [One Portal](#).

### Dashboard

#### Upcoming Dates

12/16  
2025 **Representative Accountability Database (RAD) 101 Office Hours**

12/18  
2025 **National Lifeline Accountability Database (NLAD) 101 Office Hours**

01/14  
2026 **January 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.

# Linking Accounts

## Linking New NLAD Subaccounts (2/3)

- Select **Account Management** from the mega menu and then select **Create Subaccount**.

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, there is a navigation bar with 'Account Management' highlighted in blue and 'Tools & Resources' on the right. Below the navigation bar, there is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Account Management', with 'Account Management' highlighted in a green box. The main heading is 'Account Management' in blue. Below it, the text reads 'Create, manage, and review subaccounts for your SPINs'. A list of links follows, with 'Create Subaccounts' highlighted in a green box. The list includes: '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.', and 'Manage Email Recipients - Assign contacts to receive NLAD-related emails.'

Universal Service Administrative Co. National Lifeline Accountability Database

Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Account Management

### Account Management

Create, manage, and review subaccounts for your SPINs

- [ETC Administrator Home Page](#) - Maintain SAC Information.
- [Manage Representative IDs](#) - Link one or more Representatives who have an existing subaccount.
- [Manage Subaccounts](#) - Review NLAD and National Verifier subaccounts and select accounts to update.
- [Create Subaccounts](#) - Create a new NLAD or National Verifier subaccount.
- [Create ETC API Account](#) - Create a new NLAD or National Verifier API Account.
- [Manage Email Recipients](#) - Assign contacts to receive NLAD-related emails.

# Linking Accounts

## Linking New NLAD Subaccounts (3/3)

- Fill the blank fields – enter and confirm the email address of the authorized NLAD user and select **Submit**.
- Enter the authorized user's information:
  - First name
  - Last name
  - Phone number
  - And Representative ID
- The ETC Administrator can now assign the user role and Service Provider Identification Numbers (SPIN(s)) for the new accounts they will have access to.

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, a navigation bar includes 'Account Management' (underlined) and 'Tools & Resources'. A breadcrumb trail reads: 'USAC Home | Lifeline Program | NLAD | Account Management | Create Subaccount'. The main heading is 'Create Subaccount'. To the right, there's a link for 'Instructions'. The form section, titled 'Authorized NLAD User Information', contains two text input fields: 'Email Address' and 'Confirm Email Address'. At the bottom right, a blue 'Submit' button is highlighted with a green rectangular border.

# Linking Accounts

## Linking Existing NLAD Accounts (1/3)

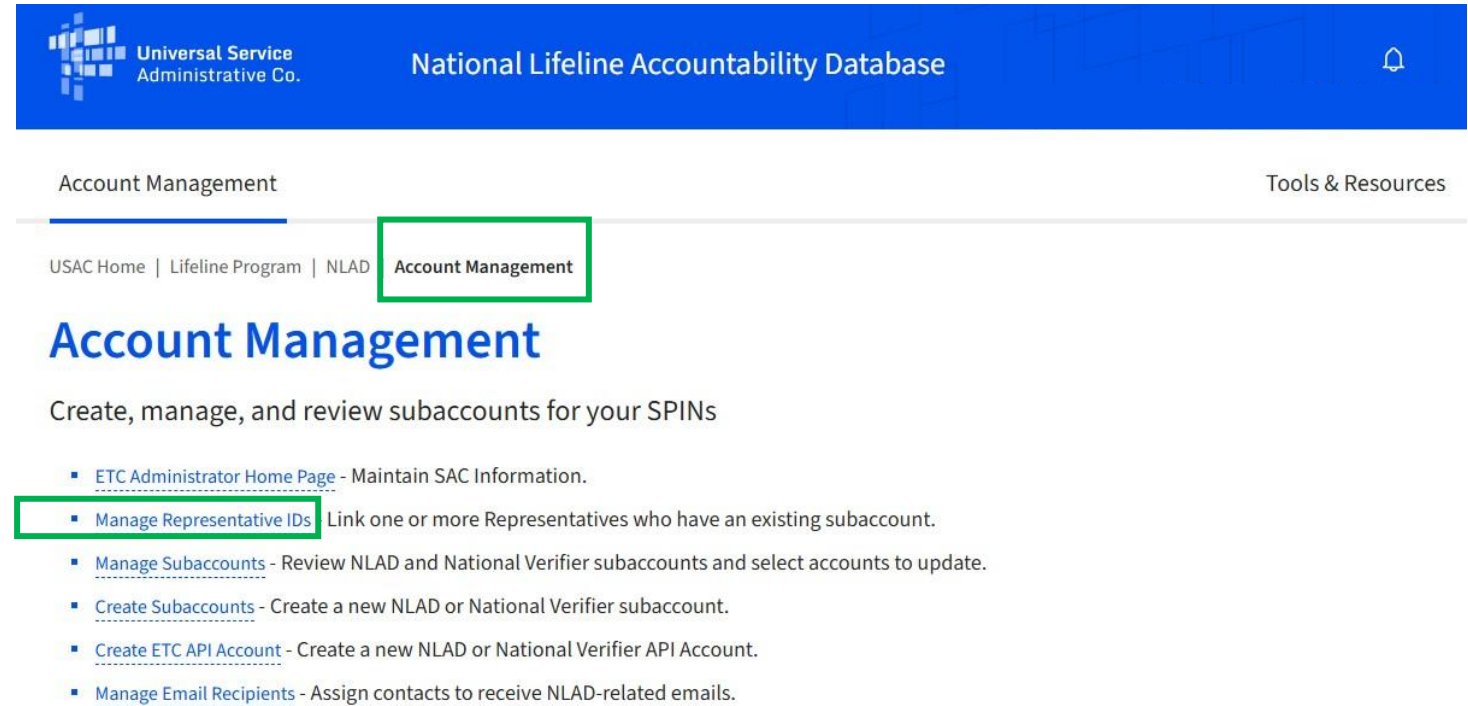
- 497 Officers and ETC Administrators can link existing NLAD accounts.
- Download the [Linking Representatives File Upload Template](#) to link an existing NLAD account.
  - Enter **link** in the Column A.
  - Enter **first name**, **last name**, and the **Representative ID** in Columns B, C and D.
  - Enter the **username** (email address) of the representatives NLAD or National Verifier account.
  - Leave Columns F and G, “api-id” and “batch”, blank.
- Save the file in the .CSV format.

	A	B	C	D	E	F	G	H	I	J
1	linkType	firstName	lastName	representativeId	userName	apiId	batch	masterAgentFirstName	masterAgentLastName	masterAgentRepID
2										

# Linking Accounts

## Linking Existing NLAD Accounts (2/3)

- To upload the completed template:
  - Log into NLAD through One Portal,
  - Select **Account Management** from the mega menu,
  - And then select **Manage Representative IDs**.



Universal Service Administrative Co. National Lifeline Accountability Database

Account Management Tools & Resources

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

### Account Management

Create, manage, and review subaccounts for your SPINs



- [ETC Administrator Home Page](#) - Maintain SAC Information.
- **[Manage Representative IDs](#)** - Link one or more Representatives who have an existing subaccount.
- [Manage Subaccounts](#) - Review NLAD and National Verifier subaccounts and select accounts to update.
- [Create Subaccounts](#) - Create a new NLAD or National Verifier subaccount.
- [Create ETC API Account](#) - Create a new NLAD or National Verifier API Account.
- [Manage Email Recipients](#) - Assign contacts to receive NLAD-related emails.



# Linking Accounts

## Linking Existing NLAD Subaccounts (3/3)


- Upload a completed template by clicking **Choose File**.
  - If the upload is successful, further action is not required.
  - If the upload is unsuccessful, download the error file and make corrections.

 Universal Service Administrative Co. National Lifeline Accountability Database 

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
						

# Linking Accounts

## Linking to an API ID

- ETC Administrator user permissions are required to link Representative IDs to API IDs.
- USAC provides two detailed step-by-step guides on this process:
  - To link a Representative ID to an API account, review the [NLAD Production Guide: Linking Representative IDs to API Accounts](#).
  - To link a Representative ID to Batch users, review the [NLAD Production Guide: Linking Representative IDs to Batch Users](#).

# Questions?

# **Retrieve a Representative ID**

# Retrieve a Representative ID

- Visit [LifelineRAD.org](https://LifelineRAD.org) to retrieve your Representative ID.
- Select **Retrieve**.

Universal Service Administrative Co. Representative Accountability Database

## Welcome to RAD

The Representative Accountability Database (RAD) validates the identities of those who perform transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier.

[Register](#)

### Forgot Representative ID

If you forgot your Representative ID, select the "Retrieve" button to receive an email with your ID.

[Retrieve](#)

### Renew Annual Agreements

Representatives must complete the annual agreement at least once per year. Select the "Complete" button if you missed your deadline or if you want to complete the agreements now.

[Complete](#)


### Update Information or Deactivate ID

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

[Continue](#)

# Retrieve a Representative ID

- Enter the email address used to create your Representative ID.
- Click **I'm not a robot** and then select **Next**.

 Universal Service  
Administrative Co.

Representative Accountability Database


## Forgot Representative ID?

Please provide the email address that you used when you registered for a Representative ID.

Email Address

example@email.com


☐ I'm not a robot

  
reCAPTCHA  
[Privacy](#) - [Terms](#)

Next

# Retrieve a Representative ID

- Provide the answers to each of your security questions.
- Select **Submit**.
- USAC will send a response to your email with your Representative ID.

 Universal Service Administrative Co. Representative Accountability Database

## Forgot Representative ID?

Please provide answers to the security questions that you selected at the time of registration. We will use this information to recover your Representative ID.

Email : test@test.com

Security Question : What elementary school did you go to?

Your Answer to Security Question

Security Question : In what city/town was your first job?

Your Answer to Security Question

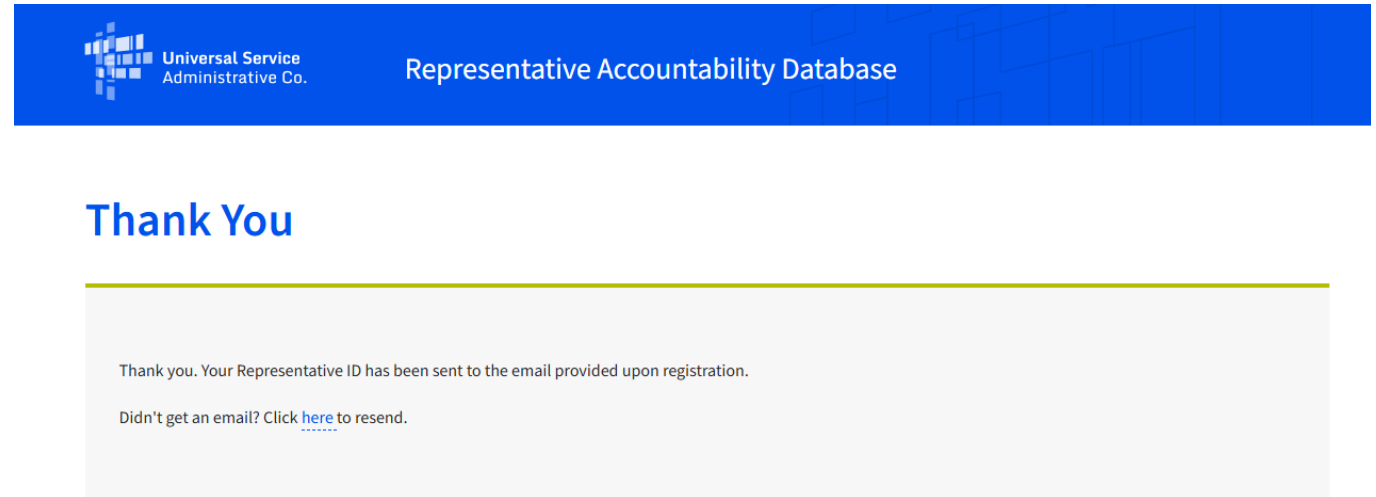
Security Question : What city/town was your mother born in?

Your Answer to Security Question

Submit

# Retrieve a Representative ID

- After you completed your submission, a success screen will appear.
- USAC will send your Representative ID to the email you provided at registration.
  - If it does not appear in your inbox, check your spam folder.

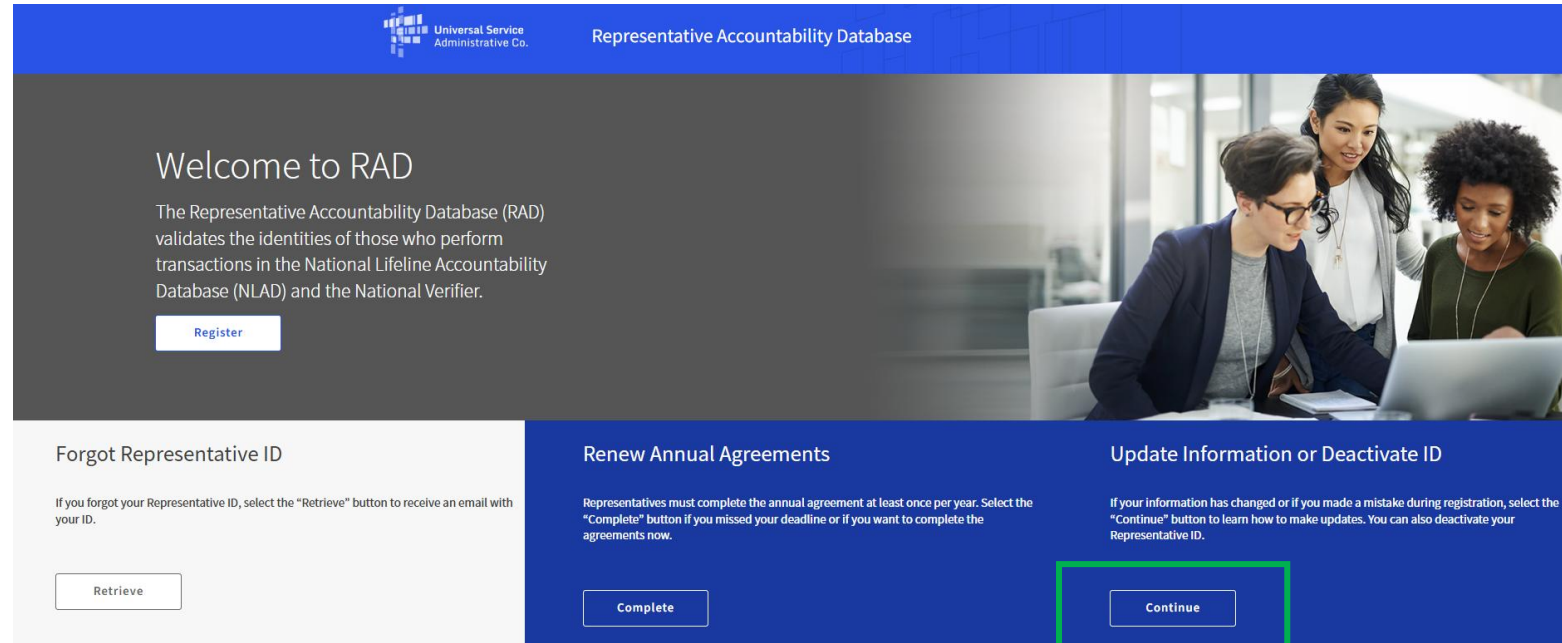




# Updating or Deactivating Representative IDs


# Updating or Deactivating Representative IDs

- Visit [LifelineRAD.org](https://LifelineRAD.org) to update your email address, physical address and security questions and answers.
- Navigate to Update Information or Deactivate and select **Continue**.



# Updating or Deactivating Representative IDs

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


 Universal Service Administrative Co. Representative Accountability Database

## Update Information or Deactivate ID

Provide your Representative ID or the email address you used during RAD registration to update your address, email address, or security questions. You can also deactivate your Representative ID. If you need to update any other information please contact USAC at [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org).

Representative ID or Email

123abc456 or example@email.com

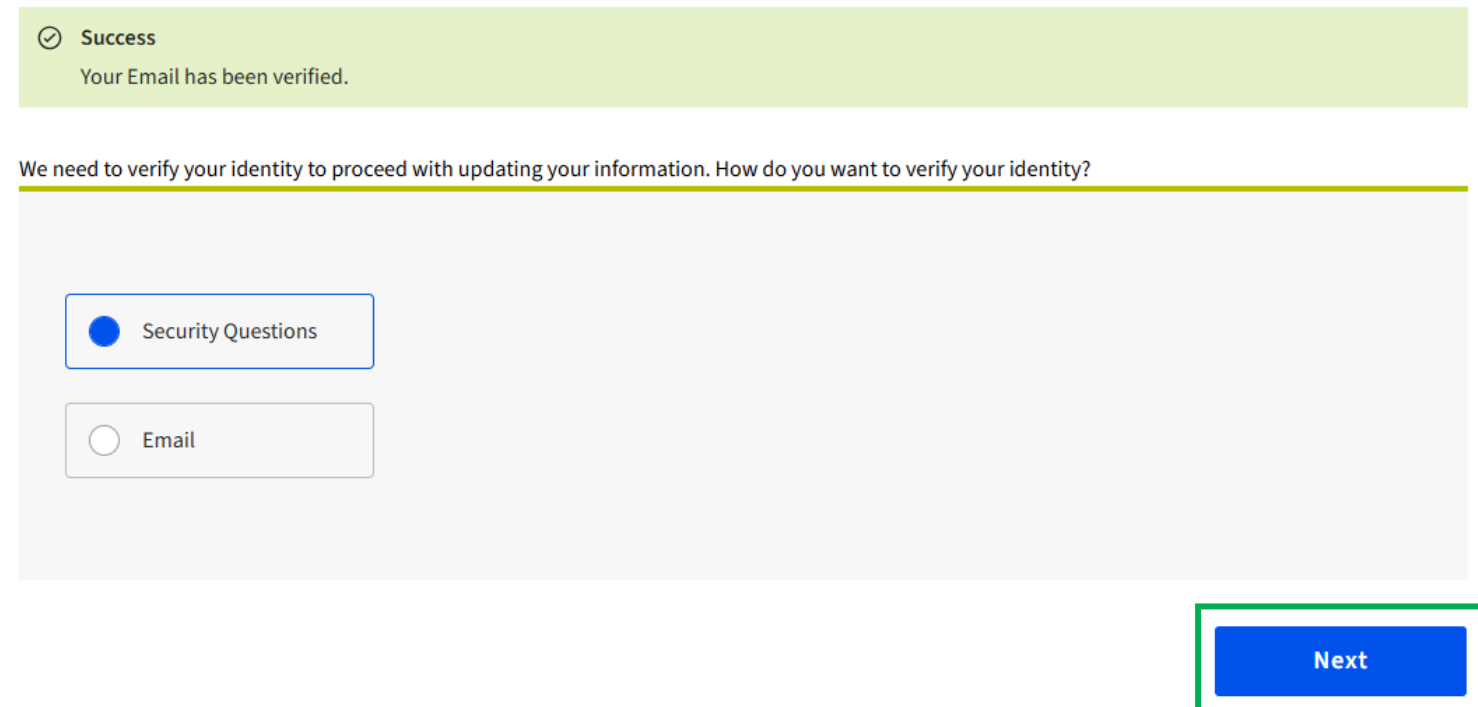
☐ I'm not a robot  reCAPTCHA  
Privacy - Terms

Submit

# Updating or Deactivating Representative IDs

- Choose how you would like to verify your identity:
  - If you select security questions, you will be asked to respond to the questions you selected during registration.
  - If you select email, you will need to enter and submit your email address.
- Select **Next**.

## ID Verification Method



✓ Success  
Your Email has been verified.

We need to verify your identity to proceed with updating your information. How do you want to verify your identity?

☒ Security Questions

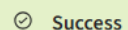
☐ Email

Next

# Updating Representative IDs

- Once your information is verified, select **Update Information**.

## Update Information or Deactivate ID

**Success**

Your Identity Verification is complete.

You can update your email address, address, or security questions. To submit new information, select what you want to update and enter your new information in the fields provided. You can update one or more of these items, it is not necessary to update all three. You can also deactivate your Representative ID.



Update Information



Deactivate ID

Address



Email



Security Questions

**Next**

# Updating Representative IDs

- Decide which information you would like to update.
  - You can update either your security questions, email or address.
- Enter the information you'd like to update and select **Next**.

**Note:** You cannot change your name, date of birth or your SSN4.

## Update Information or Deactivate ID

Success  
Your Identity Verification is complete.

You can update your email address, address, or security questions. To submit new information, select what you want to update and enter your new information in the fields provided. You can update one or more of these items, it is not necessary to update all three. You can also deactivate your Representative ID.

☒ Update Information

☐ Deactivate ID

### Address

Street Address

Apt., Unit, etc. Optional

City

State

Zip Code

### Email

### Security Questions

### Security Questions

#### Security Question 1

Select one

Your Answer to Security Question 1

#### Security Question 2

Select one

Your Answer to Security Question 2

#### Security Question 3

Select one

Your Answer to Security Question 3

Next

Next

# Updating Representative IDs

- Review and confirm the information you updated.
- Select **Submit**.

## Update Information Review

### ① Information

You changed the security questions associated with your RAD registration.

Security Question 1 : In what city/town was your first job?

Your Answer : a

Security Question 2 : What city/town was your mother born in?

Your Answer : b

Security Question 3 : What elementary school did you go to?

Your Answer : c

[Edit](#)

**Submit**

# Updating Representative IDs

- You will receive a success message via email and immediately on your screen.

## Success!

🕒 Success

You have successfully updated your information.

You successfully updated your RAD information. Confirmation will also be sent to your RAD email address. You may now close out this window.

Thank you for keeping your information up to date!



# Deactivating Representative IDs

- If you would like to deactivate your account, select **Deactivate ID**.
- Select **Deactivate**.

## Update Information or Deactivate ID

✓ Success

Your Identity Verification is complete.

You can update your email address, address, or security questions. To submit new information, select what you want to update and enter your new information in the fields provided. You can update one or more of these items, it is not necessary to update all three. You can also deactivate your Representative ID.

☐ Update Information

☒ Deactivate ID

Deactivate

# Deactivating Representative IDs

- USAC will confirm that your account has been deactivated via email.
- Once your account is deactivated, you will no longer be able to perform transactions in NLAD or the National Verifier.

## Success!

✔ Success

You have successfully deactivated your Representative ID.

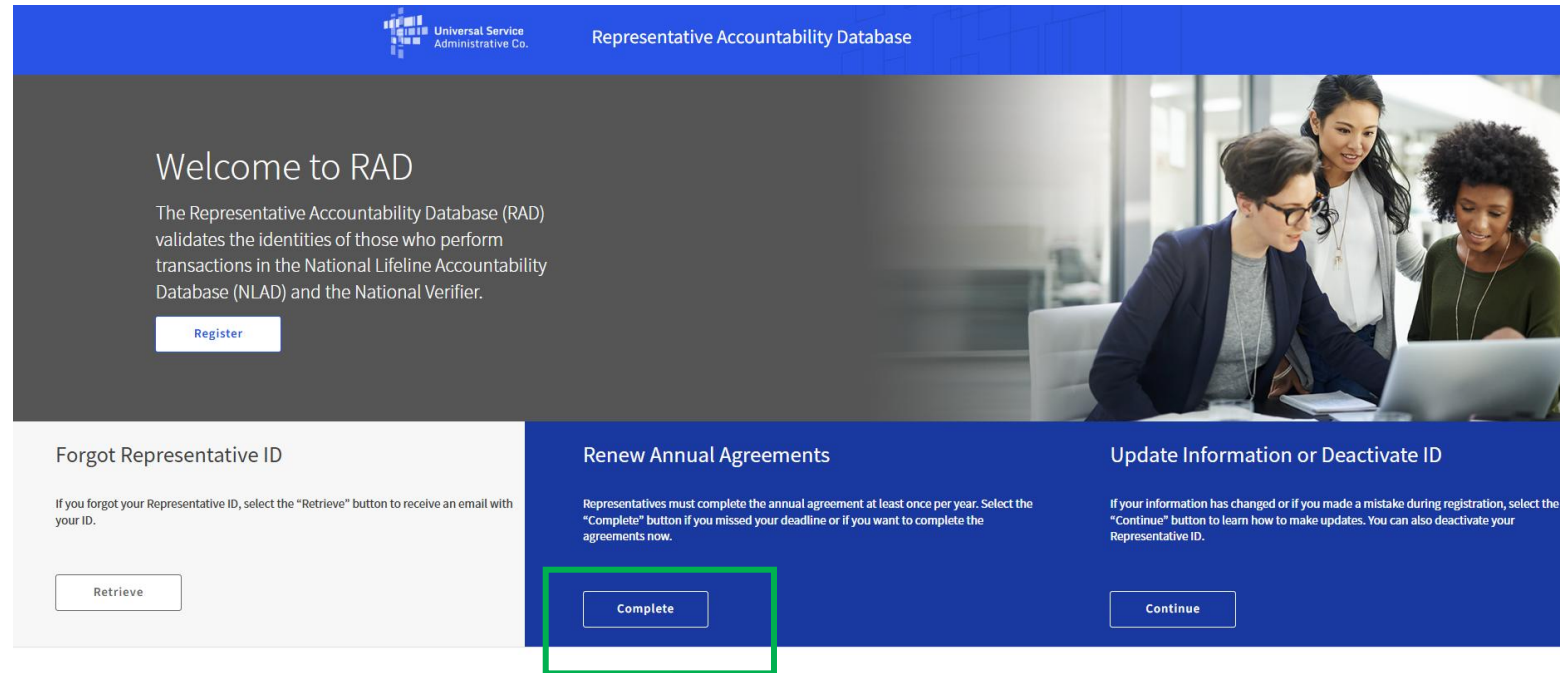
You have successfully deactivated your Representative ID. If you need a Representative ID in the future, you will be required to complete a new RAD registration. Confirmation will also be sent to your RAD email address. You may now close out this window.

# **Annual Agreement Process**

# Annual Agreement Process


- Visit [LifelineRAD.org](https://LifelineRAD.org) to complete the annual agreement.
- Navigate to the Renew Annual Agreements section and select **Complete**.

Note: The [FCC's 2019 Lifeline Order](#) requires all RAD Representatives to agree to the terms and conditions of all USAC systems **every year**.



# Annual Agreement Process

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


 Universal Service Administrative Co. Representative Accountability Database

## Annual Agreement

Provide your Representative ID or the email address you used during RAD registration to receive a link to complete the Annual Agreements.

Representative ID or Email

123abc456 or example@email.com

☐ I'm not a robot  reCAPTCHA  
Privacy - Terms

Submit

# Annual Agreement Process

- USAC will send an email with instructions on how to complete the annual agreement process, from [noreply@usac.org](mailto:noreply@usac.org).
  - Monitor your spam folder.



The banner features the Universal Service Administrative Co. logo on the left, the word "Lifeline" in the center, and a background pattern of blue rectangles of various sizes on the right.

**Action Required: Complete Annual Agreement**

---

December 15, 2025

**Complete the Annual Agreement**

Dear JOHN DOE,

Thank you for initiating the process to complete the Representative Accountability Database (RAD) annual agreement. Click [here](#) to complete the agreement on the RAD website.


Enrollment representatives are required to complete the annual agreement once a year. If you do not complete the annual agreement within a year from when you last completed it, you will be unable to access Lifeline systems and/or perform transactions until you have done so.

**Need Help? Contact Us!**

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

# Annual Agreement Process

- Review each statement and check the boxes to confirm agreement.
- Provide your e-signature by entering your full name as it appears on official documentation.
- Select **Next**.

 Universal Service Administrative Co.

Representative Accountability Database

rachel.hodges@usac.org

## Annual Agreement

To begin or continue performing National Lifeline Accountability Database (NLAD) and/or Lifeline National Eligibility Verifier (National Verifier) transactions, review and agree to the following:

- ☐ The information associated with my representative ID is current and accurate.
- ☐ I will always update my contact information in RAD within 30 days of a change.
- ☐ I will always use my Representative ID to perform transactions in NLAD and the National Verifier.
- ☐ My Representative ID is my unique identification. No one else may use my Representative ID. I will not provide my Representative ID to anyone except the service provider(s) I work for.
- ☐ I will not use or provide any fraudulent, misleading, or inaccurate information when performing Lifeline transactions.
- ☐ I acknowledge that I will only use NLAD and the National Verifier for their specified purposes.
- ☐ I understand and agree to the [National Verifier terms and conditions](#).
- ☐ I understand and agree to the [NLAD terms and conditions](#).
- ☐ I understand and agree to the [RAD terms and conditions](#).
- ☐ I acknowledge that I am providing information to the Universal Service Administrative Company (USAC), a U.S.-based entity created by the Federal Communications Commission (FCC) that performs activities on behalf of the FCC.
- ☐ If I fail to comply with any of the above requirements, USAC's guidance, the FCC's program rules, or any applicable laws, I understand that my access to NLAD and/or National Verifier may be suspended or terminated for unauthorized and/or unlawful use and the service provider may be subject to FCC enforcement action and law enforcement prosecution as a result of my actions.

### Your Signature

Type your full legal name below.

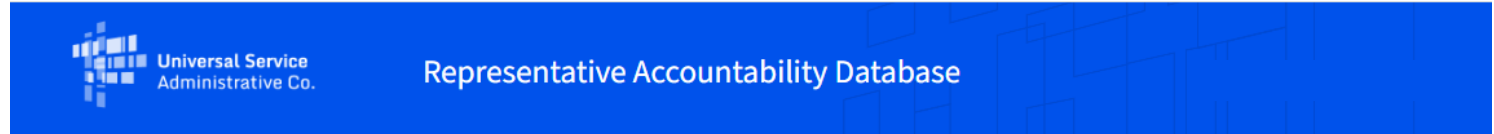
JOHN DOE

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

Submit

# Annual Agreement Process

- Once the agreement process is complete, you will see a success page and receive an email confirmation.



## Success!

### Success

You have successfully completed the RAD Annual Agreements.

You will need to complete the RAD Annual Agreements again next year by December 15, 2026. We will send you a reminder next year before the deadline. You can now close this window in your browser.

Thank you for completing the Annual Agreements!



# Questions?

# Resources

# Resources

- USAC has several resources to support RAD users, which are listed below:
  - USAC's [RAD](#) page.
  - [RAD Fact Sheet](#)
  - [RAD Documentation Upload Process Instructions](#)
  - [RAD Acceptable Documentation Guide](#)
- Additional resources also include:
  - [NLAD Production Guide: RAD with Individual User Accounts](#)
  - [NLAD Production Guide: RAD with API Accounts](#)
  - [NLAD Production Guide: RAD with Batch Users](#)
  - [Linking Representatives File Upload Template](#)
- Email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for technical support and additional information on processes, rules, and requirements.

# Questions?

# Next Office Hour

[Register](#) for our next Office Hours

- **Date:** December 18, 2025
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** National Lifeline  
Accountability Database 101 Office  
Hours

# Lifeline Monthly Newsletter

- [Subscribe](#) to the Lifeline monthly newsletter for program updates, reminders, and announcements.
  - Email [LifelineProgram@usac.org](mailto: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)

Subscribe

Reset

**Thank You!**





**Universal Service**  
Administrative Co.