

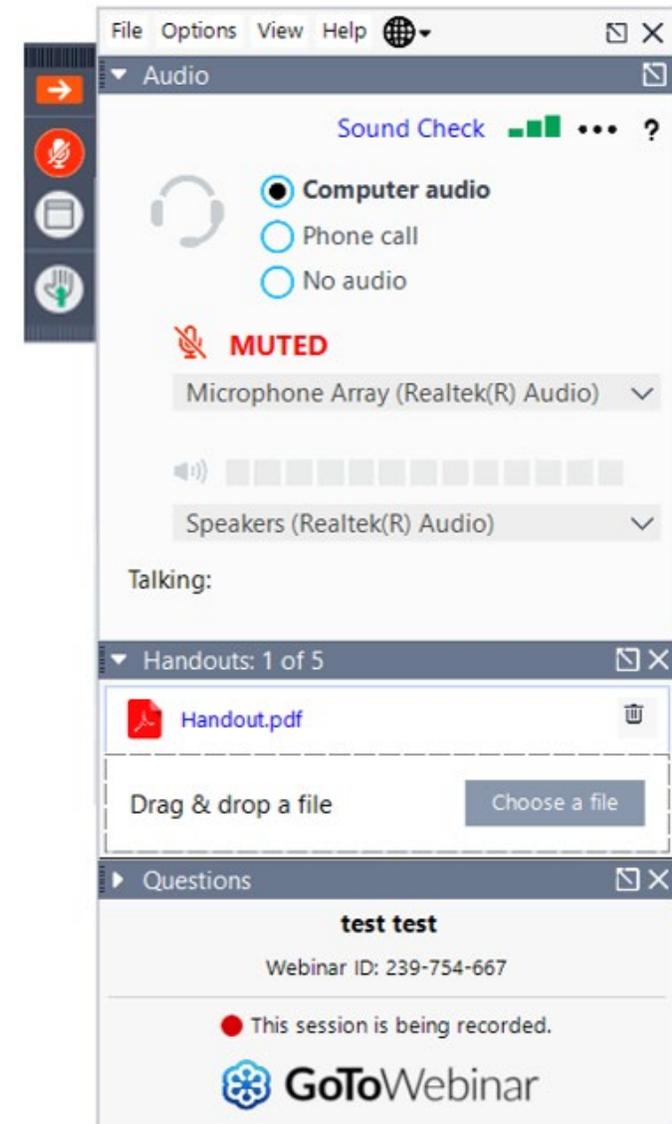


Representative Accountability Database (RAD) 101

Lifeline Program
June 11, 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

- Announcements
- Representative Accountability Database (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

Announcements

FCC Form 481

- All service providers participating in the Lifeline program, including all service providers participating in the High Cost program, are required to file and certify the FCC Form 481 annually. This form collects financial and operational data that USAC uses to validate service provider support.
- The filing window is now open, and providers can log into [One Portal](#) to access and submit their FCC Form 481. **All filings must be completed by July 1, 2025.**
- For more information on filing FCC Form 481, review the [Filing Form 481 webinar](#), hosted by the High Cost team or the [File FCC Form 481](#) page.

Announcements

New RAD Acceptable Documentation Guide

- Lifeline released a [RAD Acceptable Documentation Guide](#) to help representatives successfully complete their registration for their Representative ID if they are asked to provide additional information to confirm their identity.
- The guide lists common items USAC is sometimes unable to confirm, and what documents representatives will need to upload to verify their identity information.
 - The RAD Acceptable Documentation Guide is listed on USAC's [How to Register](#) webpage.

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 carrier(s) for which the representative works.

RAD Overview

Registration Process

Step 1

Self-register to receive a Representative ID at 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 and select **Register**.

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](#)

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
<input type="text"/>	<input type="text"/>
Last Name	Suffix Optional
<input type="text"/>	<input type="text"/>

Address

Please provide your residential or business address.

Street Address	Apt., Unit, etc. Optional	
<input type="text"/>	<input type="text"/>	
City	State	Zip Code
<input type="text"/>	<input type="text" value="▼"/>	<input type="text"/>
Date of Birth		
<input type="text"/>		
<small>MM/DD/YYYY</small>		
Last 4 digits of Social Security Number (SSN) Optional ⓘ		
<input type="text"/>		

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
<input type="text"/>	<input type="text"/>
Last Name	Suffix Optional
<input type="text"/>	<input type="text"/>

Address

Please provide your residential or business address.

Street Address	Apt., Unit, etc. Optional	
<input type="text"/>	<input type="text"/>	
City	State	Zip Code
<input type="text"/>	<input type="text" value="▼"/>	<input type="text"/>

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**.

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.

Need Help? Contact Us!

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

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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 screenshot shows a registration form with the following fields and content:

First Name Test	Last Name OKTATEST
Representative ID 1024AJTXP	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, and
 - Batch users.

Linking Accounts

Linking New NLAD Subaccounts (1/4)

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

The screenshot shows the dashboard of the Universal Service Administrative Co. The header includes the company logo and a 'Sign Out' button. The main content area is titled 'Dashboard' and is divided into three columns. The left column, 'Upcoming Dates', lists '07/01 2025 Form 481 Due' and '07/09 2025 July Monthly Webinar', with a 'See full calendar' link below. The middle column, 'High Cost Lifeline', contains three informational boxes: 'National Verifier', 'National Lifeline Accountability Database (NLAD)', and 'National Lifeline Accountability Database Staging Environment'. The 'NLAD' box is highlighted with an orange border. The right column, 'Help?', includes links for 'Send us a message', 'Click here', and 'Call us (888) 641-8722'.

Universal Service Administrative Co. Sign Out

Dashboard

Upcoming Dates

07/01 2025 **Form 481 Due**

07/09 2025 **July Monthly Webinar**

[See full calendar](#)

High Cost 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.

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

Help?

[Send us a message](#)
[Click here](#)

Call us
(888) 641-8722

Linking Accounts

Linking New NLAD Subaccounts (2/4)

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

Universal Service Administrative Co. National Lifeline Accountability Database etc.admin@uat.com

Subscriber Management ACP Subscriber Management Claims **Account Management** Tools & Resources

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.
- [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 (3/4)

- Fill the blank fields – enter and confirm the email address of the authorized NLAD user and select **Submit**.
 - Ideally, this should match the email address used to create the Representative ID.
- Enter the authorized user's information:
 - First name,
 - Last name,
 - Phone number,
 - And Representative ID.

Subscriber Management ACP Subscriber Management Claims **Account Management** Tools & Resources

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

Create Subaccount

[Instructions](#)

Authorized NLAD User Information

Email Address

Confirm Email Address

Submit

Linking Accounts

Linking New NLAD Subaccounts (4/4)

- 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.
- Select, **Submit**.

Linking Accounts

Linking Existing NLAD Accounts (1/2)

- 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	apild	batch	masterAgentFirstName	masterAgentLastName	masterAgentRepID
2										

Linking Accounts

Linking Existing NLAD Accounts (2/2)

- 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 etc.admin@uat.com

Subscriber Management ACP Subscriber Management Claims **Account Management** Tools & Resources

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.
- [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

- 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 etc.admin@uat.com

Subscriber Management ACP Subscriber Management Claims Account Management Tools & Resources

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

Manage Representative IDs

[Instructions](#)

Upload a file

[Choose File](#)

Displaying 1-23 of 23 records

Filename	Submitted Date	Rows Processed	Status	Representatives Submitted	Rejected	Errors
497Linkingcadmi...	04/12/2024 14:30 pm	1	SUCCESS	1	1	↓

Linking Accounts

Linking to an API ID

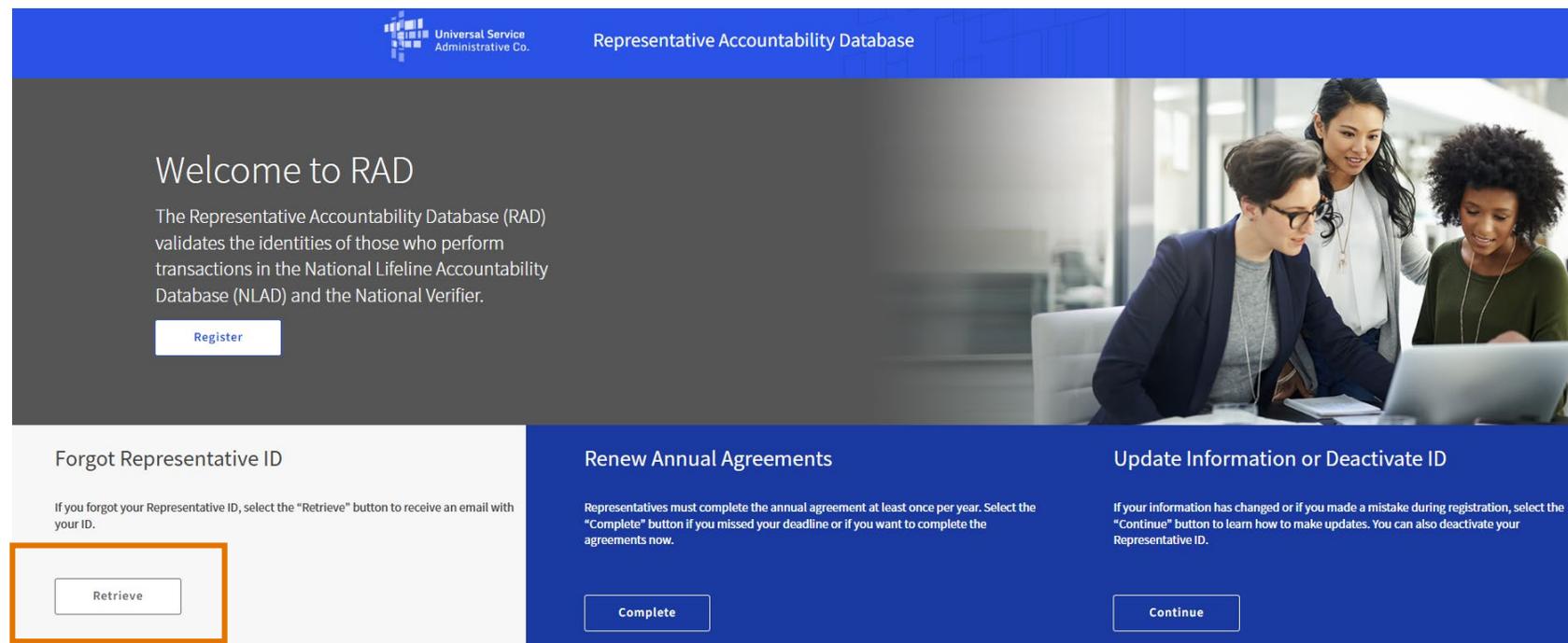
- ETC Administrator user permissions are required to link Representative IDs to API IDs.
- USAC provides two detailed step-by-step guides on this process:
 - To link a Representative ID to an API account, review the [NLAD Production Guide: Linking Representative IDs to API Accounts](#).
 - To link a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

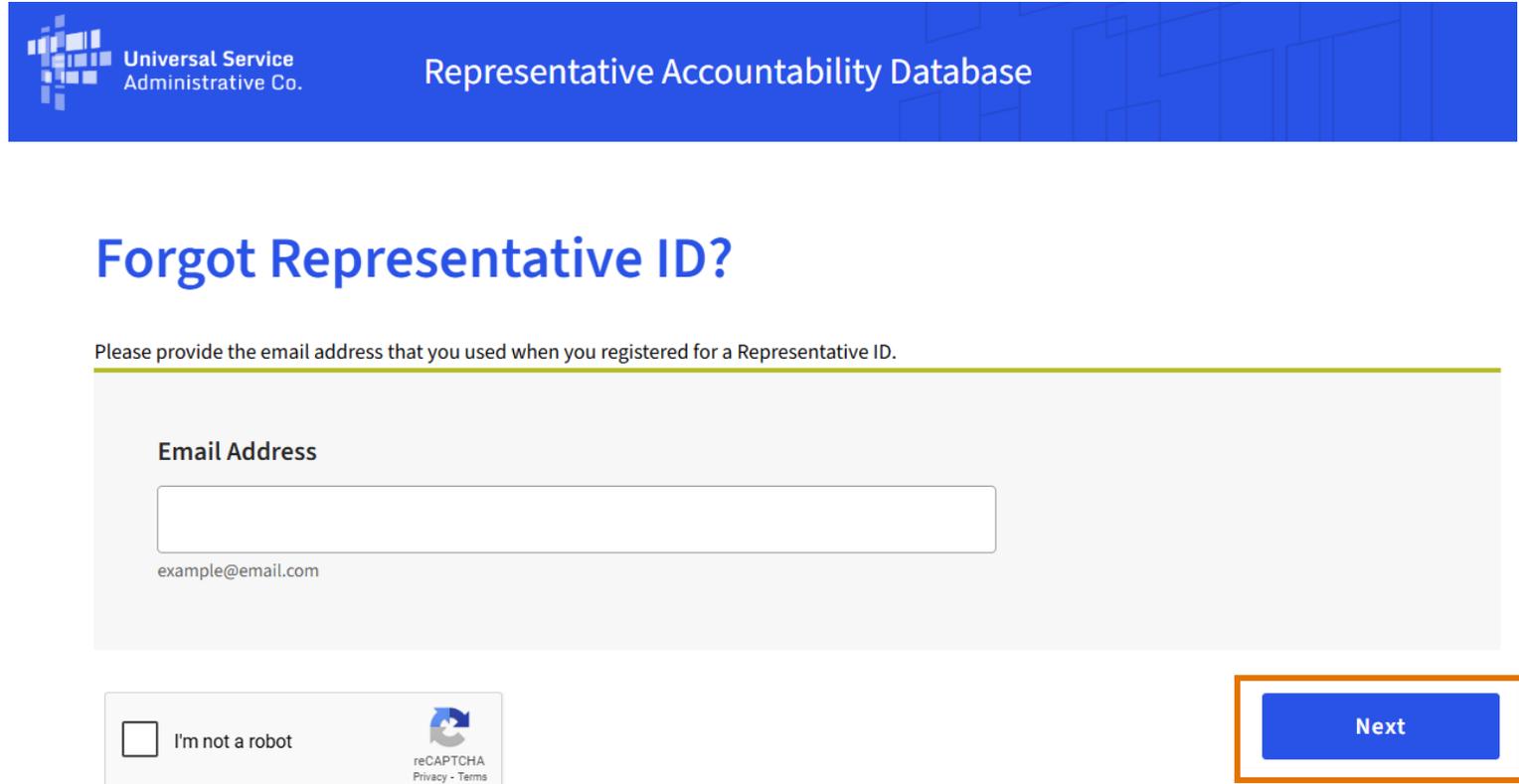


The screenshot shows the top navigation bar of the Representative Accountability Database (RAD) website. The header includes the Universal Service Administrative Co. logo and the text "Representative Accountability Database". Below the header is a large banner image of three people working together at a laptop. The main content area is divided into three sections:

- Welcome to RAD**: A section with a "Register" button. Text: "The Representative Accountability Database (RAD) validates the identities of those who perform transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier."
- Forgot Representative ID**: A section with a "Retrieve" button. Text: "If you forgot your Representative ID, select the 'Retrieve' button to receive an email with your ID." The "Retrieve" button is highlighted with an orange border.
- Renew Annual Agreements**: A section with a "Complete" button. Text: "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."
- Update Information or Deactivate ID**: A section with a "Continue" button. Text: "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."

Retrieve a Representative ID

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



The screenshot shows the 'Representative Accountability Database' interface. At the top, there is a blue header with the 'Universal Service Administrative Co.' logo and the text 'Representative Accountability Database'. Below the header, the main heading is 'Forgot Representative ID?'. A prompt asks the user to 'Please provide the email address that you used when you registered for a Representative ID.' There is a text input field labeled 'Email Address' with a placeholder 'example@email.com'. Below the input field, there is a checkbox labeled 'I'm not a robot' and a reCAPTCHA logo with links for 'Privacy - Terms'. A blue 'Next' button is highlighted with an orange border.

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

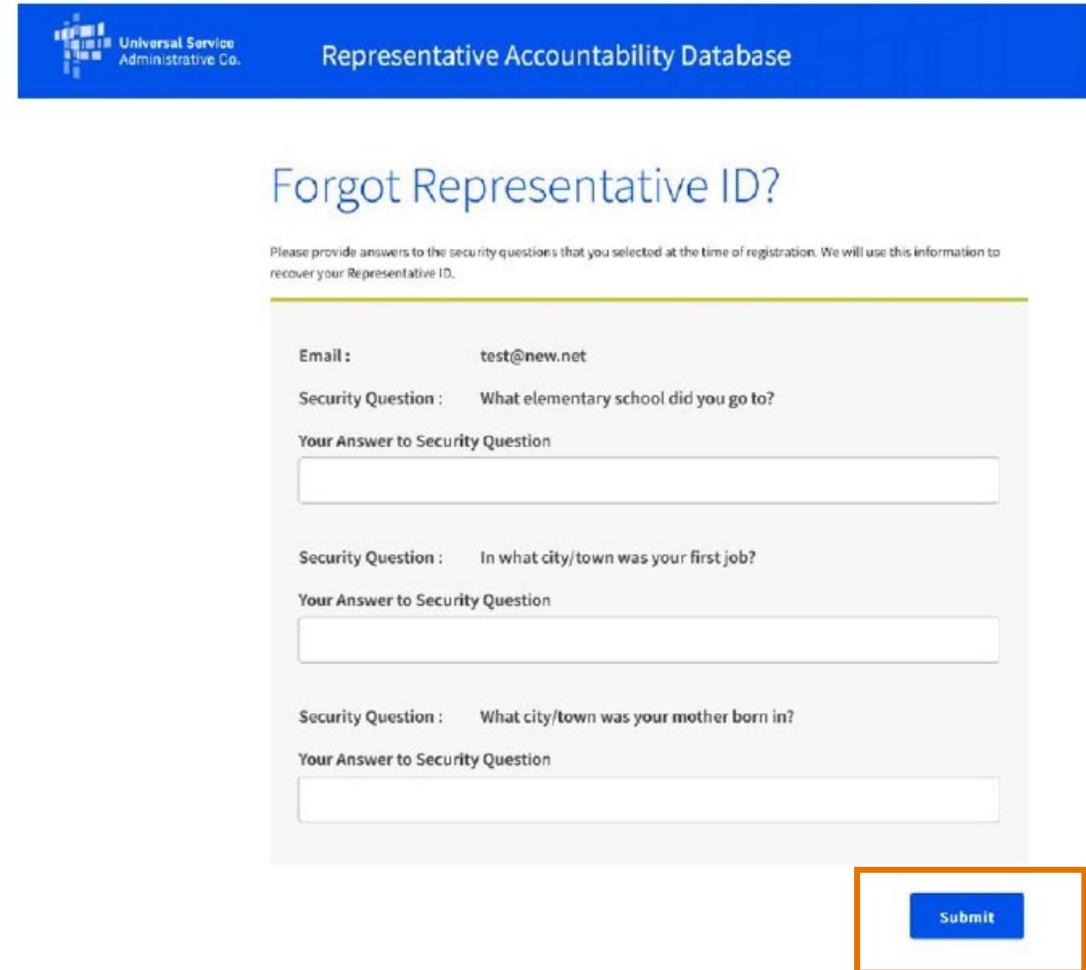
I'm not a robot

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.



The screenshot shows the 'Forgot Representative ID?' page of the Representative Accountability Database. The page header includes the USAC logo and the text 'Universal Service Administrative Co. Representative Accountability Database'. The main heading is 'Forgot Representative ID?'. Below the heading is a note: '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.' The form contains three security question entries, each with a text input field for the answer. The first entry shows 'Email : test@new.net' and 'Security Question : What elementary school did you go to?'. The second entry shows 'Security Question : In what city/town was your first job?'. The third entry shows 'Security Question : What city/town was your mother born in?'. A blue 'Submit' button is located at the bottom right of the form, highlighted with an orange border.

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@new.net

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

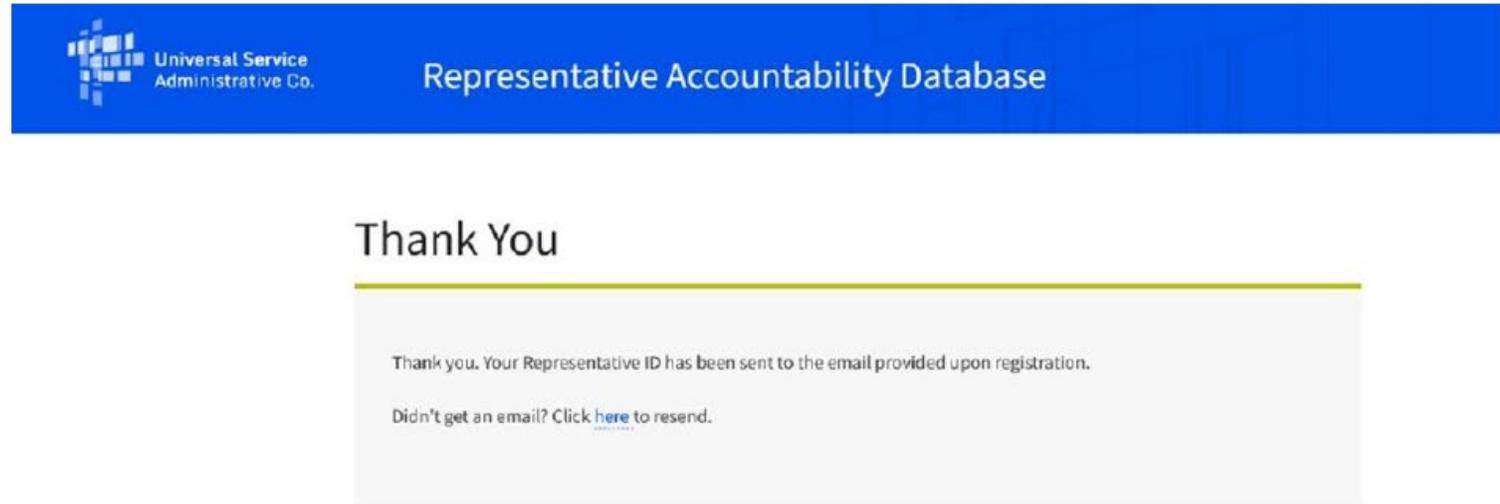
Security Question : What city/town was your mother born in?

Your Answer to Security Question

Submit

Retrieve a Representative ID

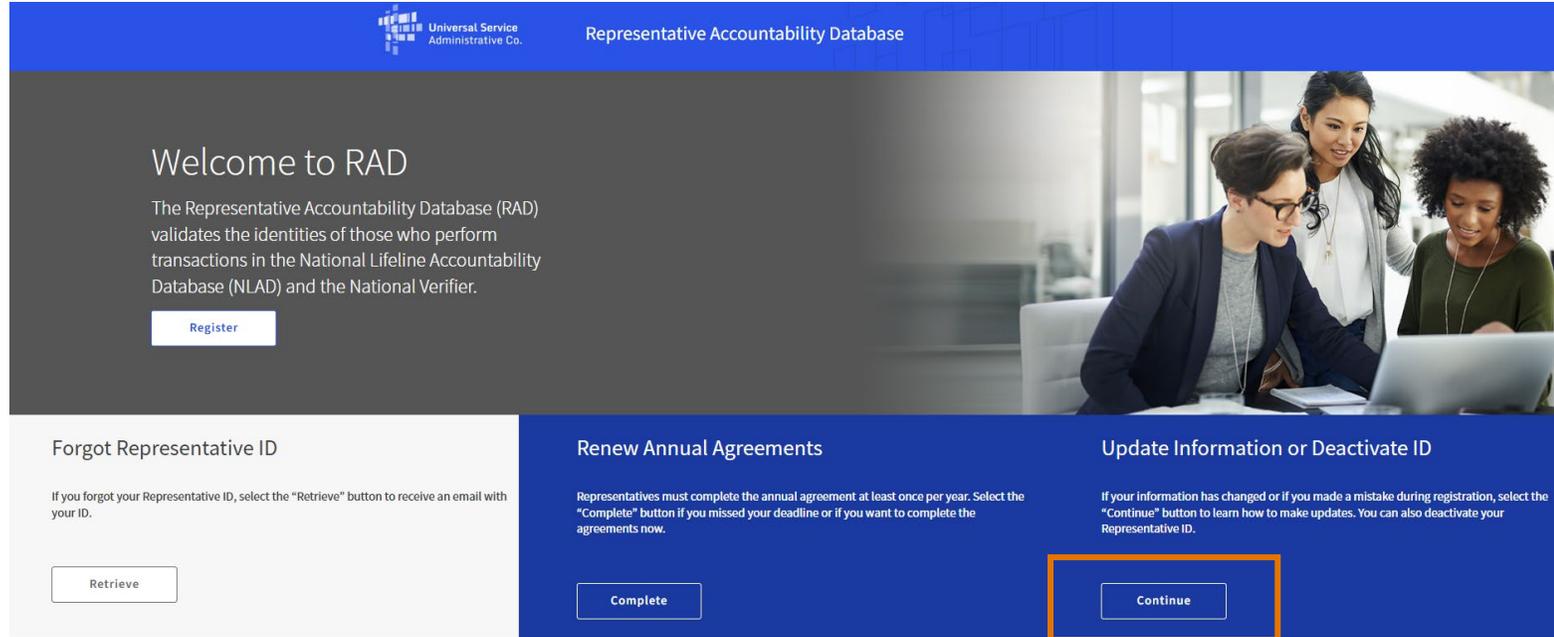
- After you completed your submission, a success screen will appear.
- USAC will send your Representative ID to the email you provided at registration.
 - If it does not appear in your inbox, check your spam folder.



Updating or Deactivating Representative IDs

Updating or Deactivating Representative IDs

- Visit LifelineRAD.org to update your email address, physical address and security questions and answers.
- Navigate to Update Information or Deactivate and select **Continue**.

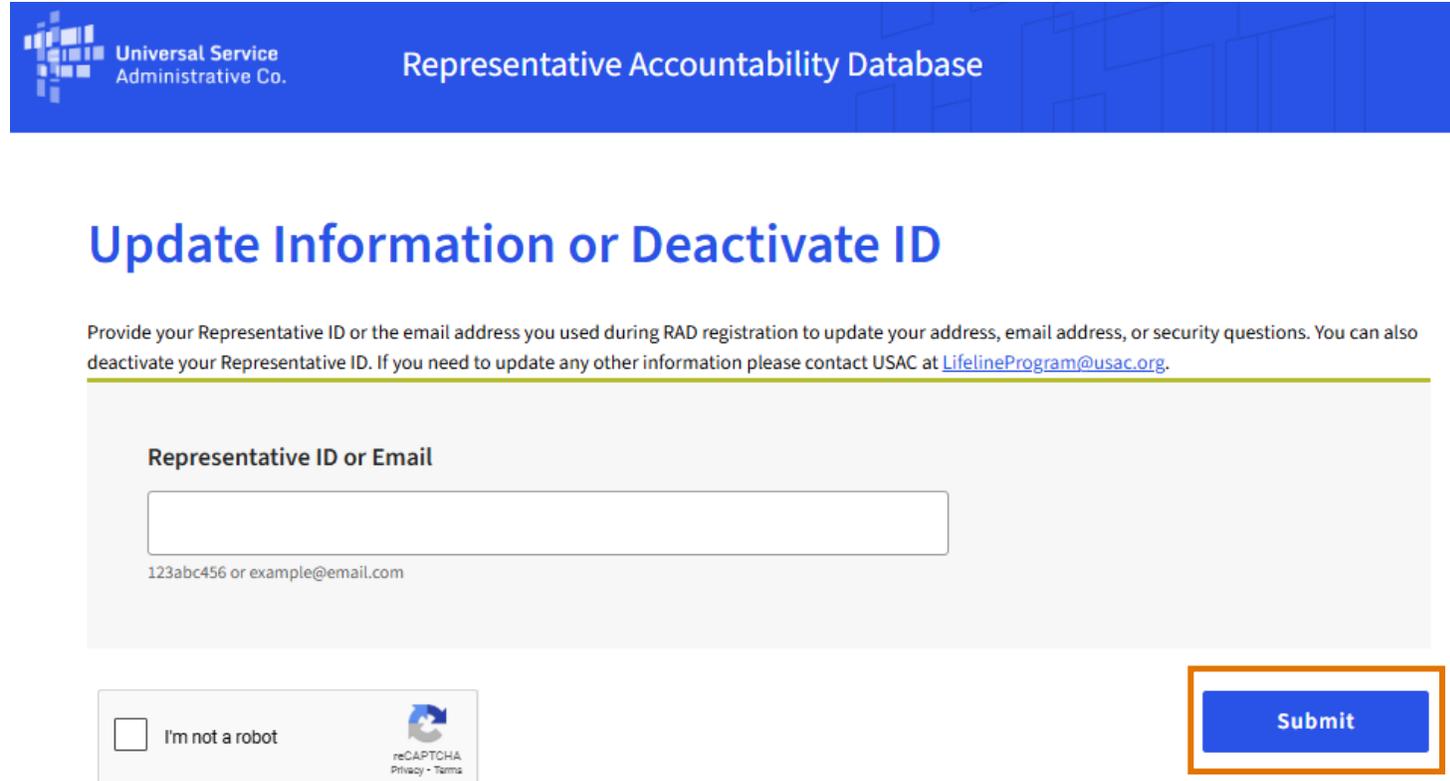


The screenshot shows the homepage of the Representative Accountability Database (RAD). At the top, there is a blue header with the Universal Service Administrative Co. logo and the text "Representative Accountability Database". Below the header, a large image shows three people (two women and one man) looking at a laptop. The main content area is divided into three sections:

- Welcome to RAD**: A section with a "Register" button. Text: "The Representative Accountability Database (RAD) validates the identities of those who perform transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier."
- Forgot Representative ID**: A section with a "Retrieve" button. Text: "If you forgot your Representative ID, select the 'Retrieve' button to receive an email with your ID."
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- Update Information or Deactivate ID**: A section with a "Continue" button, which is highlighted with an orange border. Text: "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."

Updating or Deactivating Representative IDs

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



The screenshot shows the top of the Representative Accountability Database (RAD) website. The header is blue with the Universal Service Administrative Co. logo on the left and the text "Representative Accountability Database" on the right. Below the header is a section titled "Update Information or Deactivate ID" in blue. Underneath this title is a paragraph of instructions: "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." Below the text is a light gray form area with the label "Representative ID or Email" above a white input field. Below the input field is the placeholder text "123abc456 or example@email.com". At the bottom left of the form area is a checkbox labeled "I'm not a robot" next to a reCAPTCHA logo and the text "reCAPTCHA Privacy - Terms". At the bottom right of the form area is a blue button with the text "Submit" in white, which is highlighted with an orange border.

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.

Representative ID or Email

123abc456 or example@email.com

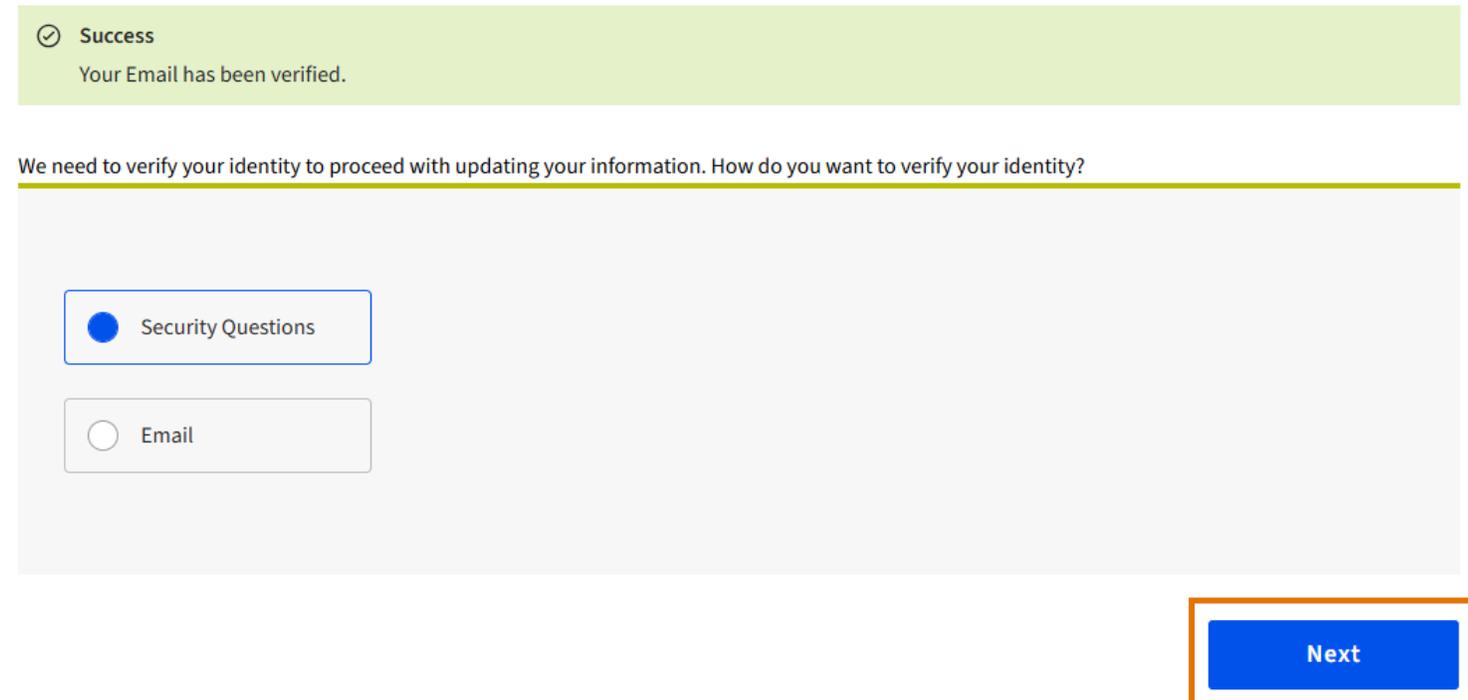
I'm not a robot  reCAPTCHA Privacy - Terms

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

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 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**.

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

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.
 - Monitor your spam folder.



Action Required: Complete Annual Agreement

October 25, 2023

Complete the Annual Agreement

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.

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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**.


Representative Accountability Database

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.

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.



The screenshot shows a blue header bar with the Universal Service Administrative Co. logo on the left, the text "Representative Accountability Database" in the center, and the email address "test@new.net" on the right. Below the header, the word "Success!" is displayed in a large, light blue font. A green notification bar contains a checkmark icon and the text "You have successfully completed the RAD Annual Agreements." Below this, a paragraph of text states: "You will need to complete the RAD Annual Agreements again next year by January 11, 2023. We will send you a reminder next year before the deadline. You can now close this window in your browser." At the bottom, a line of text reads: "Thank you for completing the Annual Agreements!"

Universal Service
Administrative Co.

Representative Accountability Database

test@new.net

Success!

✔ You have successfully completed the RAD Annual Agreements.

You will need to complete the RAD Annual Agreements again next year by January 11, 2023. 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 for technical support and additional information on processes, rules, and requirements.

July Webinar

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

- **Date:** July 9, 2025
- **Time:** 3:00 p.m. ET – 4:00 p.m. ET
- **Topic:** Lifeline Program Compliance

Webinars

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

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

Upcoming Trainings

[Lifeline Program Compliance](#) 

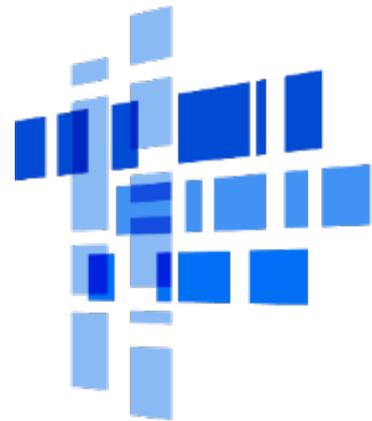
 July 09, 2025  03:00 pm – 04:00 pm ET

Intended Audience: New and current service providers

Lifeline subject matter experts will provide an overview of service provider responsibilities and the key FCC rules that govern the Lifeline program. This session will also cover the audit process, highlight common audit findings, and offer guidance on how to avoid them.

[Register](#)

Thank You!



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