

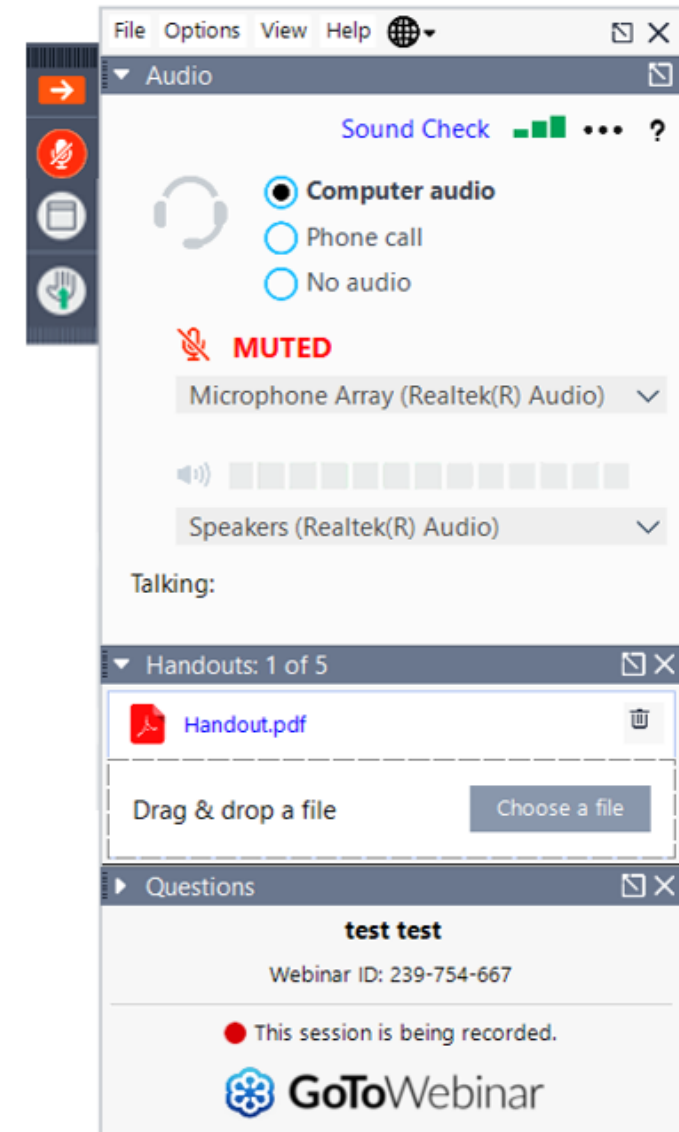
Getting Started as a New Company

Lifeline Program

May 14, 2025

Housekeeping

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- 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

Oladotun Adio

Communications Specialist

Agenda

- Announcements
- Introduction
- Lifeline ETC Designation Overview
- Post ETC Designation
- Accessing E-File
- Resources

Announcements

Announcements

New Continued Eligibility Report

- On **May 21, 2025**, USAC will implement a new, updated, streamlined, and unified Continued Eligibility Status Report in the National Lifeline Accountability Database (NLAD) production environment.
- The new report includes a new error code and an updated description type. The report is available for service providers to test in the staging environment.
- The new error code is as follows:
 - INVALID_STATUS_PARAMETER_CE: The status must be one or all of the following values: confirmed, in progress, disenrolled, all.
- The updated description for Continued Eligibility Type Error Code is as follows:
 - INVALID_STATUS_PARAMETER_CE: The status must be one or all of the following values: confirmed, in progress, disenrolled, all.
- Additional details about the enhancement can be viewed in a previous [Lifeline bulletin announcing the update](#).

Announcements

2025 Federal Poverty Guidelines

- The [2025 Federal Poverty Guidelines \(FPGs\)](#) are now available. These guidelines are used to determine if a consumer can qualify for Lifeline through their income.
 - To qualify for Lifeline through income, a consumer's gross household income must be at or below 135% of the FPGs.
- USAC has updated the Lifeline application and recertification forms, consumer outreach materials (mail and email), and website content to reflect 135 % of the 2025 FPGs.
- Service providers should update their forms and systems as soon as possible.
- Service providers in opt-out states ([California, Texas, and Oregon](#)) that have state-issued forms should follow their state's guidance.

Introduction

Introduction

USAC Overview

- USAC is an independent, not-for-profit organization designated by the Federal Communications Commission (FCC) as the permanent administrator of the Universal Service Fund (USF) and its four programs.
 - The USF aims to ensure that all people in the United States have access to quality, affordable connectivity service.
 - The FCC develops policies and regulations for all four programs and provides guidance to USAC.
 - USAC administers the programs and educates stakeholders on processes, systems, and rules and requirements.



Lifeline Program

Discounted phone and internet service to eligible low-income consumers.



E-Rate Program

Funding for broadband services to eligible schools and libraries.



Rural Health Care Program

Funding for telecom and broadband services for eligible rural health care providers.



High Cost Program

Reduced rates for telecom and broadband services in eligible high-cost areas.

Introduction

Lifeline Overview

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

\$9.25 Standard Discount

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

\$34.25 Tribal Discount

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

\$100 Link Up Discount

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

\$9.25 Survivor Benefit

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

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

Introduction

How to Qualify for Lifeline (1/2)

Households can qualify for the **standard Lifeline** benefit in **three ways**:

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

Introduction

How to Qualify for Lifeline (2/2)

Households can qualify for the Survivor benefit as follows:

- Qualifying survivors experiencing financial hardship who have attempted a line separation request can:
 - Confirm their financial hardship to participate in Lifeline by meeting [existing Lifeline criteria](#) or through the expanded qualification criteria below:
 - Household income at or below [200 percent of the Federal Poverty Guidelines](#).
 - Enrollment in the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC).
 - Enrollment in the Free and Reduced-Price School Lunch or Breakfast program, including enrollment at a Community Eligibility Provision (CEP) school or school district.
 - Received a Federal Pell Grant in the current award year.
- **Note: Survivors must include proof of an attempted [line separation request](#) from their mobile phone company.**

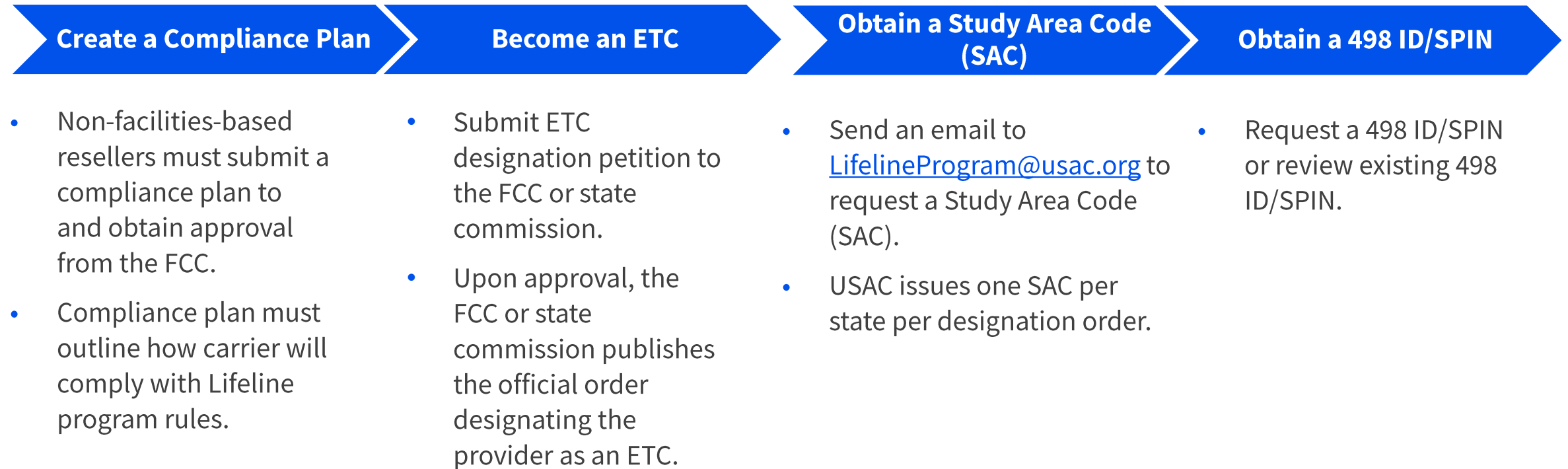
Lifeline ETC Designation Overview

Lifeline ETC Designation Overview

- An Eligible Telecommunications Carrier (ETC) is a service provider authorized to offer Lifeline-supported services to qualifying consumers and can receive reimbursement for providing such services.
- Service providers must be designated as an ETC by their respective [state commission](#) **or** by the FCC.
- This presentation applies to the ETC designation process for Lifeline-only ETCs. The Commission's requirements concerning High-Cost ETC designations are different and are not discussed here.

Lifeline ETC Designation Overview

To participate in and offer Lifeline-supported services, a service provider must:



Note: All ETCs must comply with Lifeline [program rules](#).

Lifeline ETC Designation Overview

Create and Submit a Compliance Plan (1/3)

- ETCs who will not provide service at least partially across their own facilities are required to submit a compliance plan with the FCC.
 - The Wireline Competition Bureau's Lifeline Compliance Plan Guidance [Public Notice](#) outlines compliance plan requirements.
- Providers that are facilities-based or offer a combination of facilities-based and non-facilities-based services are not required to have a compliance plan approved by the FCC.

Lifeline ETC Designation Overview

Create and Submit a Compliance Plan (2/3)

- The compliance plan must include the following information about the service provider and the Lifeline plans it intends to offer:
 - The names and identifiers used by the service provider, its holding company, operating company and all affiliates.
 - Detailed information demonstrating that the service provider is financially and technically capable of providing the supported Lifeline service.
 - Geographic locations of the service provider's current service offerings if the service provider currently offers service.
 - Terms and conditions of each Lifeline service plan offering, including rates, the number of minutes provided, and additional charges.

Lifeline ETC Designation Overview

Create and Submit a Compliance Plan (3/3)

- Additional compliance plan requirements are under section [54.202](#) of the FCC's rules, and they include:
 - Demonstrating the ability to remain functional in emergency situations.
 - Demonstrating the ability to satisfy applicable consumer protection and service quality standards.
 - Certifying compliance with the service requirements applicable to the support that it receives.
 - Submitting a five-year plan that describes with specificity proposed improvements or upgrades to the applicant's network throughout its proposed service area.

Lifeline ETC Designation Overview

Become an ETC (1/3)

- To offer Lifeline-supported services, service providers must be designated as an ETC by their state commission **or** by the FCC.
 - This designation is required for every state where the provider plans to offer Lifeline.
- Service providers should first contact their [state commission](#) to initiate the ETC designation process.
- In states where the state commission does not designate Lifeline ETCs, service providers must apply directly with the FCC for designation.

Lifeline ETC Designation Overview

Become an ETC (2/3)

- To obtain ETC designation from the FCC, a company must file a petition that:
 1. Demonstrates ETC designation jurisdiction rests with the FCC (or, in the case of Tribal service providers, argues where jurisdiction properly belongs).
 2. Certifies the company will comply with all service requirements for Lifeline, including, but not limited to, that the company:
 - a) Acts as a common carrier offering voice telephony services meeting Lifeline requirements.
 - b) Makes the supported service available to qualifying low-income consumers.
 - c) Offers the supported service through its own facilities or a combination of its own facilities and resale of another carrier's services (or else provides a compliance plan warranting forbearance from this requirement).
 - d) Advertises the availability of services and related charges using generally distributed media.
 - e) Agrees to comply with the FCC's document retention and reporting requirements.
 3. Provides a detailed description of the service area for which the company requests designation.
 4. Demonstrates the company's ability to remain functional in emergency situations.

Lifeline ETC Designation Overview

Become an ETC (3/3)

- In addition, the company's petition for ETC designation must also:
 1. Demonstrate the company will satisfy applicable consumer protection and service quality standards.
 2. Certify that neither the company, nor any party to the application, is subject to a denial of federal benefits pursuant to the [Anti-Drug Abuse Act of 1988](#).
- If the company is seeking Lifeline-only designation, the petition must also:
 3. Demonstrate the company is financially and technically capable of providing the Lifeline service in compliance with FCC rules.
 4. Submit information describing the terms and conditions of any voice telephony plans offered to Lifeline subscribers.
- Prior to designating a company as an ETC, the FCC must determine whether such designation is in the public interest.

Post ETC Designation

Post ETC Designation

Register for a 498 ID (1/2)

- A 498 ID, also known as Service Provider Identification Number (SPIN), is required to participate in Lifeline (and any of USAC's other programs).
 - This number is unique and assigned to each service provider by USAC.
- The [FCC Form 498](#) collects service provider contact, billing/payment, and collection information.
 - Service providers can register for a 498 ID/SPIN by visiting [E-File](#) in One Portal and completing the FCC Form 498.
- For more information on how service providers can obtain and manage a 498 ID/SPIN, service providers can refer to our [Register for a 498 ID](#) page.

Post ETC Designation

Register for a 498 ID (2/2)

- To begin registration, service providers must register in [One Portal](#) and create an account.
- To create an account, select “Service Provider – 498 ID” and then “Register Your Company.”
- Once an account is created, service providers register their company.
- The FCC Form 498 will be saved in E-File and USAC will be notified to review the submission.
- Once the registration is complete and approved, USAC will issue the 498 ID/SPIN.

Post ETC Designation

Obtain a Study Area Code (SAC)

- A Study Area Code (SAC) is a unique number that USAC assigns to ETCs that identifies the provider based on the service area where they are designated to offer the Lifeline services.
- ETCs are issued at least one SAC per state where they are designated to operate.
- USAC uses the following information to complete a SAC request:
 1. The approved compliance plan (if applicable).
 2. The ETC's designation order.
 3. Terms and conditions of Lifeline program service, including service plans.
 4. 498 ID/SPIN and company contact information.
 5. Any other supporting documentation asserting that the provider is approved to participate in Lifeline.

Post ETC Designation

ETC Responsibilities

All Lifeline ETCs are responsible for complying with the Lifeline program rules, including but not limited to:

- Registering for Representative IDs in RAD to perform applicable transactions.
- Ensuring Lifeline-eligible consumers have qualified through the National Verifier.
- Enrolling Lifeline-qualified consumers in the National Lifeline Accountability Database (NLAD).
- Preventing duplicate enrollments by ensuring that enrolled subscribers are not already enrolled by another service provider and keeping NLAD up to date.
- Providing Lifeline subscribers with Lifeline-supported services that meet Lifeline's minimum service standards.
- Submitting claims to receive reimbursement in the Lifeline Claims System.
- Advertising Lifeline to their consumers.

Post ETC Designation

Companies Near Me Tool

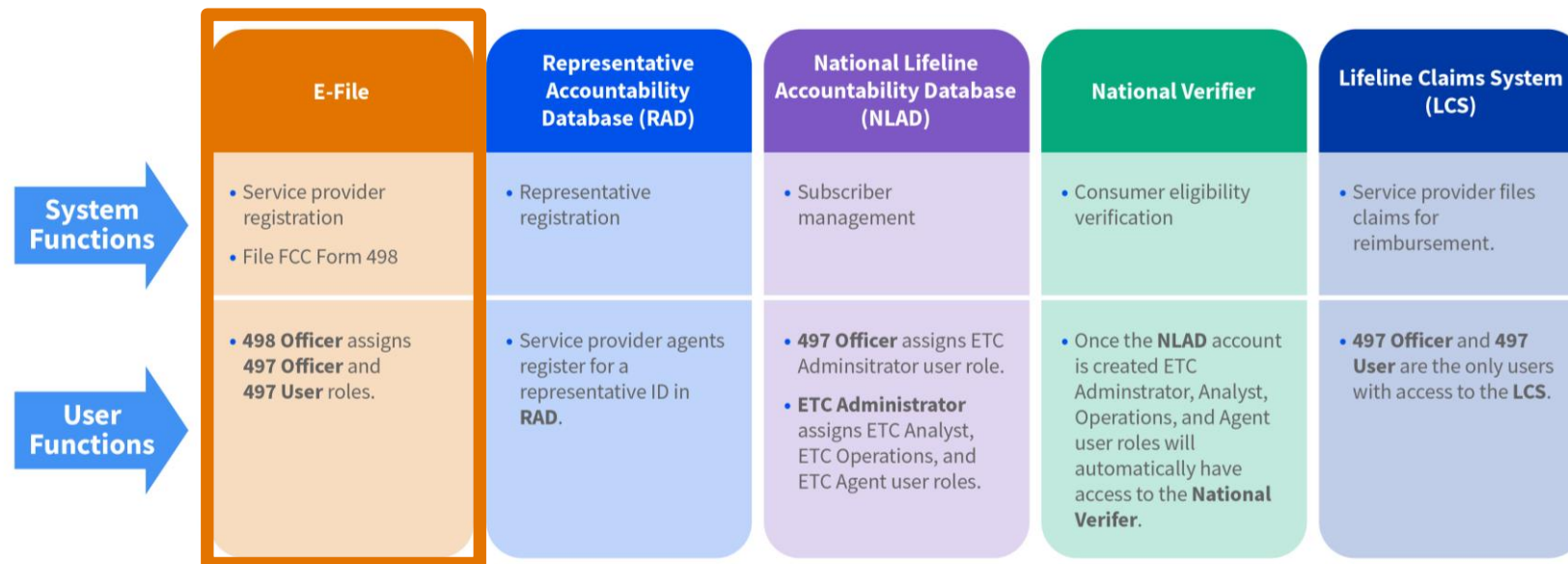
- The [Companies Near Me tool](#) is used to help consumers locate service providers who offer the Lifeline benefit in their area.
- Service providers must request to be added to this online directory.
- To have your company added to Companies Near Me, please email LifelineProgram@usac.org.

Questions?

Accessing E-File

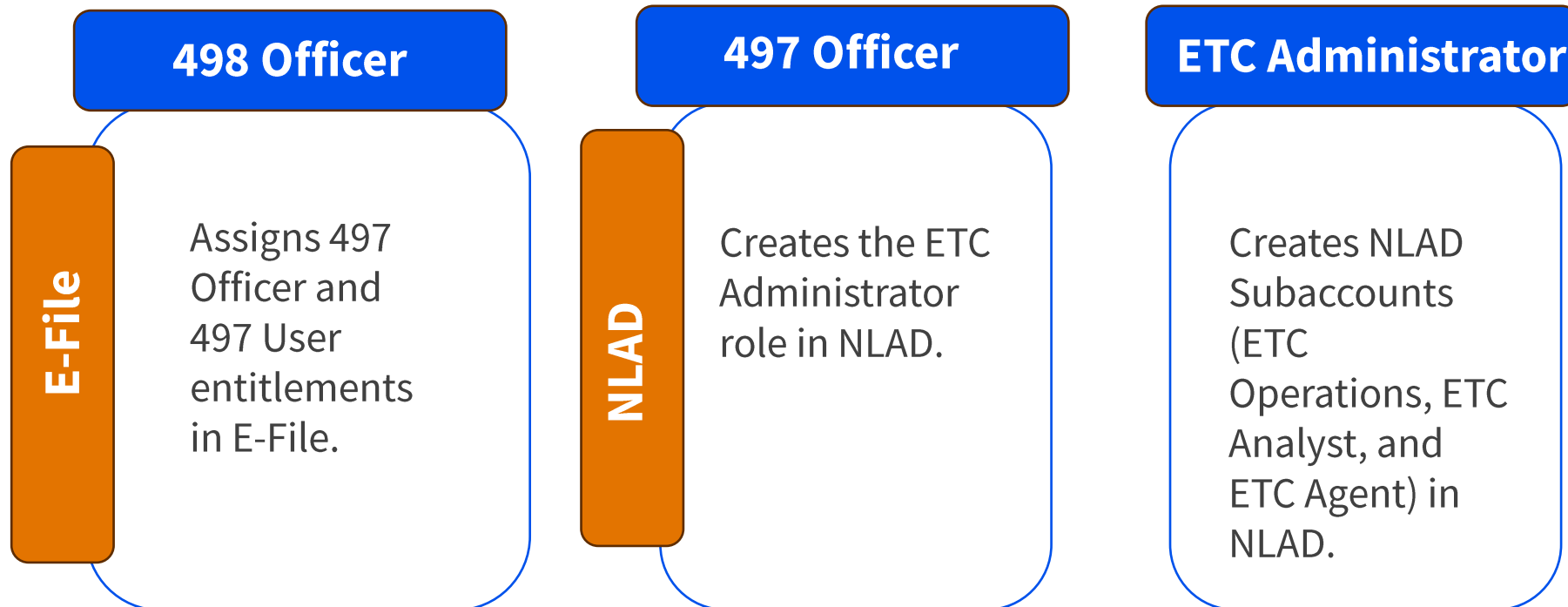
Accessing E-File

- USAC will send you a welcome email notifying you that your 498 ID has been linked to your SAC.
- The email will direct you to use the SAC (associated with the service area and the state where a consumer lives) when enrolling consumers into the Lifeline program.
- The email will also outline your next steps, including how to gain access to E-File, which is your starting point to get access to USAC's systems.



Accessing E-File

- Getting access to Lifeline systems starts with E-File. To get started, you'll need to set up appropriate user entitlements. Below is a summary of the available administrative user roles and their responsibilities.





E-File

E-File

Access E-File & New Users

- 497 Officers may log in to USAC's [One Portal](#) to Access E-File.
- Then, select **Manage FCC Forms 498** under the Service Provider section of the dashboard.

The screenshot shows the dashboard of the Universal Service Administrative Co. (USAC). The header is blue with the USAC logo and a 'Sign Out' button. The main content area is titled 'Dashboard' and features a grid of cards. On the left, there is a calendar view showing upcoming dates: 04/15/2025 for '1Q2025 Performance Measures Testing Data Due', 04/16/2025 for 'FY2025 HCF Office Hours #4', and 04/23/2025 for 'FY2025 Telecom Office Hours #4'. A link to 'see full calendar' is at the bottom. In the center, there are three cards: 'High Cost', 'Lifeline', and 'Rural Health Care', each with a dropdown arrow. Below these is a card for 'Service Providers' which is highlighted with an orange border and contains the text: 'Manage FCC Forms 498 - Provide contact and banking information for entities that receive support from universal service programs, manage authorized users.' On the right, there is a 'Help?' section with links to 'Send us a message' and 'Call us'.

Universal Service Administrative Co.

Sign Out

Dashboard

Upcoming Dates

04/15
2025

1Q2025
Performance
Measures
Testing Data
Due

04/16
2025

FY2025 HCF
Office Hours #4

04/23
2025

FY2025 Telecom
Office Hours #4

[see full calendar](#)

High Cost

Lifeline

Rural Health Care

Service Providers

Manage FCC Forms 498 - Provide contact and banking information for entities that receive support from universal service programs, manage authorized users.

Help?


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

Call us
(888) 641-8722

E-File

E-File Landing Page

- The 498 Officer can select **Form 497** from the lefthand menu to access the form.

 Universal Service
Administrative Co.


E-File

barwright@netzero.net
Log Out

[Admin Center](#)
[Service Providers](#)
[View Sent Remittance Emails](#)
[Schools and Libraries](#)
[Rural Health Care](#)
[Invoice](#)
[Form 463](#)
[High Cost & Low Income](#)
[Form 497](#)
[Form 555](#)
[481 Online Form](#)
[Authorized Users](#)
[Add or Remove 498 Users](#)
[New User](#)
[Pending Users](#)

Information Center

Service Providers

498 ID	Company Name	View	498 ID Status	Action
143035643	Computer Systems and Network Services of Georgia, Inc		Active	Edit Deactivate

To combine one or more 498 IDs, go to [consolidate 498 IDs](#).

498 IDs by Program

Schools & Libraries

498 ID	Company Name	Action
143035643	Computer Systems and Network Services of Georgia, Inc	Manage Entitlements

Rural Health Care

498 ID	Company Name	Action
143035643	Computer Systems and Network Services of Georgia, Inc	Manage Entitlements

E-File

Certify 497 Entitlement

- Then they can select **Form 497 Officer or User** and select **OK** to confirm.
- For 498 Officers with multiple SPINs, it can take up to an hour for the entitlements to update in E-File.

The screenshot shows a gray dialog box with a white border. Inside, the text reads: "To access the Low Income system you must confirm that you are an Officer of this company. You must be an officer to certify the Form 497". Below this text are two radio button options: "Form 497 Officer" and "Form 497 User". At the bottom left of the dialog are two buttons: "OK" and "Cancel". Below the buttons, there is a red italicized message: "For a user with multiple SPINs this process can take up to an hour. Please be patient. Clicking OK will allow you to continue working in E-File or even log out of E-file while the entitlements update." At the very bottom of the gray area, below the dialog box, is the text "Administrative Company (USAC). All rights reserved."

To access the Low Income system you must confirm that you are an Officer of this company. You must be an officer to certify the Form 497

☐ Form 497 Officer

☐ Form 497 User

OK Cancel

For a user with multiple SPINs this process can take up to an hour. Please be patient. Clicking OK will allow you to continue working in E-File or even log out of E-file while the entitlements update.

Administrative Company (USAC). All rights reserved.

E-File

Service Provider User Accounts

498 Officer

Authorized to certify the FCC Form 498.

Also assigns and manages the 497 Officer and 497 User roles in E-File.

497 Officer

Authorized to certify reimbursement claims.

Manages the ETC Administrator user role in NLAD.

497 User

Can upload, modify, and submit claims, but cannot certify claims.

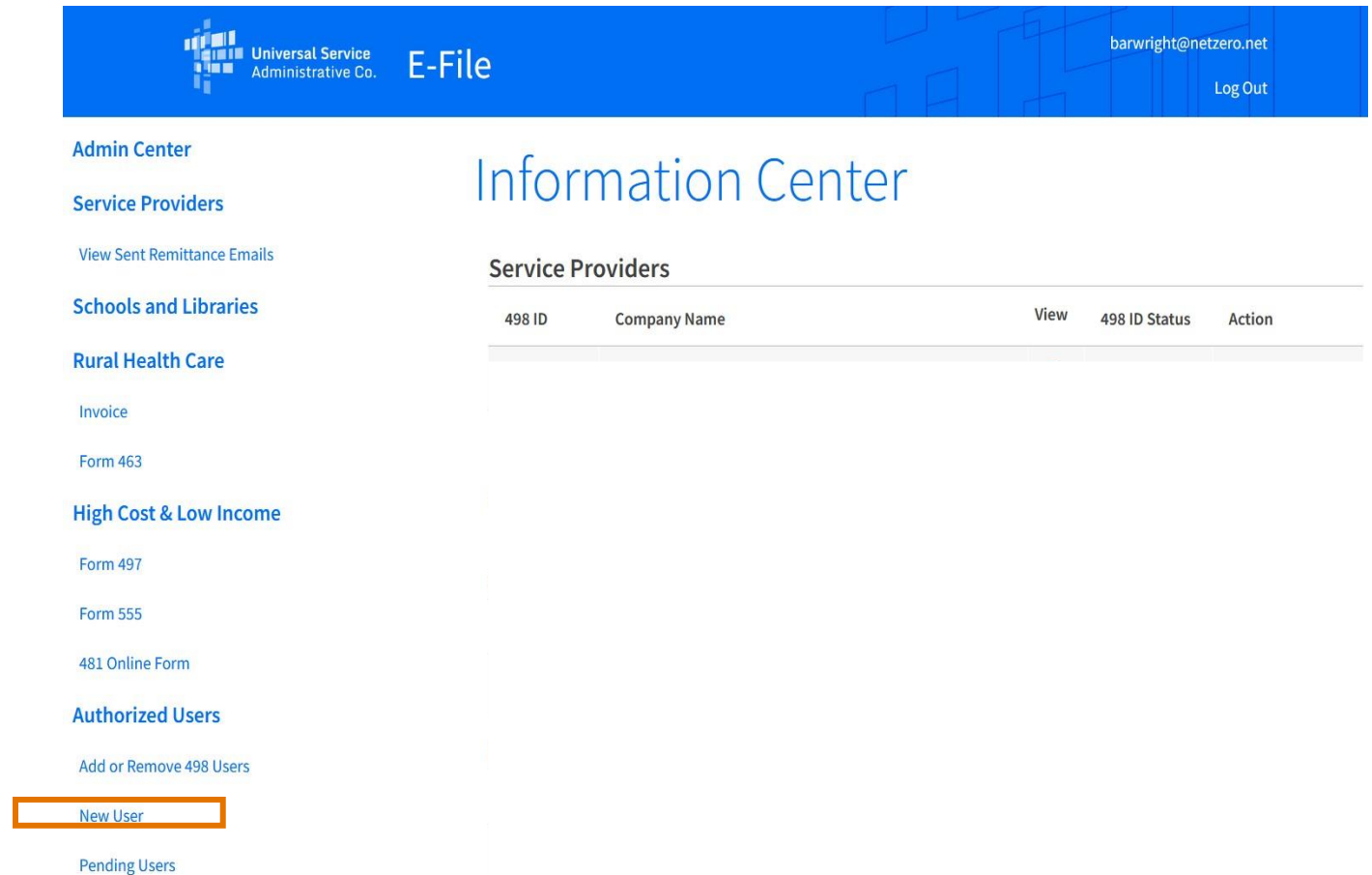
E-File

Creating New Users

E-File

Create New User

- To create a new 497 Officer, select **New User** under the Authorized Users section of the left-hand navigation menu.



The screenshot displays the E-File web application interface. The top navigation bar is blue and contains the Universal Service Administrative Co. logo, the text "E-File", the user email "barwright@netzero.net", and a "Log Out" link. The left-hand navigation menu is organized into several sections: "Admin Center", "Service Providers" (with a link to "View Sent Remittance Emails"), "Schools and Libraries", "Rural Health Care" (with links to "Invoice", "Form 463", "Form 497", "Form 555", and "481 Online Form"), "Authorized Users" (with links to "Add or Remove 498 Users", "New User" (highlighted with an orange box), and "Pending Users"), and "High Cost & Low Income". The main content area is titled "Information Center" and features a "Service Providers" table. The table has five columns: "498 ID", "Company Name", "View", "498 ID Status", and "Action". The table body is currently empty.

498 ID	Company Name	View	498 ID Status	Action
--------	--------------	------	---------------	--------

E-File

Create 497 Officer

- Enter in the **Email Address** of the user to receive the 497 Officer Entitlements, and click **Search**.
- Enter in the user's **first and last name** (these are the only required fields).
- Select **Next**
 - Note: It may take a few seconds before the next page loads.

User Management - Assign New User

User: William Wright

[My Account](#) | [Log Out](#)

Please enter the email address of the user you wish to add. If that user already exists, the existing user profile information will be displayed on the next screen. If the user does not exist, you will be prompted to create the user. Please note that the user's login id for E-File will be his or her email address.

Email:

[Search](#)

User Management - Assign New User

User: William Wright

[My Account](#) | [Log Out](#)

Please enter the email address of the user you wish to add. If that user already exists, the existing user profile information will be displayed on the next screen. If the user does not exist, you will be prompted to create the user. Please note that the user's login id for E-File will be his or her email address.

Email:

[Search](#)

'rpik@usac.org' is a new user. Please fill out the below.

First Name:**Last Name:**

Street Address :

City:

State:

Zip:

Phone:

Fax:

Please hit Next to assign entitlements...

[Next](#)

Field names in bold are required.

E-File

Create 497 Officer

- Click the **LI Form 497** checkbox.
- Select **497 Officer** from the dropdown menu.
- Click the checkbox for the SPIN(s) the user should have 497 Officer entitlements.
- Select **Save**.
- You will receive a confirmation message that the user was successfully added.

have added an entitlement the "save button" will be available.

User Email:

rpik@usac.org

Full Name:

<input type="checkbox"/>	SLD Form 472	<input type="checkbox"/>	RHC Invoice	<input type="checkbox"/>	LI Form 497 Not Selected ▾	<input type="checkbox"/>	Form 481 Not Selected ▾	<input type="checkbox"/>	HUBB Not Selected ▾	<input type="checkbox"/>	HCPMM Not Selected ▾	<input type="checkbox"/>	Form 690 Not Selected ▾
<input type="checkbox"/>	143035643	<input type="checkbox"/>	143035643	<input type="checkbox"/>	143035643	<input type="checkbox"/>	143035643	<input type="checkbox"/>	143035643	<input type="checkbox"/>	143035643	<input type="checkbox"/>	143035643

Poll

ETC Administrator

Create New Users

E-File

Create ETC Administrator (1/4)

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

The screenshot shows the dashboard of the Universal Service Administrative Co. The top navigation bar is blue with the company logo and name on the left, and a "Sign Out" button on the right. Below the navigation bar is a "Dashboard" header. The main content area is divided into three columns. The left column, titled "Upcoming Dates", lists three dates: 04/15 2025 (1Q2025 Performance Measures Testing Data Due), 04/16 2025 (FY2025 HCF Office Hours #4), and 04/23 2025 (FY2025 Telecom Office Hours #4). A "see full calendar" link is at the bottom of this column. The middle column, titled "High Cost Lifeline", contains three sections. The first section, "National Verifier", describes its purpose. The second section, "National Lifeline Accountability Database (NLAD)", is highlighted with an orange border and describes the database's function. The third section, "National Lifeline Accountability Database Staging Environment", describes its purpose. The bottom section, "Lifeline Claims System (LCS)", describes its function. The right column, titled "Help?", contains links for "Send us a message", "Click here", "Call us", and a phone number.

Universal Service Administrative Co. Sign Out

Dashboard

Upcoming Dates

04/15 2025 1Q2025 Performance Measures Testing Data Due

04/16 2025 FY2025 HCF Office Hours #4

04/23 2025 FY2025 Telecom Office Hours #4

[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

E-File

Create ETC Administrator (2/4)

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

Universal Service Administrative Co. National Lifeline Accountability Database

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.

E-File

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 clicking the corresponding box.
- Select **Assign to New ETC Administrator**.

The screenshot displays the National Lifeline Accountability Database (NLAD) interface. The top navigation bar includes the Universal Service Administrative Co. logo, the title 'National Lifeline Accountability Database', and a notification bell icon. Below the navigation bar, there are tabs for 'Claims', 'Account Management', and 'Tools & Resources'. The 'Account Management' tab is selected, leading to the '497 Officer Home Page'.

The '497 Officer Home Page' features a section titled 'ETC Administrative Entitlements' with a sub-header 'Displaying 1-1 of 1 records'. A table lists the entitlements with columns for User ID, Last Name, First Name, Phone Number, Role, and Action. The table contains one record for a user with the email 'barwright@netzero...' and the role 'ETC Admin'. An 'Instructions' link is available next to the table.

Below the table, there is a pagination control showing 'Show 25 records/page' and '1 of 1 pages'.

The 'Update ETC Admin SPIN Permissions' section is highlighted with an orange border. It contains a table with two columns: 'SPIN' and 'Current Assignment'. The table has one row with the SPIN '143035643' and the current assignment 'barwright@netzero.net'. A checkbox is located to the right of the table.

At the bottom of the section, there are three buttons: 'Assign to Existing ETC Administrator', 'Assign to Me', and 'Assign to New ETC Administrator'. The 'Assign to New ETC Administrator' button is highlighted with an orange border.

E-File

Create ETC Administrator (4/4)

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

Create ETC Administrator Account

[Instructions](#)

Authorized ETC Administrator Information

Email Address

Confirm Email Address

[Submit](#)

Create ETC Administrator Account

[Instructions](#)

Authorized ETC Administrator Information

Email : etc.testadmin@uat.com

First Name

Last Name

Phone Number

Representative ID (optional)

ETC Information

Company Primary Address

Apt, Unit, etc

City

State

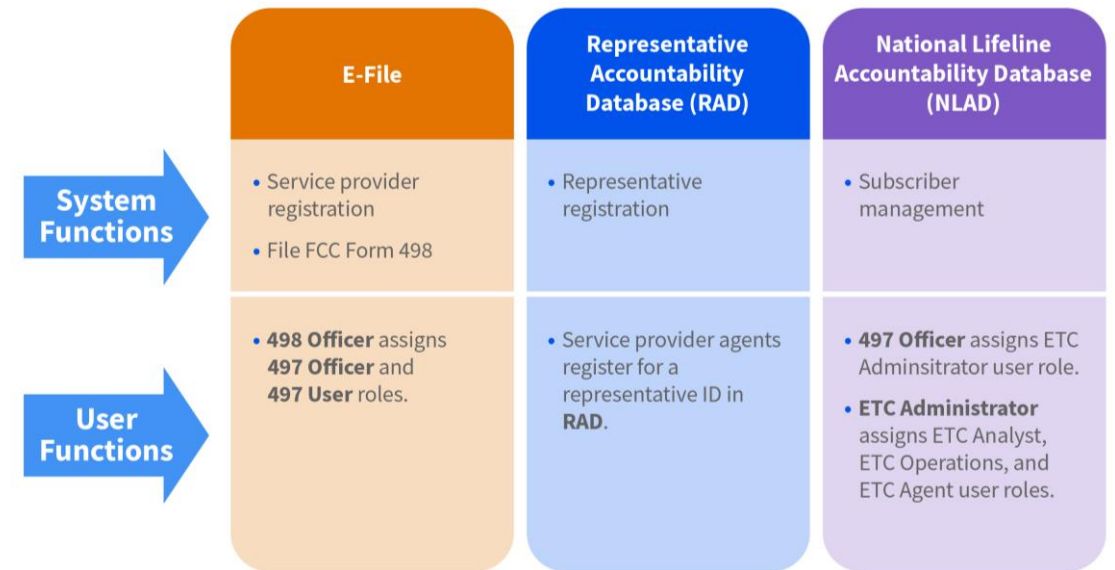
ZIP Code

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

Next Steps

Begin Enrolling Subscribers

- Once you have obtained access to E-File, below is a high-level overview of your next steps:
 - Register for a Representative ID.
 - Create a National Lifeline Accountability Database (NLAD) account.
 - Start enrolling subscribers.



Resources

Resources

Several resources below are available to support you in becoming a Lifeline service provider:

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

Questions?

June Webinar

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

- **Date:** June 11, 2025
- **Time:** 3:00 p.m. ET – 4:00 p.m. ET
- **Topic:** Representative Accountability Database (RAD) 101

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

June 2025 Monthly Webinar: Representative Accountability Database (RAD) 101

Date: Wednesday, June 11, 2025

Time: 03:00 pm ET – 04:00 pm ET

[Register](#)

Thank You!





Universal Service
Administrative Co.