National Lifeline Accountability Database (NLAD) 101

Lifeline Program

December 18, 2025

Universal Service
Administrative Co.

Housekeeping

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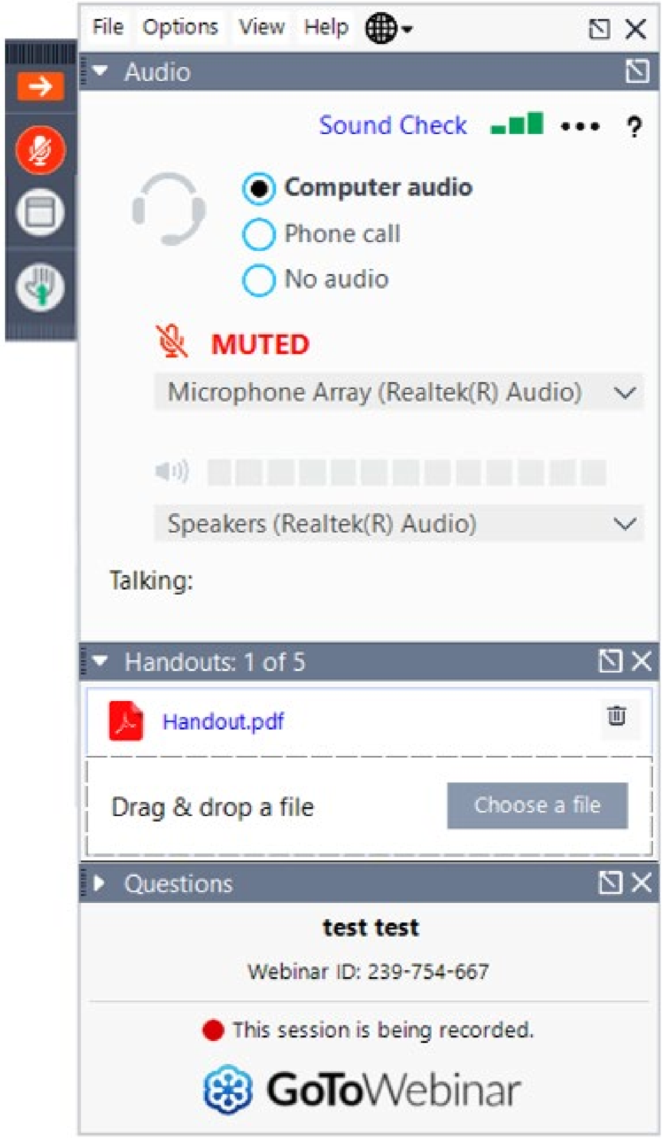
- Audio is available through your computer's speakers.
- The audience will remain on mute.
- Enter questions at any time using the "**Questions**" box.
- If your audio or slides freeze, restart the webinar.
- A copy of the slide deck is in the "**Handouts**" section of the webinar panel.



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

Elizabeth Dewey
Senior Communications Specialist

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Agenda

- FCC Order on California
- National Lifeline Accountability Database
- Subscriber Management
  - Enroll Subscriber
  - Transfer Subscriber
  - De-Enroll Subscriber
  - Update Subscriber
- Reports
- Resources

FCC Order on California

FCC Order on California

Summary

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

National Lifeline Accountability Database

National Lifeline Accountability Database

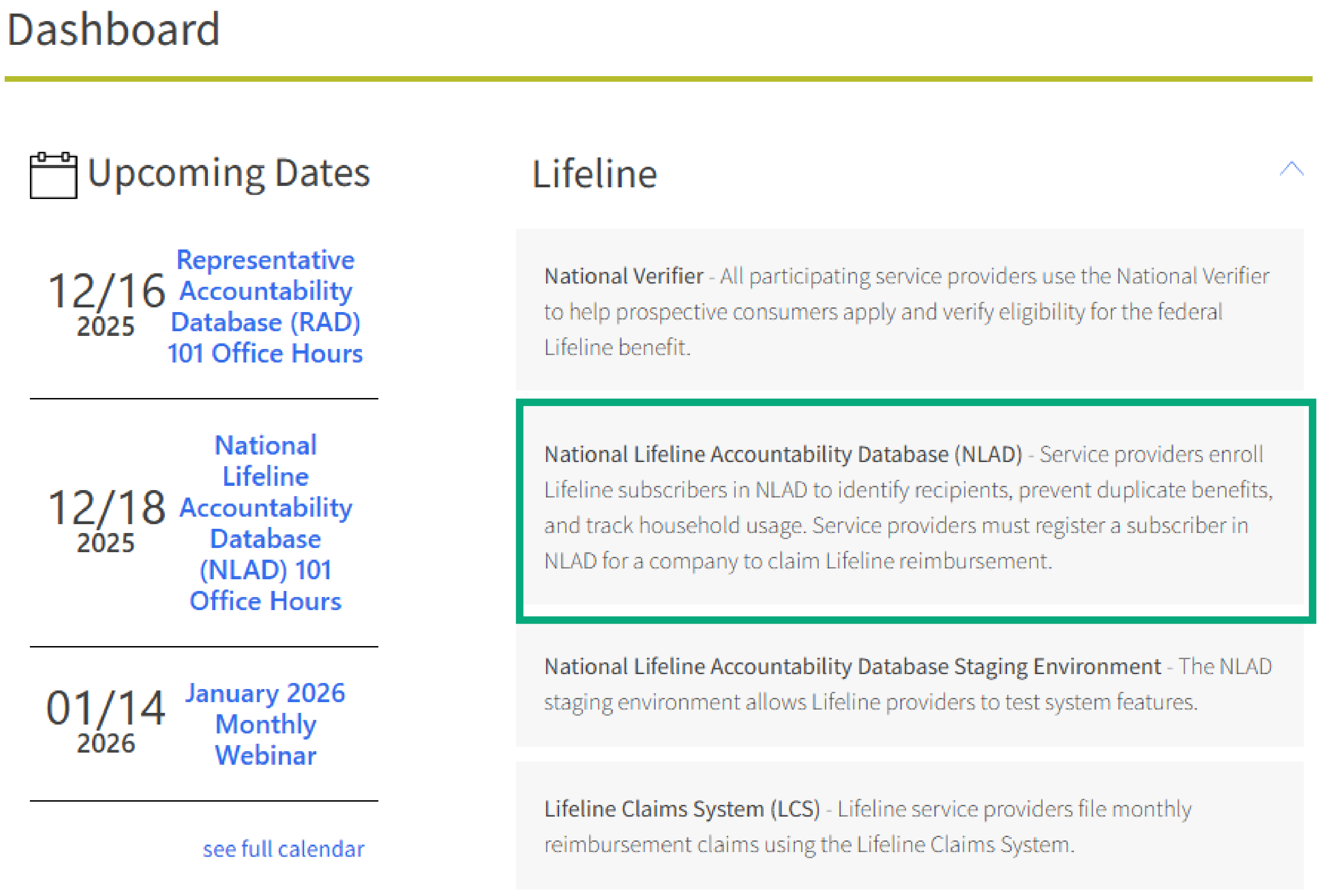
Overview

- NLAD is used to enroll Lifeline-eligible consumers and manage existing subscribers' benefits.
- Once a consumer qualifies for the Lifeline benefit through the National Verifier, their service provider must enroll them using NLAD so that the monthly benefit can be applied to the subscriber's phone, internet, or bundled service.
- Consumers must be enrolled in NLAD for service providers to claim reimbursements.

National Lifeline Accountability Database

Access

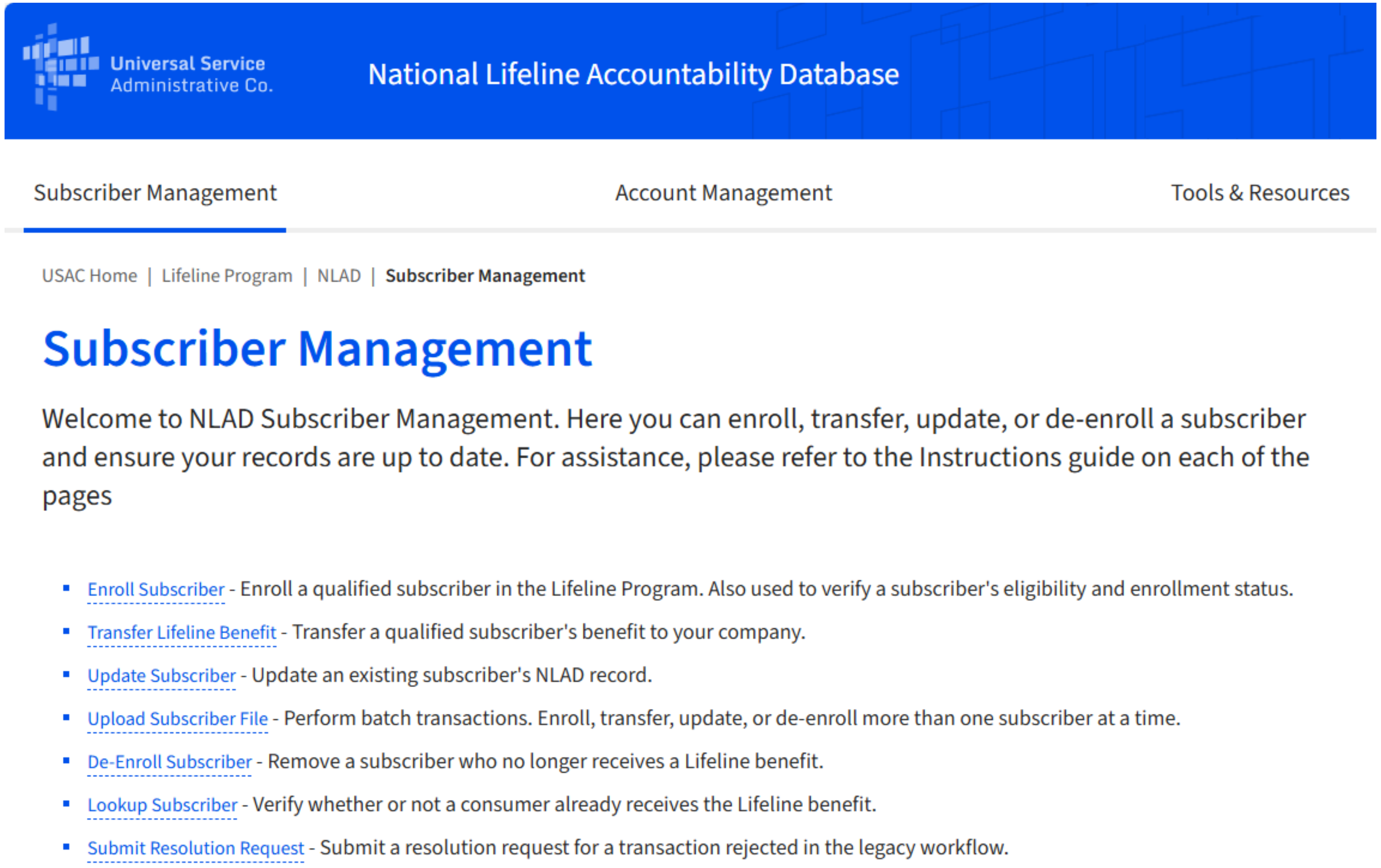
- Access NLAD online through USAC's One Portal.
- Select **National Lifeline Accountability Database (NLAD)** from the Dashboard.



National Lifeline Accountability Database

Home Page

- After logging in to NLAD, the default homepage will lead to the **Subscriber Management** section of NLAD.



National Lifeline Accountability Database
Transaction Types

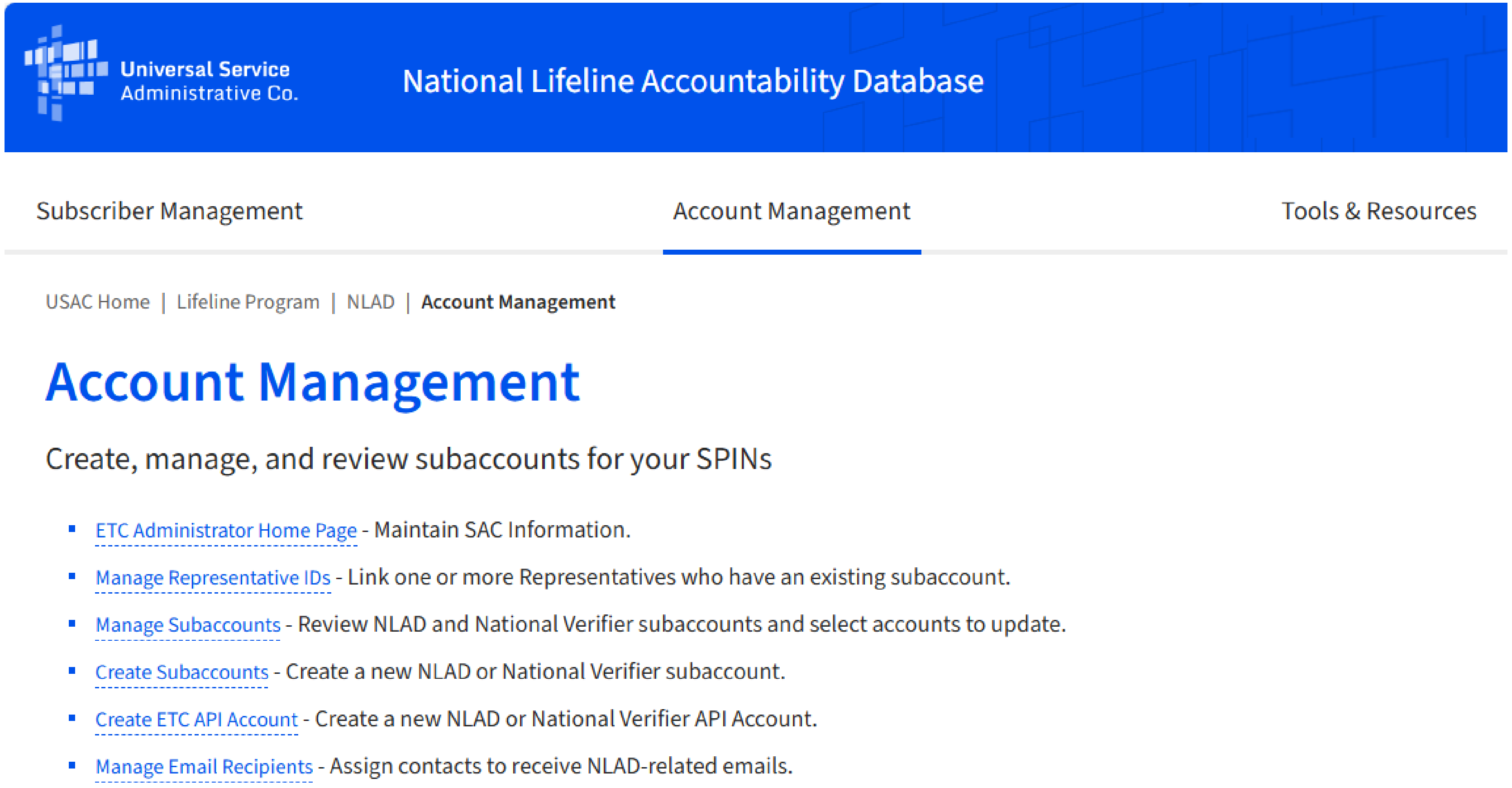
NLAD users can perform five types of transactions to manage subscribers:

- **Verify**: Allows providers to pre-validate whether a subscriber transaction would successfully process in NLAD
- **Enroll**: Enrolls new subscribers in Lifeline and adds them to the service provider's NLAD subscriber records
- **Transfer**: Transfers existing Lifeline subscribers from their current service provider in NLAD to allow the transacting provider to provide Lifeline service to the subscriber
- **Update**: Allows providers to update subscriber information such as contact information
- **De-Enroll**: Removes or de-enrolls subscribers from NLAD who no longer receive the Lifeline benefit

National Lifeline Accountability Database

Account Management

- Service providers can manage accounts under the **Account Management** section of NLAD.



National Lifeline Accountability Database

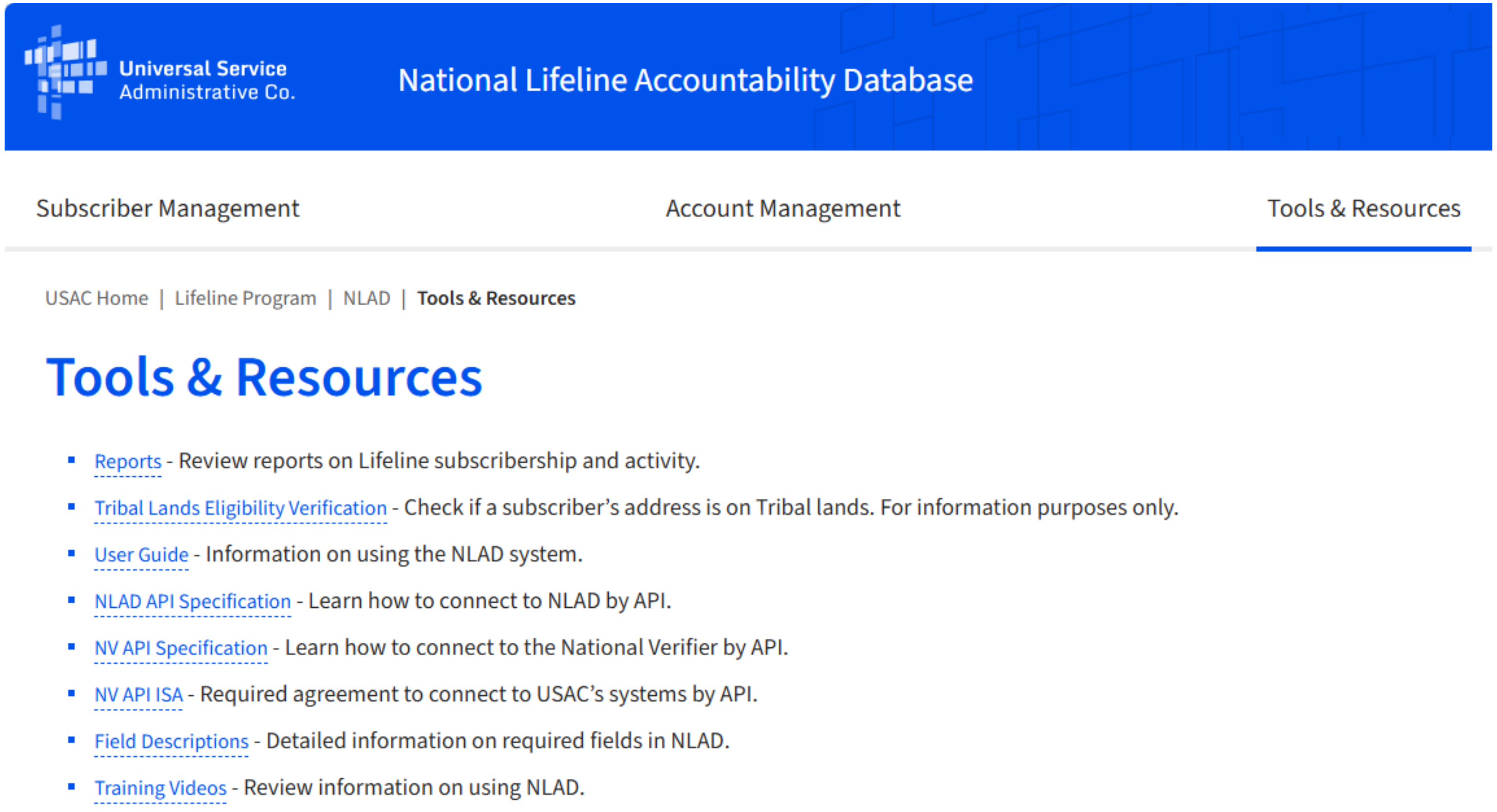
Account Types and Functions

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

Note: Refer to the December 3 Office Hours for California on our Webinars page for more information on account creation.

National Lifeline Accountability Database
Tools & Resources

- Service providers can access various resources under the **Tools & Resources** section of NLAD, including:
  - Reports
  - User Guide
  - NLAD API Specifications
  - Field Descriptions


Universal Service Administrative Co.
National Lifeline Accountability Database

Subscriber Management | Account Management | Tools & Resources

USAC Home | Lifeline Program | NLAD | **Tools & Resources**

Tools & Resources

- Reports - Review reports on Lifeline subscribership and activity.
- Tribal Lands Eligibility Verification - Check if a subscriber's address is on Tribal lands. For information purposes only.
- User Guide - Information on using the NLAD system.
- NLAD API Specification - Learn how to connect to NLAD by API.
- NV API Specification - Learn how to connect to the National Verifier by API.
- NV API ISA - Required agreement to connect to USAC's systems by API.
- Field Descriptions - Detailed information on required fields in NLAD.
- Training Videos - Review information on using NLAD.

Subscriber Management

National Lifeline Accountability Database

Subscriber Management

Service providers can manage subscribers in NLAD using the following methods:

- **Individual Transactions**: Providers can perform individual transactions for one consumer at a time using the NLAD user interface (UI), which is accessible via One Portal.
- **Bulk Upload**: Providers can add or update many subscribers at once by using a bulk upload template (CSV format file) to perform multiple transactions from a single file upload in NLAD.
- **NLAD API**: Providers can use an Application Programming Interface (API), which connects their billing or customer management system directly to NLAD to perform transactions and automatically pull reports.

Questions?

Enroll Subscriber

Enroll Subscriber

Subscriber Management

- Navigate back to the Subscriber Management section of NLAD and click on **Enroll Subscriber**.
- **Consumer consent must be obtained prior to enrollment.**

Subscriber Management | Account Management | Tools & Resources

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

Subscriber Management

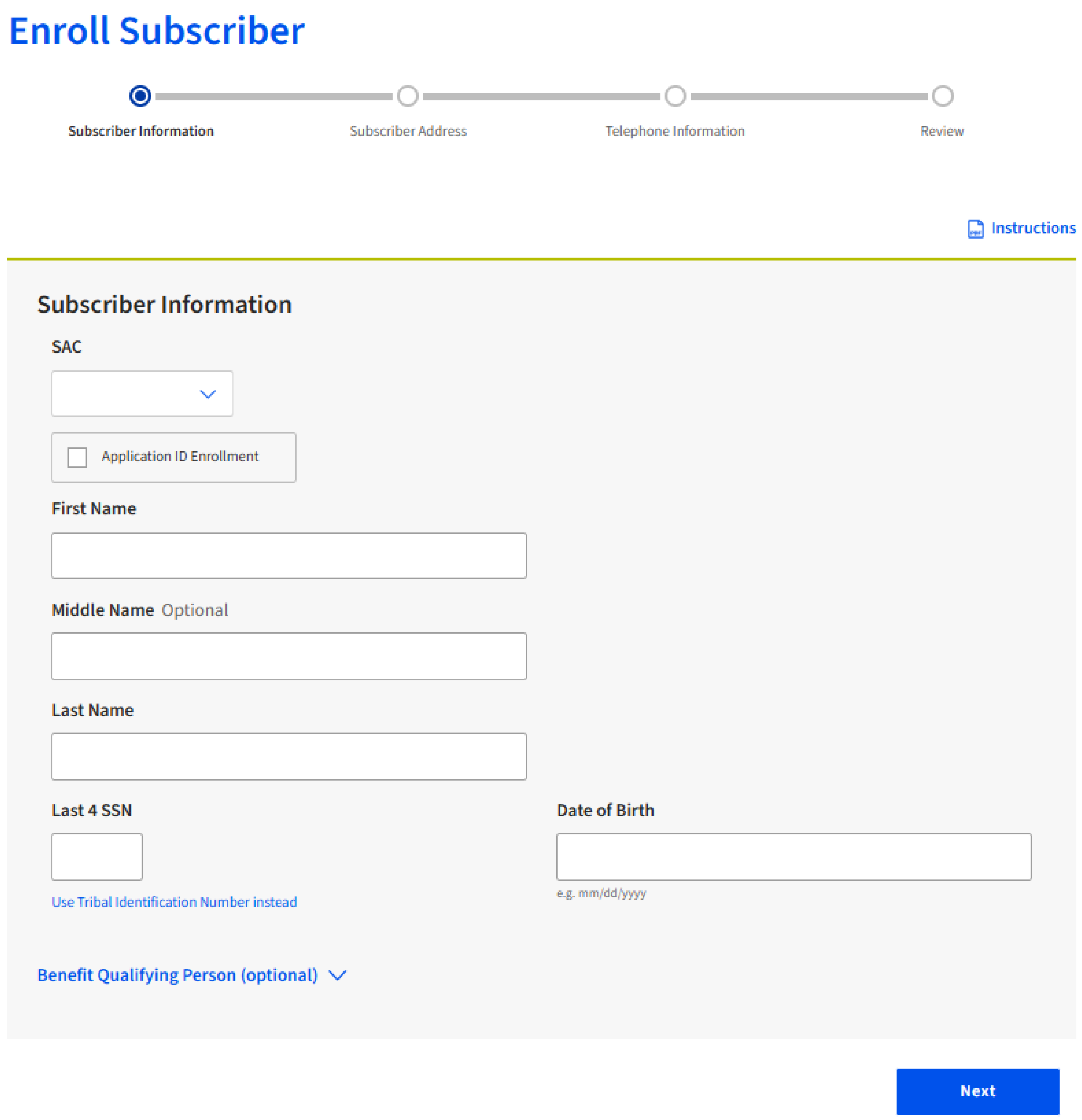
Welcome to NLAD Subscriber Management. Here you can enroll, transfer, update, or de-enroll a subscriber and ensure your records are up to date. For assistance, please refer to the Instructions guide on each of the pages

- Enroll Subscriber - Enroll a qualified subscriber in the Lifeline Program. Also used to verify a subscriber's eligibility and enrollment status.
- Transfer Lifeline Benefit - Transfer a qualified subscriber's benefit to your company.
- Update Subscriber - Update an existing subscriber's NLAD record.
- Upload Subscriber File - Perform batch transactions. Enroll, transfer, update, or de-enroll more than one subscriber at a time.
- De-Enroll Subscriber - Remove a subscriber who no longer receives a Lifeline benefit.
- Lookup Subscriber - Verify whether or not a consumer already receives the Lifeline benefit.
- Submit Resolution Request - Submit a resolution request for a transaction rejected in the legacy workflow.

Enroll Subscriber

Subscriber Information

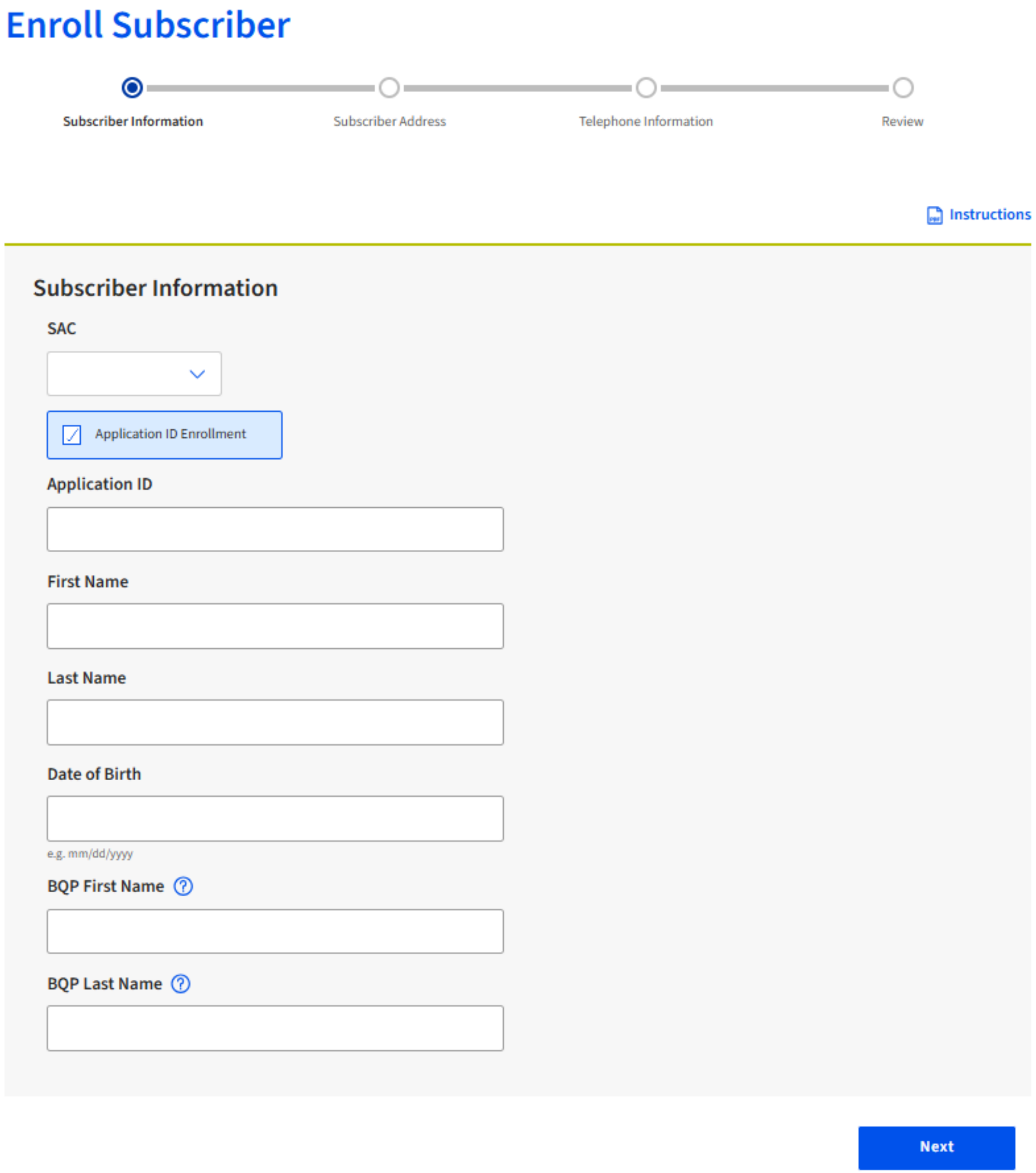
- There are two options to perform an enrollment in NLAD:
  - The **Application ID enrollment** option allows providers to enroll consumers using a qualified Application ID and limited personally identifiable information (PII).
  - The **full PII enrollment** option requires providers to enter in all PII associated with the consumer's application, including their address.



Enroll Subscriber

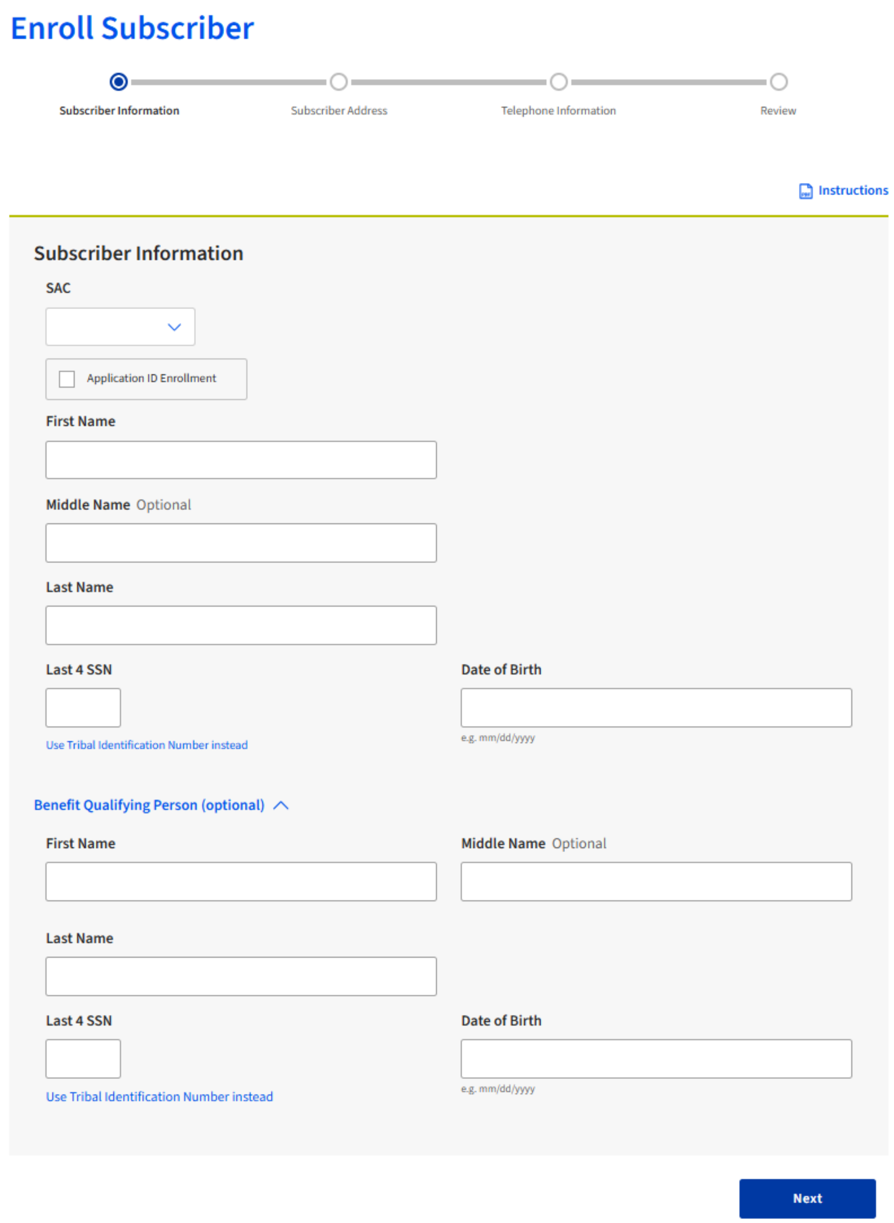
Application ID Enrollment Option

- From the **Enroll Subscriber** workflow, click on **Application ID Enrollment**, fill in the subscriber's information in each of the blank fields:
  - Application ID (e.g., QXXXXX-XXXXX)
  - First Name
  - Last Name
  - Date of Birth
  - BQP First Name (if applicable)
  - BQP Last Name (if applicable)
- Click **Next**.



Enroll Subscriber
Full PII Enrollment

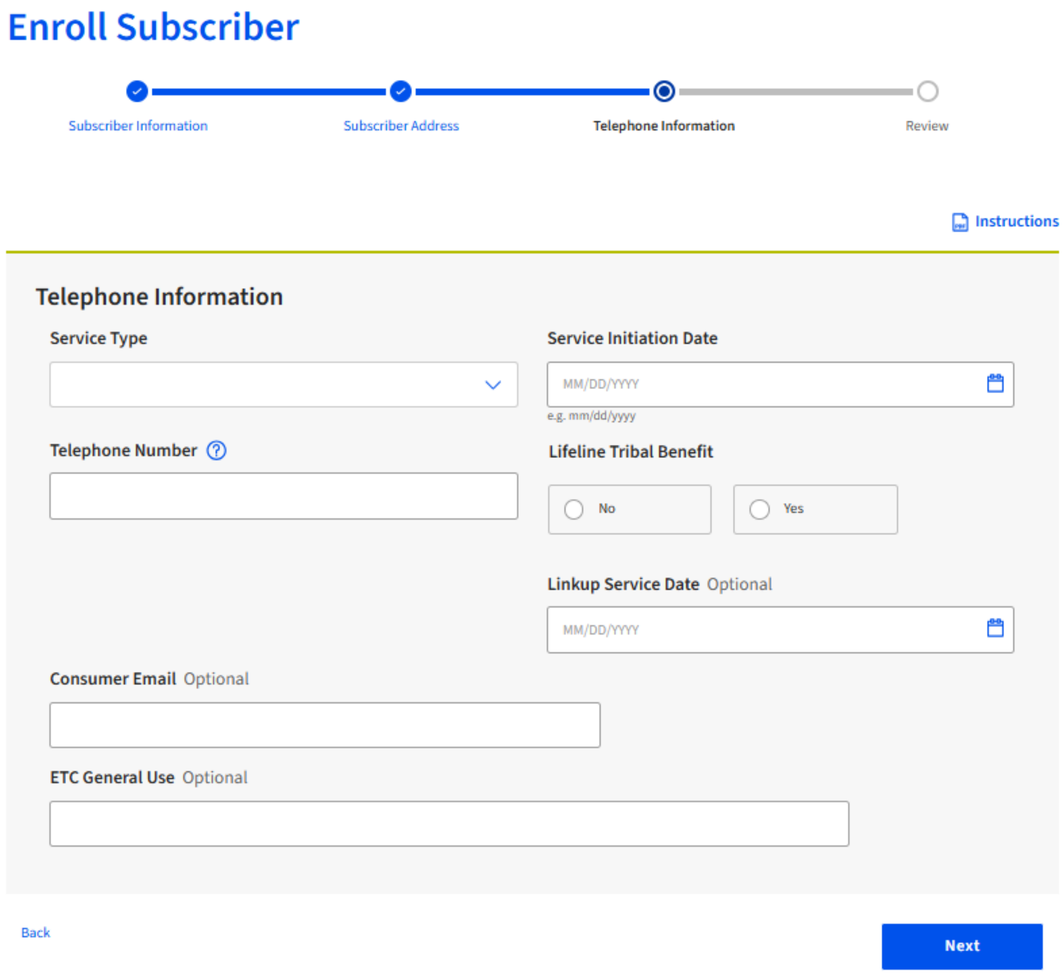
- To enroll using the **Full PII enrollment option**, fill in the subscriber's information in each of the blank fields:
    - First Name
    - Last Name
    - Date of Birth
    - Last 4 digits of Social Security Number or Tribal ID (if applicable)
    - Address
    - BQP Name (if applicable)
    - BQP Last Name (if applicable)
- Click **Next**.



Enroll Subscriber

Enter Service Information (1 of 2)

- Enter in the subscriber’s service information:
    - **Service Type**: Select voice, broadband, bundled voice, bundled broadband, or bundled voice and broadband from the dropdown.
    - **Service Initiation Date**: Enter start date of subscriber’s service.
    - **Telephone Number**: Enter the subscriber's phone number (if applicable).

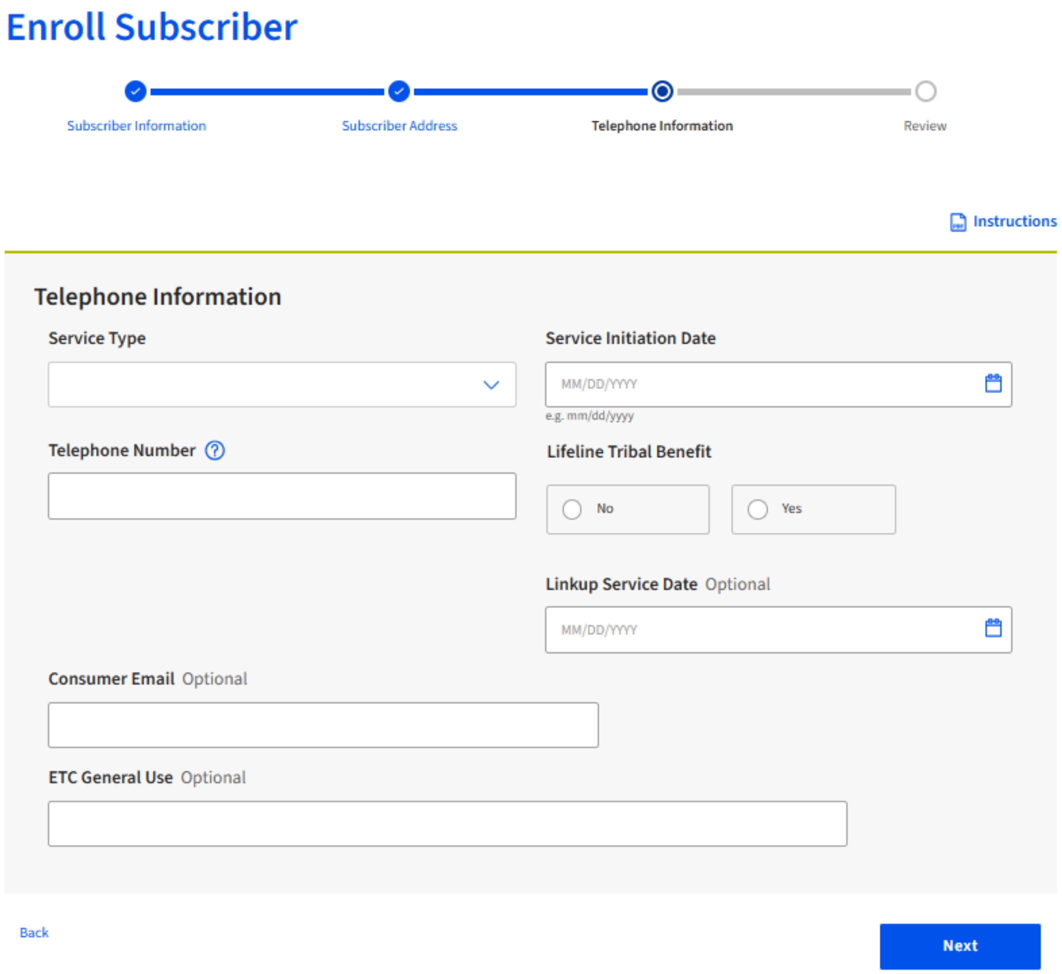


Enroll Subscriber

Enter Service Information (2 of 2)

- **Lifeline Tribal Benefit**: Required field to claim Lifeline Tribal support for a qualified subscriber. This field will not appear if the subscriber's address falls on non-Tribal lands.
- **Linkup Service Date**: Date of Linkup Service (mm/dd/yyyy format).
- **ETC General**: Optional field that some service providers use to enter a subscriber's account number or to track the subscriber in their internal systems.

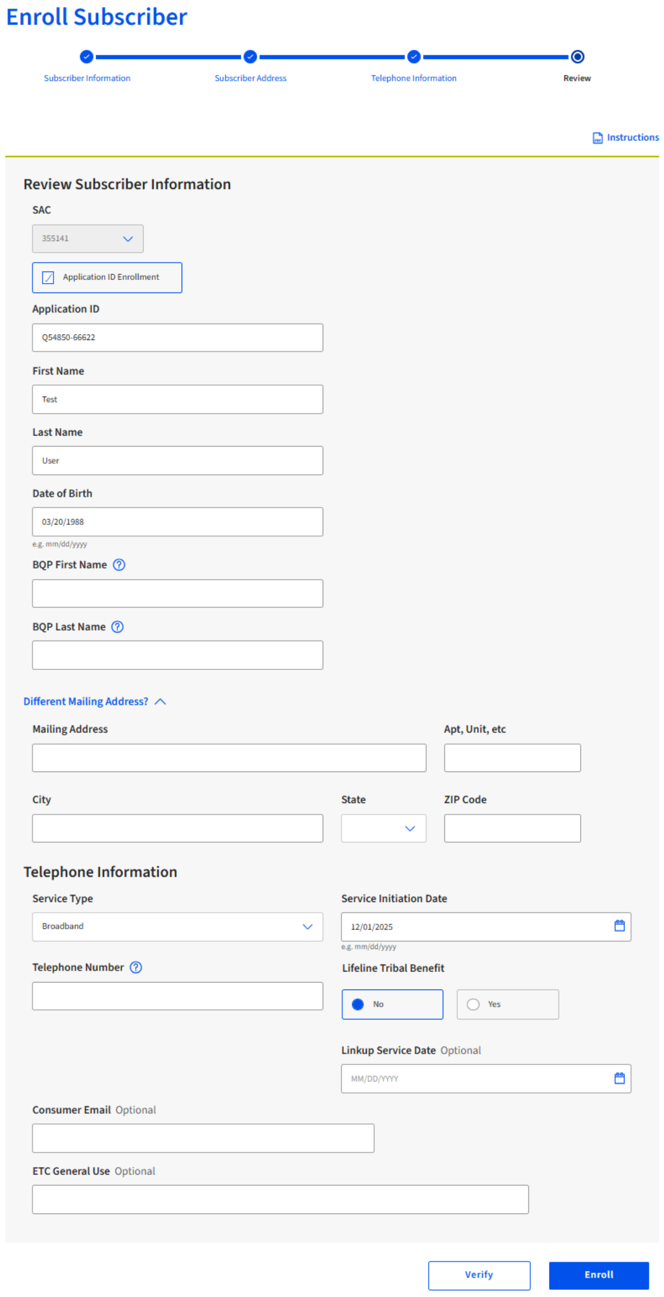
- Click **Next**.



Enroll Subscriber

Review Subscriber Information

- Review the subscriber’s information to confirm that their information is correct and then select **Enroll**.

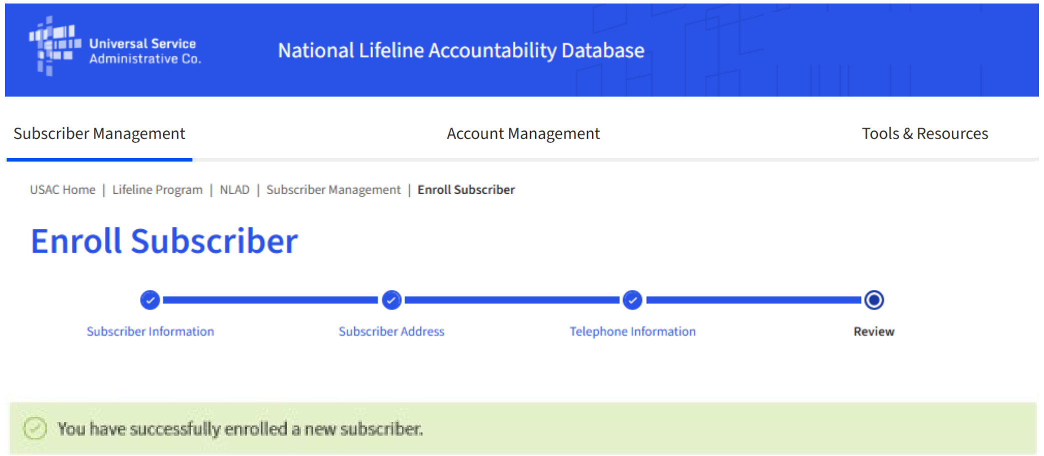


Enroll Subscriber

View Enrollment Status

Successful Enrollment

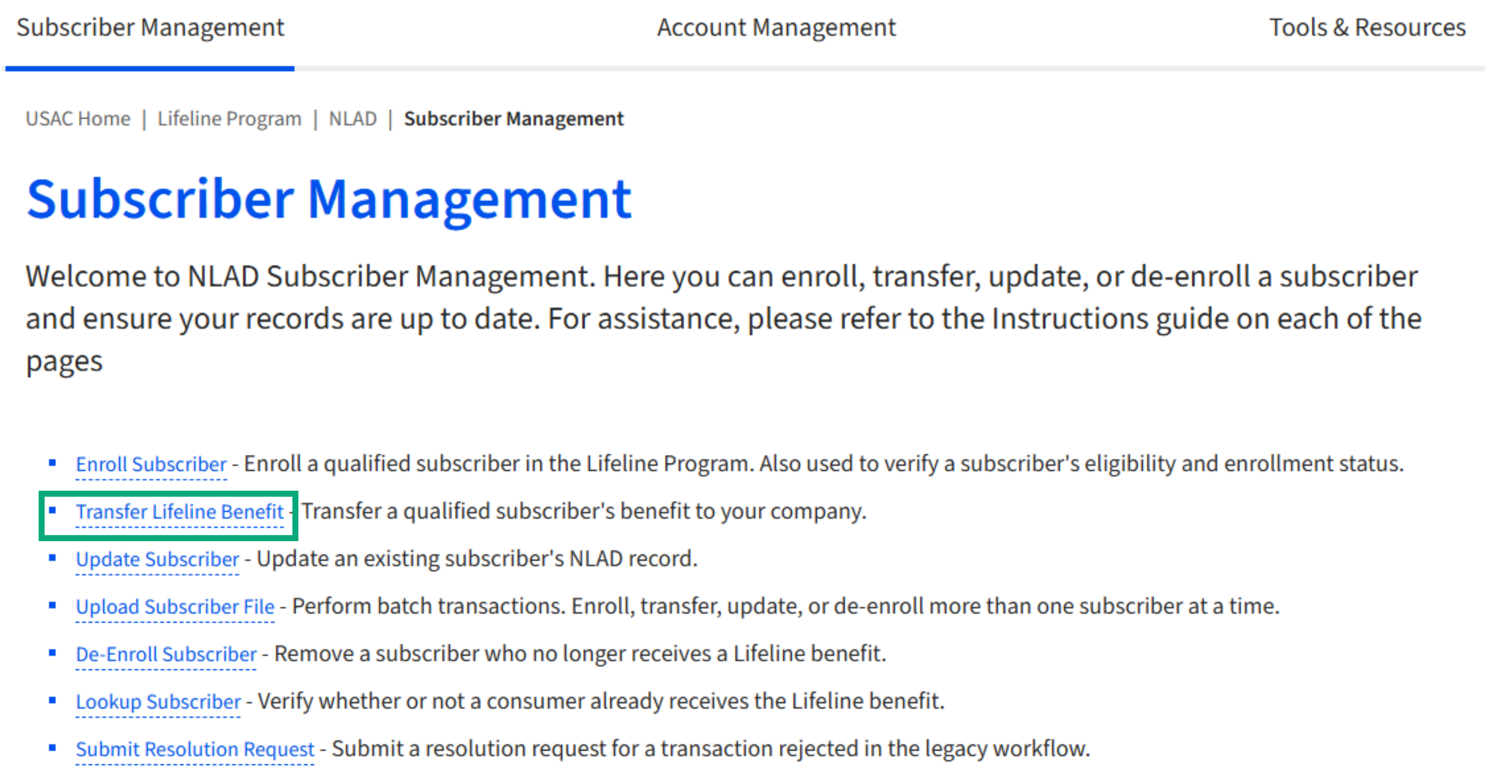
- Upon successful enrollment, users will be directed to the **Transaction Successful** page, which shows a success message and a read-only display of the enrollment details.



Transfer Subscriber

Transfer Subscriber

- Navigate to the Subscriber Management page and locate **Transfer Lifeline Benefit**.
- The Transfer Lifeline Benefit workflow allows service providers to transfer a qualified subscriber's benefit to another company.
- **Consumer consent must be obtained prior to transfer.**



Subscriber Management   Account Management   Tools & Resources

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

Subscriber Management

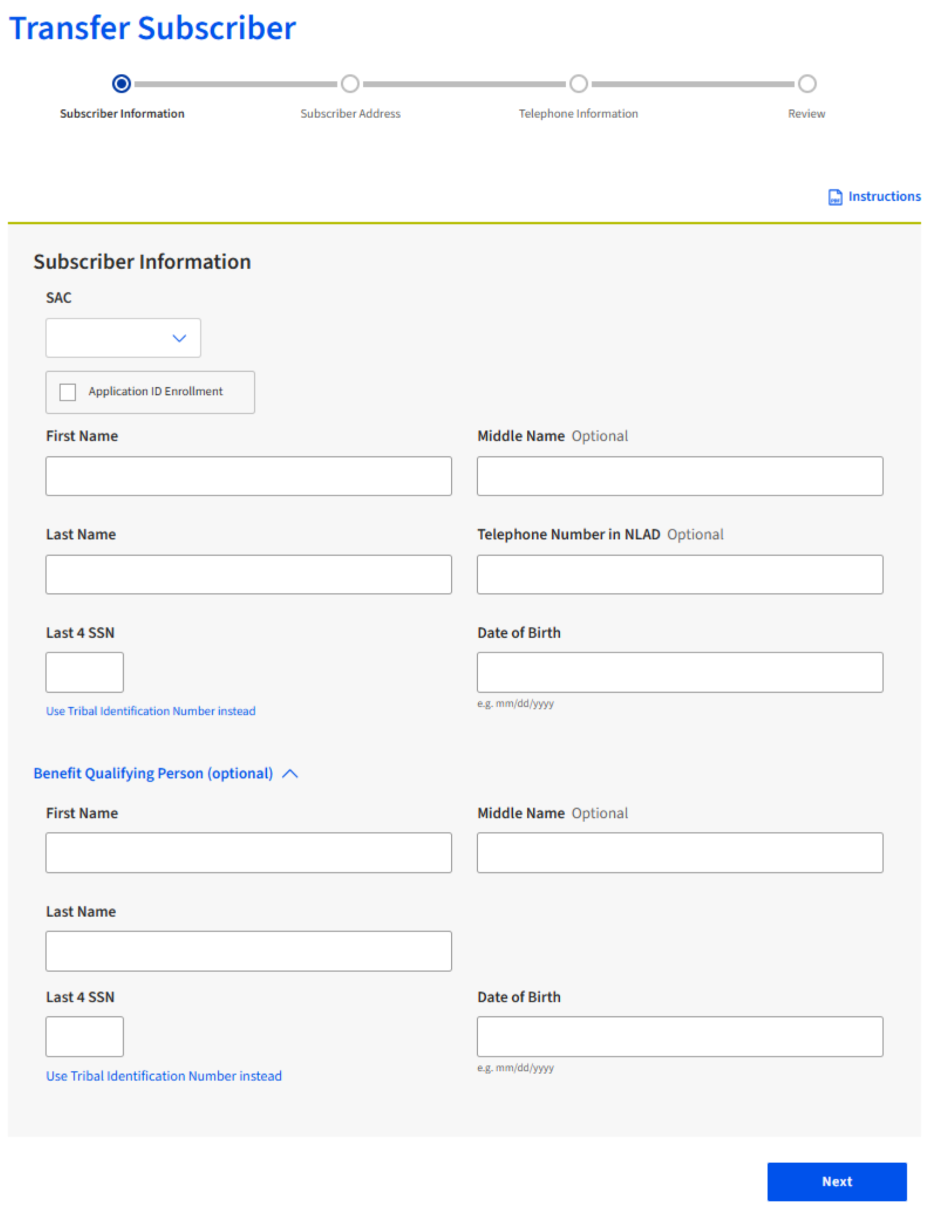
Welcome to NLAD Subscriber Management. Here you can enroll, transfer, update, or de-enroll a subscriber and ensure your records are up to date. For assistance, please refer to the Instructions guide on each of the pages

- Enroll Subscriber - Enroll a qualified subscriber in the Lifeline Program. Also used to verify a subscriber's eligibility and enrollment status.
- Transfer Lifeline Benefit - Transfer a qualified subscriber's benefit to your company.
- Update Subscriber - Update an existing subscriber's NLAD record.
- Upload Subscriber File - Perform batch transactions. Enroll, transfer, update, or de-enroll more than one subscriber at a time.
- De-Enroll Subscriber - Remove a subscriber who no longer receives a Lifeline benefit.
- Lookup Subscriber - Verify whether or not a consumer already receives the Lifeline benefit.
- Submit Resolution Request - Submit a resolution request for a transaction rejected in the legacy workflow.

Transfer Subscriber

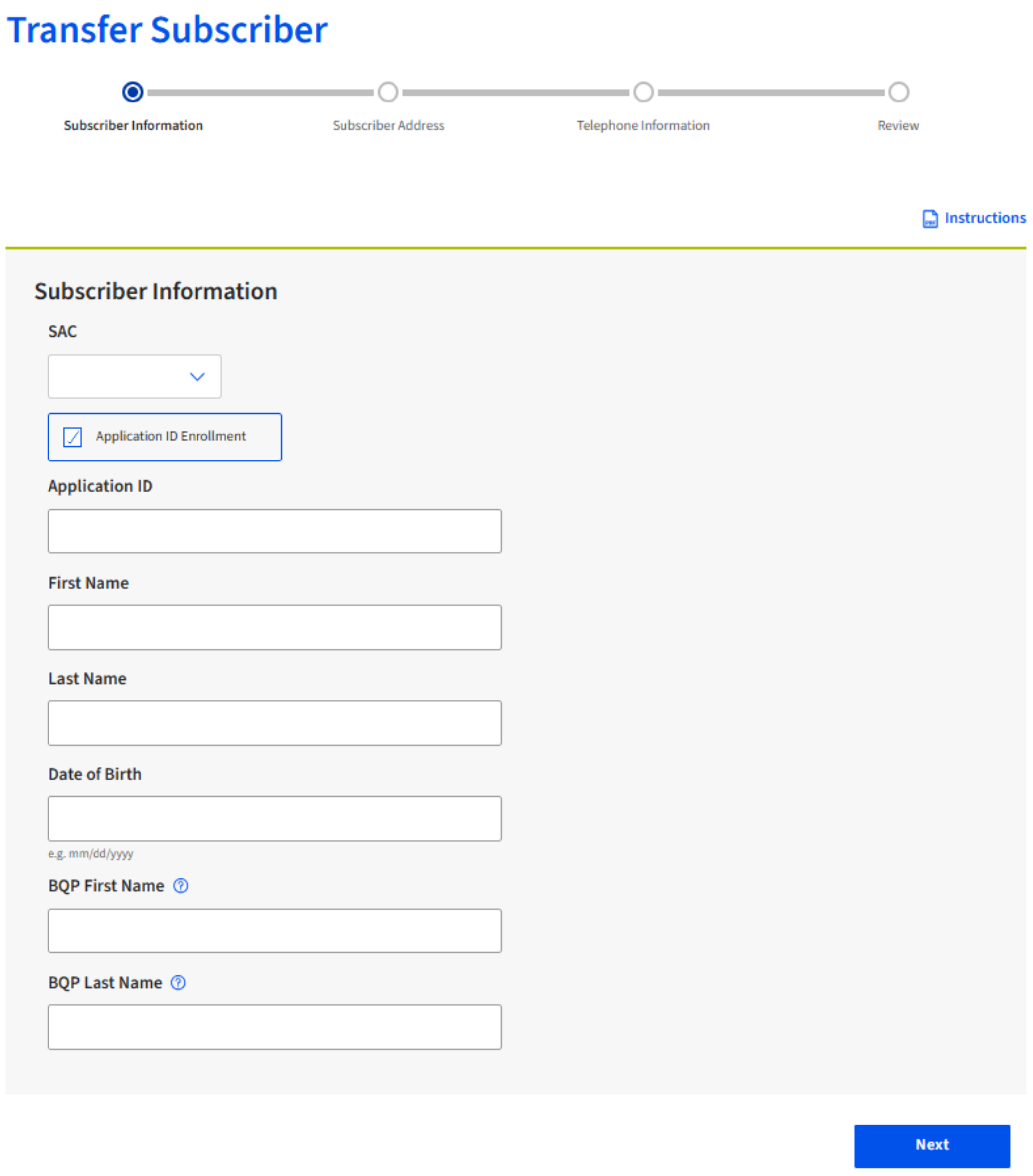
Subscriber Information

- There are two options to transfer a subscriber’s Lifeline benefit in NLAD:
  - The **Application ID enrollment** option allows providers to transfer consumers using a qualified Application ID and limited personally identifiable information (PII).
  - The **full PII transfer** option requires providers to enter in all PII associated with the consumer's application, including their address.



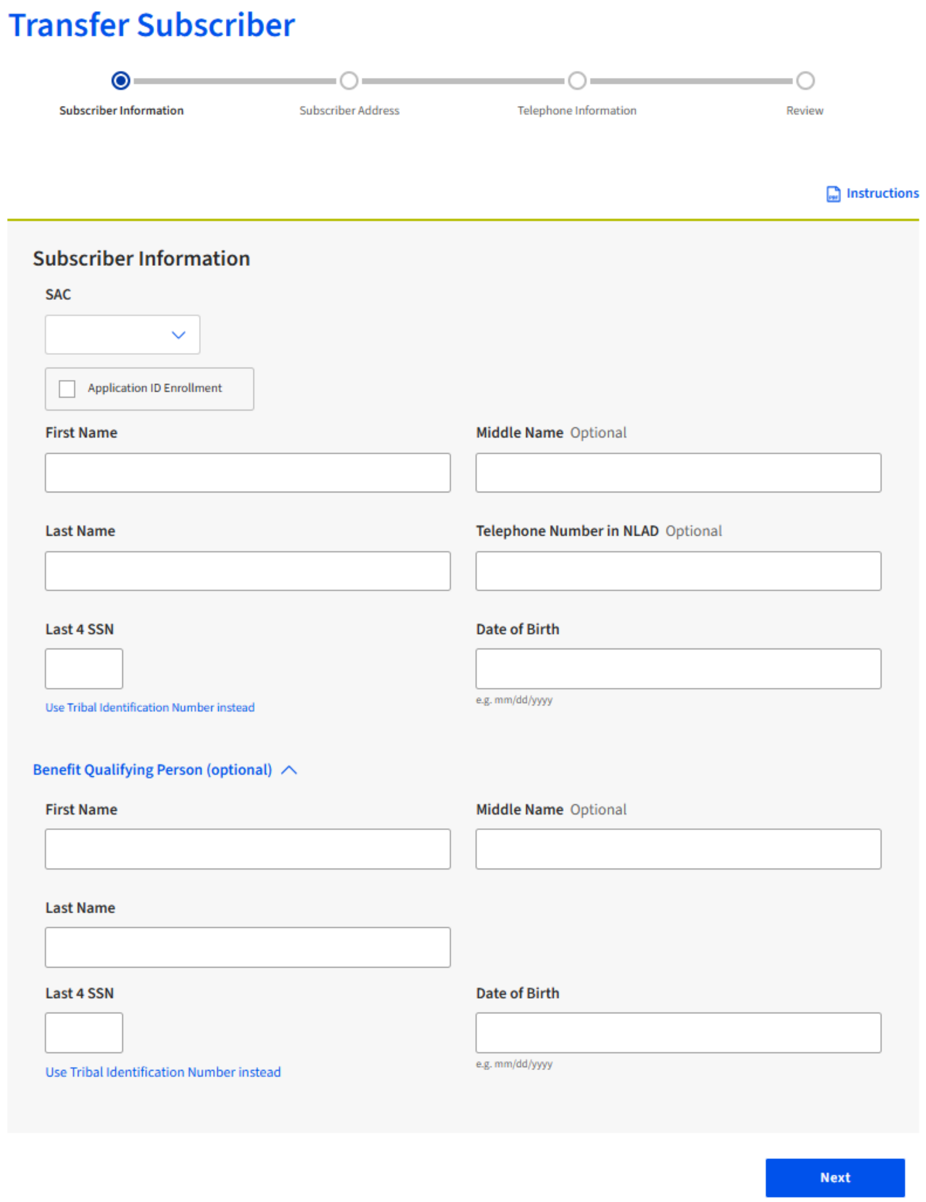
Transfer Subscriber
Application ID Option

- From the Transfer Subscriber workflow, click the Application ID Enrollment checkbox, fill in the subscriber's information in each of the blank fields:
  - Application ID (e.g., QXXXXX-XXXXX)
  - First Name
  - Last Name
  - Date of Birth
  - BQP First Name (if applicable)
  - BQP Last Name (if applicable)



Transfer Subscriber
Full PII Option

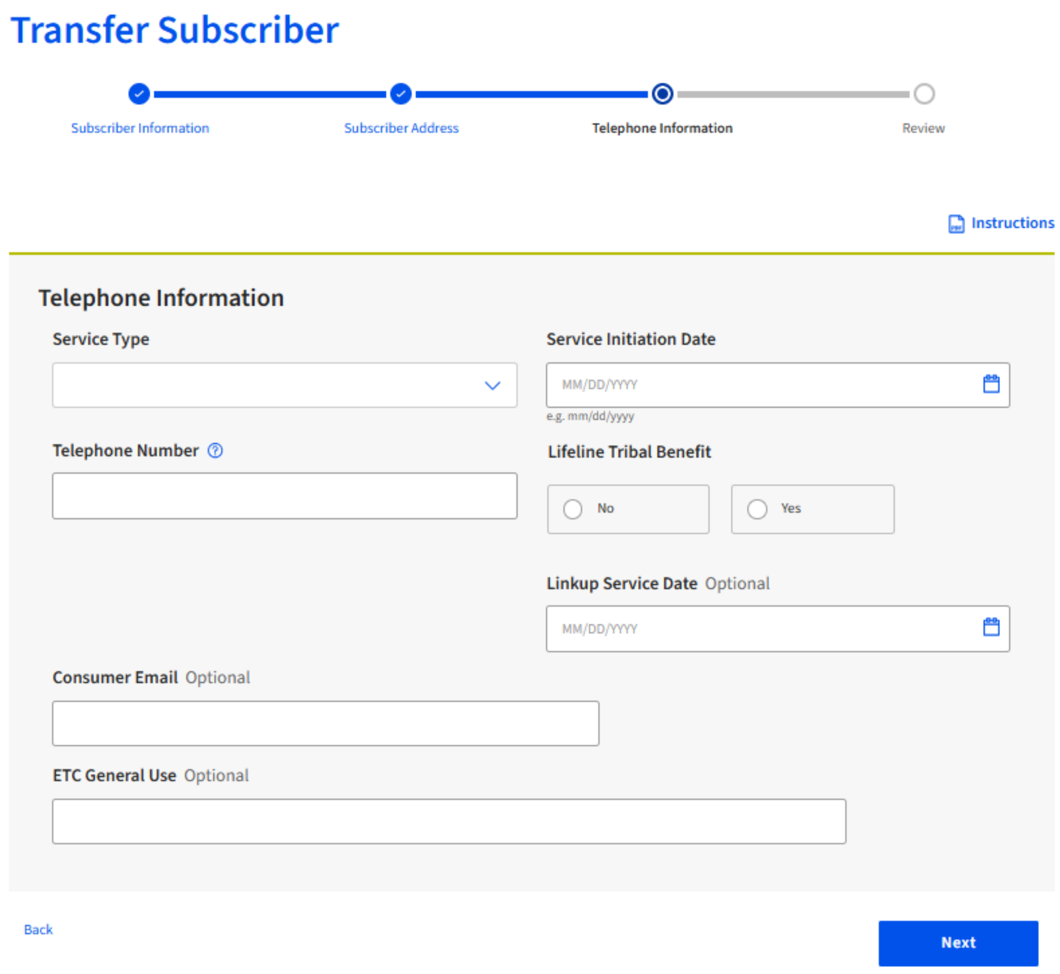
- To enroll using the Full PII option, fill in the subscriber's information in each of the blank fields:
    - First Name
    - Last Name
    - Date of Birth
    - Last 4 digits of Social Security Number or Tribal ID (if applicable)
    - Address
    - BQP Name (if applicable)
    - BQP Last Name (if applicable)
- Click **Next**.



Transfer Subscriber

Enter Service Information (1 of 2)

- Enter in the consumer’s service information:
  - **Service Type**: Select voice, broadband, bundled voice, bundled broadband, or bundled voice and broadband from the dropdown.
  - **Service Initiation Date**: Enter start date of subscriber service.
  - **Telephone Number**: Enter the subscriber's phone number (if applicable).

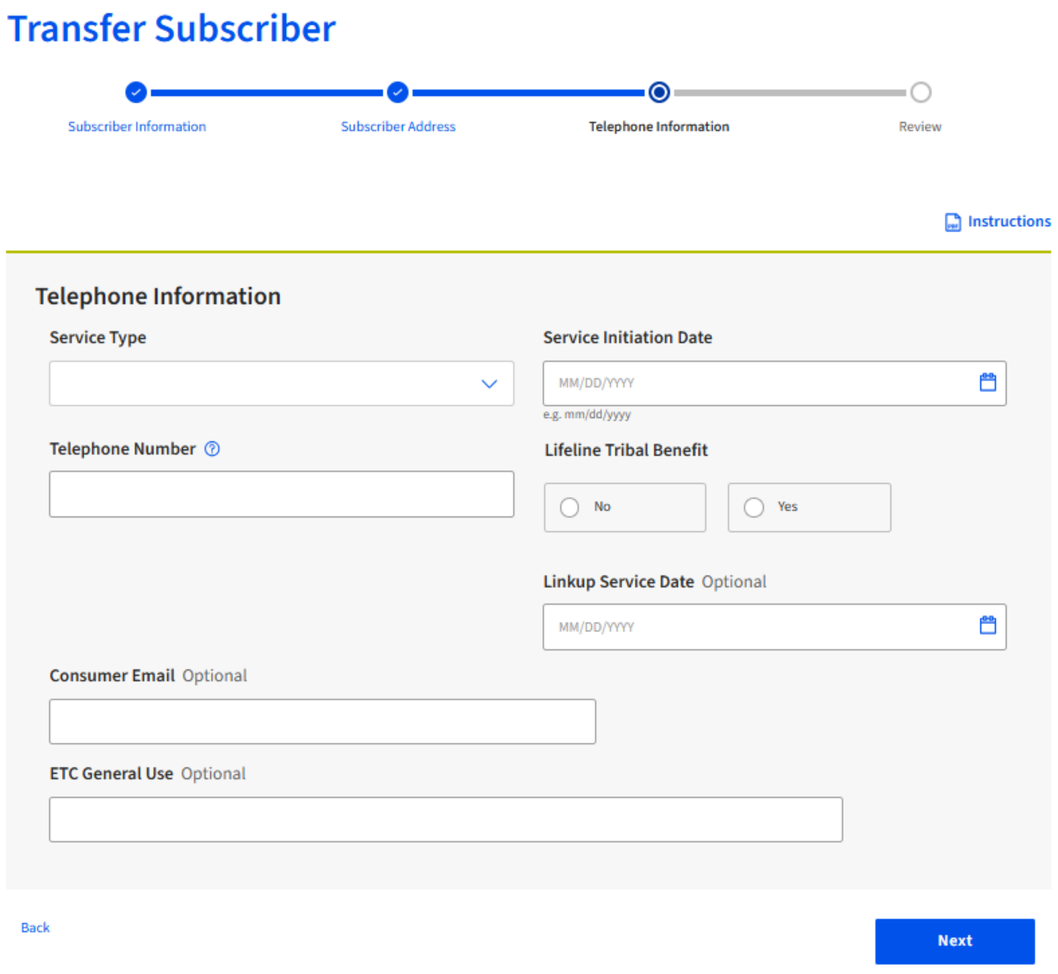


Transfer Subscriber

Enter Service Information (2 of 2)

- **Lifeline Tribal Benefit:** Required field to claim Lifeline Tribal support for a qualified subscriber. This field will not appear if the subscriber’s address falls on non-Tribal lands.
- **Linkup Service Date:** Date of Linkup Service (mm/dd/yyyy format).
- **ETC General:** Optional field that some service providers use to enter a subscriber’s account number or to track the subscriber in their internal systems.

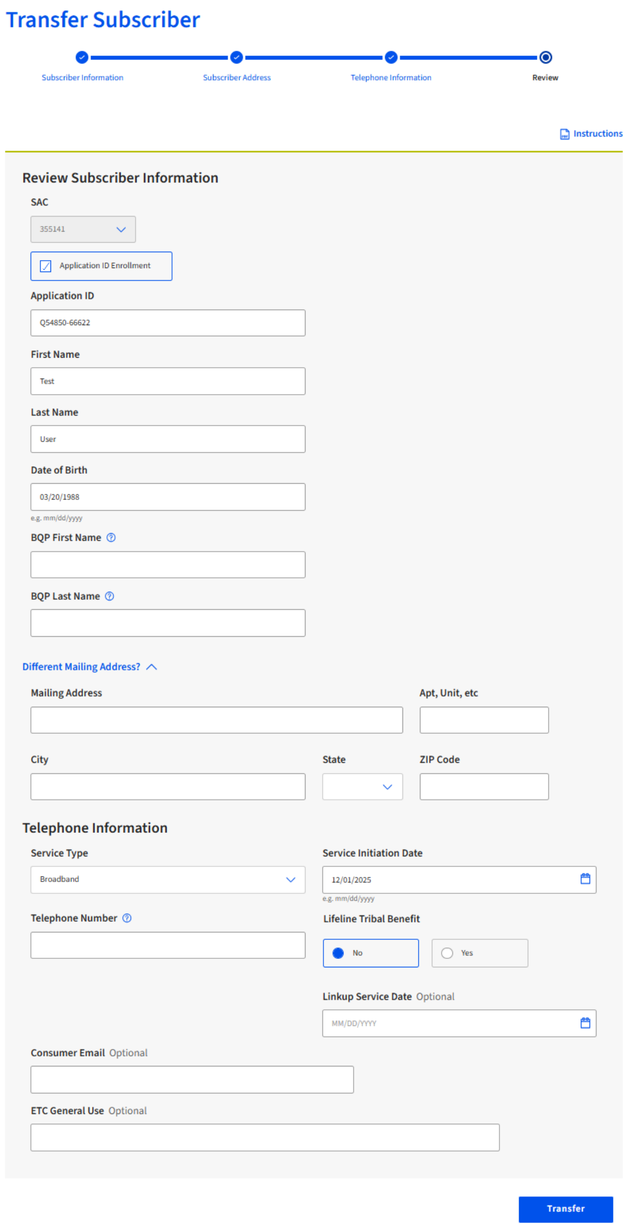
- Click **Next**.



Transfer Subscriber

Review Subscriber Information

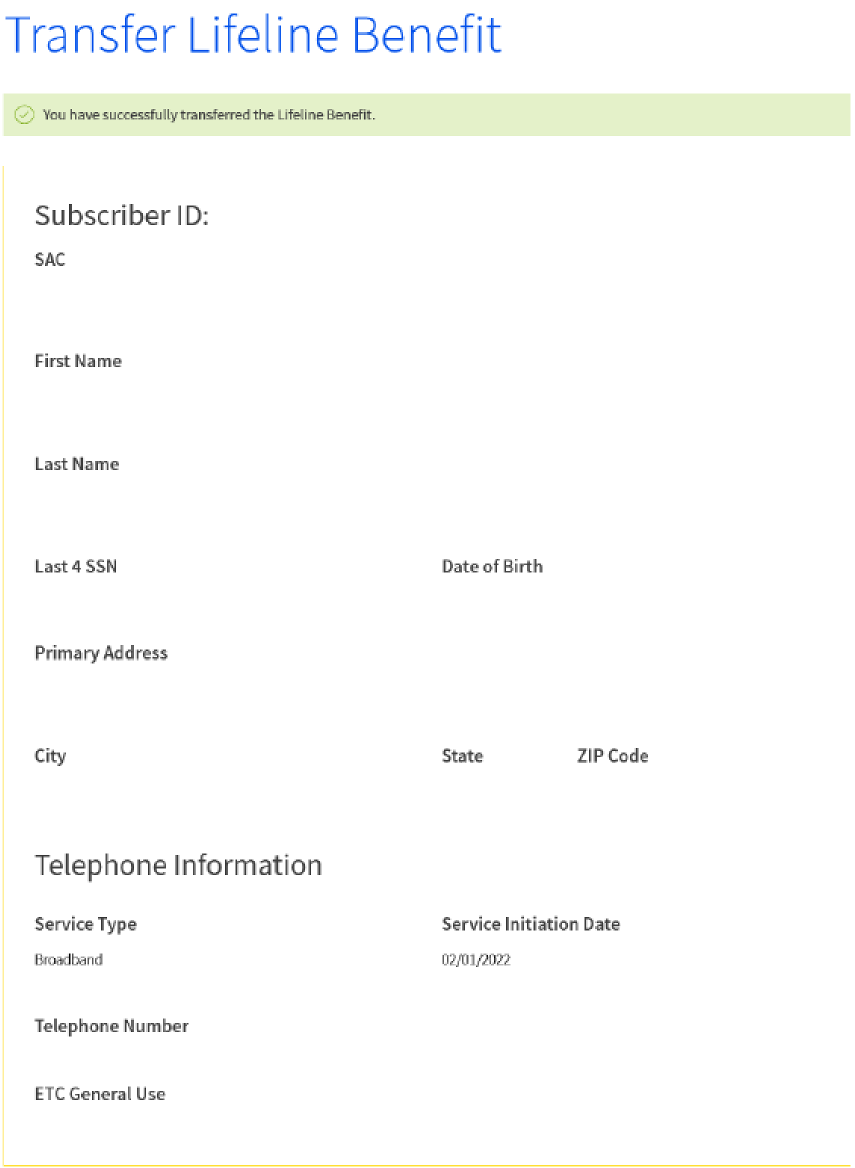
- Review the subscriber information for accuracy and click **Transfer** to complete the transaction.



Transfer Subscriber

Successful Transfer

- Confirmation that you have successfully completed the subscriber transfer includes a read-only display of the transfer details.
- NLAD will generate two automated email messages:
  - A message to the designated contact of the ETC losing the subscriber.
  - A message to the designated contact of the ETC receiving the subscriber.



Transfer Lifeline Benefit

You have successfully transferred the Lifeline Benefit.

Subscriber ID:

SAC

First Name

Last Name

Last 4 SSN | Date of Birth

Primary Address

City | State | ZIP Code

Telephone Information

Service Type: Broadband | Service Initiation Date: 02/01/2022

Telephone Number

ETC General Use

Questions?

De-Enroll Subscriber

De-Enroll Subscriber

- Navigate to the Subscriber Management page and locate **De-enroll Subscriber**.
- The De-Enroll Subscriber workflow allows you to remove a subscriber.

Subscriber Management | Account Management | Tools & Resources

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

Subscriber Management

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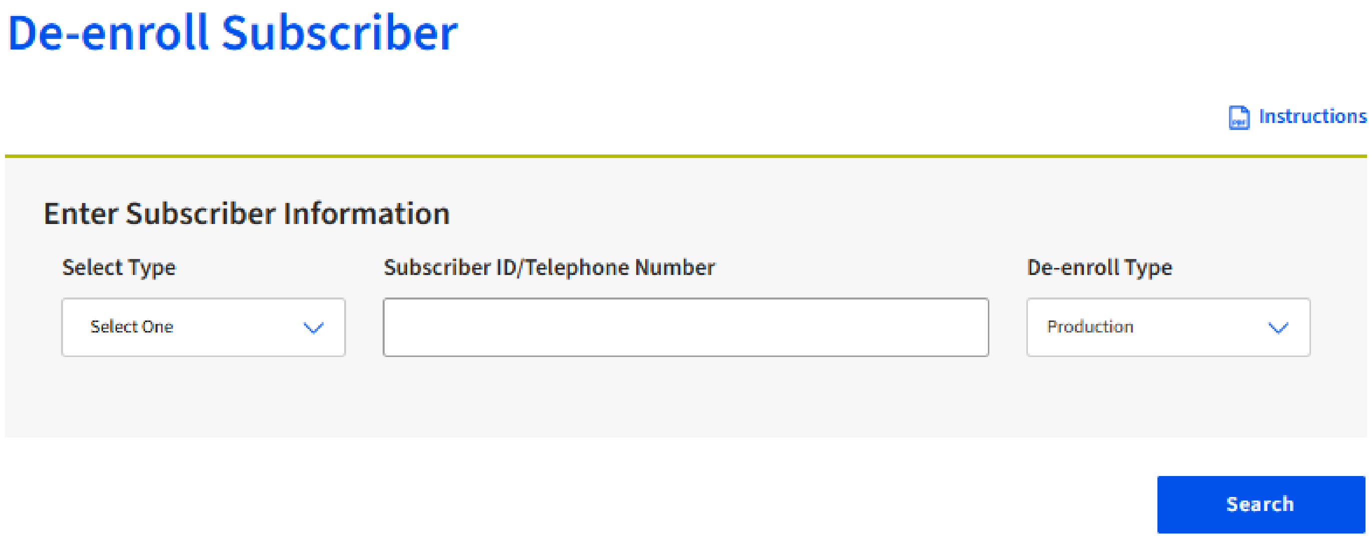
- Lookup Subscriber - Verify whether or not a consumer already receives the Lifeline benefit.
- Submit Resolution Request - Submit a resolution request for a transaction rejected in the legacy workflow.

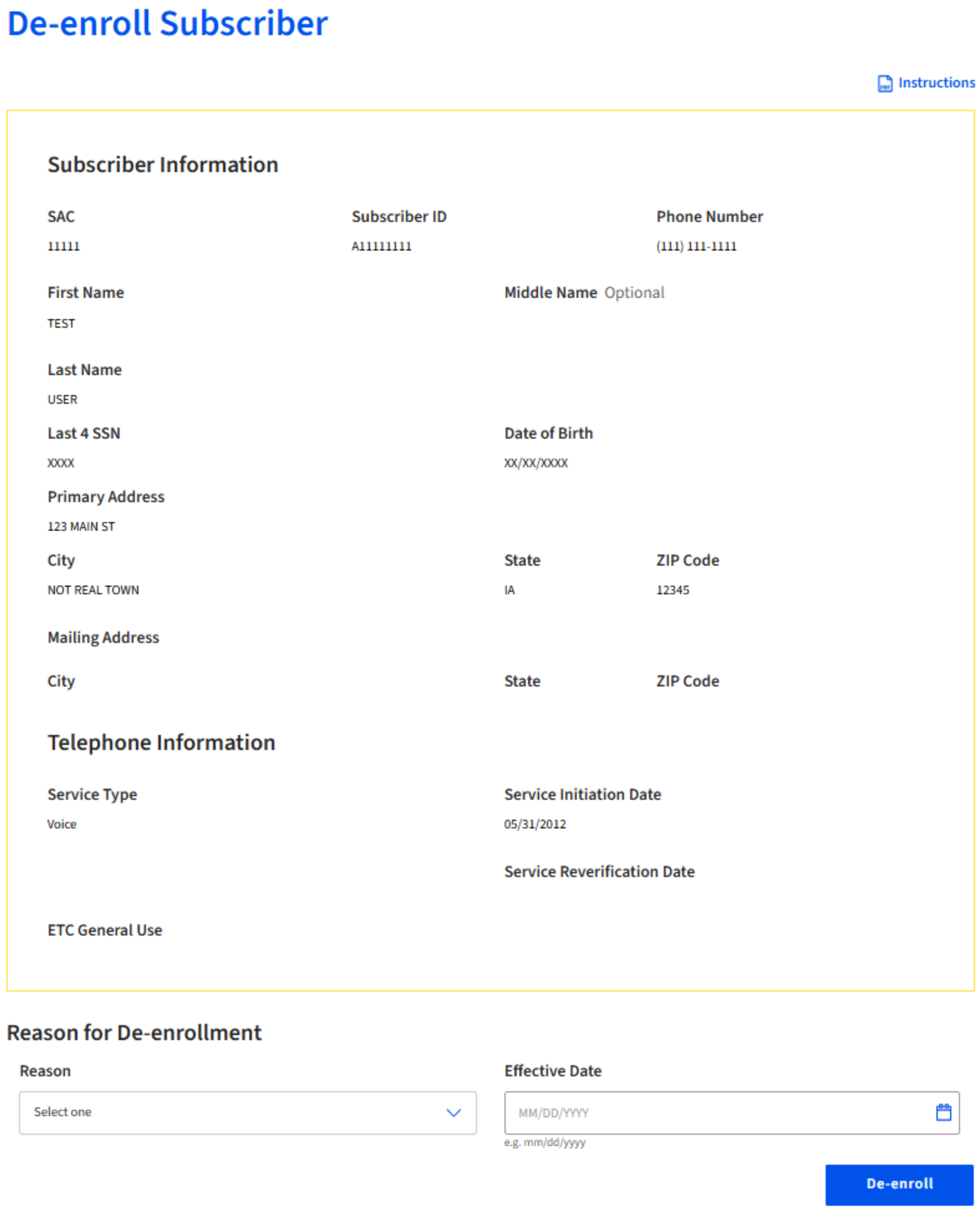
De-Enroll Subscriber

- In the **Select Type** field, select phone number or Subscriber ID to search for a subscriber.
- In the De-enroll Type field, select **Production** (to search for active subscribers to de-enroll).



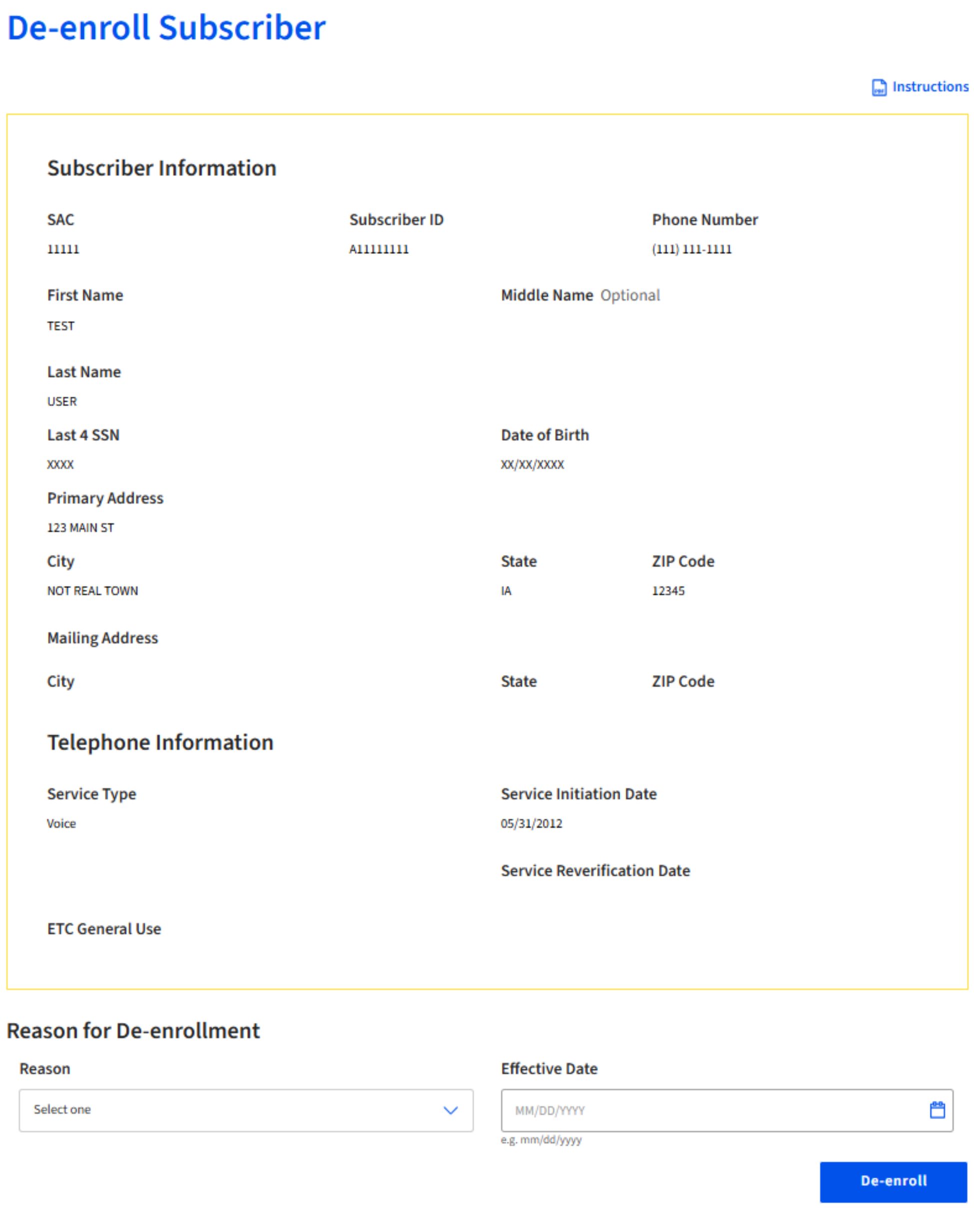
De-Enroll Subscriber

- If a matching subscriber is found, the subscriber's personal information will be displayed for review.
- Be sure to verify the correct subscriber's record is displayed.



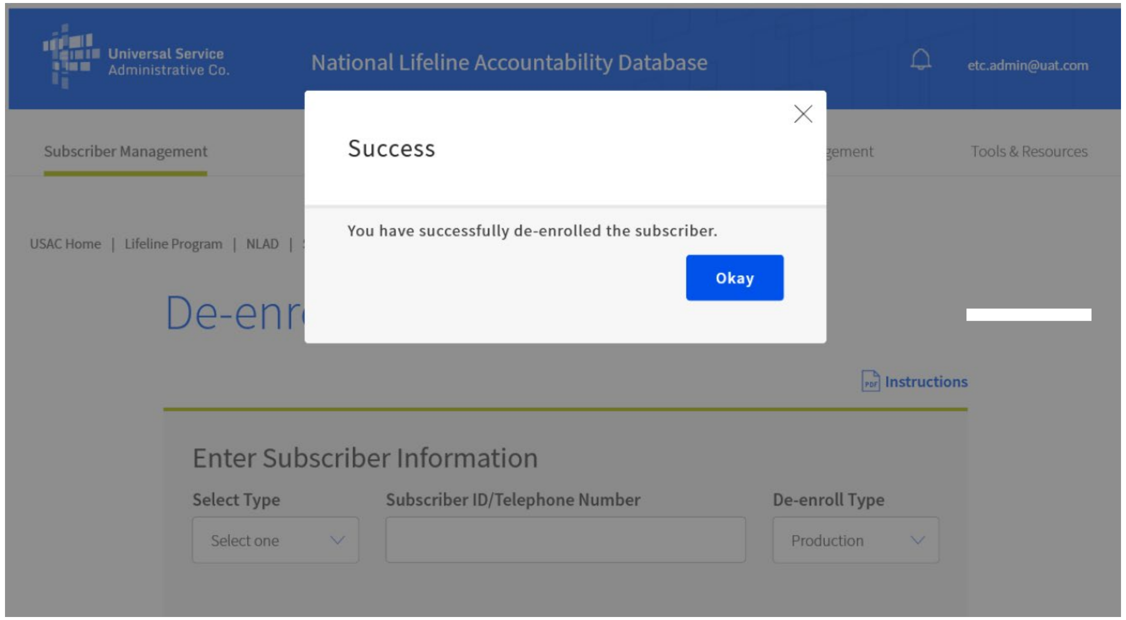
De-Enroll Subscriber

- Select the de-enrollment reason.
  - Subscriber is deceased
  - Subscriber is leaving the program
  - Subscriber failed to recertify
  - Subscriber non-usage
- Select the effective date.
  - The de-enrollment date of the subscriber occurs with the service provider and marks the last day of the subscriber's enrollment in the Lifeline program.
- Select **De-Enroll**.



De-Enroll Subscriber

- If the transaction is successful, confirmation that the subscriber was de-enrolled will be displayed.



Update Subscriber

Update Subscriber

- The Update Subscriber workflow allows service providers to edit specific subscriber information.

Subscriber Management | Account Management | Tools & Resources

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

Subscriber Management

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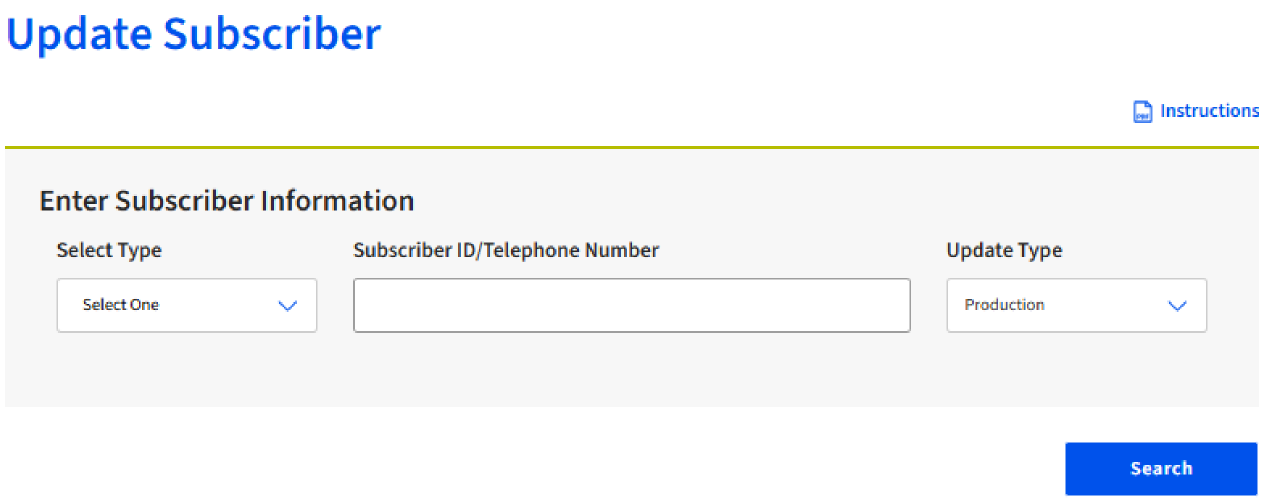
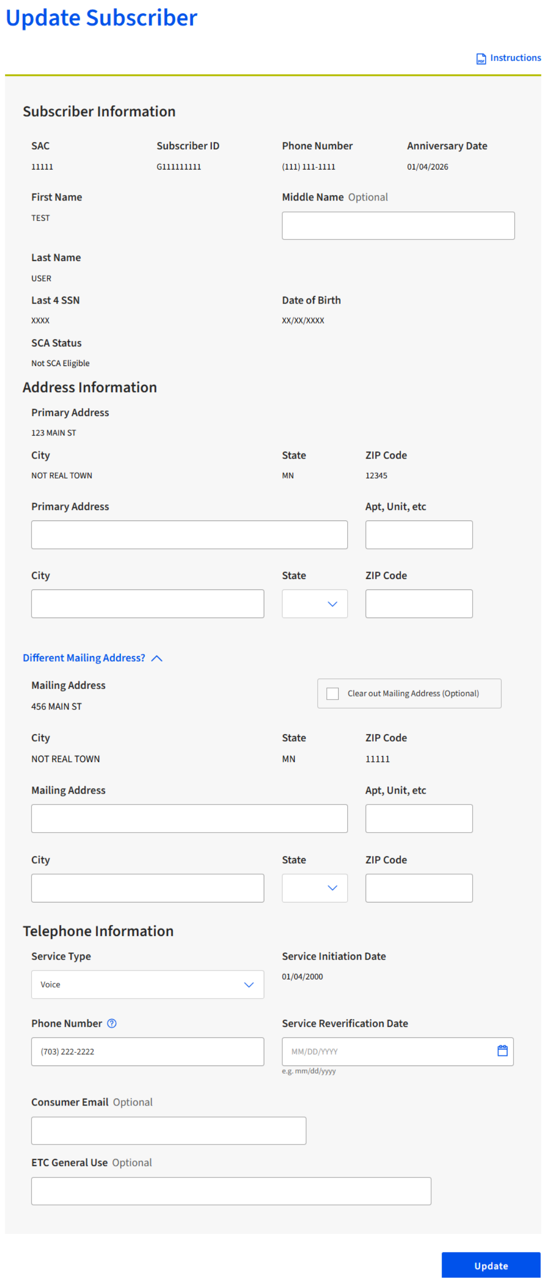
Update Subscriber

- In the **Select Type** field, select phone number or Subscriber ID to search for a subscriber.
- In the Update Type field, select **Production** (to search for active subscribers).



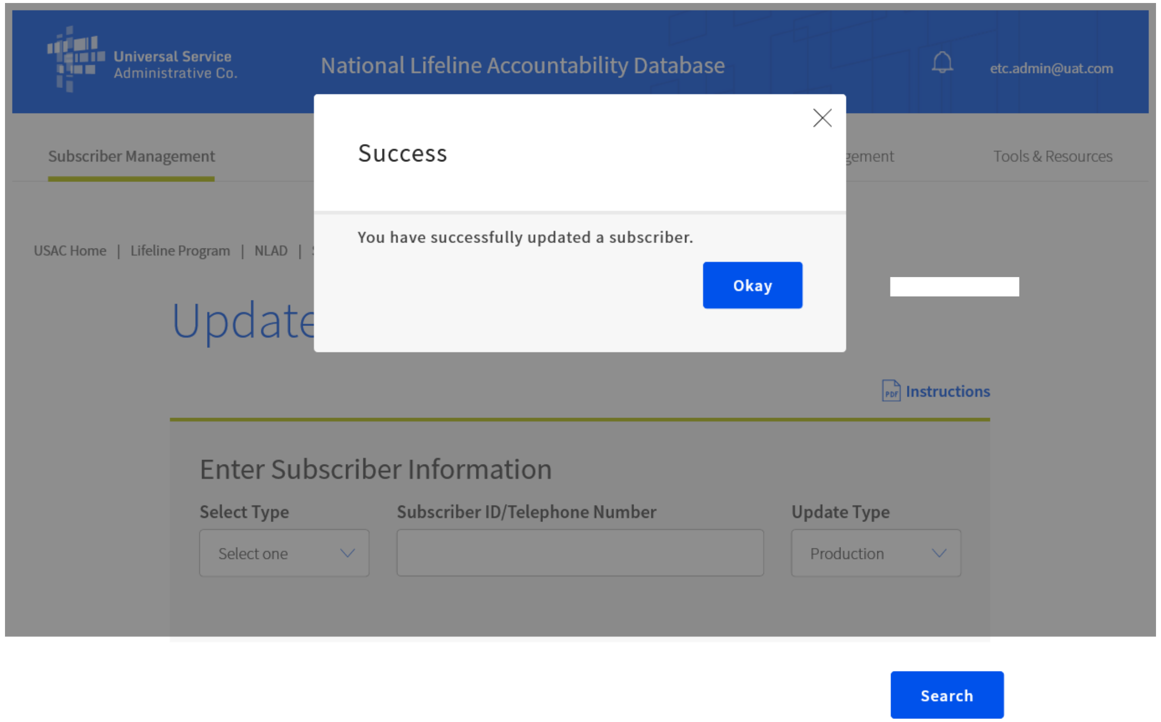
Update Subscriber

- If a matching subscriber is found, their personal information will be displayed along with the following editable fields:
  - Middle Name
  - Address
  - Service Type
  - Phone Number
  - Lifeline Tribal Benefit (if applicable)
  - Linkup Service Date (if applicable)
  - ETC General Use



Update Subscriber

- Click **Update** to submit the modified information to NLAD.
- Confirmation that the subscriber's record has updated will appear on the screen.



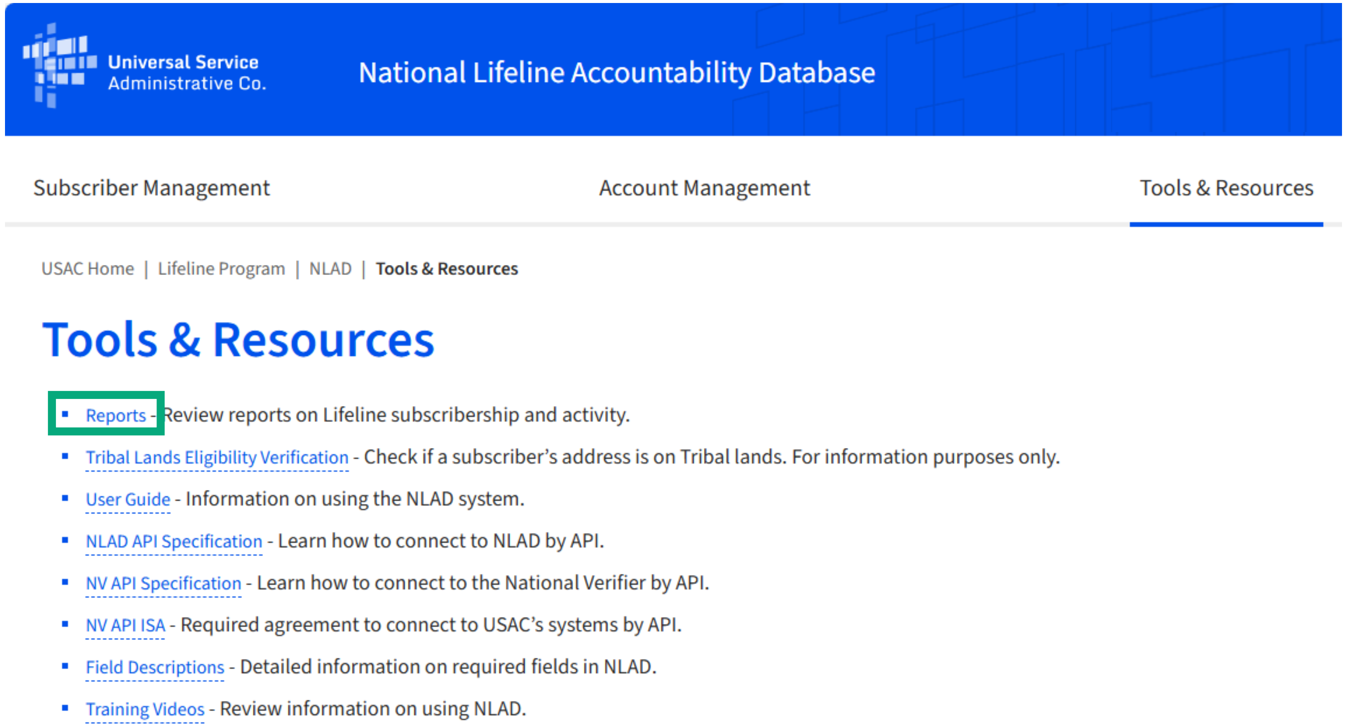
Reports

Reports

Tools & Resources

NLAD provides several reports that service providers can use to monitor and manage their subscribers.

- To navigate to the reports, select **Tools & Resources** and then **Reports**.
  - **Summary Reports** show counts of records that fall within the specified parameters.
  - **Detail Reports** return the full records and other relevant reporting fields.
- From the **Reports** workflow, select any available report to review.



Reports

Available Report Types (1 of 2)

The following reports are available to NLAD users:

- **Summary and Detail Subscriber Snapshot Report** displays a monthly snapshot of active NLAD subscribers (taken on the 1st day of every month at 6 a.m. ET).
- **Detail Active Subscriber Report** shows all active subscriber records at the time the report is run.
- **Detail Transaction Report** shows all transactions of a selected type (enroll, transfer, update, or de-enroll) and date range.
- **Recertification Subscriber Status Report** shows the status of subscribers who are currently undergoing or have successfully recertified within a specified period.
    - **Failed Recertification De-Enroll Report** shows subscribers who have been de-enrolled for a failure to successfully complete the recertification process.
- **Continued Eligibility Status Report** shows the status of subscribers who are currently undergoing or have undergone Continued Eligibility verification within a specified period.

Reports

Available Report Types (2 of 2)

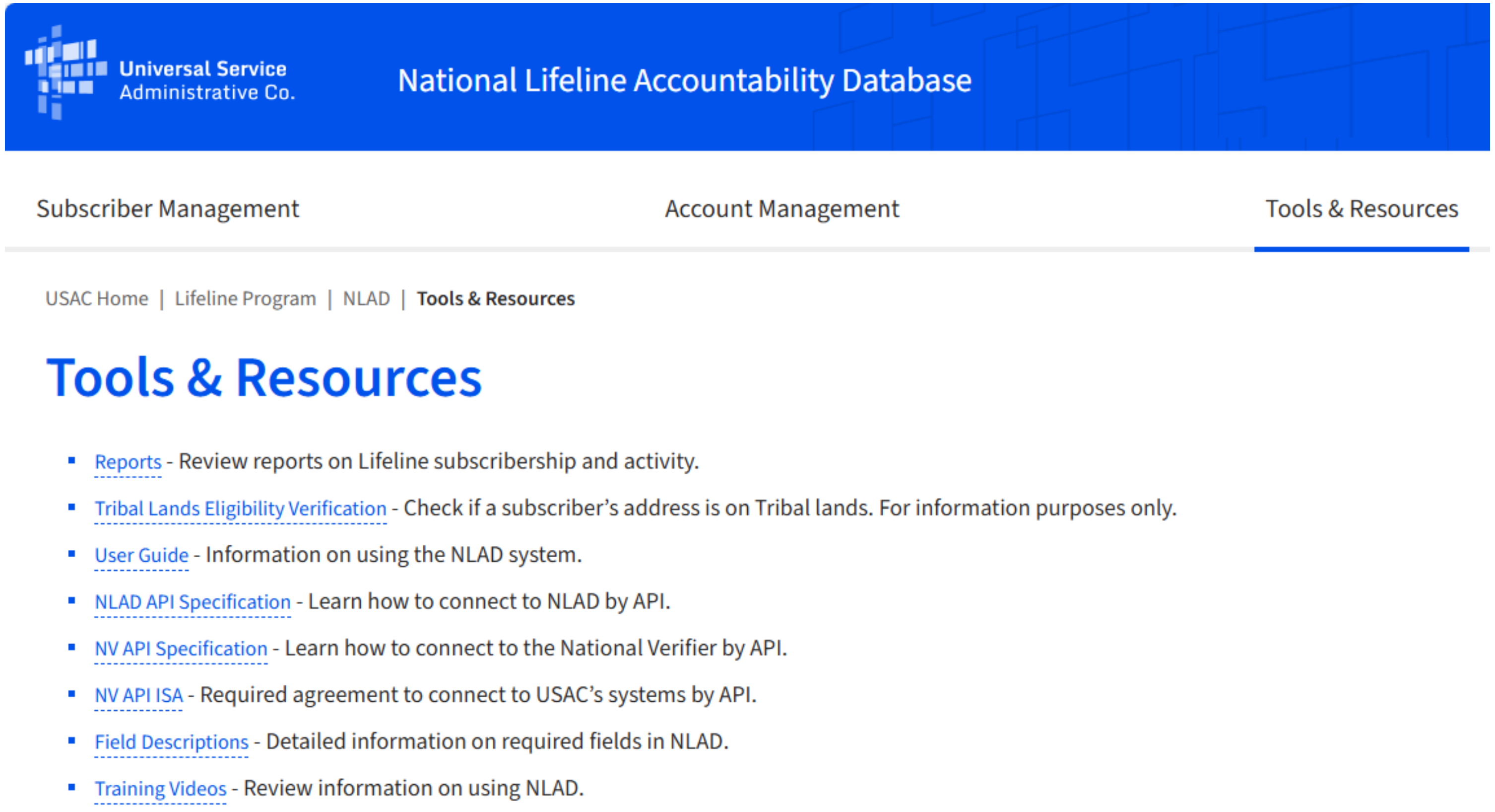
- **Linked Representatives Report - ETC Admin** is only available to 497 Officers and shows information on representative IDs linked.
- **Linked Representatives Report - Subaccounts** is only available to ETC Administrators and shows information on representative IDs linked to NLAD subaccounts (ETC Operations, ETC Analyst, ETC agent).

Questions?

Resources

One Portal Resources

- Resources are available in the **Tools & Resources** section of NLAD:
  - Reports
  - User Guide
  - NLAD API Specifications
  - Field Descriptions
- For common questions about NLAD, review the NLAD FAQs.



Other Resources

NLAD Resources

- NLAD webpage
- NLAD Maintenance Schedule
- NLAD instructional videos

General Resources

- Visit usac.org/lifeline for general program information.
- Email LifelineProgram@usac.org for technical support and additional information on processes, rules, and requirements.
- Visit Lifeline's Webinars page to review past trainings and register for upcoming events.

January Webinar

Register for the next Lifeline webinar.

- **Date**: January 14, 2026
- **Time**: 3 p.m. ET – 4 p.m. ET
- **Topic**: National Verifier 101

National Verifier 101

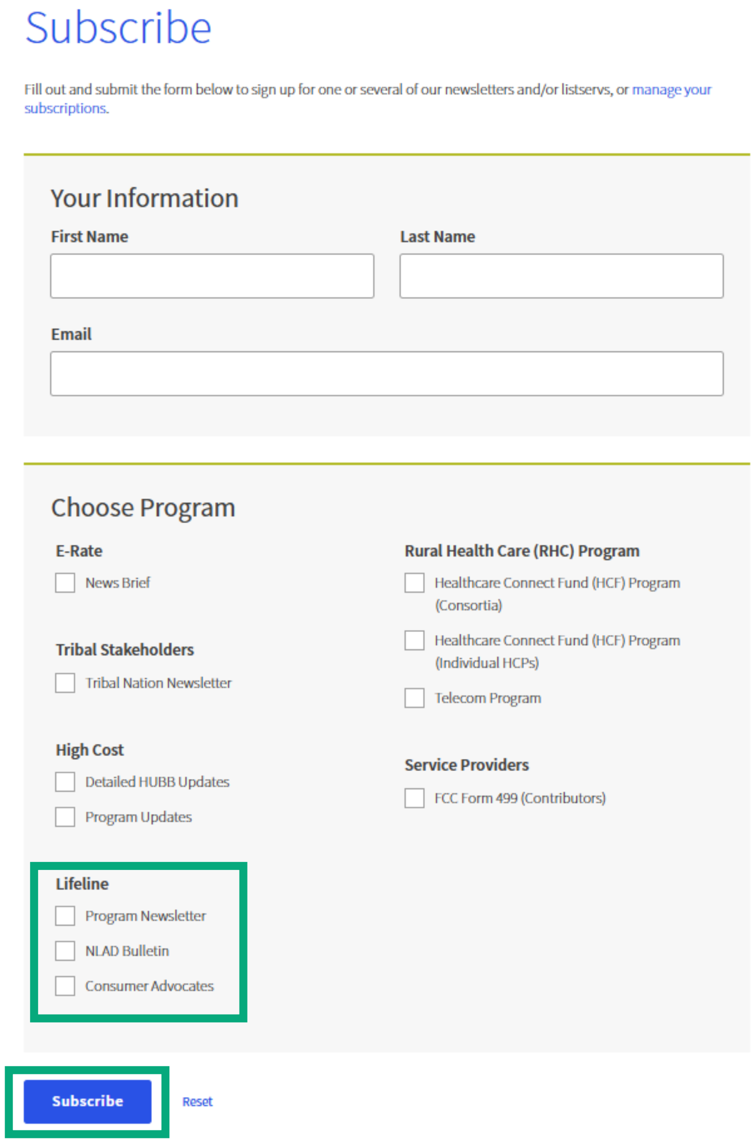
January 14, 2026 03:00 pm – 04:00 pm ET

Intended Audience: Service Providers

This webinar provides step-by-step guidance on how to use the National Verifier to apply for the Lifeline benefit.

Lifeline Monthly Newsletter

- Subscribe to the Lifeline monthly newsletter for program updates, reminders, and announcements.
  - Email LifelineProgram@usac.org to get added to outreach specific to California service providers during the transition.



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