



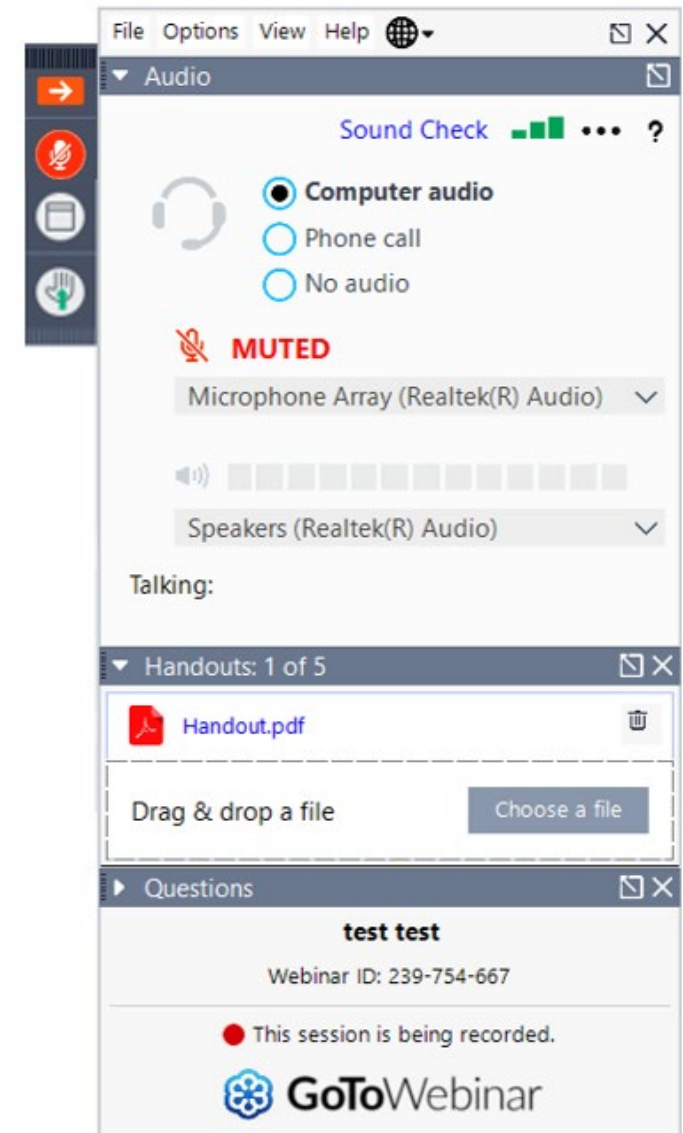
# **National Lifeline Accountability Database (NLAD) 101**

Lifeline Program

December 18, 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

**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.

### Dashboard

#### Upcoming Dates

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

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

01/14  
2026 **January 2026  
Monthly  
Webinar**

[see full calendar](#)

#### Lifeline

**National Verifier** - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit.

**National Lifeline Accountability Database (NLAD)** - Service providers enroll Lifeline subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline reimbursement.

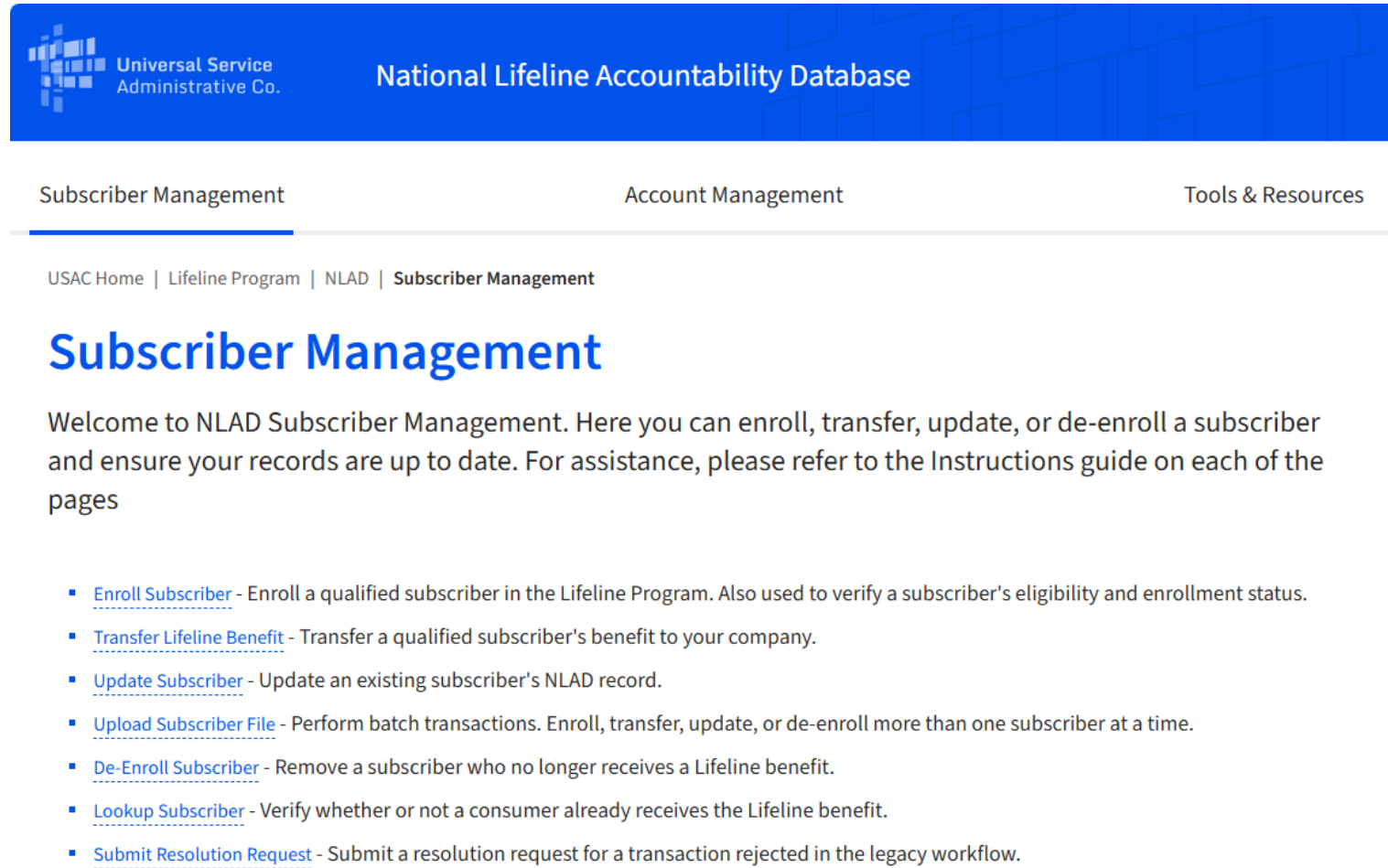
**National Lifeline Accountability Database Staging Environment** - The NLAD staging environment allows Lifeline providers to test system features.

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

# National Lifeline Accountability Database

## Home Page

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



The screenshot displays the NLAD Subscriber Management interface. At the top, a blue header bar contains the Universal Service Administrative Co. logo and the title 'National Lifeline Accountability Database'. Below this, a navigation bar features three links: 'Subscriber Management' (which is underlined), 'Account Management', and 'Tools & Resources'. A breadcrumb trail below the navigation bar reads 'USAC Home | Lifeline Program | NLAD | Subscriber Management'. The main heading is 'Subscriber Management'. The welcome message states: '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'. A list of seven actions is provided, each with a blue underlined link and a description:

- [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.

# National Lifeline Accountability Database

## Transaction Types

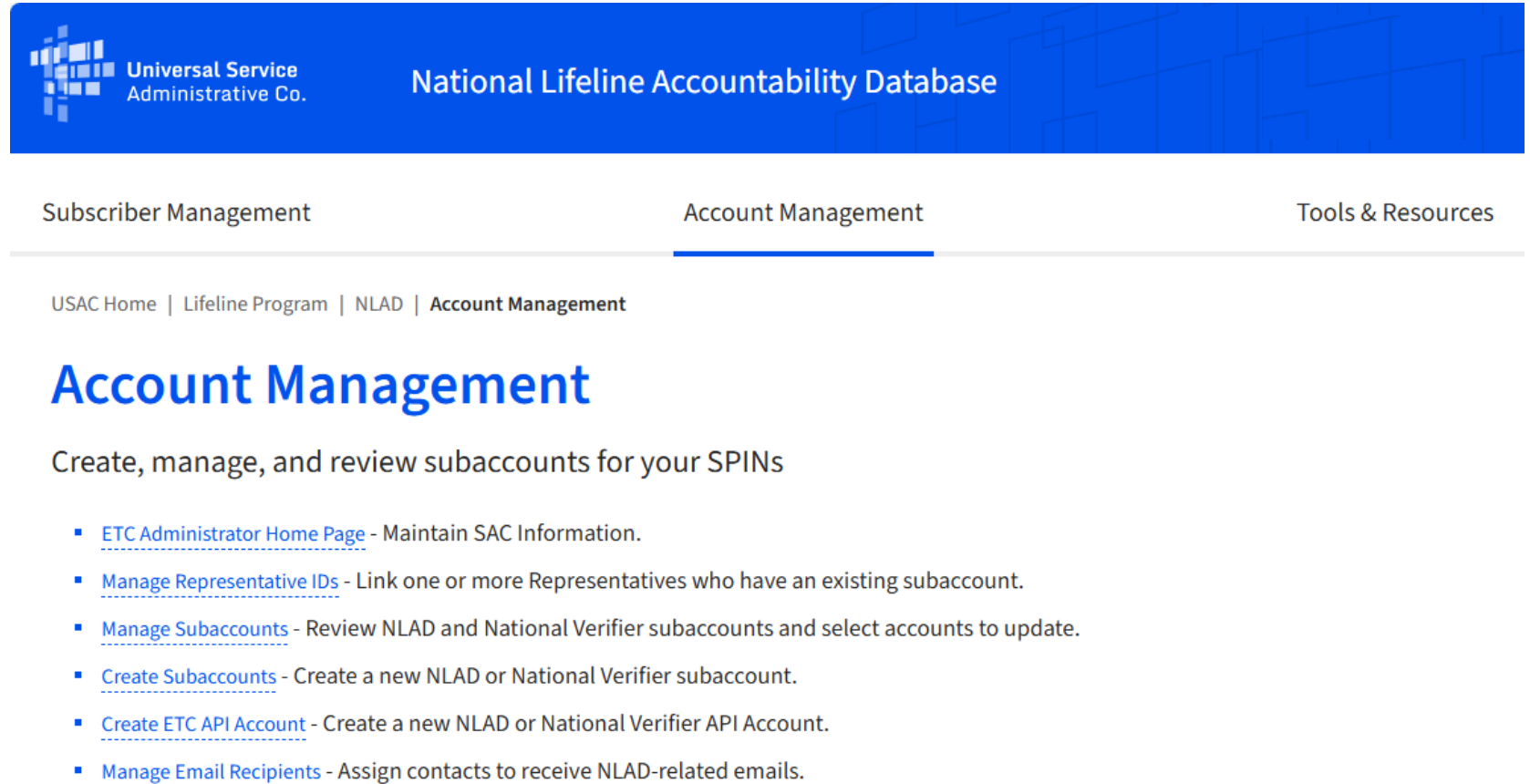
NLAD users can perform five types of transactions to manage subscribers:

- **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.



The screenshot shows the top navigation bar of the National Lifeline Accountability Database. The bar is blue with the Universal Service Administrative Co. logo on the left and the title 'National Lifeline Accountability Database' on the right. Below the bar are three tabs: 'Subscriber Management', 'Account Management' (which is highlighted with a blue underline), and 'Tools & Resources'. Below the tabs is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Account Management'. The main heading 'Account Management' is displayed in large blue text. Below this heading is a subheading 'Create, manage, and review subaccounts for your SPINs'. A list of six links with descriptions follows:

- [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.

# National Lifeline Accountability Database

## Account Types and Functions

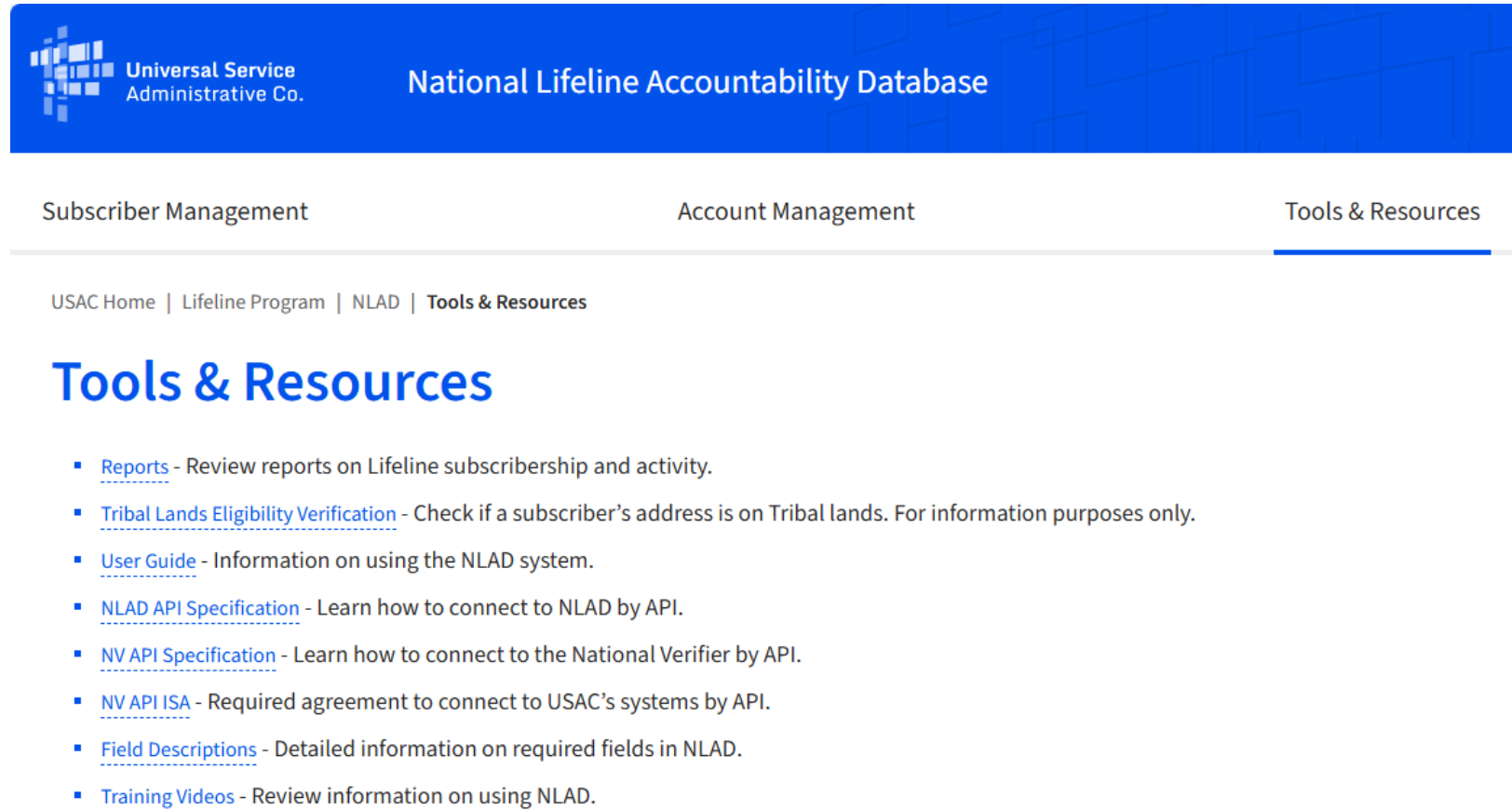
- NLAD has five account types and functions:
  - **497 Officer** - responsible for certifying claims in the Lifeline Claims System (LCS) and creating the ETC Administrator role in NLAD
  - **ETC Administrator** - manage all National Verifier and NLAD subaccounts (ETC Analyst, ETC Operations, ETC Agent), 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



The screenshot shows the top navigation bar of the National Lifeline Accountability Database (NLAD) website. The header is blue with the Universal Service Administrative Co. logo on the left and the title "National Lifeline Accountability Database" on the right. Below the header is a white navigation bar with three links: "Subscriber Management", "Account Management", and "Tools & Resources", which is currently selected and underlined. Below the navigation bar is a breadcrumb trail: "USAC Home | Lifeline Program | NLAD | Tools & Resources". The main content area is titled "Tools & Resources" in large blue font. Below this title is a list of eight links, each with a brief description:

- [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.
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- [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

The form is titled "Enroll Subscriber" and features a progress bar at the top with four steps: "Subscriber Information" (active), "Subscriber Address", "Telephone Information", and "Review". A "Instructions" link is located in the top right corner. The "Subscriber Information" section includes a "SAC" dropdown menu, an "Application ID Enrollment" checkbox, and text input fields for "First Name", "Middle Name Optional", and "Last Name". Below these are fields for "Last 4 SSN" and "Date of Birth" with a date format example "e.g. mm/dd/yyyy". A "Benefit Qualifying Person (optional)" dropdown is at the bottom.

Subscriber Information

SAC

Application ID Enrollment

First Name

Middle Name Optional

Last Name

Last 4 SSN

Date of Birth

e.g. mm/dd/yyyy

Benefit Qualifying Person (optional) ▾

[Next](#)

# 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

[Instructions](#)

#### Subscriber Information

SAC

☒ Application ID Enrollment

Application ID

First Name

Last Name

Date of Birth

e.g. mm/dd/yyyy

BQP First Name ?

BQP Last Name ?

[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

[Instructions](#)

#### Subscriber Information

SAC

☐ Application ID Enrollment

First Name

Middle Name Optional

Last Name

Last 4 SSN

[Use Tribal Identification Number instead](#)

Date of Birth

e.g. mm/dd/yyyy

[Benefit Qualifying Person \(optional\)](#) ^

First Name

Middle Name Optional

Last Name

Last 4 SSN

[Use Tribal Identification Number instead](#)

Date of Birth

e.g. mm/dd/yyyy

[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

The form is titled "Enroll Subscriber" and features a progress bar at the top with four steps: "Subscriber Information" (checked), "Subscriber Address" (checked), "Telephone Information" (active), and "Review" (unchecked). A link for "Instructions" is located in the top right corner.

The "Telephone Information" section contains the following fields:

- Service Type:** A dropdown menu.
- Service Initiation Date:** A date input field with a calendar icon, showing the format MM/DD/YYYY and an example e.g. mm/dd/yyyy.
- Telephone Number:** A text input field with a help icon.
- Lifeline Tribal Benefit:** Two radio button options: "No" and "Yes".
- Linkup Service Date:** An optional date input field with a calendar icon, showing the format MM/DD/YYYY.
- Consumer Email:** An optional text input field.
- ETC General Use:** An optional text input field.

At the bottom of the form, there are "Back" and "Next" buttons.



# 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

**Enroll Subscriber**

Subscriber Information ✓ Subscriber Address ✓ Telephone Information ○ Review ○

[Instructions](#)

**Telephone Information**

Service Type

Service Initiation Date

e.g. mm/dd/yyyy

Telephone Number

Lifeline Tribal Benefit

☐ No ☐ Yes

Linkup Service Date Optional

Consumer Email Optional

ETC General Use Optional

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

# Enroll Subscriber

## Review Subscriber Information

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

### Enroll Subscriber

[Instructions](#)

#### Review Subscriber Information

SAC

355141

☒ Application ID Enrollment

Application ID

Q54850-66622

First Name

Test

Last Name

User

Date of Birth

03/20/1988

e.g. mm/dd/yyyy

BQP First Name ?

BQP Last Name ?

Different Mailing Address? ^

Mailing Address

Apt, Unit, etc

City

State

▼

ZIP Code

#### Telephone Information

Service Type

Broadband ▼

Service Initiation Date

12/01/2025

e.g. mm/dd/yyyy

Telephone Number ?

Lifeline Tribal Benefit

☒ No☐ Yes

Linkup Service Date Optional

MM/DD/YYYY

Consumer Email Optional

ETC General Use Optional

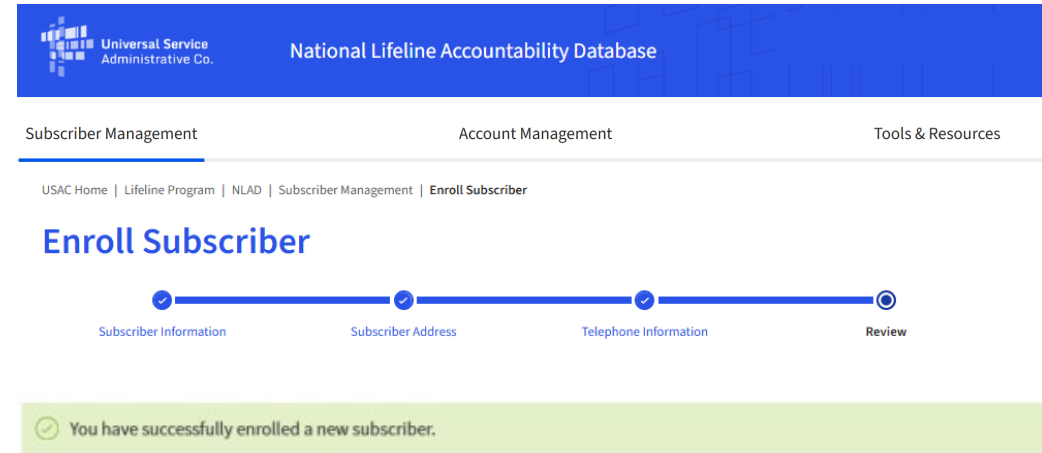
[Verify](#)[Enroll](#)

# 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

[Instructions](#)

#### Subscriber Information

SAC

☐ Application ID Enrollment

First Name

Middle Name Optional

Last Name

Telephone Number in NLAD Optional

Last 4 SSN

Use Tribal Identification Number instead

Date of Birth

e.g. mm/dd/yyyy

Benefit Qualifying Person (optional) ^

First Name

Middle Name Optional

Last Name

Last 4 SSN

Use Tribal Identification Number instead

Date of Birth

e.g. mm/dd/yyyy

[Next](#)

# 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., QXXXXXX-XXXXXX)
  - First Name
  - Last Name
  - Date of Birth
  - BQP First Name (if applicable)
  - BQP Last Name (if applicable)

### Transfer Subscriber

[Instructions](#)

#### Subscriber Information

SAC

☒ Application ID Enrollment

Application ID

First Name

Last Name

Date of Birth

e.g. mm/dd/yyyy

BQP First Name ⓘ

BQP Last Name ⓘ

[Next](#)

# 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


[Instructions](#)

Subscriber Information

SAC

☐ Application ID Enrollment

First Name

Middle Name Optional

Last Name

Telephone Number in NLAD Optional

Last 4 SSN

Use Tribal Identification Number instead

Date of Birth

e.g. mm/dd/yyyy

Benefit Qualifying Person (optional) ^

First Name

Middle Name Optional

Last Name

Last 4 SSN

Use Tribal Identification Number instead

Date of Birth

e.g. mm/dd/yyyy

[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

[Instructions](#)

#### Telephone Information

Service Type

Service Initiation Date

  
e.g. mm/dd/yyyy

Telephone Number ⓘ

Lifeline Tribal Benefit

☐

No

☐

Yes

Linkup Service Date Optional

  
MM/DD/YYYY

Consumer Email Optional

ETC General Use Optional

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

# 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


[Instructions](#)

#### Telephone Information

Service Type

Service Initiation Date

e.g. mm/dd/yyyy

Telephone Number [?](#)

Lifeline Tribal Benefit

☐ No

☐ Yes

Linkup Service Date Optional

Consumer Email Optional

ETC General Use Optional

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

# Transfer Subscriber

## Review Subscriber Information

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

**Transfer Subscriber**

Subscriber Information   Subscriber Address   Telephone Information   Review

[Instructions](#)

### Review Subscriber Information

SAC  
355141

☒ Application ID Enrollment

Application ID  
Q54850-66622

First Name  
Test

Last Name  
User

Date of Birth  
03/20/1988  
e.g., mm/dd/yyyy

BQP First Name

BQP Last Name

[Different Mailing Address?](#)

Mailing Address   Apt, Unit, etc

City   State   ZIP Code

### Telephone Information

Service Type  
Broadband

Service Initiation Date  
12/01/2025  
e.g., mm/dd/yyyy

Telephone Number

Lifeline Tribal Benefit  
☒ No   ☐ Yes

Linkup Service Date: Optional  
MM/DD/YYYY

Consumer Email: Optional

ETC General Use: Optional

**Transfer**

# 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

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.

# 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

[Instructions](#)

### Enter Subscriber Information

Select Type	Subscriber ID/Telephone Number	De-enroll Type
<input type="text" value="Select One"/>	<input type="text"/>	<input type="text" value="Production"/>

Search



# 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

 [Instructions](#)

<b>Subscriber Information</b>		
SAC	Subscriber ID	Phone Number
11111	A111111111	(111) 111-1111
First Name	Middle Name Optional	
TEST		
Last Name		
USER		
Last 4 SSN	Date of Birth	
X000X	XX/XX/XXXX	
Primary Address		
123 MAIN ST		
City	State	ZIP Code
NOT REAL TOWN	IA	12345
Mailing Address		
City	State	ZIP Code
<b>Telephone Information</b>		
Service Type	Service Initiation Date	
Voice	05/31/2012	
	Service Reverification Date	
ETC General Use		

## Reason for De-enrollment

Reason	Effective Date
<div>Select one</div>	<div>MM/DD/YYYY</div> <div>e.g. mm/dd/yyyy</div>

De-enroll

# 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

[Instructions](#)

Subscriber Information		
SAC 11111	Subscriber ID A111111111	Phone Number (111) 111-1111
First Name TEST	Middle Name Optional	
Last Name USER		
Last 4 SSN XXXX	Date of Birth XX/XX/XXXX	
Primary Address 123 MAIN ST		
City NOT REAL TOWN	State IA	ZIP Code 12345
Mailing Address		
City	State	ZIP Code
Telephone Information		
Service Type Voice	Service Initiation Date 05/31/2012	
	Service Reverification Date	
ETC General Use		

### Reason for De-enrollment

Reason

Select one

Effective Date

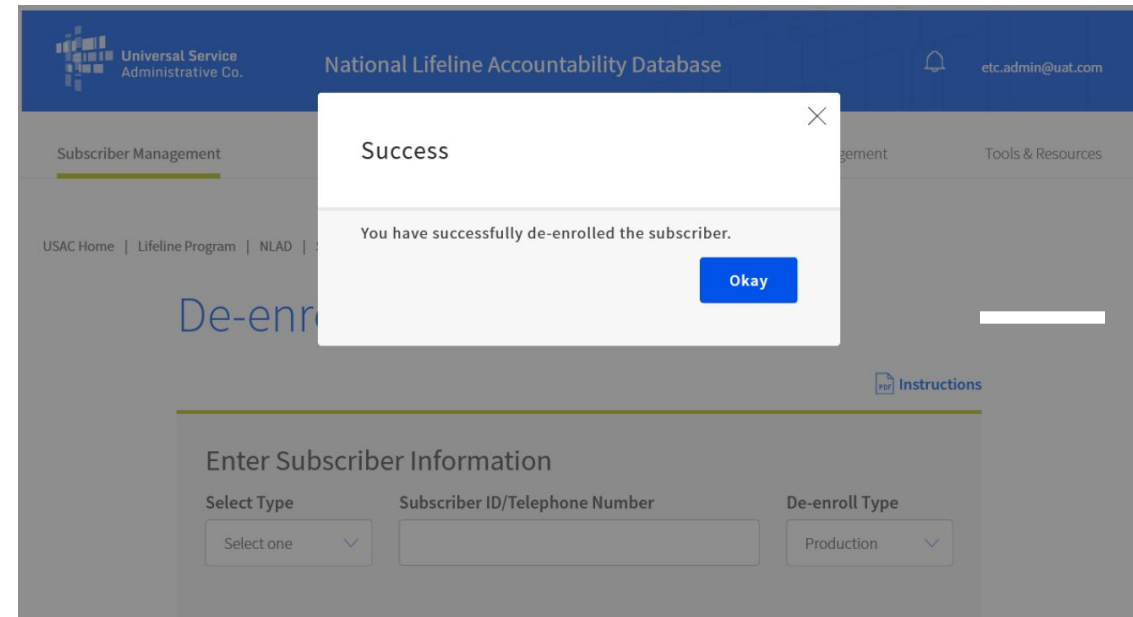
MM/DD/YYYY

e.g. mm/dd/yyyy

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

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.

# 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

[Instructions](#)

### Enter Subscriber Information

Select Type

Select One



Subscriber ID/Telephone Number

Update Type

Production

[Search](#)

# 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

[Instructions](#)

### Subscriber Information

SAC 11111	Subscriber ID G111111111	Phone Number (111) 111-1111	Anniversary Date 01/04/2026
First Name TEST	Middle Name Optional <input type="text"/>		
Last Name USER	Date of Birth XX/XX/XXXX		
Last 4 SSN XXXX	SCA Status Not SCA Eligible		

### Address Information

Primary Address 123 MAIN ST		
City NOT REAL TOWN	State MN	ZIP Code 12345
Primary Address <input type="text"/>	Apt, Unit, etc <input type="text"/>	
City <input type="text"/>	State <input type="text" value="v"/>	ZIP Code <input type="text"/>

### Different Mailing Address? [^](#)

Mailing Address 456 MAIN ST	<input type="checkbox"/> Clear out Mailing Address (Optional)	
City NOT REAL TOWN	State MN	ZIP Code 11111
Mailing Address <input type="text"/>	Apt, Unit, etc <input type="text"/>	
City <input type="text"/>	State <input type="text" value="v"/>	ZIP Code <input type="text"/>

### Telephone Information

Service Type <input type="text" value="Voice"/>	Service Initiation Date 01/04/2000
Phone Number <a href="#">?</a> (703) 222-2222	Service Reverification Date <input type="text" value="MM/DD/YYYY"/> <small>e.g. mm/dd/yyyy</small>
Consumer Email Optional <input type="text"/>	
ETC General Use Optional <input type="text"/>	

# Update Subscriber

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

The screenshot displays the National Lifeline Accountability Database (NLAD) interface. At the top, the header includes the Universal Service Administrative Co. logo, the title "National Lifeline Accountability Database", and a user email address "etc.admin@uat.com". Below the header, the "Subscriber Management" tab is active. A central modal window titled "Success" displays the message "You have successfully updated a subscriber." with an "Okay" button. The background shows the "Update" form with fields for "Select Type" (a dropdown menu), "Subscriber ID/Telephone Number" (a text input field), and "Update Type" (a dropdown menu set to "Production"). A "Search" button is located at the bottom right of the form area.



# 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.

The screenshot shows the NLAD website interface. At the top is a blue header with the Universal Service Administrative Co. logo and the text 'National Lifeline Accountability Database'. Below the header is a navigation bar with three tabs: 'Subscriber Management', 'Account Management', and 'Tools & Resources', with the latter being the active tab. Below the navigation bar is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Tools & Resources'. The main content area is titled 'Tools & Resources' and contains a list of links. The 'Reports' link is highlighted with a green box. The list includes: '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.', and 'Training Videos - Review information on using NLAD.'

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.

# 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)

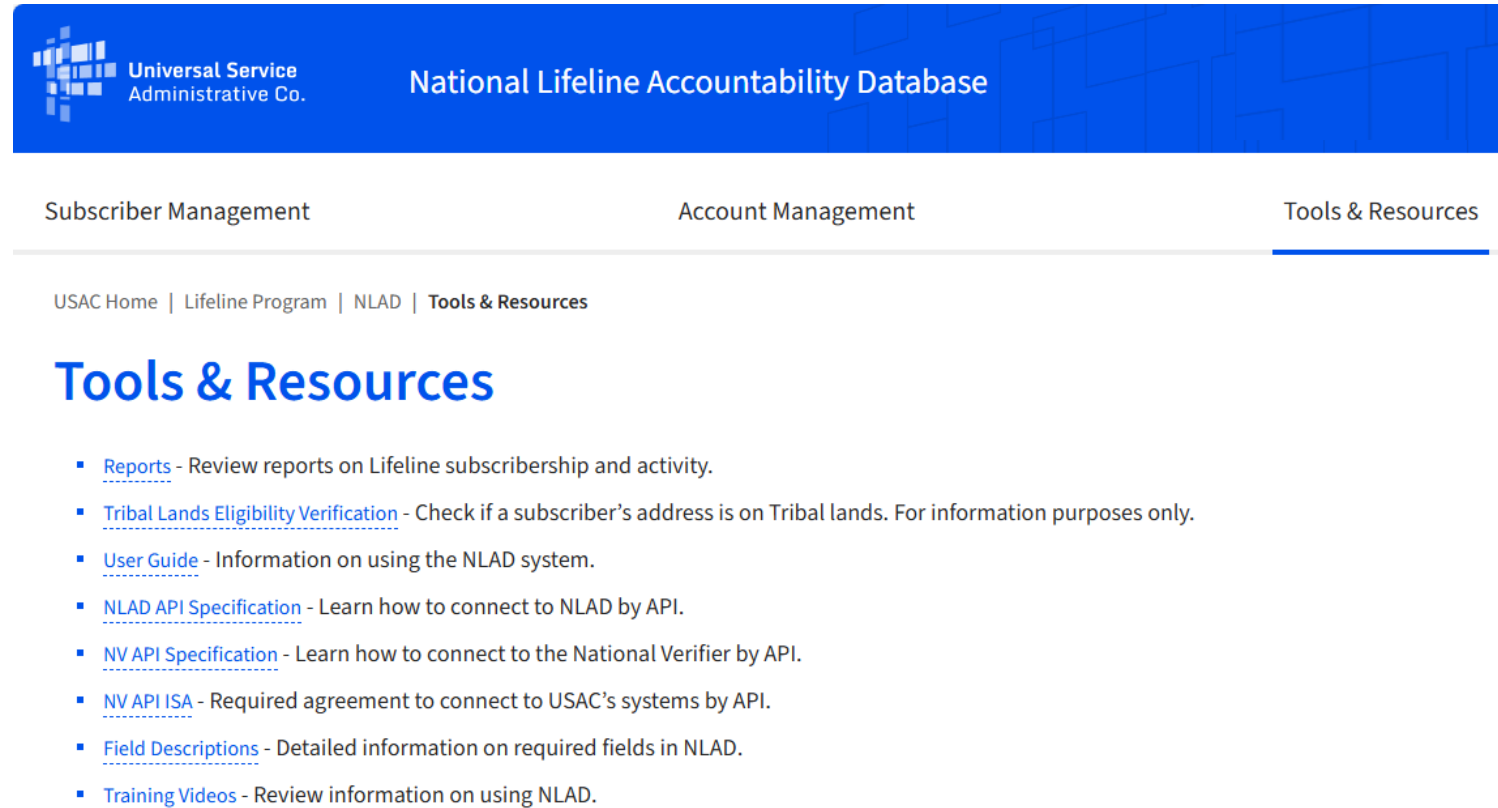
- **Linked Representatives Report - ETC Admin** is only available to 497 Officers and shows information on representative IDs linked.
- **Linked Representatives Report - Subaccounts** is only available to ETC Administrators and shows information on representative IDs linked to NLAD subaccounts (ETC Operations,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



The screenshot displays the National Lifeline Accountability Database (NLAD) website. At the top, a blue header bar contains the Universal Service Administrative Co. logo on the left and the text "National Lifeline Accountability Database" on the right. Below the header, a navigation bar features three tabs: "Subscriber Management", "Account Management", and "Tools & Resources", with the latter being the active tab. A breadcrumb trail below the navigation bar reads "USAC Home | Lifeline Program | NLAD | Tools & Resources". The main content area is titled "Tools & Resources" in large blue font. Below this title, a list of links with brief descriptions is provided:

- [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.

# Other Resources

## NLAD Resources

- [NLAD webpage](#)
- [NLAD Maintenance Schedule](#)
- [NLAD instructional videos](#)

## General Resources

- Visit [usac.org/lifeline](https://usac.org/lifeline) for general program information.
- Email [LifelineProgram@usac.org](mailto: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](mailto:LifelineProgram@usac.org) to get added to outreach specific to California service providers during the transition.

## Subscribe

Fill out and submit the form below to sign up for one or several of our newsletters and/or listservs, or [manage your subscriptions](#).

### Your Information

First Name

Last Name

Email

### Choose Program

**E-Rate**  
☐ News Brief

**Tribal Stakeholders**  
☐ Tribal Nation Newsletter

**High Cost**  
☐ Detailed HUBB Updates  
☐ Program Updates

**Lifeline**  
☐ Program Newsletter  
☐ NLAD Bulletin  
☐ Consumer Advocates

**Rural Health Care (RHC) Program**  
☐ Healthcare Connect Fund (HCF) Program (Consortia)  
☐ Healthcare Connect Fund (HCF) Program (Individual HCPs)  
☐ Telecom Program

**Service Providers**  
☐ FCC Form 499 (Contributors)

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**Thank You!**



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