



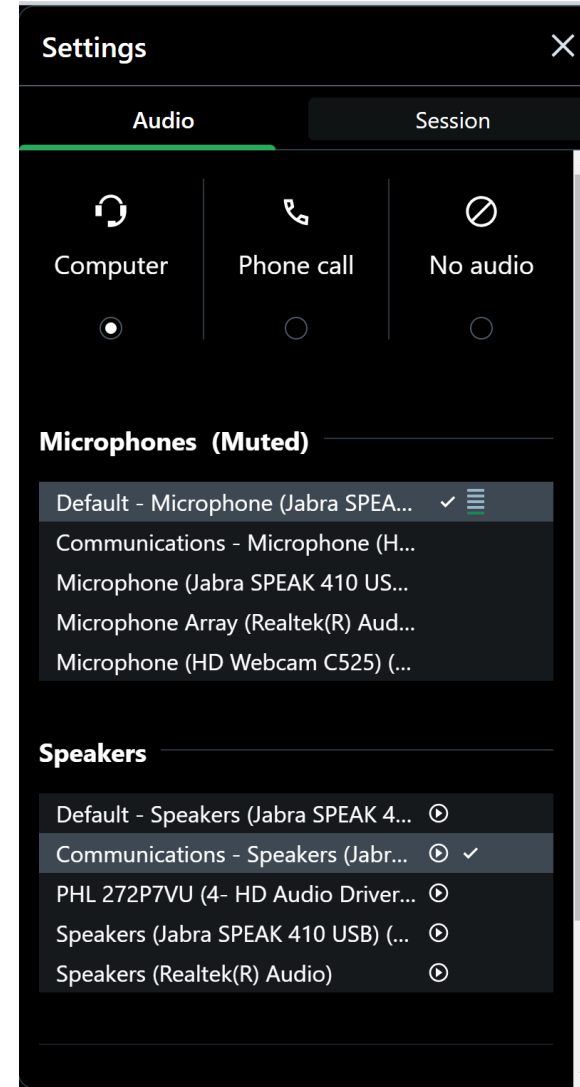
Navigating USAC Systems

Lifeline Program

June 10, 2026

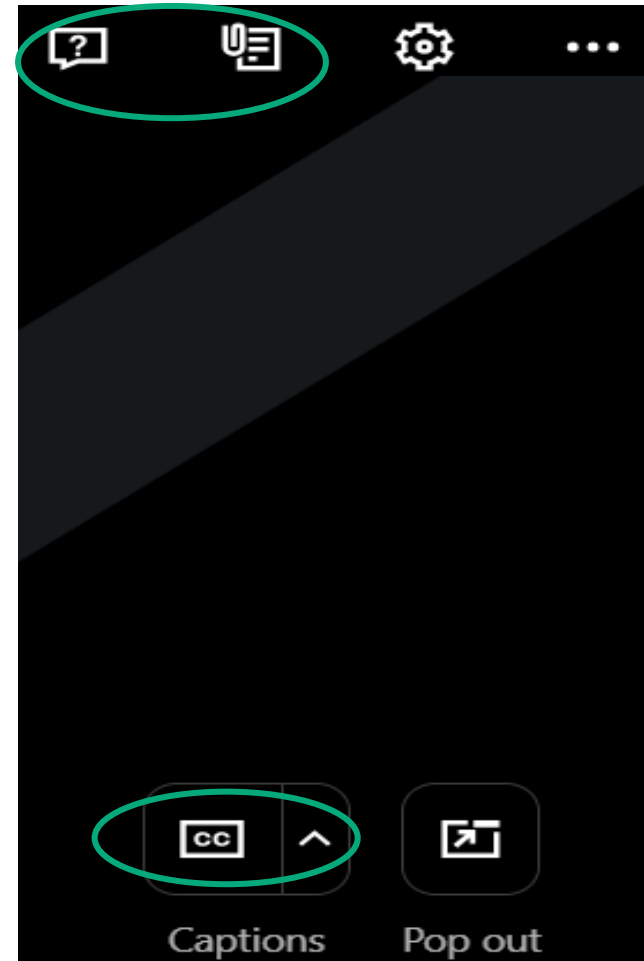
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Meet Our Team

Elizabeth Dewey

Senior Communications Specialist

Oladotun Adio

Communications Specialist

Agenda

- Announcements
- Introduction
- Lifeline Systems
 - E-File
 - Representative Accountability Database (RAD)
 - National Lifeline Accountability Database (NLAD)
 - National Verifier
 - Lifeline Claims System (LCS)
- Resources

Announcements

Announcements

Relief to Lifeline Participants Affected by Sinlaku Weather Events

- On April 23, 2026, the Wireline Competition Bureau (WCB) of the Federal Communications Commission (FCC) released an [Order](#), followed by an [Erratum](#) on April 27, that temporarily waives the non-usage, de-enrollment for non-usage, and recertification requirements under the Lifeline rules for participants in the Affected Disaster Areas in Guam and the Commonwealth of the Northern Mariana Islands.
- The waiver period under this Order runs through **June 11, 2026**.
- See the [April 28, 2026](#), bulletin for more information regarding usage, de-enrollment, and outreach.

Announcements

WCB Public Notice: Reminder, FCC Form 481 Due July 1, 2026

- On June 5, 2026, WCB released a [Public Notice](#) reminding Lifeline providers to file FCC Form 481 by July 1, 2026.
- **All ETCs participating in Lifeline must file and certify the form, even if the provider is not seeking Lifeline support.**
- All outstanding and future Lifeline reimbursements will be withheld from ETCs who do not file by the deadline and until receipt of the FCC Form 481.
- For more information on the FCC Form 481, see our [April 1](#) and [June 8](#) bulletins, watch the most recent [webinar](#) or visit our [File FCC Form 481](#) page.

Introduction

Introduction

USAC Overview

- The Universal Service Administrative Company (USAC) is an independent, not-for-profit organization designated by the Federal Communications Commission (FCC) as the 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, including Lifeline, and provides guidance to USAC.
 - USAC administers all programs, including Lifeline, 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 set up fees at addresses on qualifying Tribal lands receiving voice service from certain service providers.

\$9.25 Survivor Benefit

Monthly discount of up to \$9.25 for up to six months on phone, internet, or bundled service for survivors of domestic violence, sexual assault, or related crimes.

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

Introduction

How to Qualify for Lifeline

- Households can [qualify for the standard Lifeline](#) benefit in **three ways**:

1

Household income

at or below 135 percent of the [Federal Poverty Guidelines](#).

2

Participation in certain federal assistance programs

SNAP, Medicaid, Supplemental Security Income, federal public housing assistance, or Veterans Pension and Survivors Benefit.

3

Participation in certain Tribal assistance programs

Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy Families (Tribal TANF), or the Food Distribution Program on Indian Reservations (only available to households that live on Tribal lands).

Introduction

Survivor Benefit

- Survivors of domestic violence, human trafficking, and related crimes experiencing financial hardship who attempt a line separation request can qualify for the **Survivor Benefit** in any of the following ways:
 - 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 Systems

Lifeline Systems

Overview

- The Lifeline program uses four USAC systems to support service providers. These systems are listed below:

	Representative Accountability Database (RAD)	National Lifeline Accountability Database (NLAD)	National Verifier	Lifeline Claims System (LCS)
System Functions	<ul style="list-style-type: none"> Representative registration 	<ul style="list-style-type: none"> Subscriber management 	<ul style="list-style-type: none"> Consumer eligibility verification 	<ul style="list-style-type: none"> Claims system for service providers to file reimbursements
User Functions	<ul style="list-style-type: none"> Where service provider agents register for their Representative ID 	<ul style="list-style-type: none"> 497 Officers use this system to assign the ETC Administrator user role ETC Administrators assign ETC Analyst, ETC Operations, and ETC Agent user roles 	<ul style="list-style-type: none"> ETC Administrator, Analyst, Operations, and Agent user roles automatically receive access to the National Verifier once their accounts are created in NLAD 497 Officers do not have access to the National Verifier 	<ul style="list-style-type: none"> Only 497 Officers and 497 Users have access to LCS Claims can only be certified by a 497 Officer

Note: USAC uses a single sign-on dashboard, [One Portal](#), where users can log into NLAD, the National Verifier, and LCS.

E-File

E-File

Overview

- Getting access to all Lifeline systems begins with [E-File](#).
 - Service providers are required to complete [FCC Form 498](#) and [register for a 498 ID](#) by visiting E-File in [One Portal](#).
 - FCC Form 498 is used to collect remittance, payment, and contact information for companies that receive support from the Lifeline program.
 - A 498 ID is required for all service providers and is a unique number that ensures that approved support is directed to the correct service provider.
 - Once FCC Form 498 has been successfully completed, a 498 ID is assigned to the service provider's Company Officer listed on the provider's Form 498, making them the 498 Officer.
- In E-File, the 498 Officer must assign a 497 Officer who will be responsible for certifying Lifeline reimbursement claims and assigning the ETC Administrator account in NLAD.

E-File

Service Provider User Accounts

- The following user accounts are created in E-File:

498 Officer

- Submits and certifies the FCC Form 498.
- Assigns and manages the 497 Officer and other 497 User roles.

497 Officer

- Responsible for certifying reimbursement claims.
- Manages the ETC Administrator user role in NLAD.

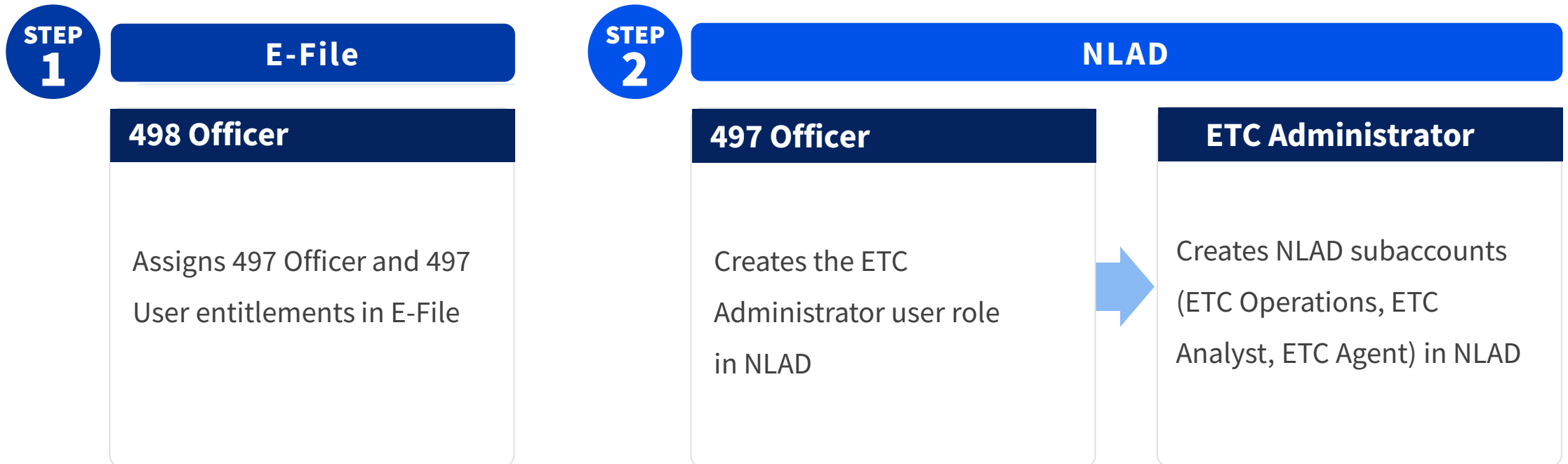
497 User

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

E-File

Accessing Lifeline Systems

- Below is a high-level overview of the steps required to access Lifeline systems, beginning with E-File:



Questions?

Representative Accountability Database

Representative Accountability Database

Overview

- The [Representative Accountability Database](#) (RAD) is a registration system that validates the identities of service provider representatives performing transactions in NLAD and the [National Verifier](#).
- All NLAD subaccounts (except the 497 Officer) are required to register for a **Representative ID** to verify their identity.
 - Once a user's identity is verified, RAD issues a unique 9-digit number called the **Representative ID** which connects them to the transactions they perform in NLAD and the National Verifier.
 - **Representative IDs should only be shared with the carrier(s) for which the representative works.**

Representative Accountability Database

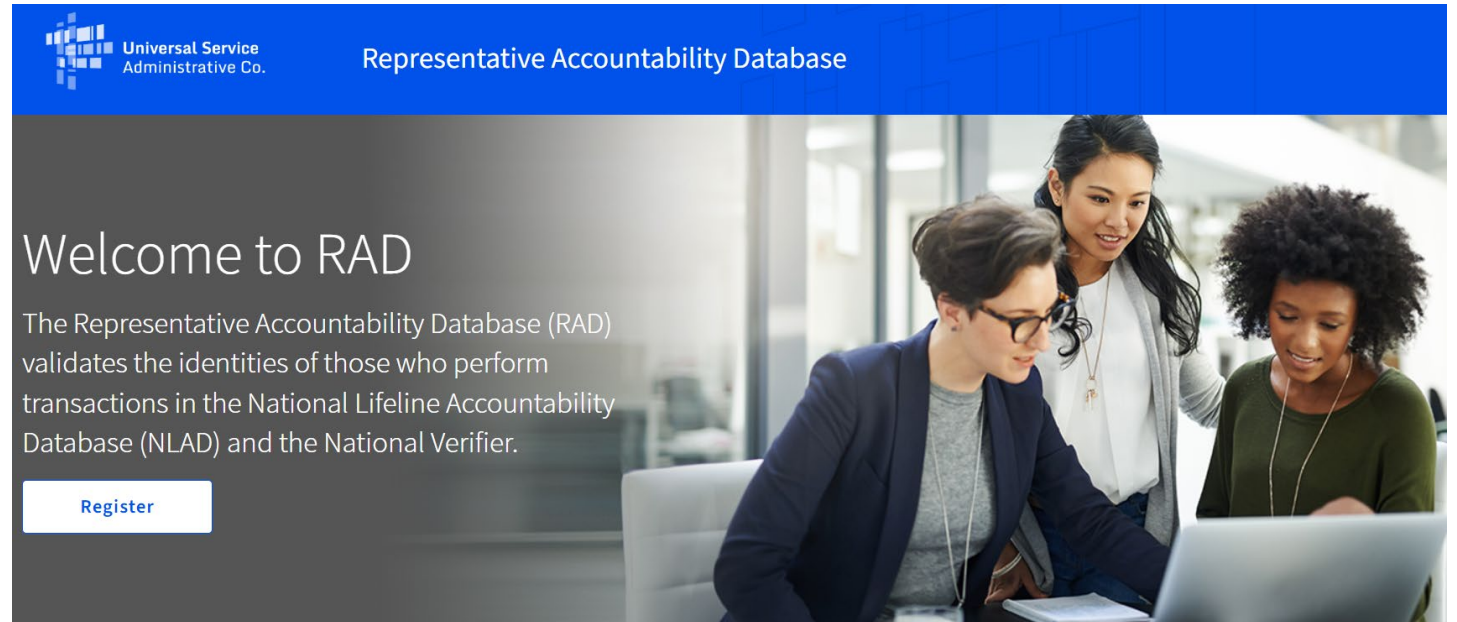
Registration & User Roles

- RAD registration is a two-step process:
 1. Representatives [self-register for a Representative ID](#), which is needed to perform transactions in NLAD and the National Verifier.
 2. Once a representative has received their Representative ID, they are required to provide it to their 497 Officer or ETC Administrator.
 - The 497 Officer or ETC Administrator will use the Representative ID to create the representative's NLAD and National Verifier account credentials.
- Once the account credentials and Representative ID are linked, users can perform transactions in NLAD and the National Verifier. These users include:
 - ETC Administrators
 - ETC Analysts
 - ETC Operations
 - ETC Agents

Representative Accountability Database

Register Online

- Representatives can begin the registration process at LifelineRad.org.



The image shows a screenshot of the Representative Accountability Database (RAD) website. At the top left, there is a logo for Universal Service Administrative Co. and the text "Universal Service Administrative Co." to its right. To the right of the logo, the text "Representative Accountability Database" is displayed. Below this header, there is a large image of three people (two women and one man) looking at a laptop. Overlaid on the left side of this image is the text "Welcome to RAD" in a large, white font. Below this, in a smaller white font, is the text: "The Representative Accountability Database (RAD) validates the identities of those who perform transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier." At the bottom left of the image area, there is a white button with the text "Register" in blue.

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 program through the National Verifier, their service provider must enroll them using NLAD so that the subscriber can receive the benefit and so that service providers can claim reimbursements.
 - NLAD is available in all states except for Oregon and Texas, which are considered *NLAD [opt-out states](#)*.

Universal Service Administrative Co.

Dashboard

Upcoming Dates

06/10 2026	June 2026 Monthly Webinar
07/08 2026	July 2026 Monthly Webinar
08/12 2026	August 2026 Monthly Webinar

[see full calendar](#)

Lifeline

- 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.
- FCC Form 555 - The FCC Form 555 reports company recertification results. All

National Lifeline Accountability Database

Account Types and Functions

- NLAD has 4 account types and functions:

497 Officers

Are responsible for certifying claims and overseeing the ETC Administrator user role.

ETC Administrators

Manage all sub-accounts (Analyst, Operations, and Agent roles) and can perform subscriber transactions, query subscriber data, and view reports. These users can also access the National Verifier to check consumer eligibility.

ETC Analysts

Can perform subscriber transactions, query subscriber data, and view reports in NLAD, and can use the National Verifier to confirm consumer eligibility.

ETC Operations

Users can query data and view reports in NLAD, as well as use the National Verifier to confirm consumer eligibility.

ETC Agents do not have access to NLAD and can only use the National Verifier to confirm consumer eligibility.

National Lifeline Accountability Database

Transaction Types

- Users can perform 5 types of transactions in NLAD to manage subscribers:

Verify	<ul style="list-style-type: none">• Allows providers to pre-validate whether a subscriber transaction would successfully process in NLAD
Enroll	<ul style="list-style-type: none">• Enrolls new subscribers in Lifeline and adds them to the service provider's NLAD subscriber records
Transfer	<ul style="list-style-type: none">• Transfers existing Lifeline subscribers from their current service provider in NLAD to allow the transacting provider to provide Lifeline service to the subscriber• The subscriber must give their consent
Update	<ul style="list-style-type: none">• Allows providers to update subscriber information such as contact information
De-enroll	<ul style="list-style-type: none">• Removes or de-enrolls subscribers from NLAD who no longer receive the Lifeline benefit

National Lifeline Accountability Database

Subscriber Management

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

Individual Transactions (Portal)

- 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.
- To use the NLAD API, service providers must have a signed Interconnection Security Agreement (ISA) with USAC.

Questions?

National Verifier

National Verifier

Overview

- The National Verifier is Lifeline's centralized application system that determines whether consumers are eligible for Lifeline.
- Service providers in all 56 states and territories, except in NLAD [opt-out states](#) (Texas and Oregon), must use the National Verifier to help consumers apply for Lifeline.
- Both service providers and consumers have access to the National Verifier.
 - Service providers can use the National Verifier [service provider portal](#) to help consumers complete an application.
 - Consumers can use the National Verifier to apply for Lifeline using the [online application](#).
- Review the [National Verifier 101](#) webinar for additional information.

National Verifier

Access National Verifier

- The National Verifier can be found online at LifelineSupport.org.
 - Service providers can click the **Sign In** button to be redirected to the sign-in page for access to the system.
 - Consumers can select **Apply Now** to begin their application.
- Service providers can also access National Verifier from the One Portal dashboard.

USAC Lifeline Support

Get Lifeline ▾ Manage My Benefit ▾ Companies Near Me Community Education

Get Phone or Internet Service for Less

Lifeline is a federal program that lowers the monthly cost of phone or internet service.

Apply Now

Universal Service Administrative Co. Sign Out

etc.admin@uat.com ▾

Dashboard

Upcoming Dates

01/31 2025 **FCC Form 555**
Due January 31

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).

Help?

Send us a message
[Click here](#)

Call us
(800) 877-8339

Lifeline Claims System

Lifeline Claims System

Overview

- The [Lifeline Claims System \(LCS\)](#) is the online filing system that service providers use to receive reimbursements for offering Lifeline-supported services to eligible consumers.
- After providing eligible consumers with Lifeline-supported service, service providers must submit claims to receive reimbursement.
- Service providers must submit one reimbursement claim for each month they are claiming support through LCS.
- Service providers have up to one year after the data month to submit original claims and upward revisions.

Lifeline Claims System Overview



Review Claims

Complete Claims
Template

Certify Claims

Download and review
the list of subscribers
eligible for
reimbursement.

Populate and submit
the template
with necessary
information about
subscribers.

Certify claims submissions
within one year of the snapshot
date (taken on 1st of the
month).

Lifeline Claims System

Reimbursement

- Service providers must submit one reimbursement claim for each month they claim support, even if there are no subscriber changes within the last month.
- A snapshot is taken in NLAD on the 1st of the month and shows the total number of subscribers eligible for reimbursement for the prior month.
 - For example, a snapshot taken on June 1, 2026, shows the subscribers eligible for reimbursement for the May 2026 data month.
- In NLAD opt-out states (Oregon and Texas) service providers can only claim subscribers listed on the file in LCS provided by their state [Public Utility Commission \(PUC\)](#).
- Claims certified by the 8th of the month are processed for reimbursement in the same month.

Lifeline Claims System

User Roles and Responsibilities

497 Officer



- Must certify reimbursement claims, and can upload, modify, and submit claims.

497 User



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

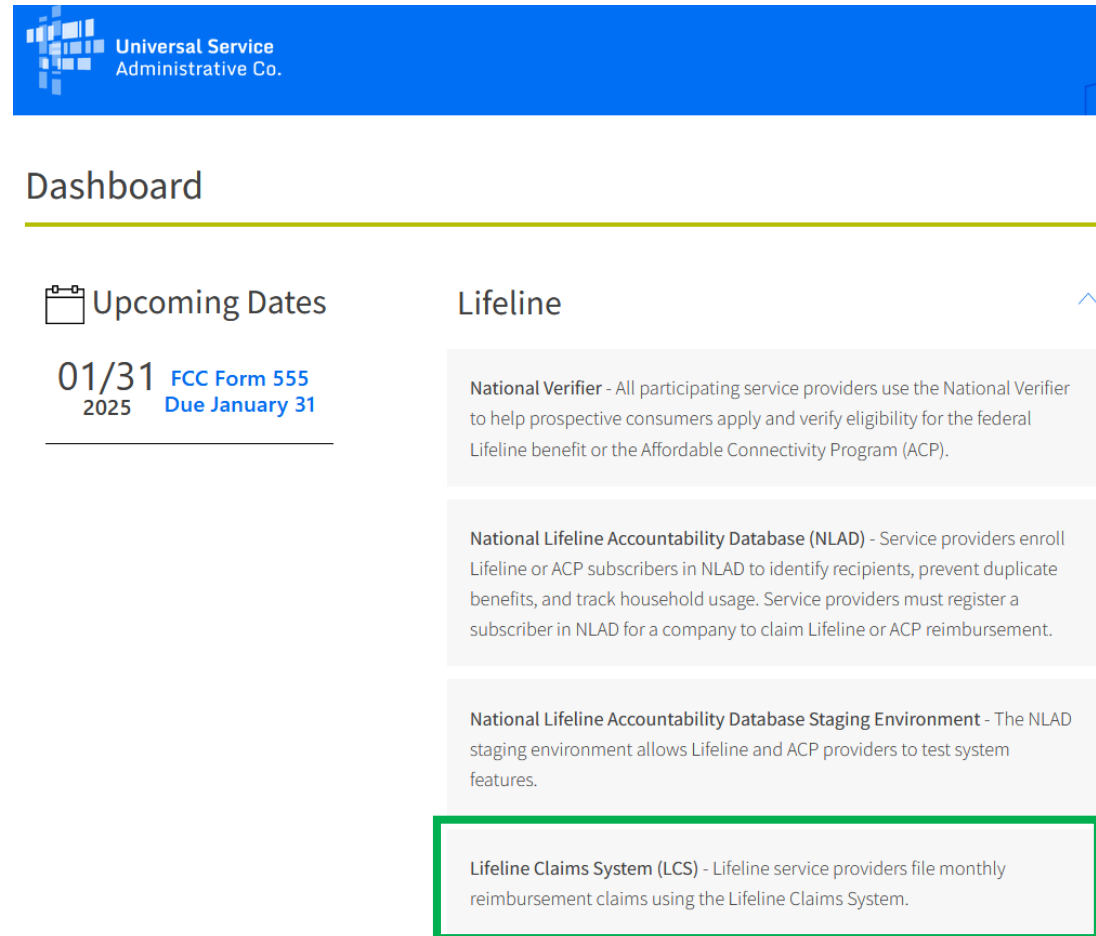


As a reminder, the 497 Officer and 497 User roles are assigned and managed in E-File, which can be accessed through USAC's [One Portal](#) system.

Lifeline Claims System

LCS Access

- Service providers can access LCS from the [One Portal](#) dashboard.
 - **Reminder:** LCS users must have 497 Officer or 497 User credentials to access LCS.



Universal Service Administrative Co.

Dashboard

Upcoming Dates

01/31 2025 **FCC Form 555 Due January 31**

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.

Questions?

Resources

Representative Accountability Database

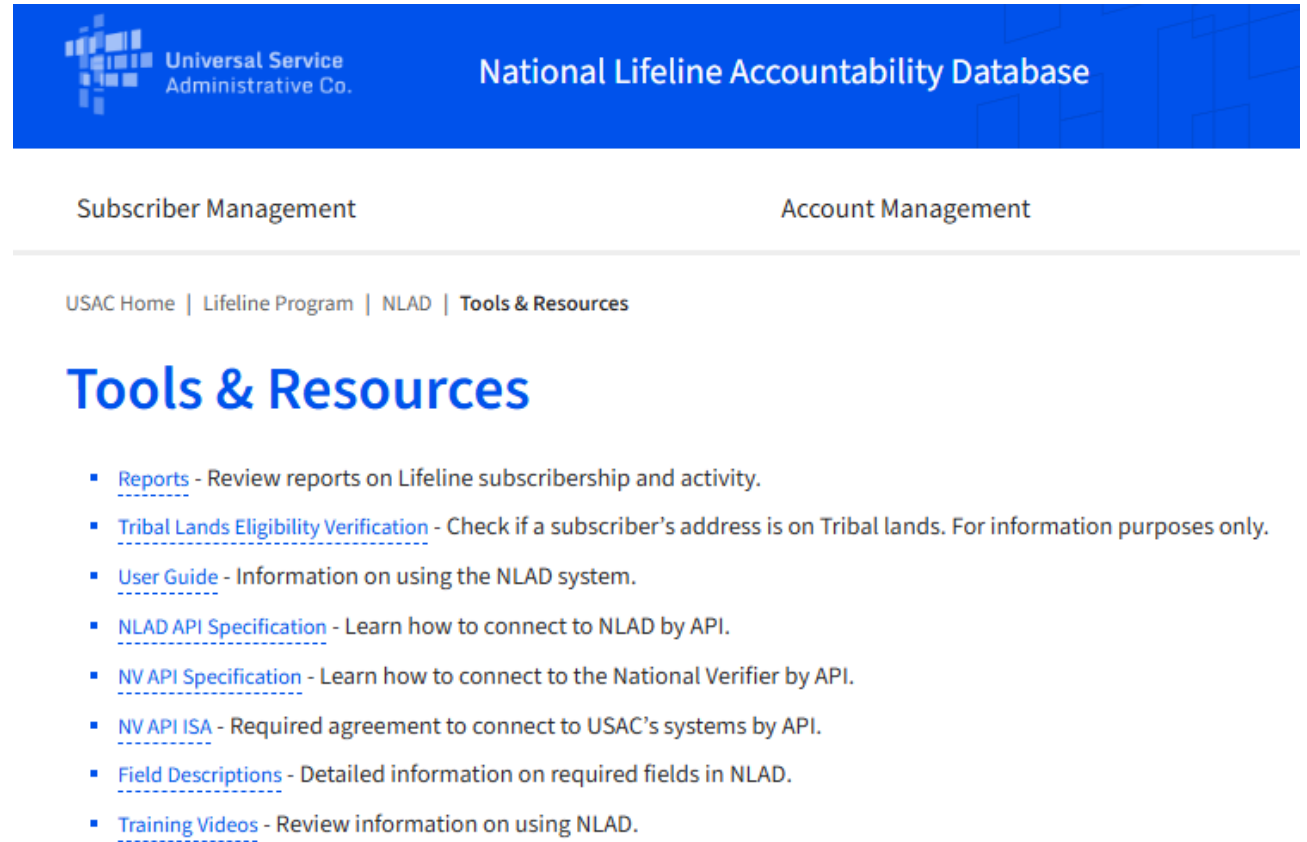
Resources

- For additional information on RAD, view the following:
 - The [Representative Accountability Database 101](#) webinar
 - USAC's [RAD page](#) which provides a detailed overview of RAD and lists important links on [how to register](#) and [manage representative IDs](#)
 - The [RAD Resources](#) page which lists frequently asked questions and an instructional video

National Lifeline Accountability Database

Resources

- Additional resources are available in the **Tools & Resources** section of NLAD and include some of the following:
 - Reports
 - User Guide
 - NLAD API Specifications
 - Field Descriptions
- Review [NLAD FAQs](#)
- Review the [NLAD 101 webinar](#) for a system overview
- Learn how to [resolve NLAD errors](#)



Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management Account Management

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.

Lifeline Claims System

Resources

- For more information on the LCS, view:
 - [Lifeline Claims System \(LCS\) web page](#)
 - [Lifeline Claims System User Guide](#)
 - [Reimbursement FAQs](#)
 - [LCS Upload Field Descriptions](#)
 - [Lifeline Claims System 101](#) webinar
- For instructional videos, view:
 - [How to Submit Claims in LCS in NLAD States](#)
 - [How to Submit Claims in LCS in NLAD Opt-Out States](#)
- Email Form497@usac.org for questions about claims and disbursements.

Lifeline Program

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.

July Webinar

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

- **Date:** July 8, 2026
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** Continued Eligibility Process

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

[Continued Eligibility Process](#)

📅 July 08, 2026 ⌚ 03:00 pm – 04:00 pm ET

Lifeline Monthly Newsletter

- [Subscribe](#) to the Lifeline monthly newsletter for program updates, reminders, and announcements.

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
<input type="text"/>	<input type="text"/>

Email

Choose Program

E-Rate <input type="checkbox"/> News Brief	Rural Health Care (RHC) Program <input type="checkbox"/> Healthcare Connect Fund (HCF) Program (Consortia) <input type="checkbox"/> Healthcare Connect Fund (HCF) Program (Individual HCPs) <input type="checkbox"/> Telecom Program
Tribal Stakeholders <input type="checkbox"/> Tribal Nation Newsletter	Service Providers <input type="checkbox"/> FCC Form 499 (Contributors)
High Cost <input type="checkbox"/> Detailed HUBB Updates <input type="checkbox"/> Program Updates	
Lifeline <input type="checkbox"/> Program Newsletter <input type="checkbox"/> NLAD Bulletin <input type="checkbox"/> Consumer Advocates	

Thank You!



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