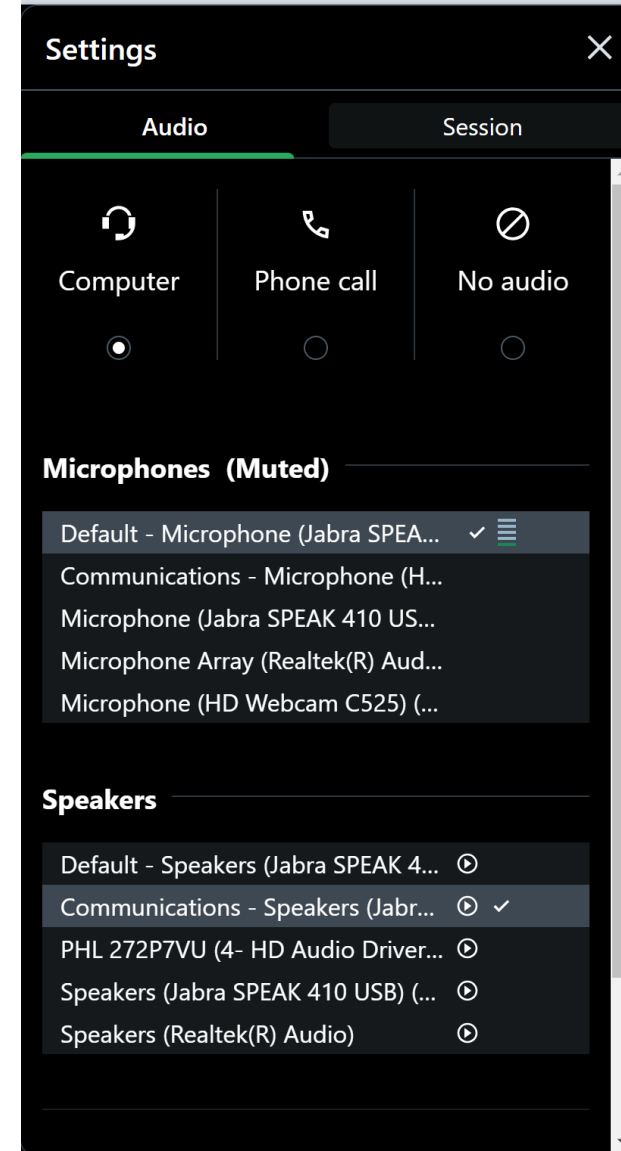


Understanding and Resolving National Lifeline Accountability Database (NLAD) Error Codes

Lifeline Program
May 13, 2026

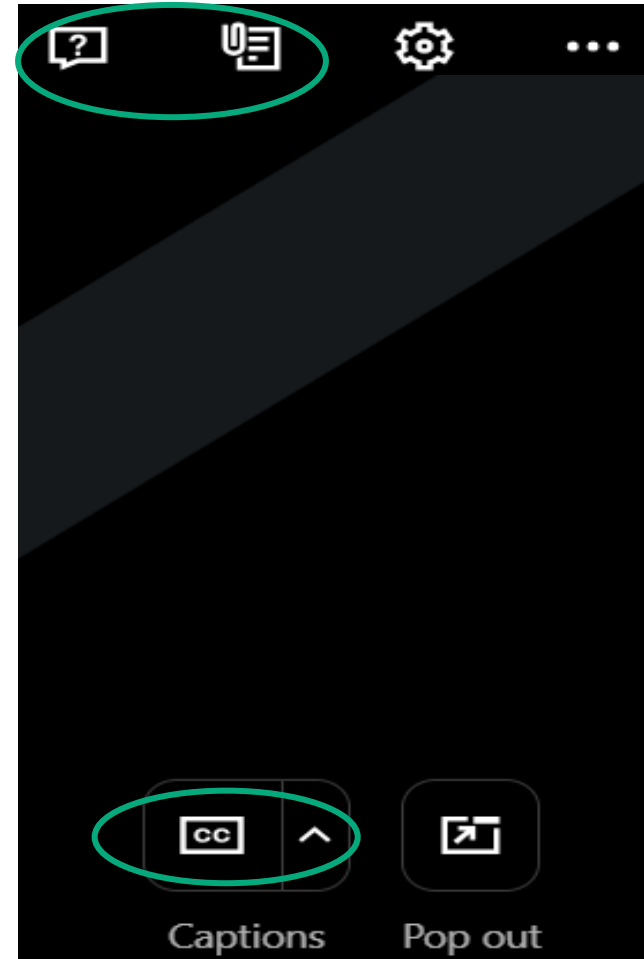
Housekeeping – Audio

- This webinar is being recorded.
- Audio is available through **your** computer's speakers.
- Double check your speaker settings.
- Make sure you are connected to a source that works.
- The audience is muted.
- If your audio or slides freeze, restart the webinar.



Housekeeping

- A copy of the slide deck is in the **Materials** section of the webinar panel.
- Enter questions at any time using the **Questions** box.
- **Attendees control their own captioning.**
 - You control the font size and color on CC.
 - Toggle CC off and on at your preference.



Meet Our Team

Linnita Hosten

Senior Communications Specialist

Elizabeth Dewey

Senior Communications Specialist

Agenda

- Announcements
- National Lifeline Accountability Database (NLAD)
- Subscriber Management
- Common Errors/Warnings
 - Enrollment
 - Update
 - Transfer
 - De-Enrollment
- Frequently Asked Questions (FAQs)
- 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

LifelineSupport.org Enhancements

- Lifeline's consumer website LifelineSupport.org has been updated to improve the consumer experience and make key information easier to access.
- The following web pages have been simplified and reorganized to improve clarity and usability:
 - [About Lifeline](#)
 - [How to Apply](#)
 - [How to Qualify](#)
 - [Tribal Lands Benefit](#)
 - [Supporting Documents](#)
- These improvements are apart of USAC's ongoing commitment to ensure that Lifeline information is accessible, helpful, and easy to understand.

Announcements

New NLAD De-Enrollment Codes Are Available

- On April 22, USAC implemented new NLAD de-enrollment codes by adding the following new codes:
 - deEnrollSubscriberInitiated, deEnrollMovedfromServiceArea, deEnrollNotEligible, deEnrollImproperEnrollment
- The following codes have been removed:
 - deEnrollLeaving and deEnrollFailedRecertification.
- Providers must ensure the de-enrollment date and the correct code is selected and accurately reflects why the subscriber is being de-enrolled.
- For additional details on the new de-enrollment codes, service providers should review Lifeline's [February 19, 2026](#), bulletin announcement.

Announcements

Filing FCC Form 481 Training

- USAC's High Cost team will host a [webinar](#) on **Tuesday, May 19th at 2 p.m. ET** where service providers can learn more about how to file an FCC Form 481 and changes to the form for the current filing window.
- For the 2026 filing, **all ETCs** participating in Lifeline must file and certify the form by July 1, 2026, even if the provider is not seeking Lifeline support.
- For more information on the FCC Form 481, see our [April 1, 2026](#) bulletin or visit our [File FCC Form 481](#) page.

National Lifeline Accountability Database (NLAD)

National Lifeline Accountability Database (NLAD)

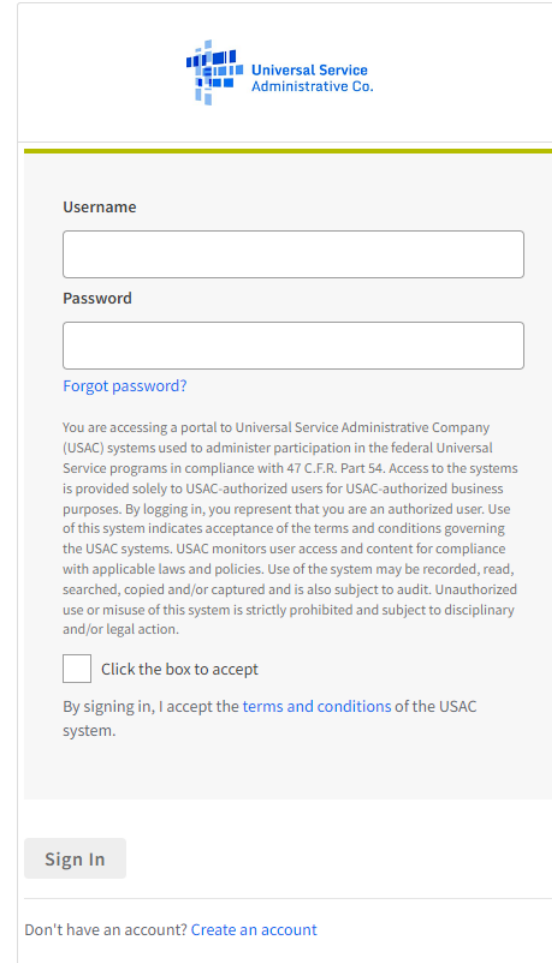
Overview

- 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.
- NLAD is available in all states except for Oregon and Texas, which are NLAD opt-out states.

National Lifeline Accountability Database

Access

To Access NLAD, login to USAC's single sign-on platform, [One Portal](#).



The screenshot shows the login page for the Universal Service Administrative Company (USAC). At the top right is the USAC logo and name. Below it is a horizontal line. The main content area is a light gray box containing the following elements:

- Username**: A text input field.
- Password**: A text input field.
- [Forgot password?](#): A blue link.
- You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.
- Click the box to accept
- By signing in, I accept the [terms and conditions](#) of the USAC system.
- Sign In**: A gray button.

At the bottom of the form, there is a link: [Don't have an account? Create an account](#)

National Lifeline Accountability Database

Access

Select **National Lifeline Accountability Database (NLAD)** from the Dashboard.

The screenshot shows the dashboard for the National Lifeline Accountability Database (NLAD). At the top, there is a blue header with the Universal Service Administrative Co. logo and a 'Sign Out' button. Below the header, the user is logged in as 'LifelineComms497@test.com'. The main content area is titled 'Dashboard' and features a yellow notification banner about SAM.gov banking information starting in August 2026. The dashboard is organized into three columns: 'Upcoming Dates', 'Lifeline', and 'Help?'. The 'Upcoming Dates' column shows a calendar icon and a date '05/13 2026' with a link to a 'May 2026 Monthly Webinar'. The 'Lifeline' column contains several informational cards, with the first card, 'National Lifeline Accountability Database (NLAD)', highlighted with a green border. The 'Help?' column provides contact information, including a 'Send us a message' link and a 'Call us' number (888) 641-8722.

Universal Service Administrative Co. Sign Out

LifelineComms497@test.com

Dashboard

Beginning August 2026, USAC will use SAM.gov banking information to remit payment for all Universal Service Fund (USF) invoices. All service providers and E-Rate participants who use the BEAR invoicing method to receive USF disbursements must have an active SAM.gov Unique Entity Identifier (UEI) on their FCC Form 498 and must have a valid bank account associated with their UEI. For more information, see the [SAM.gov UEI Requirement webpage](#).

Upcoming Dates

05/13 2026 [May 2026 Monthly Webinar](#)

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 Lifeline service providers must complete their form(s) annually on or before January 31.
- API Access Agreement** - Complete service provider API access agreements and make updates. The API Access Agreements are required for API access.

Help?

[Send us a message](#)
Click here

Call us
(888) 641-8722

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 shows the NLAD Subscriber Management page. At the top, there is a blue header with the Universal Service Administrative Co. logo, the title 'National Lifeline Accountability Database', a notification bell icon, and the email 'capcity@etc.com'. Below the header, there are three navigation tabs: 'Subscriber Management' (which is active and underlined), 'Account Management', and 'Tools & Resources'. Under the 'Subscriber Management' tab, there is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Subscriber Management'. The main heading is 'Subscriber Management' in blue. Below it, a 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 actions follows:

- [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, the title 'National Lifeline Accountability Database' in the center, and a notification bell icon and the email 'capcity@etc.com' on the right. Below the bar is a white navigation menu with three items: 'Subscriber Management', 'Account Management' (which is highlighted with a blue underline), and 'Tools & Resources'. Below the menu is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Account Management'. The main heading is 'Account Management' in blue. Below it is the text 'Create, manage, and review subaccounts for your SPINs'. A list of six items follows, each with a blue square bullet and a link:

- [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

- NLAD has five different account types, each with specific functions:
 - **497 Officers** are responsible for certifying claims and overseeing the ETC Administrator user role through the Lifeline Claims System (LCS).
 - This user cannot access the National Verifier.
 - **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 but cannot access the LCS.
 - **ETC Analysts** can perform subscriber transactions, query subscriber data, view reports in NLAD, and use the National Verifier to confirm consumer eligibility.

National Lifeline Accountability Database

Account Types Cont.

- **ETC Operations** users can query data and view reports in NLAD, as well as use the National Verifier to confirm consumer eligibility.
- **ETC Agent** users can only use the National Verifier to confirm consumer eligibility. This account type does not have access to the NLAD.
- **Note:** Users must [register for a Representative ID](#) before they can access or perform transactions in NLAD under any of the account types referenced.

Questions?

Subscriber Management

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.

Common Errors

Common Enrollment Errors

- To enroll a subscriber, navigate 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.

Common Enrollment Errors

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.

Note: View recent [NLAD 101](#) training for complete overview of this step.

Enroll Subscriber

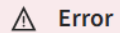
The screenshot shows the 'Enroll Subscriber' process with a progress bar at the top indicating four steps: Subscriber Information (active), Subscriber Address, Telephone Information, and Review. Below the progress bar is an 'Instructions' link. The main form area is titled 'Subscriber Information' and contains the following fields:

- SAC:** A dropdown menu.
- Application ID Enrollment:** A checkbox.
- First Name:** A text input field.
- Middle Name (Optional):** A text input field.
- Last Name:** A text input field.
- Last 4 SSN:** A text input field with a note: "Use Tribal Identification Number instead".
- Date of Birth:** A text input field with a note: "e.g. mm/dd/yyyy".
- Benefit Qualifying Person (optional):** A dropdown menu.

A blue 'Next' button is located at the bottom right of the form.

Common Enrollment Errors

Application Not Found



Error

Applicant: The subscriber has not qualified through the Lifeline National Verifier yet or their application has expired. You can qualify them now at [here](#).

Error

- *Applicant:* The subscriber has not qualified through the Lifeline National Verifier yet or their application has expired...

Resolution

- Verify the correct spelling of the consumer's first and last name.
- Ensure additional spaces are not included in the first and last name.
- Confirm the consumer's date of birth.
- Confirm the consumer has completed the application within 90 days.

Common Enrollment Errors

Application Not Complete

△ Error

applicationId: The subscriber has not finished qualifying through the Lifeline National Verifier. Submit documents for the below listed error(s) [here](#).

Error

- *Applicationid*. The subscriber has not finished qualifying through the Lifeline National Verifier...

Resolution

- Ensure the consumer has a completed National Verifier application.
- Confirm successful submission of supporting application documents.

Common Enrollment Errors

Subscriber Already Enrolled in Lifeline

△ Error

Subscriber: The subscriber in this transaction is a duplicate of another subscriber in Lifeline. Consumers may only be enrolled one time and receive a benefit. To enroll this consumer, obtain consent to transfer them or request that they de-enroll from their other provider before completing the consent and the enrollment transaction.

Error

- *Subscriber:* The subscriber in this transaction is a duplicate of another subscriber in Lifeline.

Resolution

- Assist the consumer with requesting a benefit transfer.
- The benefit transfer must be at the request of the subscriber and performed by the new service provider.

Common Enrollment Errors

Duplicate Phone Number

△ Error

Phone Number: The phone number in this transaction matches the phone number of another subscriber.

Error

- *Phone Number*: The phone number in this transaction matches the phone number of another subscriber.

Resolution

- Assist the consumer with requesting a benefit transfer.
- The benefit transfer must be at the request of the subscriber and performed by the new service provider.

Poll

Questions?

Common Update Warnings

Common Update Warnings

- To update a subscriber, navigate to the Subscriber Management page and locate **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

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Common Update Warnings

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

Common Update Warnings

- 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
- Note: View recent [NLAD 101](#) training for complete overview of this step.

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

Last Name
USER

Last 4 SSN
XXXX

Date of Birth
XX/XX/XXXX

SCA Status
Not SCA Eligible

Address Information

Primary Address
123 MAIN ST

City NOT REAL TOWN	State MN	ZIP Code 12345
-----------------------	-------------	-------------------

Primary Address

Apt, Unit, etc

City <input type="text"/>	State <input type="text"/>	ZIP Code <input type="text"/>
---------------------------	----------------------------	-------------------------------

Different Mailing Address? Clear out Mailing Address (Optional)

Mailing Address
456 MAIN ST

City NOT REAL TOWN	State MN	ZIP Code 11111
-----------------------	-------------	-------------------

Mailing Address

Apt, Unit, etc

City <input type="text"/>	State <input type="text"/>	ZIP Code <input type="text"/>
---------------------------	----------------------------	-------------------------------

Telephone Information

Service Type
Voice

Service Initiation Date
01/04/2000

Phone Number

Service Reverification Date
MM/DD/YYYY
e.g. mm/dd/yyyy

Consumer Email Optional

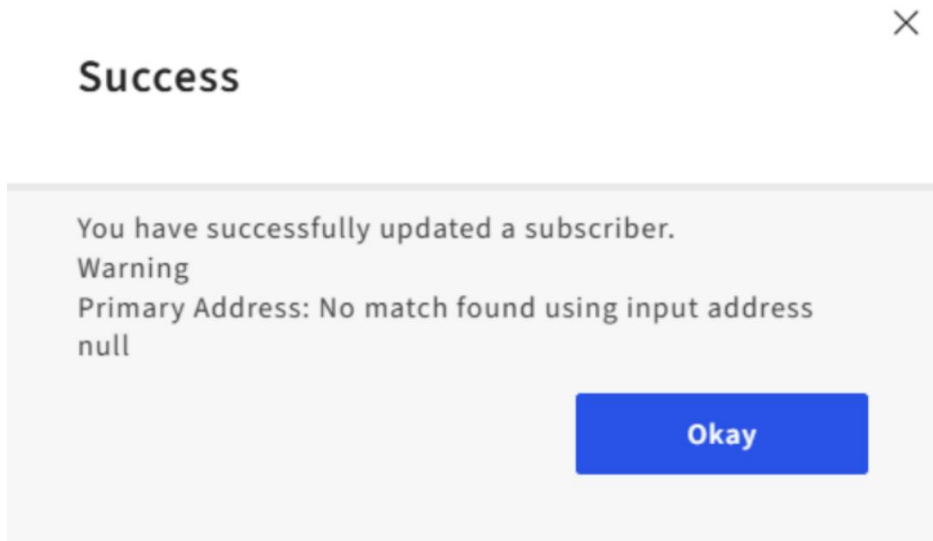
ETC General Use Optional

Update

Common Update Warnings

Address Not Found

Message Pop Up



Explanation

- The consumer's address was not found, the consumer will undergo Continued Eligibility.

Common Update Warnings

Duplicate Address

Message Pop Up

Success



You have successfully updated a subscriber.
Warning
Duplicate Address: The primary address in this transaction matches the primary address of another subscriber.

Okay

Explanation

- The consumer's address was identified as a duplicate, the consumer will undergo Continued Eligibility.

Common Transfer Errors

Common Transfer Errors

- To transfer a 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

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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.

Common Transfer Errors

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.
- **Note:** View recent [NLAD 101](#) training for complete overview of this step.

Transfer Subscriber


[Instructions](#)

Subscriber Information

SAC

Application ID Enrollment

First Name

Middle Name Optional

Last Name

Telephone Number in NLAD Optional

Last 4 SSN

Date of Birth

Use Tribal Identification Number instead

e.g. mm/dd/yyyy

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

First Name

Middle Name Optional

Last Name

Last 4 SSN

Date of Birth


Use Tribal Identification Number instead

e.g. mm/dd/yyyy

[Next](#)

Common Transfer Errors

Subscriber Not Found

 Error
Subscriber not found.

Error

- Subscriber not found.

Resolution

- Verify the correct spelling of the consumer's first and last name.
- Ensure additional spaces are not included in the first and last name.
- Confirm the consumer's date of birth or Application ID.
- Request the consumer's enrollment confirmation email or letter and confirm the consumer's application date has not exceeded 90 days.

Common De-Enrollment Errors

Common De-Enrollment Errors

- To de-enroll a subscriber, navigate to the Subscriber Management page and locate **De-enroll Subscriber**.
- The De-Enroll Subscriber workflow allows you to remove a subscriber.
- **Note:** View recent [NLAD 101](#) training for complete overview of this step.

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

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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.

Common De-Enrollment Errors

Subscriber Not Found

 Error
Subscriber not found.

Error

- Subscriber not found.

Resolution

- Verify the correct spelling of the consumer's first and last name.
- Ensure additional spaces are not included in the first and last name.
- Confirm the consumer's date of birth.
- Confirm the consumer's phone number.
- Confirm the consumer's subscriber ID.

Questions?

Frequently Asked Questions (FAQs)

Frequently Asked Questions (FAQs)

Question

- What is the biggest difference between the NLAD subaccount types?

Answer

- Subaccounts have different access levels for various functionalities and viewing permissions across NLAD, and the National Verifier.
- Specific roles, such as 497 Officers and ETC Administrators, can create and manage other accounts.

Frequently Asked Questions (FAQs)

- Listed below is a comparison chart of the different types of NLAD subaccounts.

ETC Analyst

Can perform subscriber transactions, query subscriber data, and view reports in NLAD.

User also has access to the National Verifier to check consumer eligibility.

ETC Operations

Can query subscriber data and view reports in NLAD.

User also has access to the National Verifier to check consumer eligibility.

ETC Agent

Only has access to the National Verifier to check consumer eligibility.

User does not have access to the NLAD.

Frequently Asked Questions (FAQs)

Question

- How can I switch my NLAD account type?

Answer

- You cannot update your account type on your current NLAD subaccount.
- If you would like to change your account type, your ETC Administrator will need to deactivate and re-create your account with a different account type.

Frequently Asked Questions (FAQs)

Question

- Which subaccount do I need to access the National Verifier to check consumer eligibility?

Answer

- The ETC Analyst, ETC Operations, and ETC Agent user roles all have the ability to access the National Verifier to check consumer eligibility.

Frequently Asked Questions (FAQs)

Question

- I only check consumer eligibility. Do I need to register for a Representative ID?

Answer

- Yes. All providers who perform transactions in the NLAD and National Verifier, must register for a [Representative ID](#) in the Representative Accountability Database (RAD).

Resources

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](#).

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

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.

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.

June Webinar

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

- **Date:** June 10, 2026
- **Time:** 3 p.m. ET – 4 p.m. ET
- **Topic:** Navigating USAC Systems

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[Navigating USAC Systems](#)

📅 June 10, 2026 ⌚ 03:00 pm – 04:00 pm ET

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