Available for Public Use



Navigating the National Lifeline Accountability Database (NLAD)

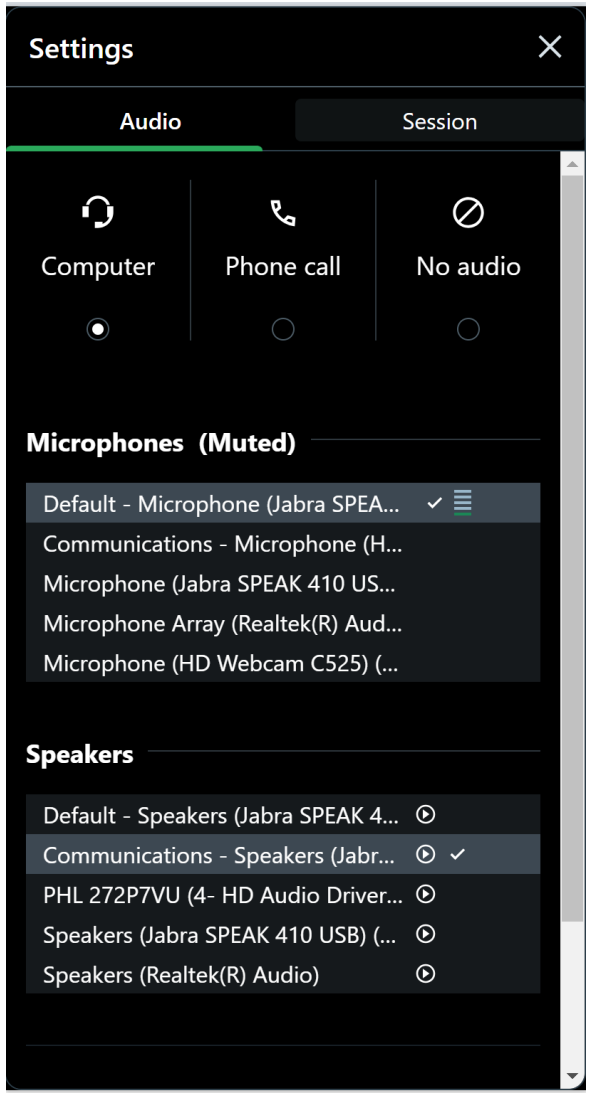
Lifeline Program

November 18, 2026

Universal Service Administrative Co.

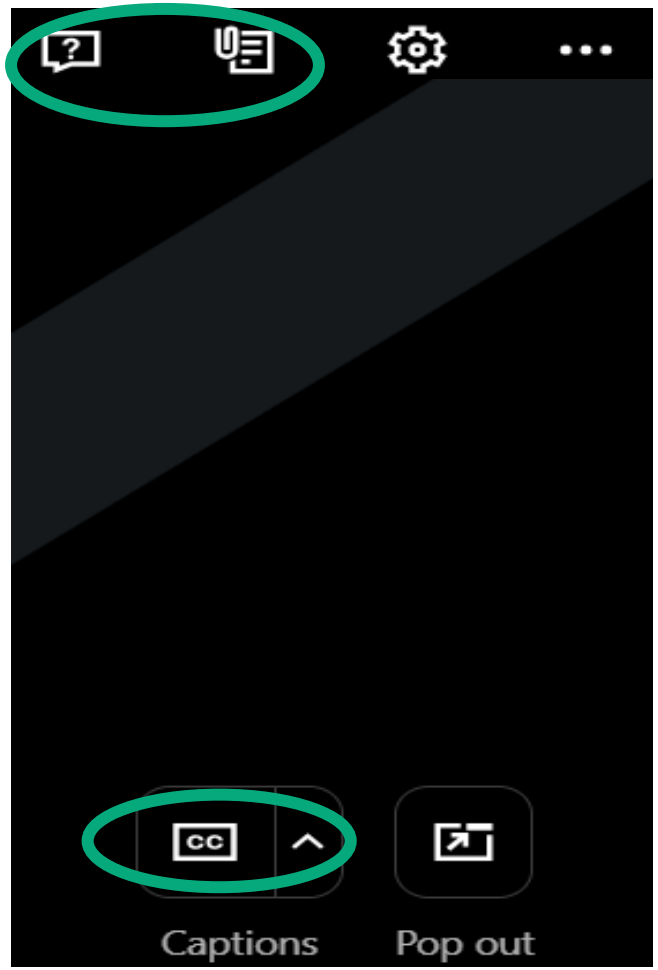
Housekeeping

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- Make sure you are connected to a source that works.
- The audience is muted.
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Housekeeping

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  - You control the font size and color on CC.
  - Toggle CC off and on at your preference.



Meet Our Team

Elizabeth Dewey
Senior Communications Specialist

Oladotun Adio
Communications Specialist

Agenda

- Announcements
- National Lifeline Accountability Database (NLAD)
- Subscriber Management
  - Enroll Subscriber
  - Transfer Subscriber
  - De-Enroll Subscriber
  - Update Subscriber
- Reports
- Resources

Available for Public Use

Announcements

Announcements

National Verifier Enhancements

- On December 10, 2026, USAC will release several system enhancements to the National Verifier
- These updates include:
  - Updated **documentation upload pages** when consumers need to send proof of their eligibility
  - Updated **rejection reason codes** to give consumers a better understanding of why the documents they submitted were not accepted

- For more information on these enhancements, please refer to the bulletin released on November 11

Announcements

Support Center: Operating Schedule Through Year-End

- The Lifeline Support Center will be closed and Lifeline applications requiring manual review will not be reviewed and approved on the following days:
  - November 26, 2026
  - December 25, 2026
  - January 1, 2027

National Lifeline Accountability Database

National Lifeline Accountability Database

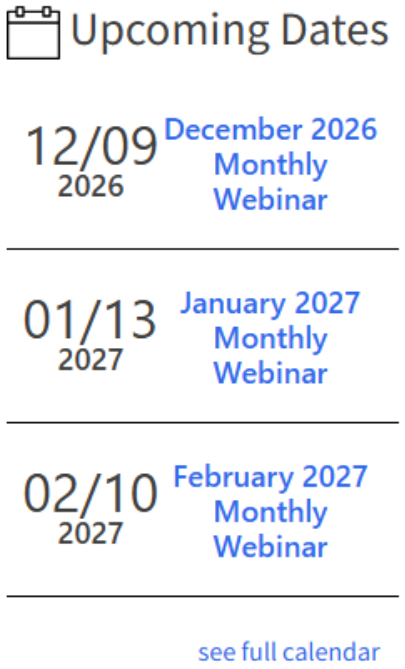
Overview

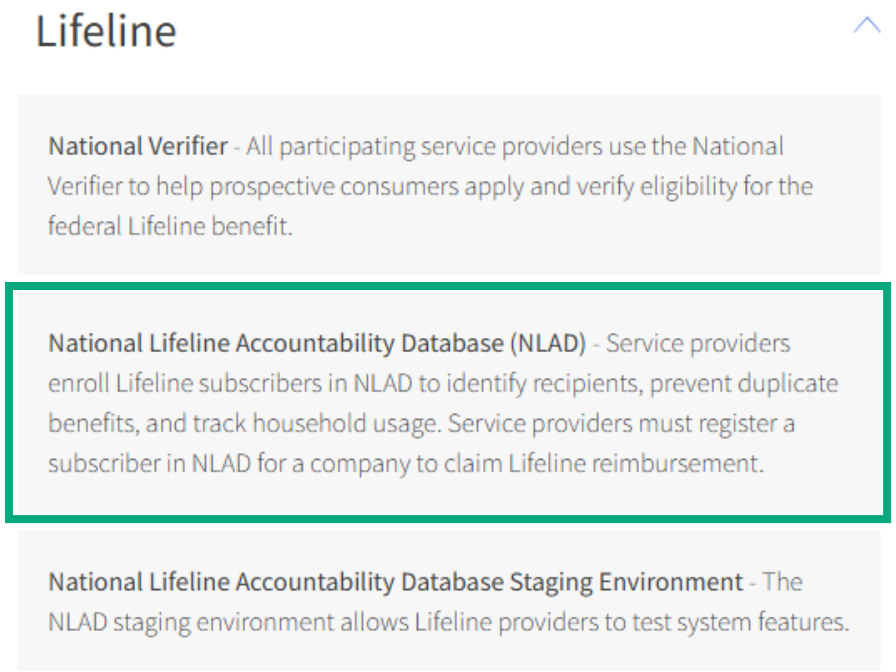
- NLAD is used to enroll Lifeline-eligible consumers and manage existing subscribers' benefits.
- Once a consumer qualifies for the Lifeline benefit through the National Verifier, their service provider must enroll them using NLAD so that the monthly benefit can be applied to the subscriber's phone,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

National Lifeline Accountability Database

Access

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

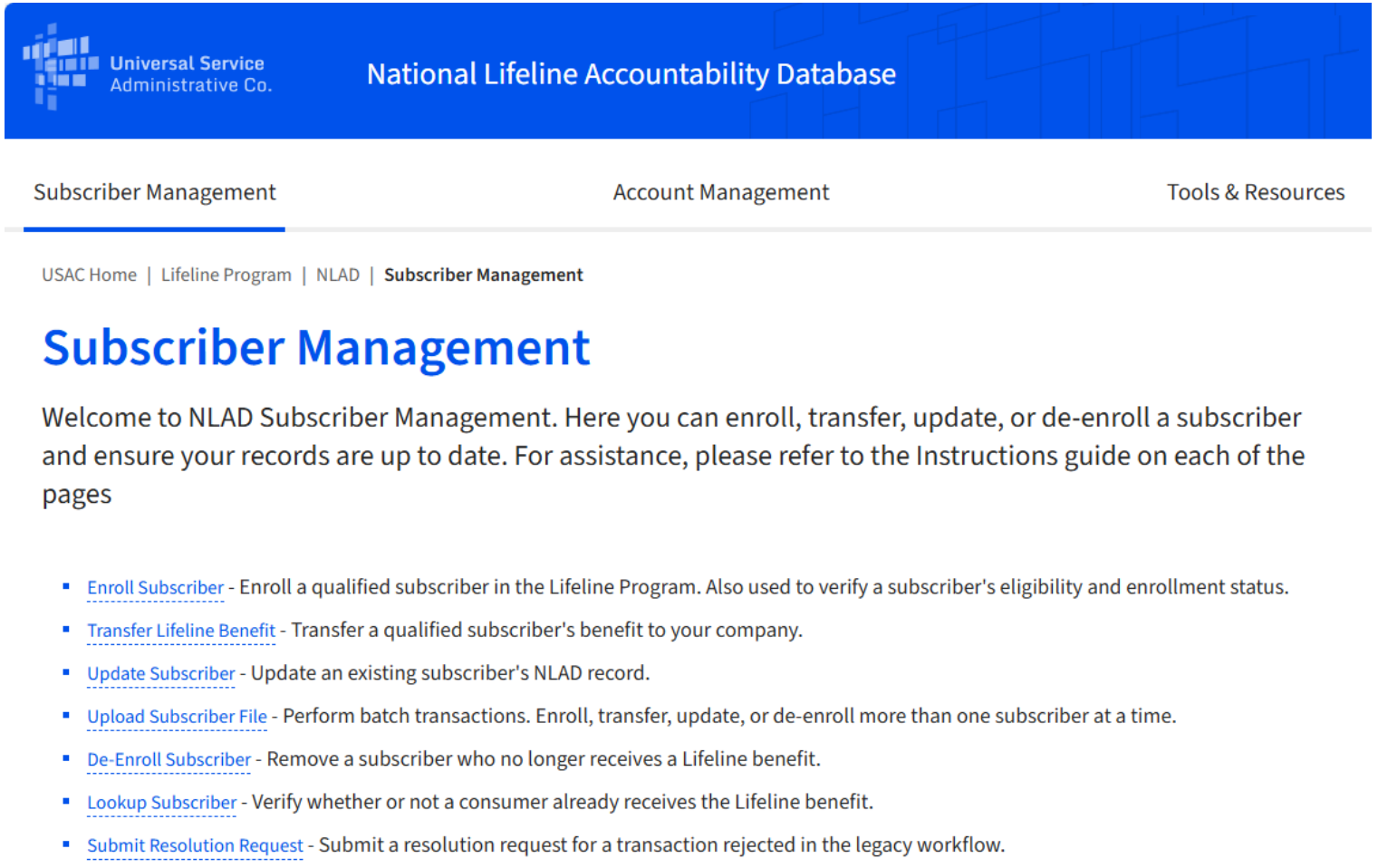




National Lifeline Accountability Database

Home Page

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



National Lifeline Accountability Database

Transaction Types

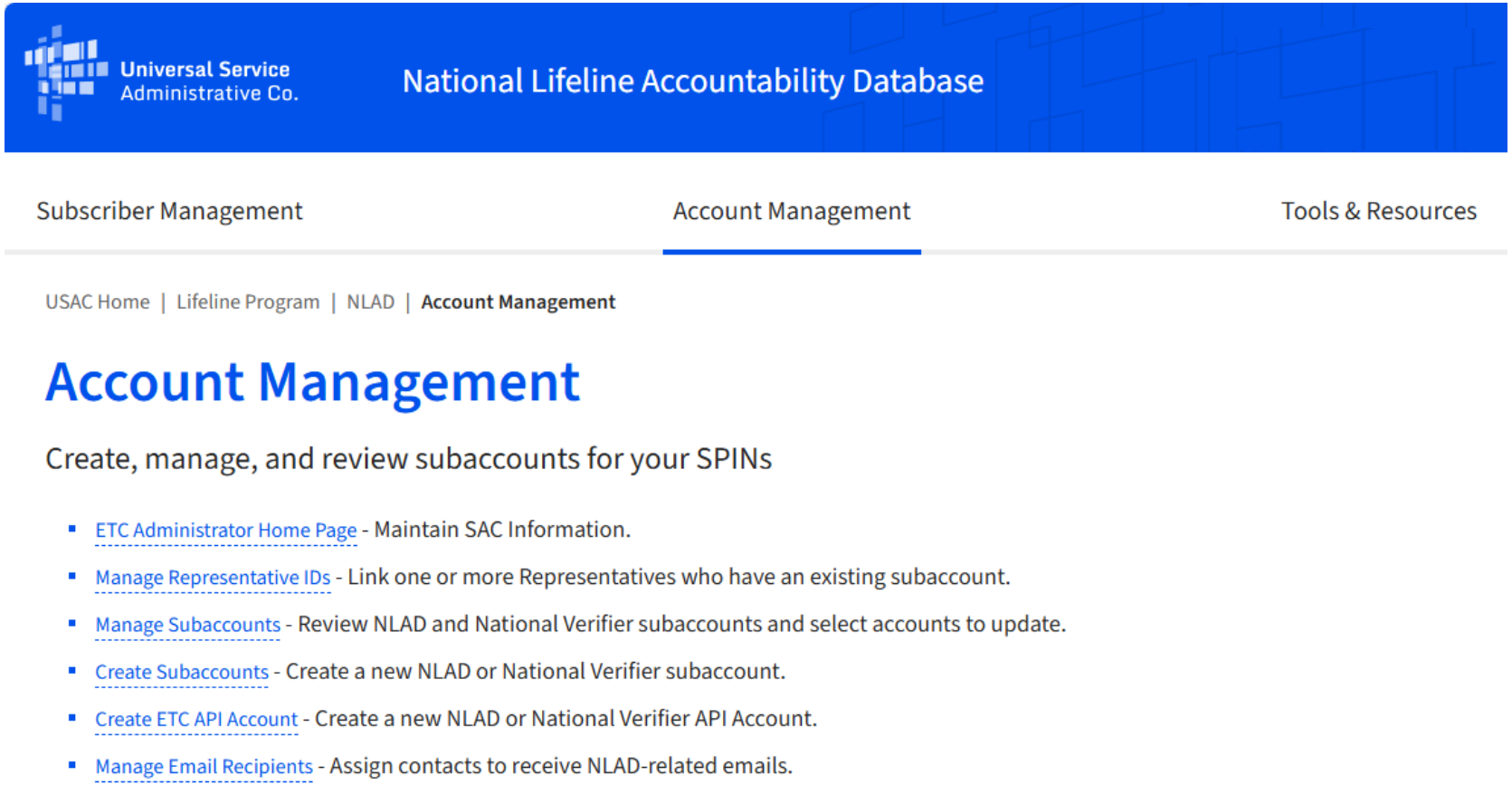
NLAD users can perform five types of transactions to manage subscribers:

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

National Lifeline Accountability Database

Account Management

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



National Lifeline Accountability Database

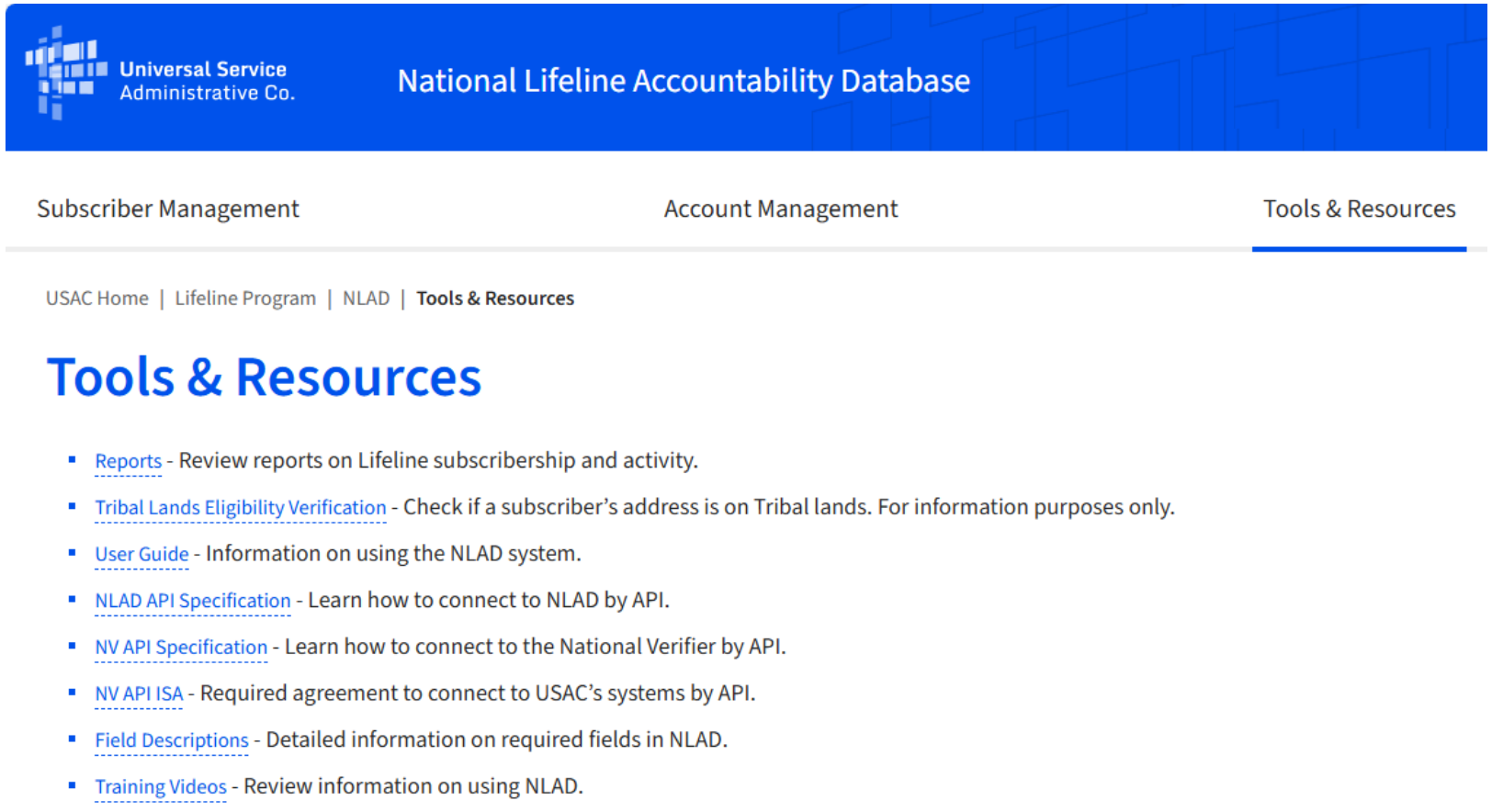
Account Types and Functions

- NLAD has five account types and functions:
  - **497 Officer –** responsible for certifying claims in the Lifeline Claims System (LCS) and creating the ETC Administrator role in NLAD
  - **ETC Administrator –** manages all National Verifier and NLAD subaccounts (ETC Analyst, ETC Operations, ETC Agent), performs transactions in NLAD, queries subscriber data, views reports, and uses the National Verifier to confirm consumer eligibility
  - **ETC Analyst –** performs transactions in NLAD, queries subscriber data, views reports, and uses the National Verifier to confirm consumer eligibility
  - **ETC Operations –** queries subscriber data, views reports, and uses 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

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



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.

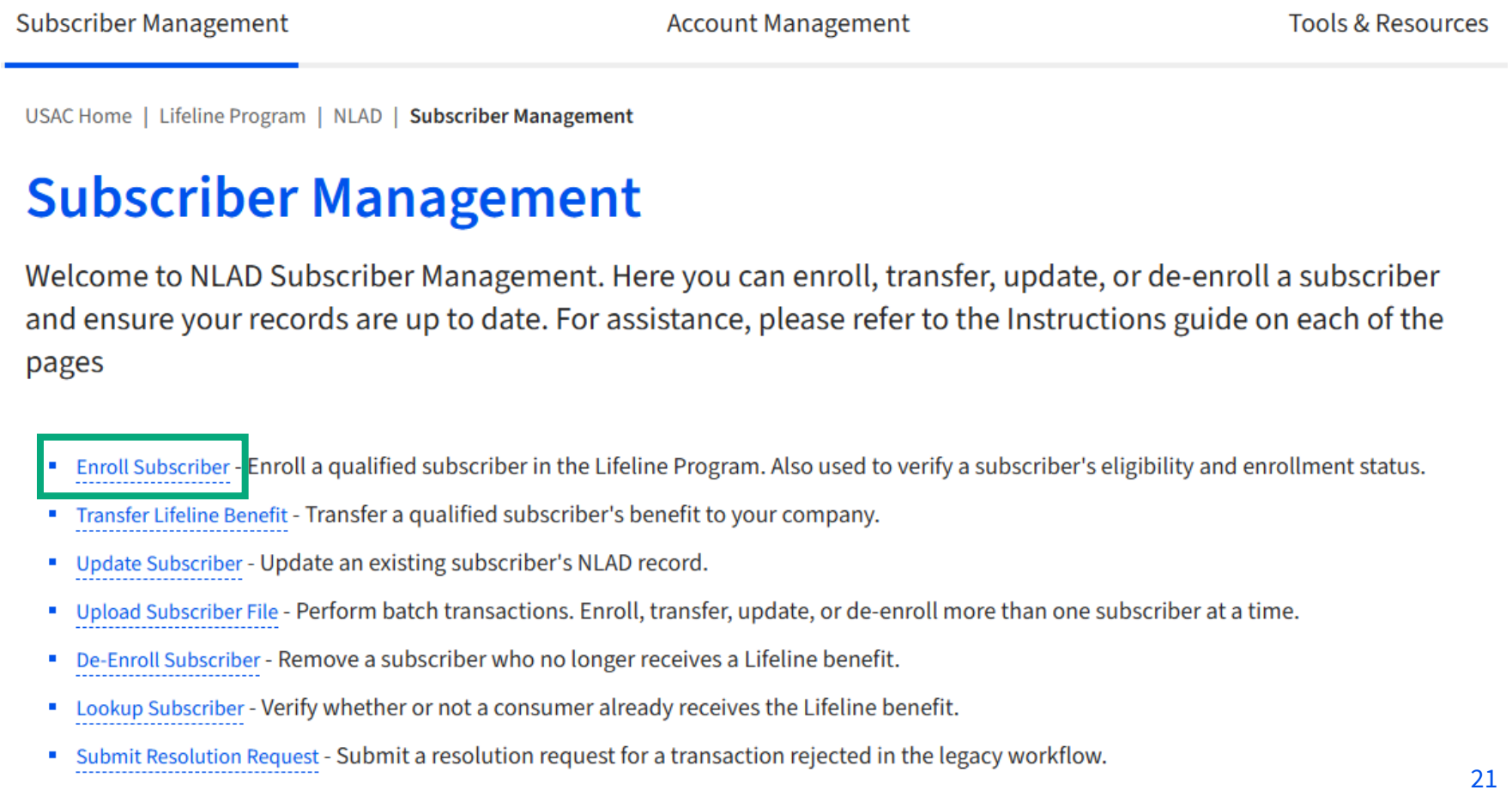
Questions?

Enroll Subscriber

Enroll Subscriber

Subscriber Management

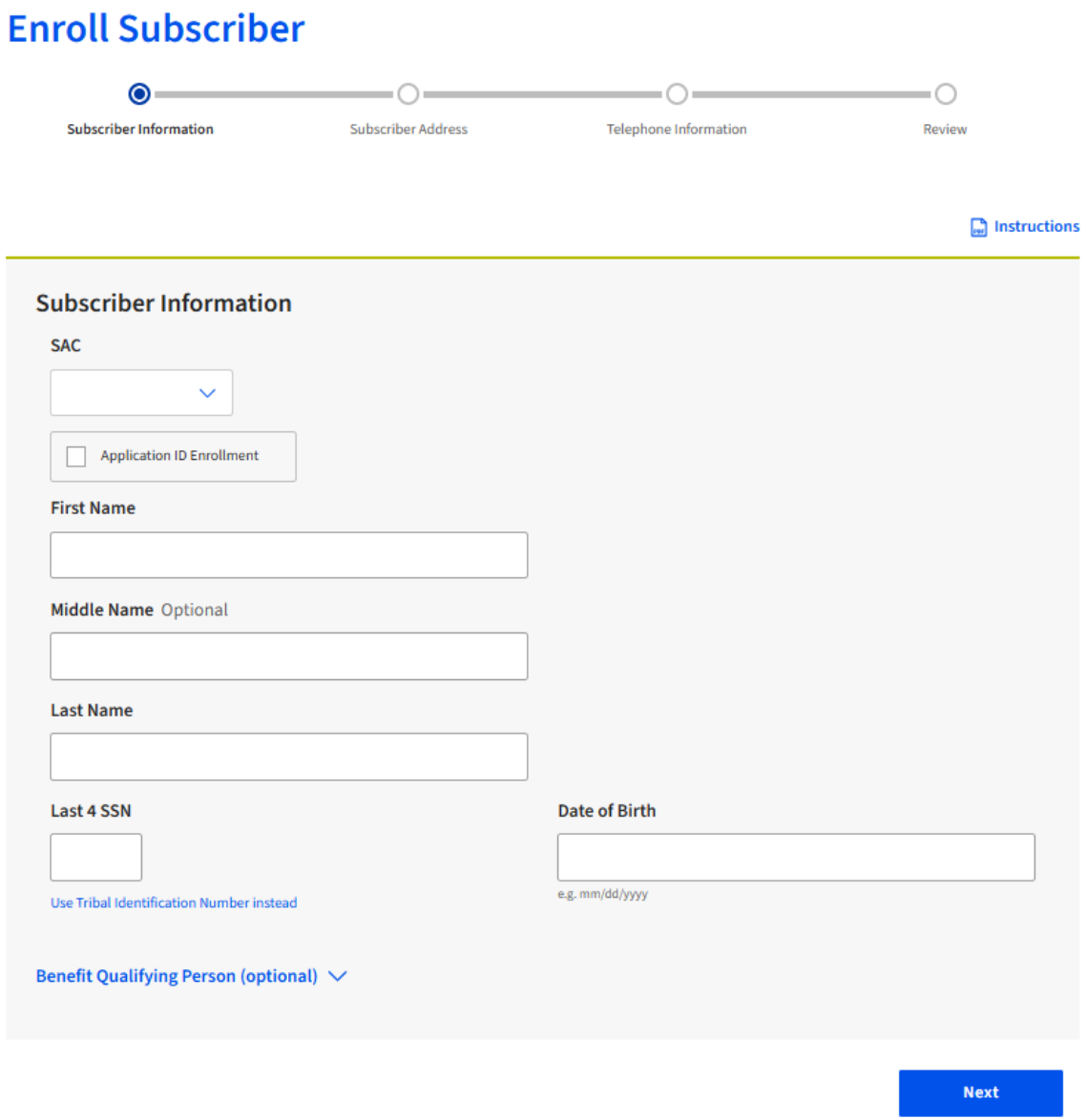
- Navigate back to the Subscriber Management section of NLAD and click on **Enroll Subscriber**.
- Consumer consent **must** be obtained prior to enrollment.



Enroll Subscriber

Subscriber Information

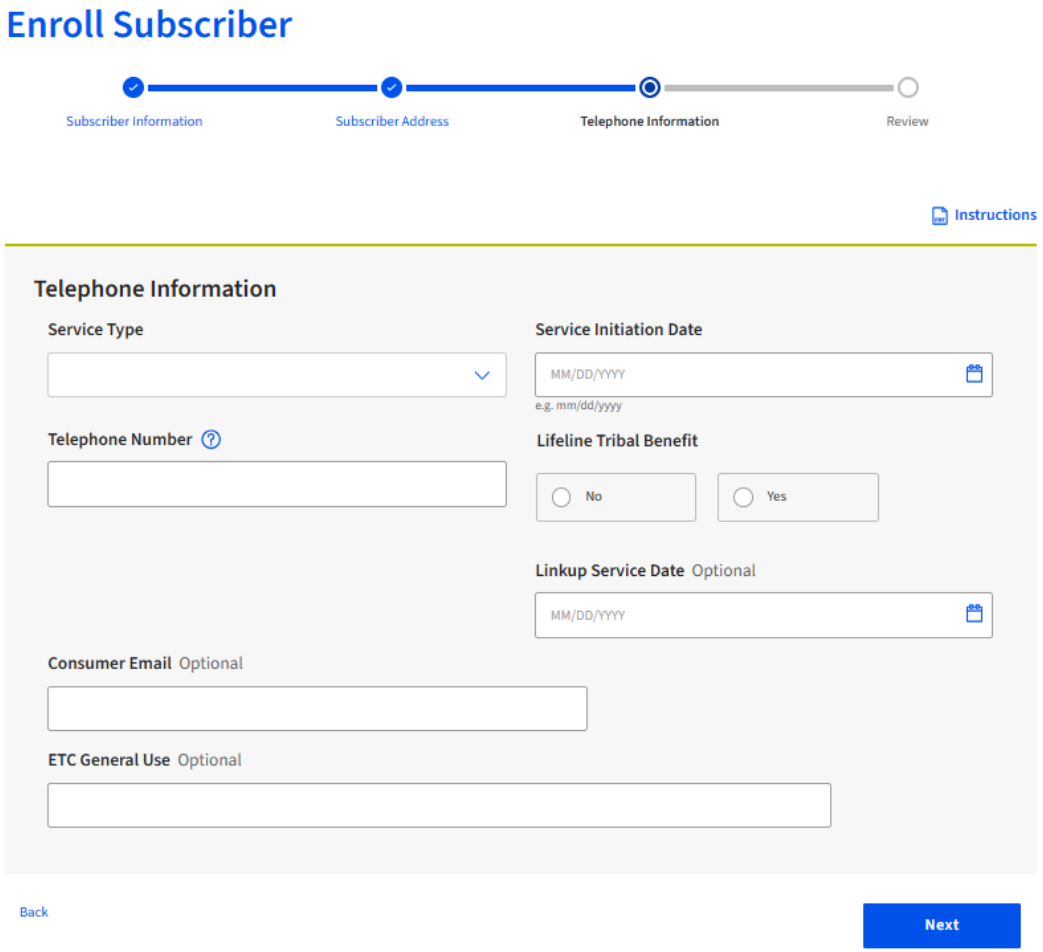
- There are two options to perform an enrollment in NLAD:
  - The **Application ID enrollment** option allows providers to enroll consumers using a qualified Application ID and limited personally identifiable information (PII).
  - The **full PII enrollment** option requires providers to enter in all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



Enroll Subscriber

Enter Service Information (1 of 2)

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

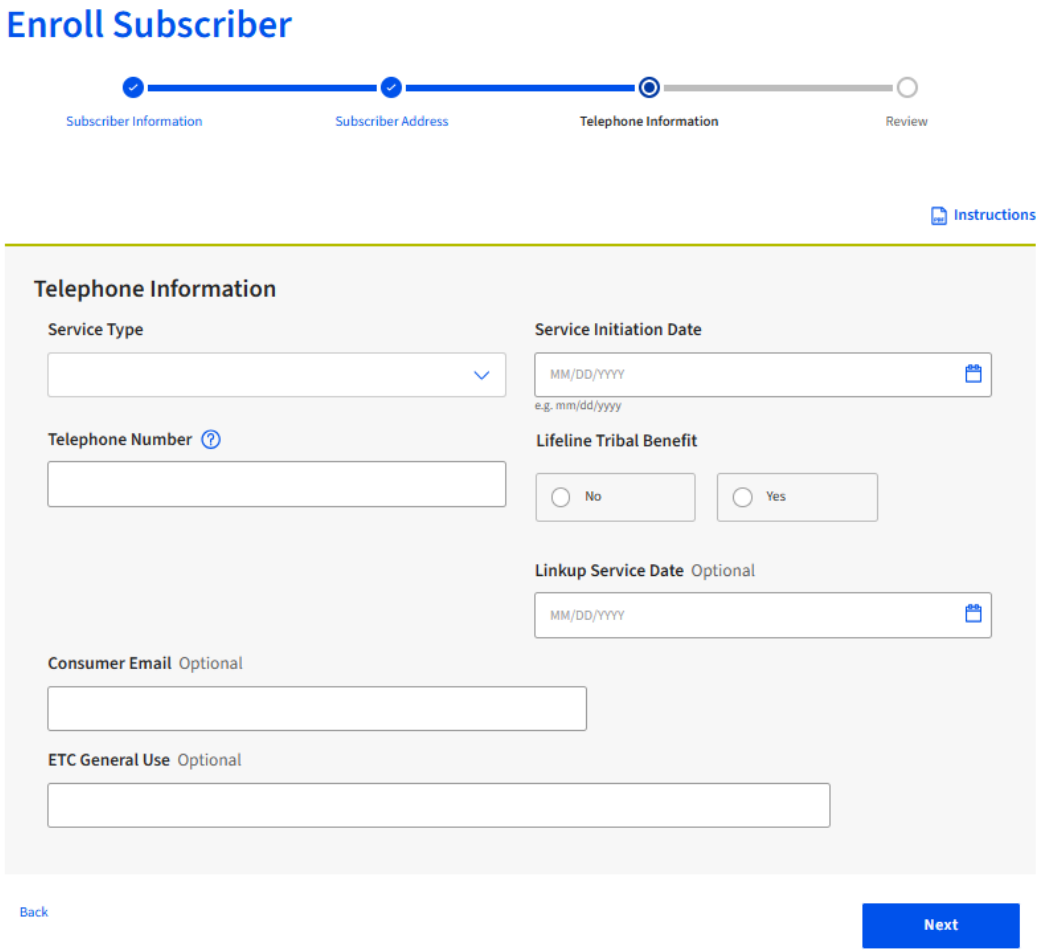


Enroll Subscriber

Enter Service Information (2 of 2)

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

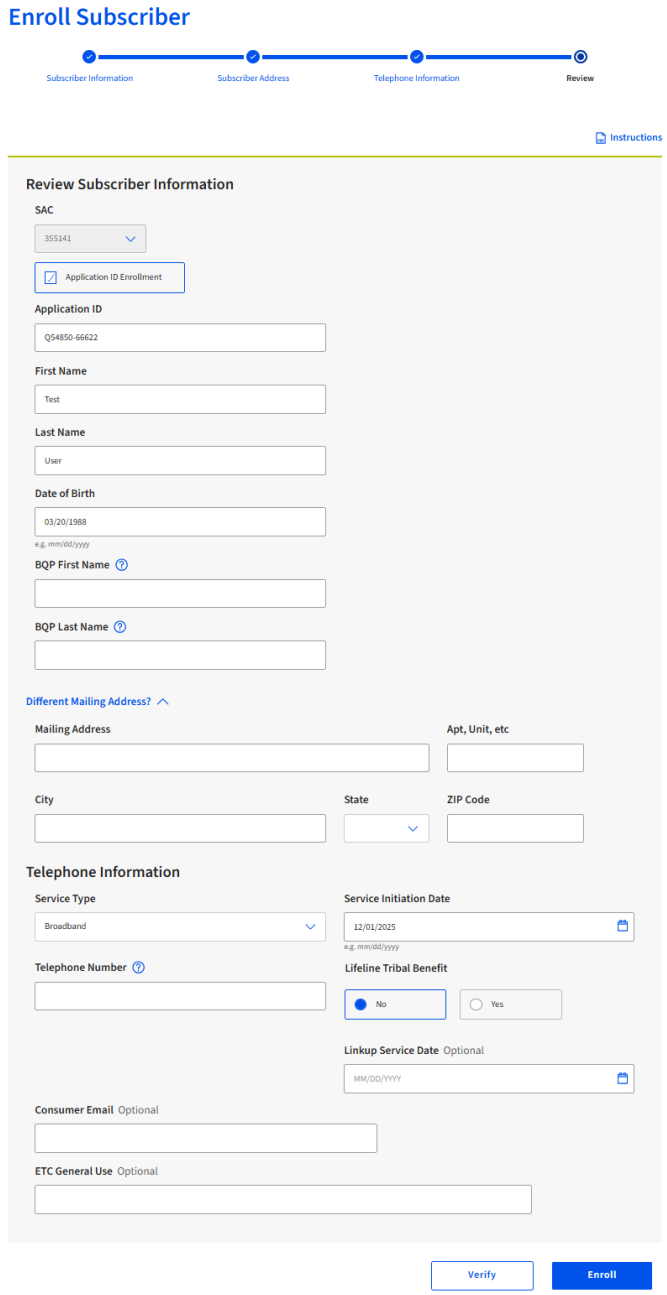
- Click **Next**.



Enroll Subscriber

Review Subscriber Information

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

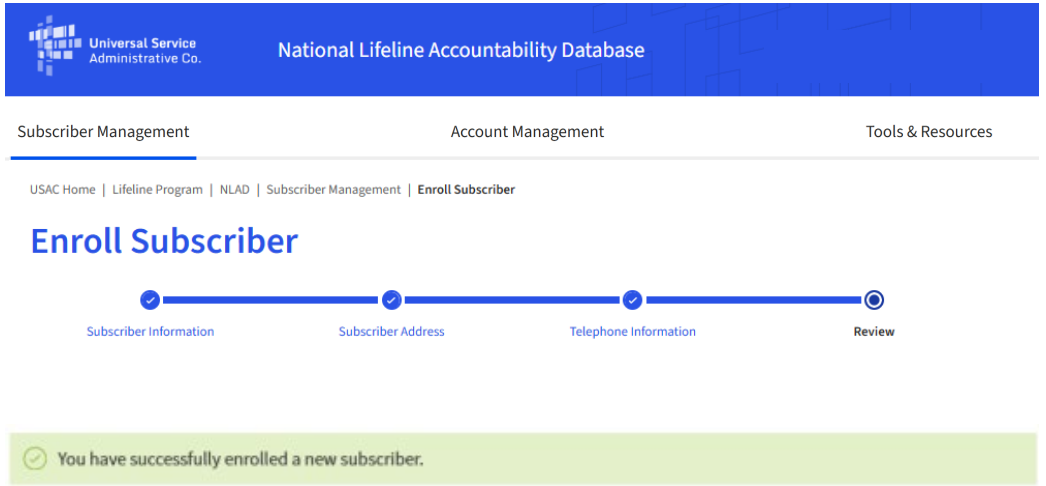


Enroll Subscriber

View Enrollment Status

Successful Enrollment

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

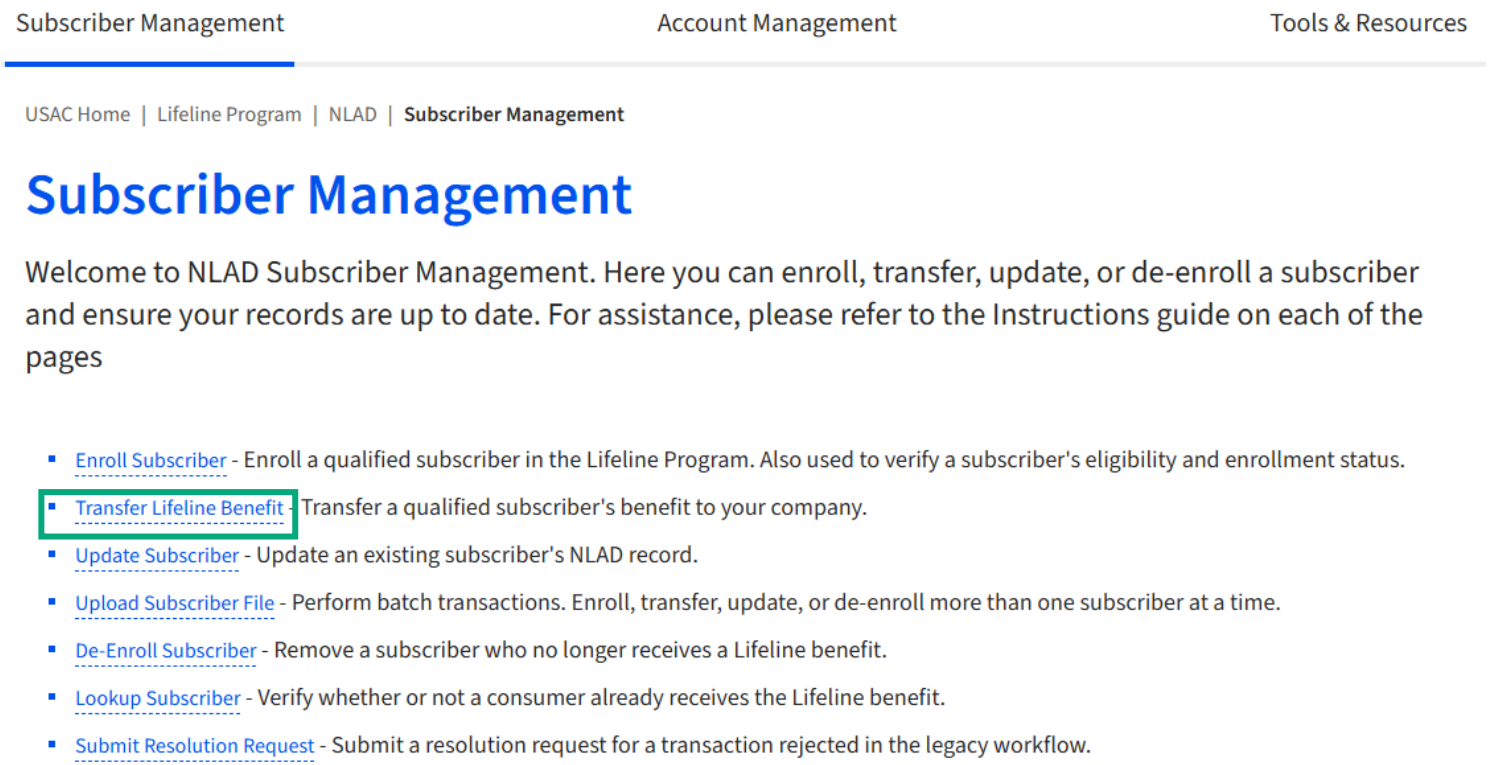


Transfer Subscriber

Transfer Subscriber

How to Transfer

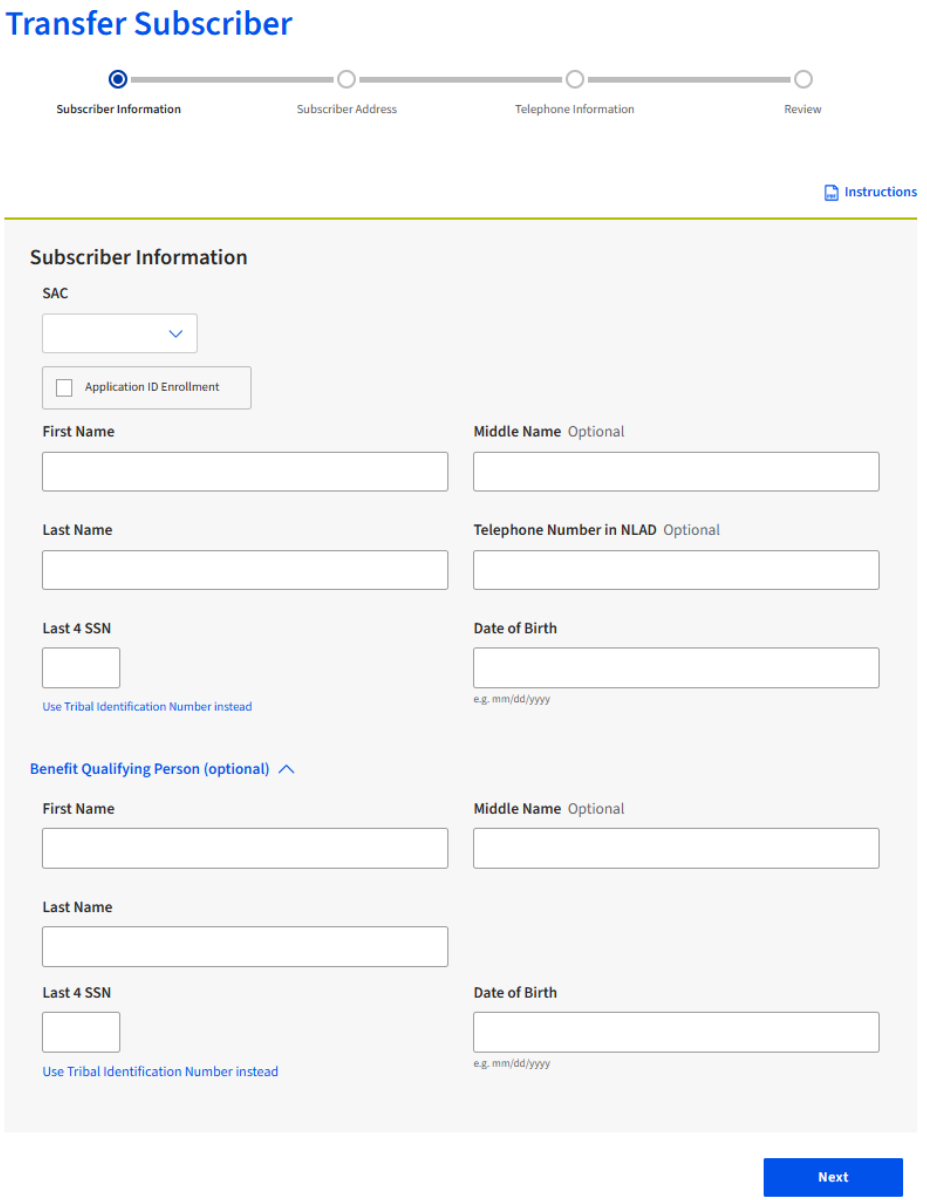
- Navigate to the Subscriber Management page and locate **Transfer Lifeline Benefit**.
- The Transfer Lifeline Benefit workflow allows service providers to transfer a qualified subscriber's benefit to another company.
- Consumer consent **must** be obtained prior to each transfer.



Transfer Subscriber

Subscriber Information

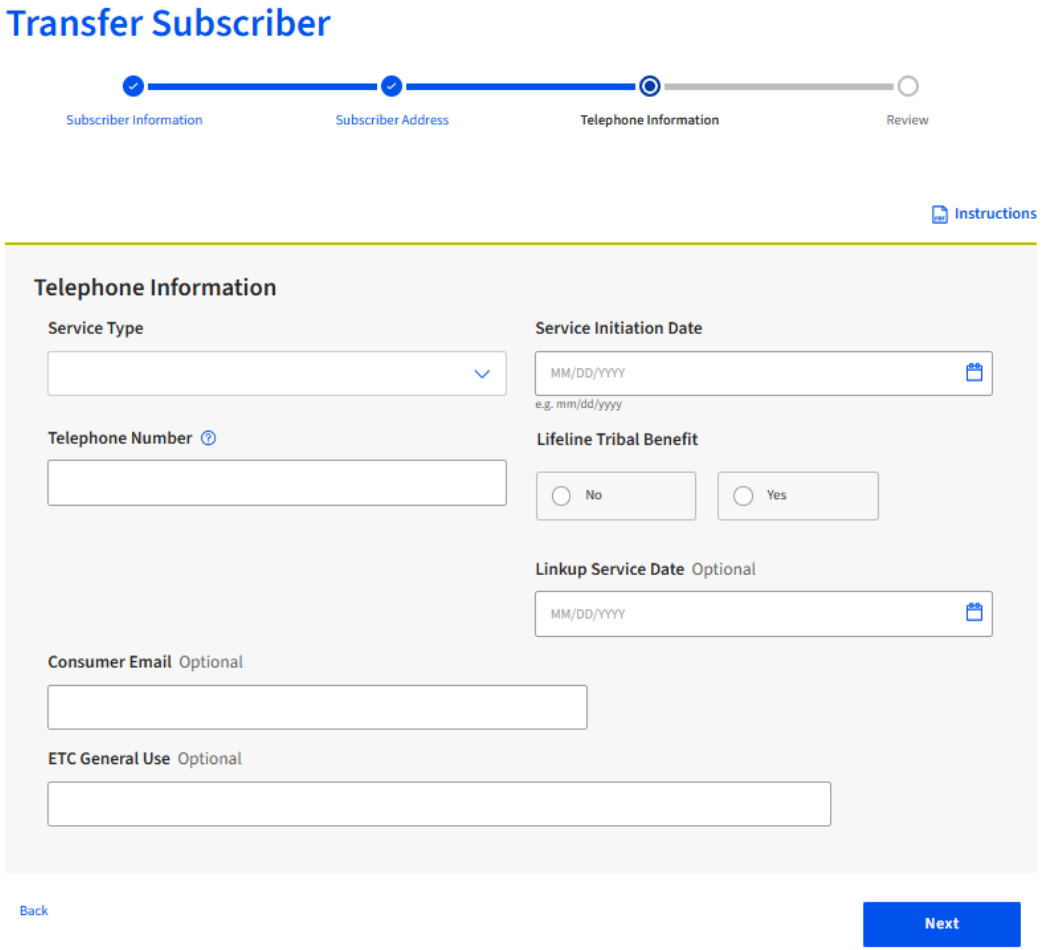
- There are two options to transfer a subscriber's Lifeline benefit in NLAD:
  - The **Application ID enrollment** option allows providers to transfer consumers using a qualified Application ID and limited personally identifiable information (PII).
  - The **full PII transfer** option requires providers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



Transfer Subscriber

Enter Service Information (1 of 2)

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

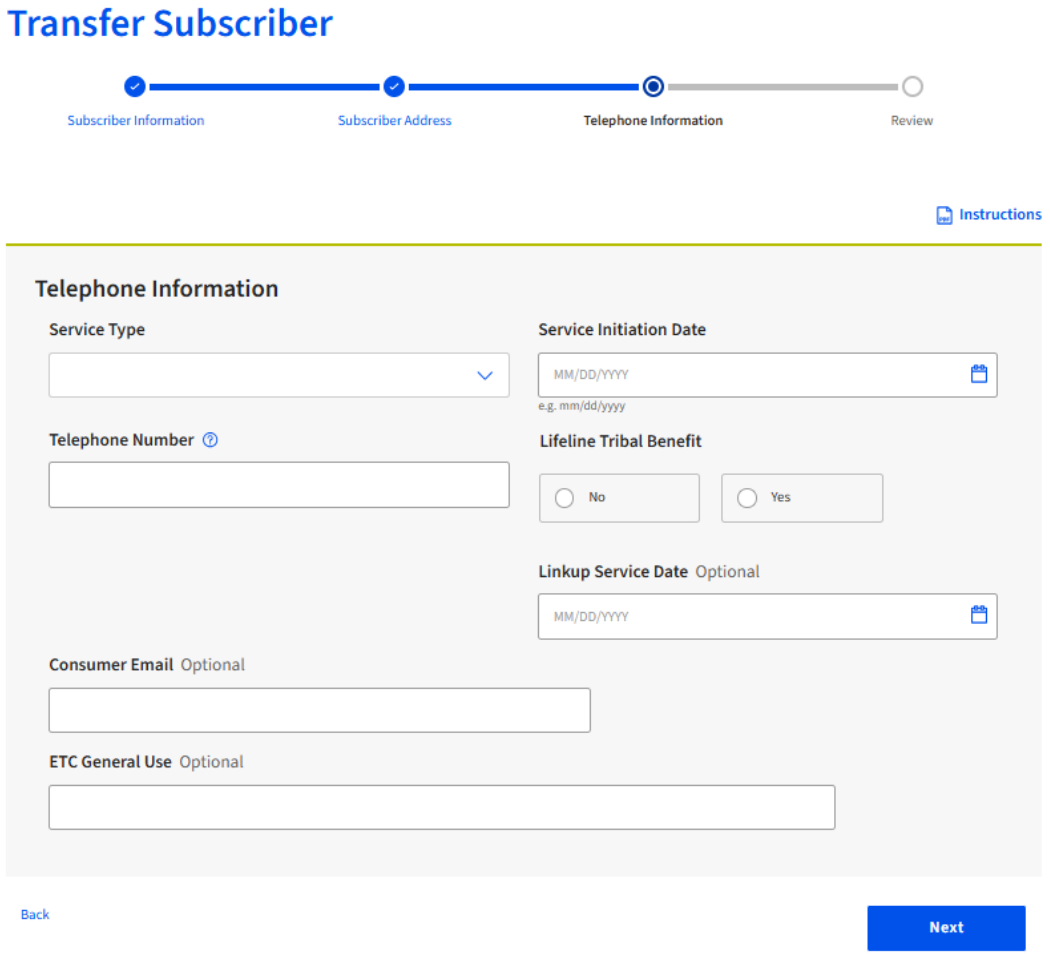


Transfer Subscriber

Enter Service Information (2 of 2)

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

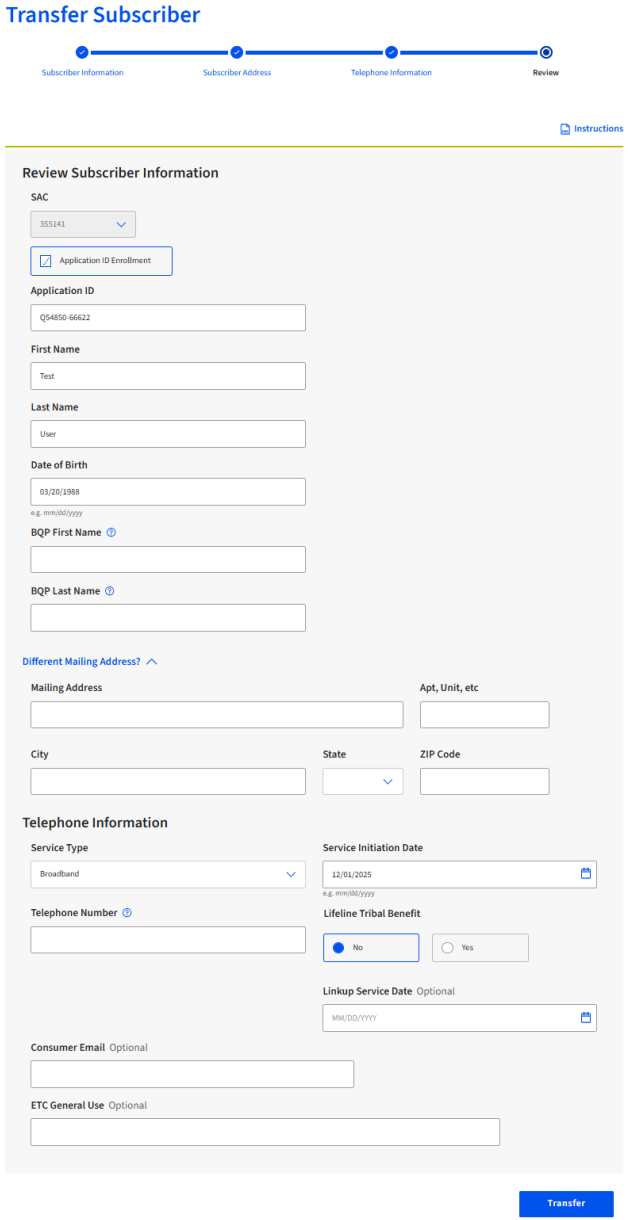
- Click **Next**.



Transfer Subscriber

Review Subscriber Information

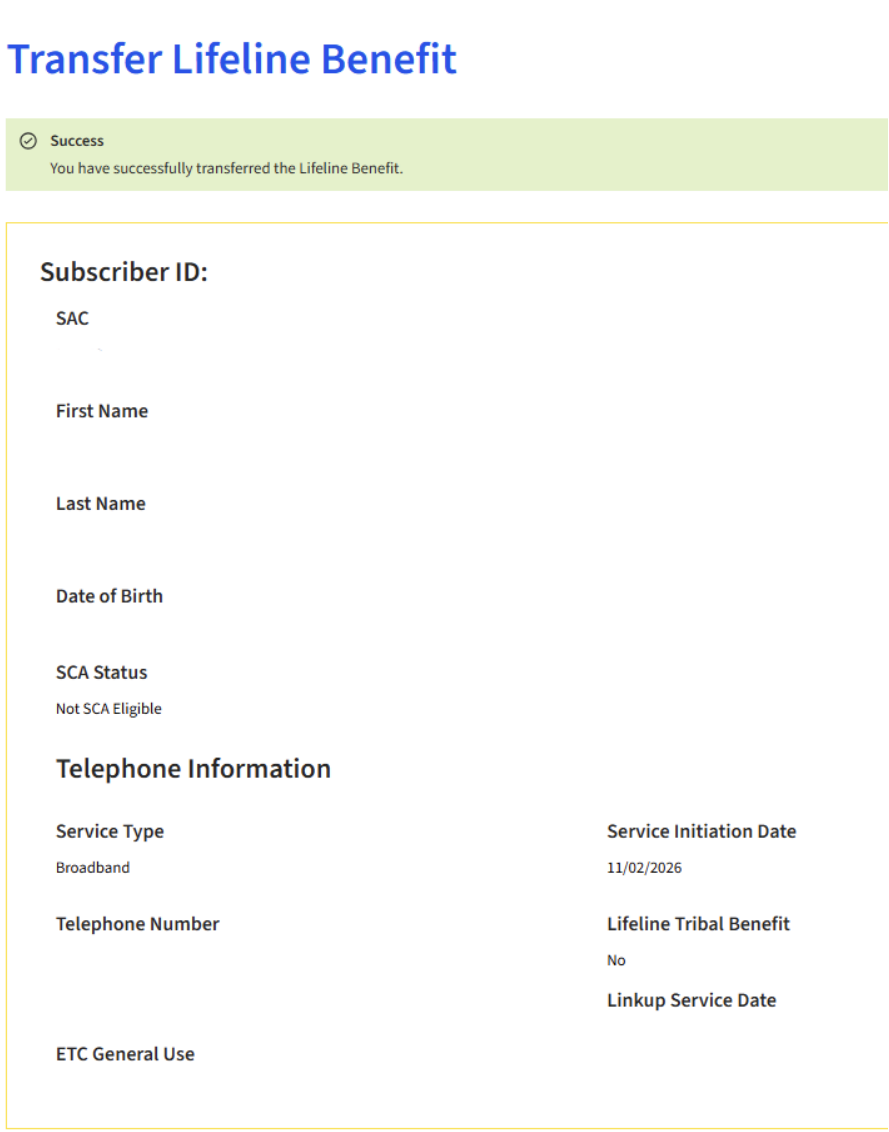
Review the subscriber information for accuracy and click **Transfer** to complete the transaction.



Transfer Subscriber

Successful Transfer

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



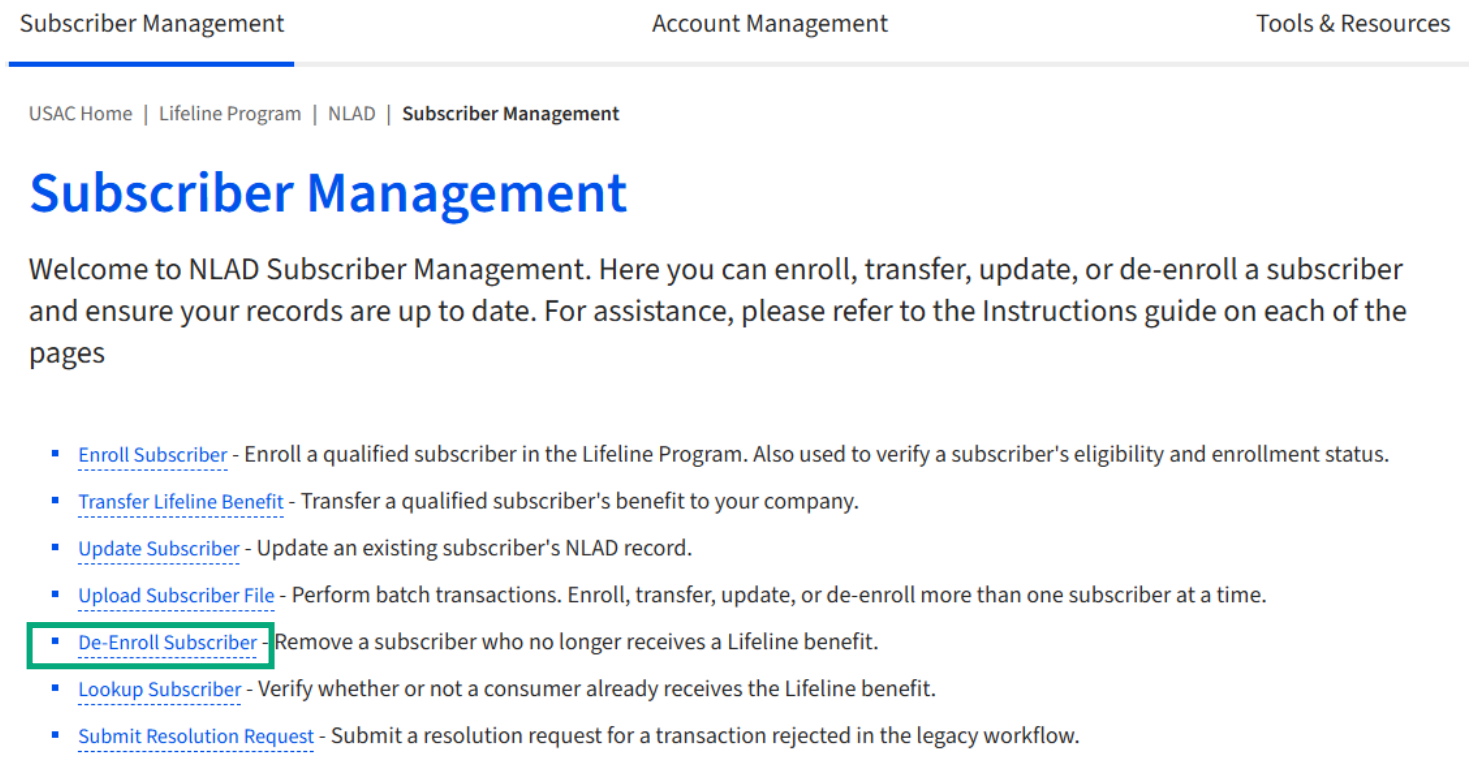
Questions?

De-Enroll Subscriber

De-Enroll Subscriber

Workflow

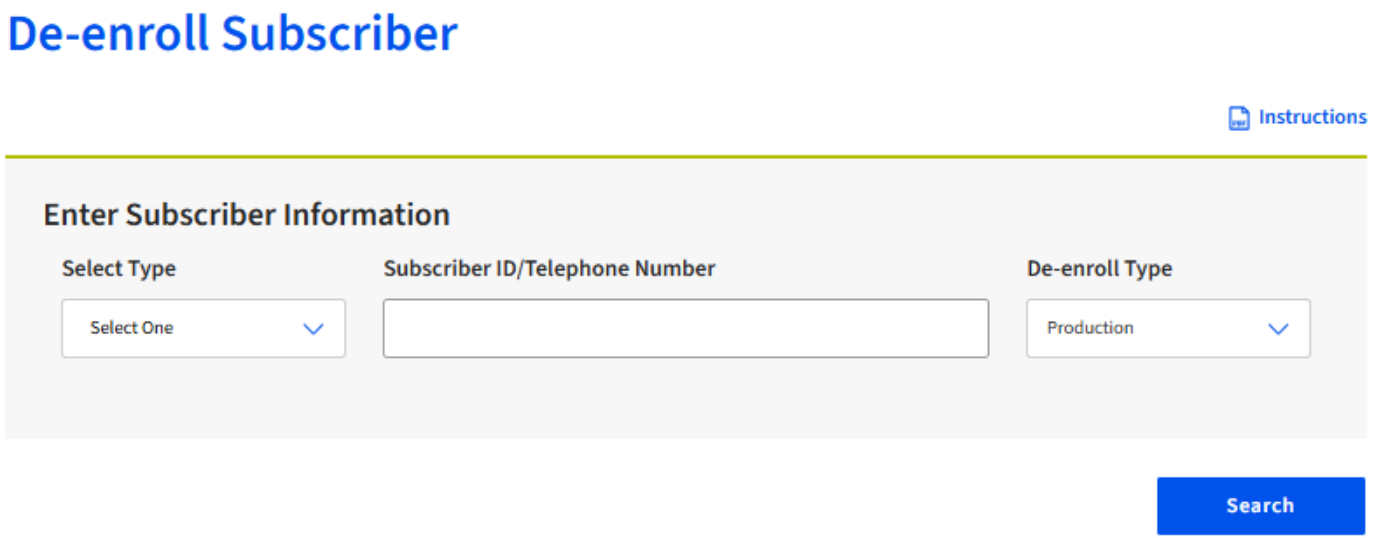
- Navigate to the Subscriber Management page and locate **De-enroll Subscriber**.
- The De-Enroll Subscriber workflow allows you to remove a subscriber.



De-Enroll Subscriber

Enter Information

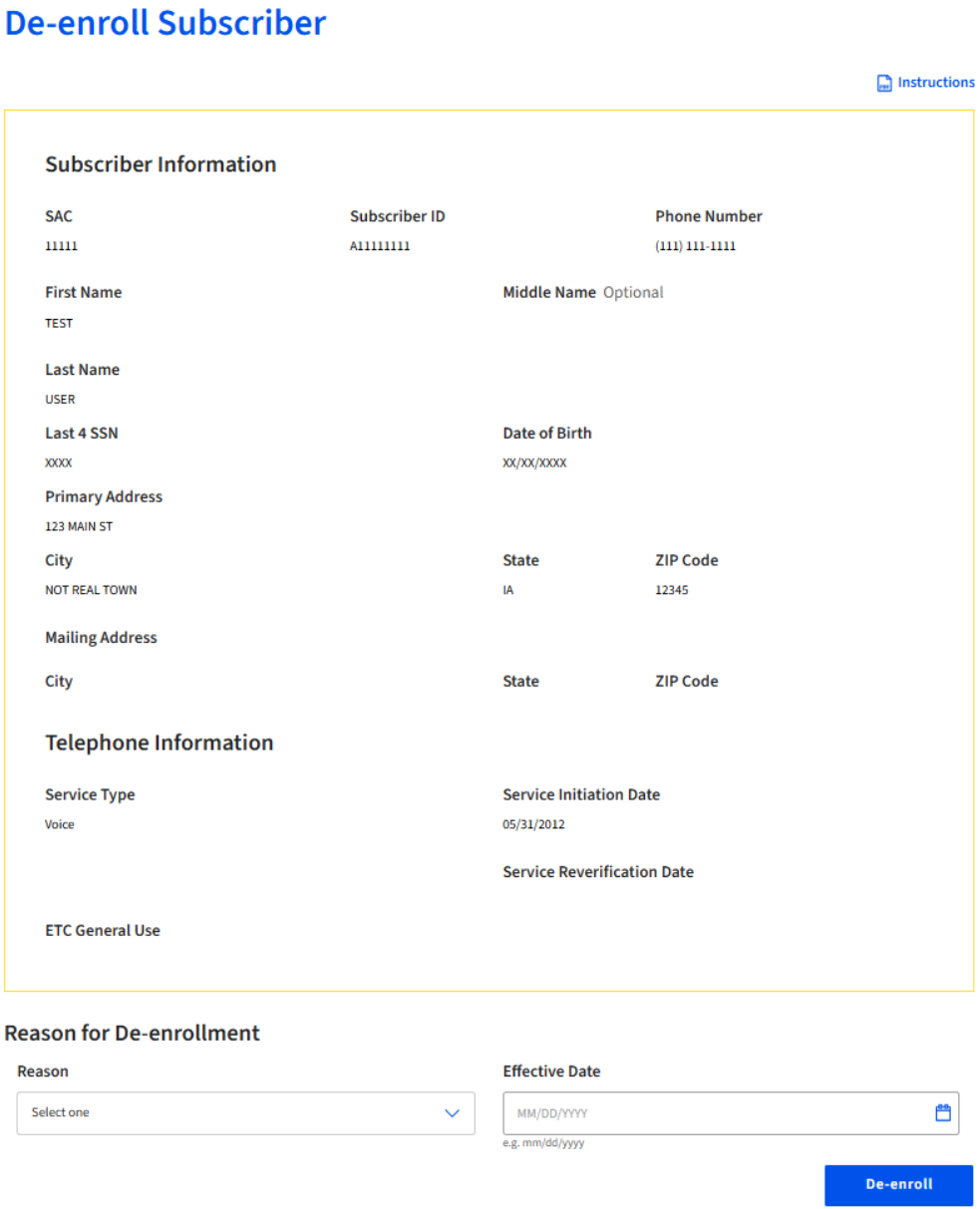
- In the **Select Type** field, select phone number or Subscriber ID to search for a subscriber.
- In the De-enroll Type field, select **Production** (to search for active subscribers to de-enroll).



De-Enroll Subscriber

Verify Information

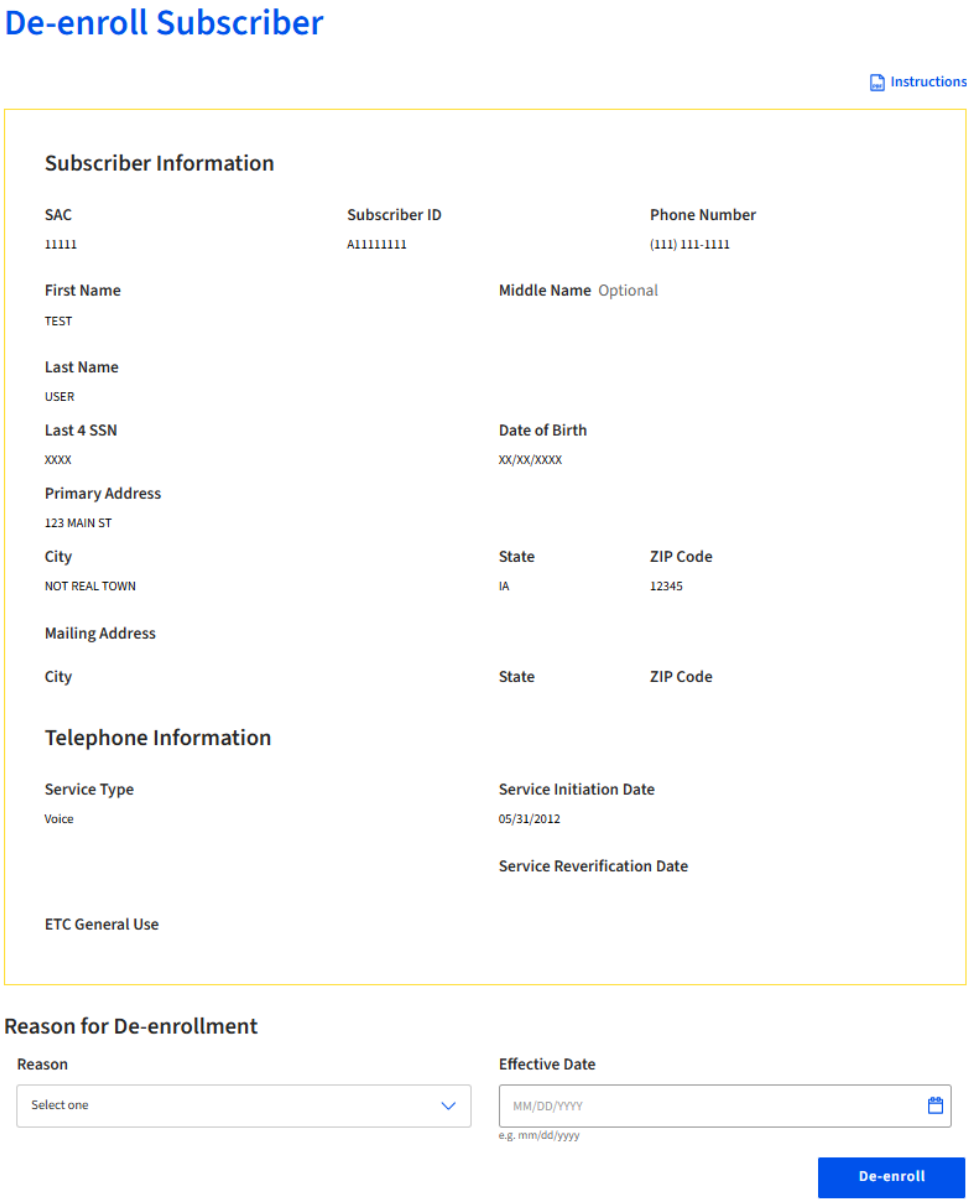
- If a matching subscriber is found, the subscriber's personal information will be displayed for review.
- Be sure to verify the correct subscriber's record is displayed.



De-Enroll Subscriber

Enter Reason

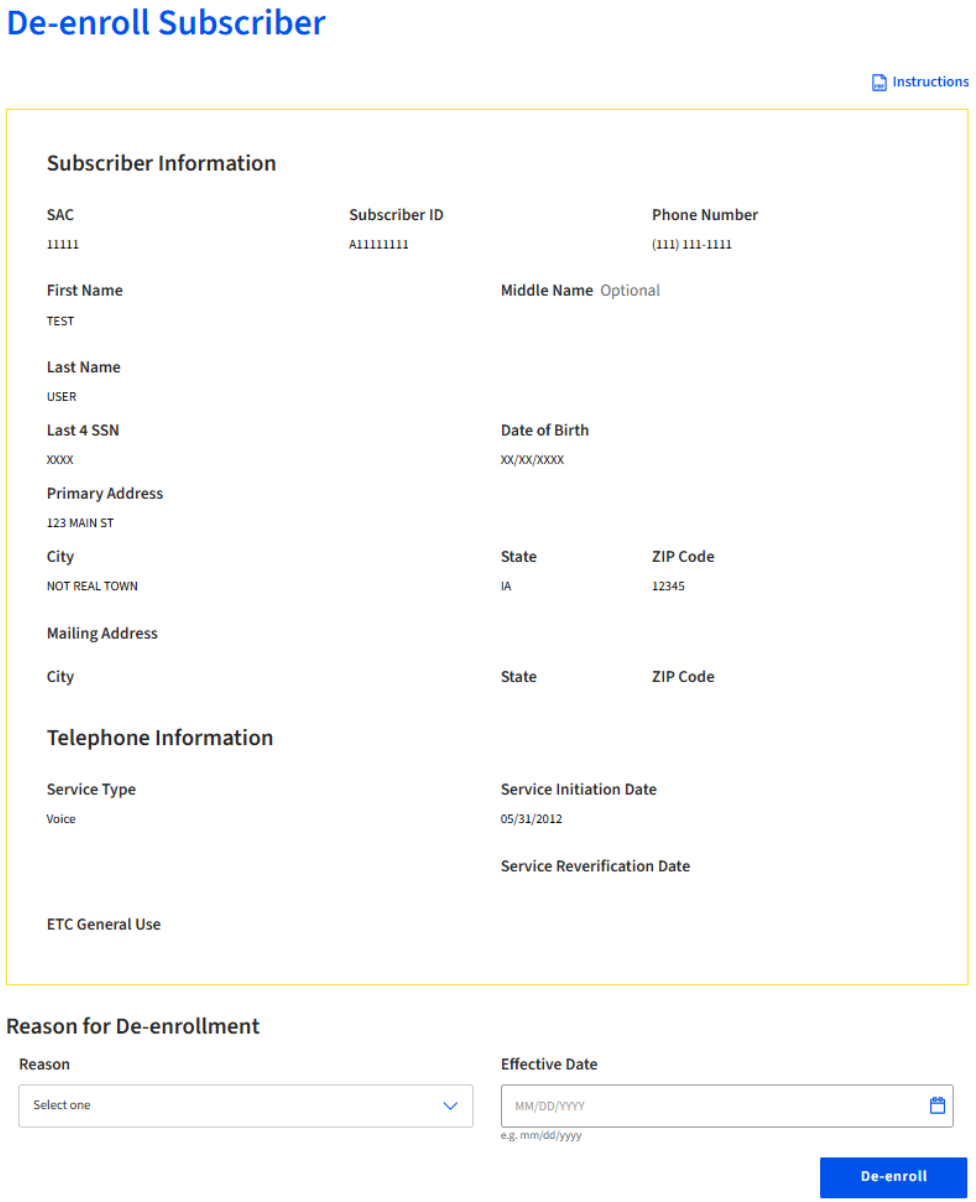
- Select the de-enrollment reason.
  - Subscriber is deceased
  - Subscriber requested to be de-enrolled
  - Subscriber moved out of the service provider's service area
  - Subscriber is no longer eligible
  - Subscriber update/correction for personally identifiable information (PII)
  - Subscriber non-usage
  - Subscriber not properly enrolled



De-Enroll Subscriber

Effective Date

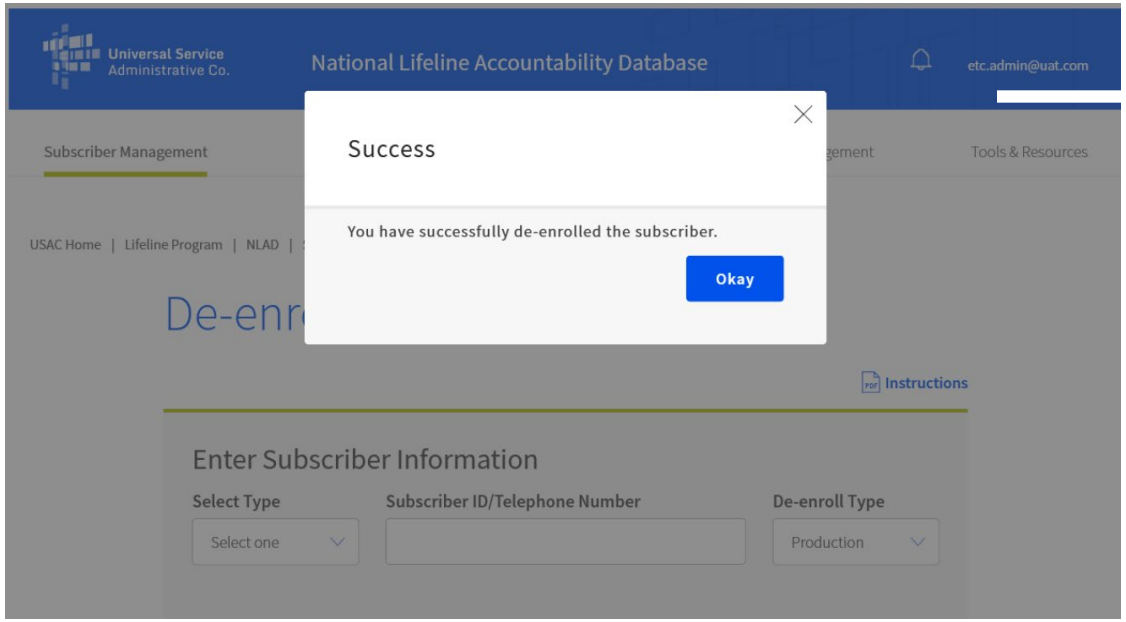
- Select the effective date.
  - The de-enrollment date of the subscriber marks the last day of the subscriber's enrollment in the Lifeline program.
- Select **De-Enroll**.



De-Enroll Subscriber

Successful

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

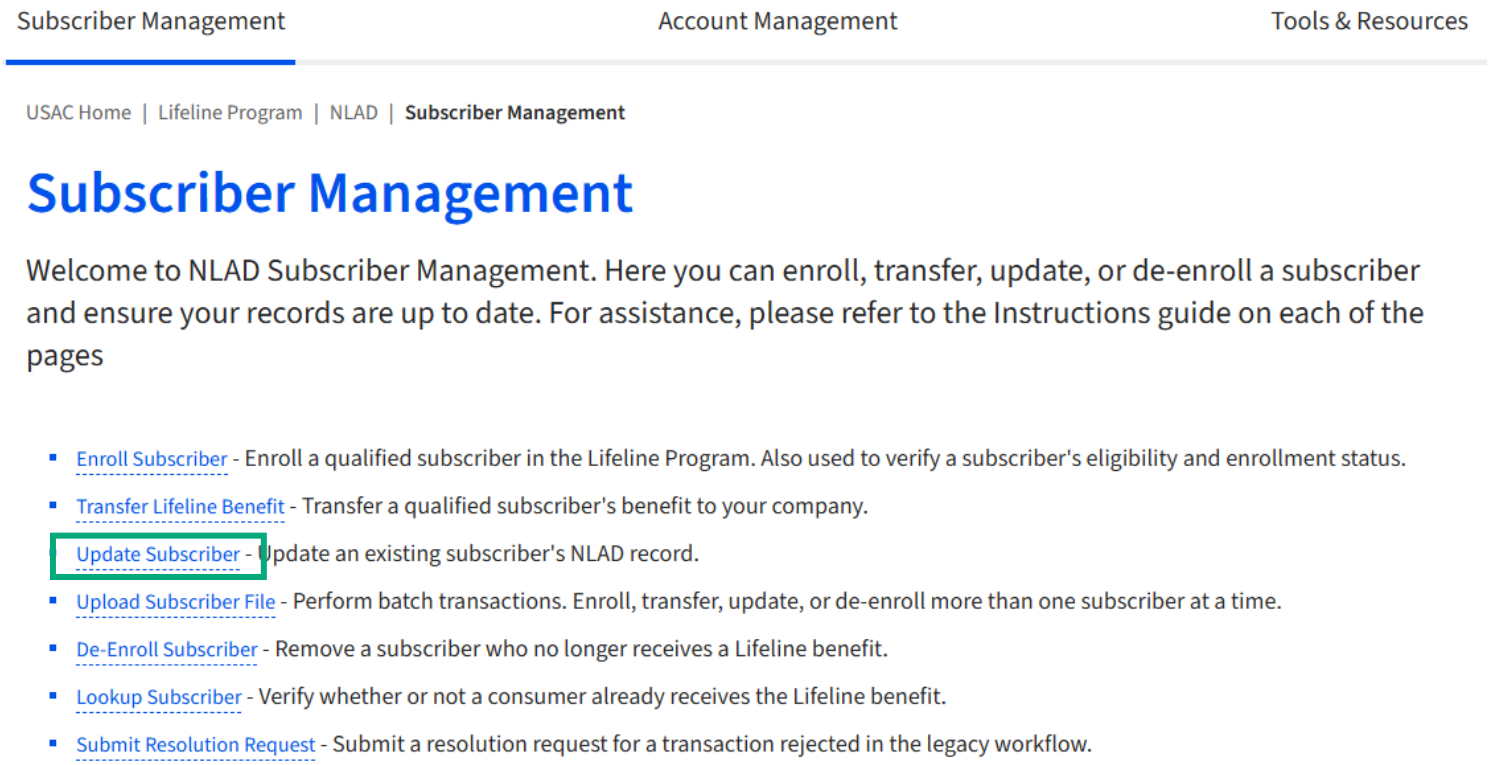


Update Subscriber

Update Subscriber

Workflow

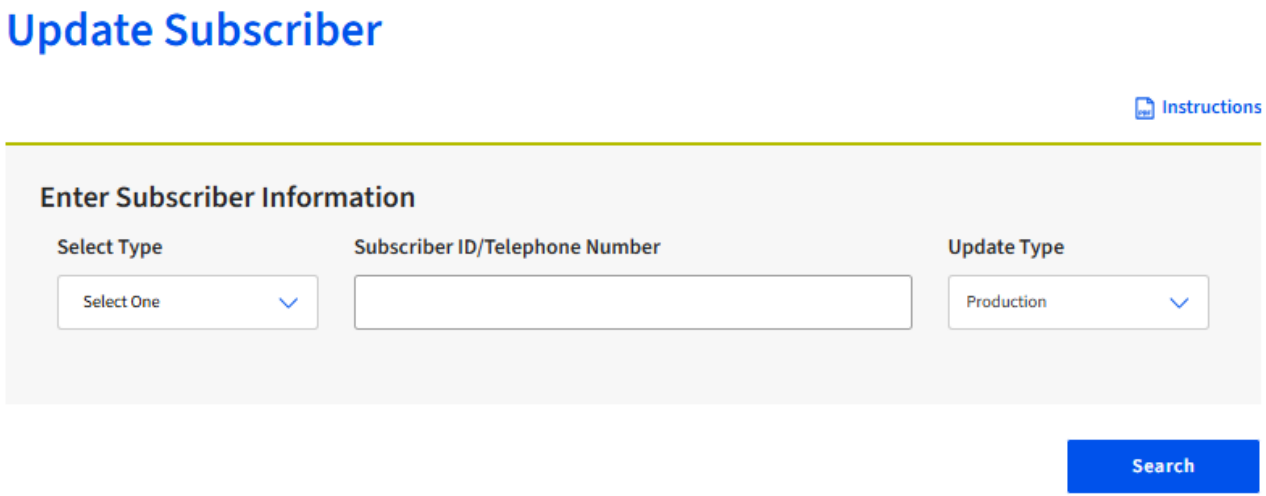
The Update Subscriber workflow allows service providers to edit specific subscriber information.



Update Subscriber

Enter Information

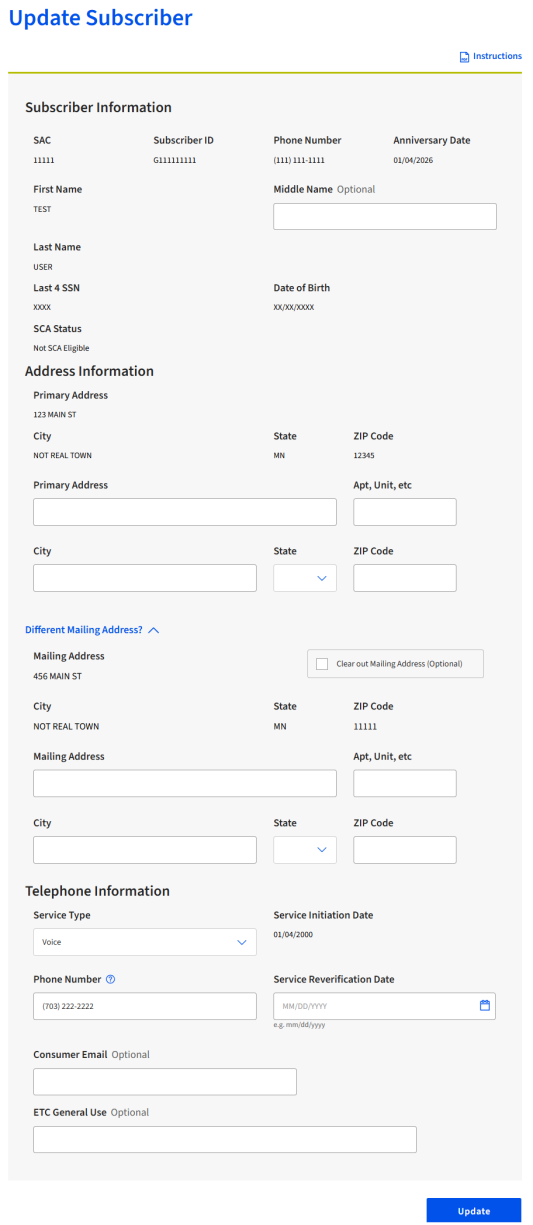
- In the **Select Type** field, select phone number or Subscriber ID to search for a subscriber.
- In the Update Type field, select **Production** (to search for active subscribers).



Update Subscriber

Verify Information

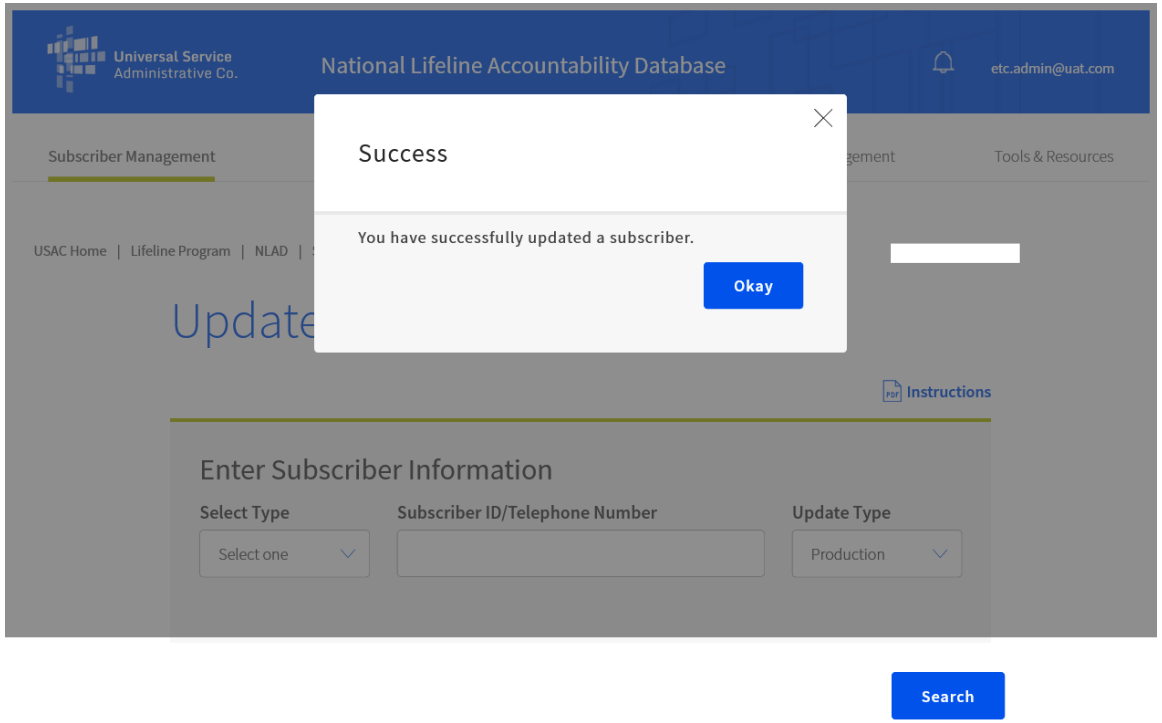
- If a matching subscriber is found, their personal information will be displayed along with the following editable fields:
  - Middle Name
  - Address
  - Service Type
  - Phone Number
  - Lifeline Tribal Benefit (if applicable)
  - Linkup Service Date (if applicable)
  - ETC General Use



Update Subscriber

Successful

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



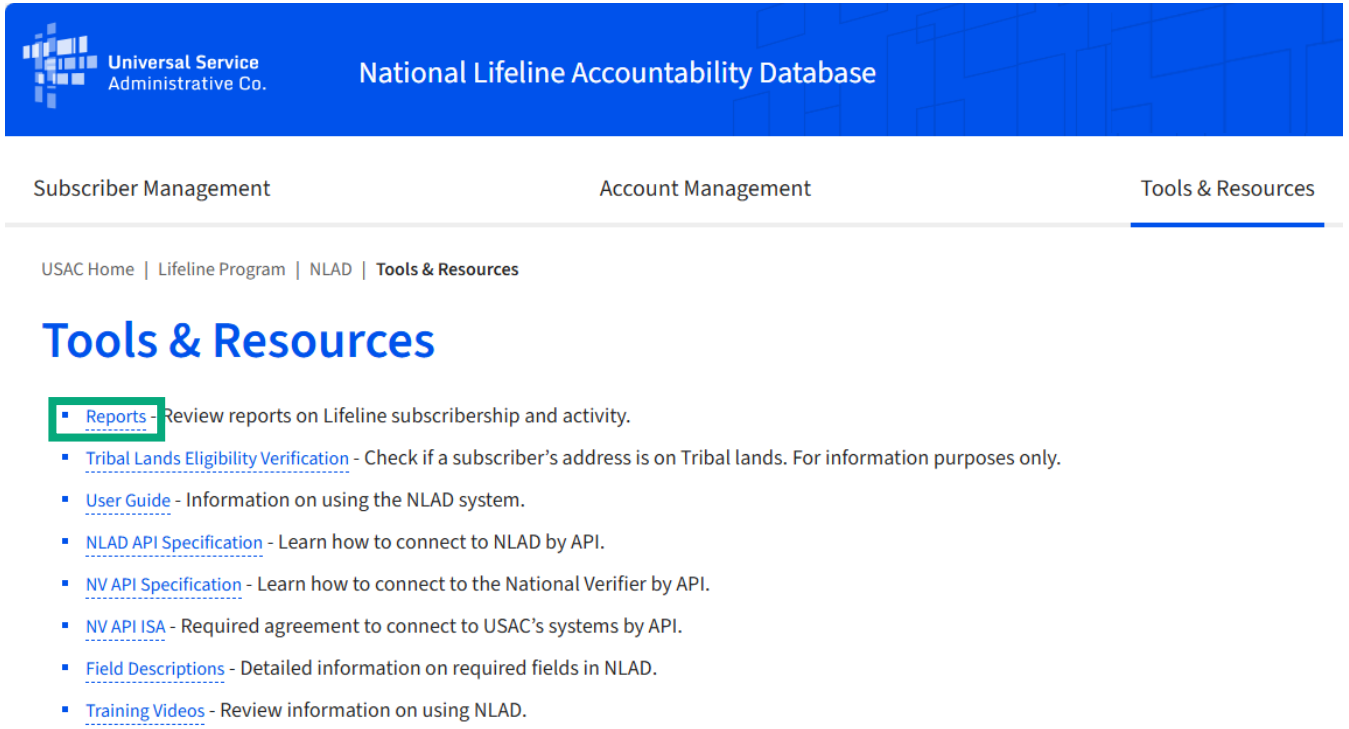
Reports

Reports

Tools & Resources

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

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



Reports

Available Report Types (1 of 2)

The following reports are available to NLAD users:

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

Reports

Available Report Types (2 of 2)

- **Continued Eligibility Status Report** shows the status of subscribers who are currently undergoing or have undergone Continued Eligibility verification within a specified period.
- **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).

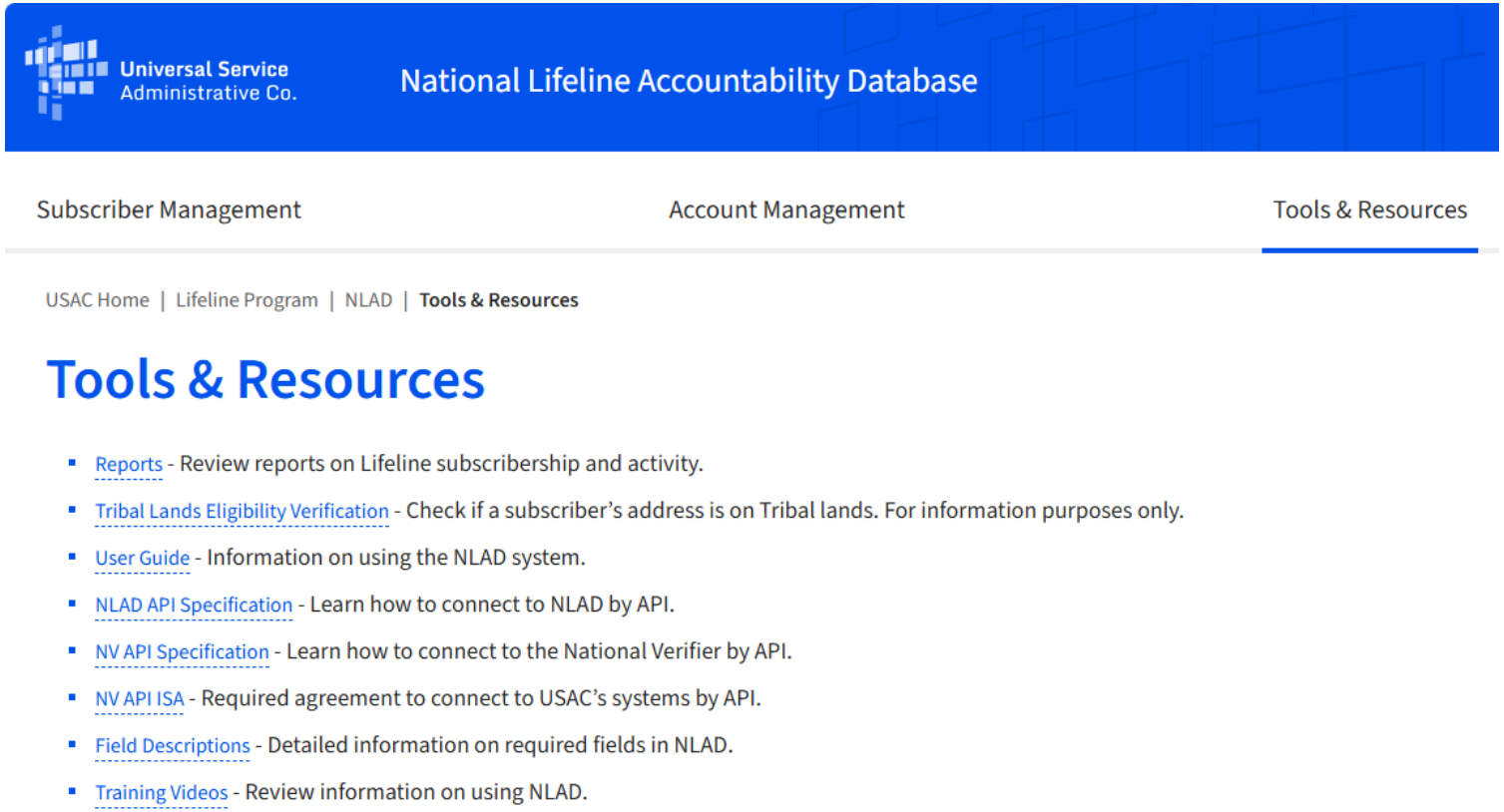
Questions?

Resources

Resources

One Portal

- 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.



Resources

Continued

NLAD Resources

- NLAD webpage
- NLAD Maintenance Schedule
- NLAD instructional videos

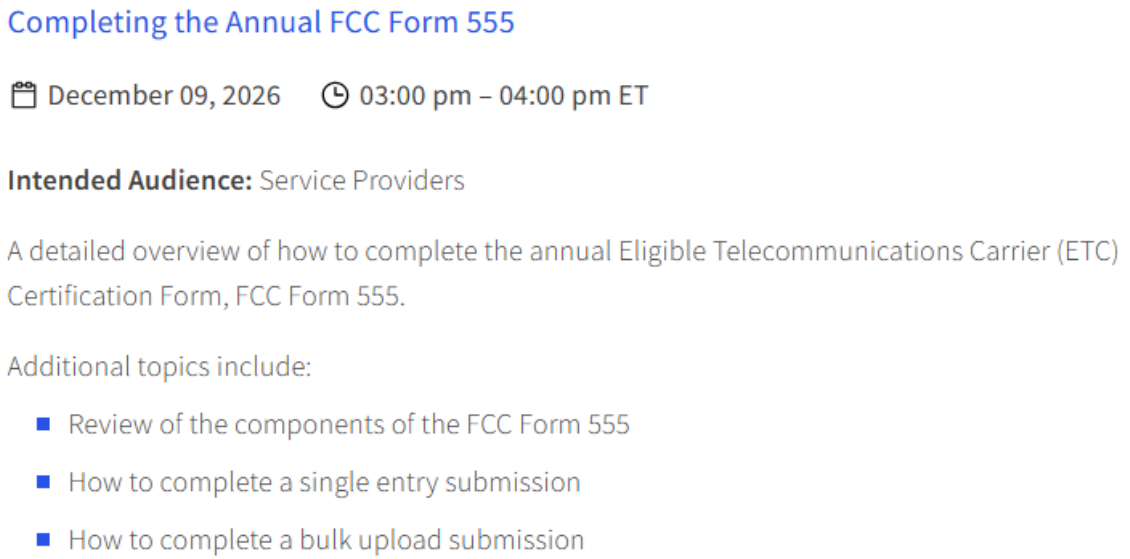
General Resources

- 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.

December Webinar

Register for the next Lifeline webinar.

- **Date**: December 9, 2026
- **Time**: 3 p.m. ET – 4 p.m. ET
- **Topic**: Completing the Annual FCC Form 555



Completing the Annual FCC Form 555

December 09, 2026 03:00 pm – 04:00 pm ET

Intended Audience: Service Providers

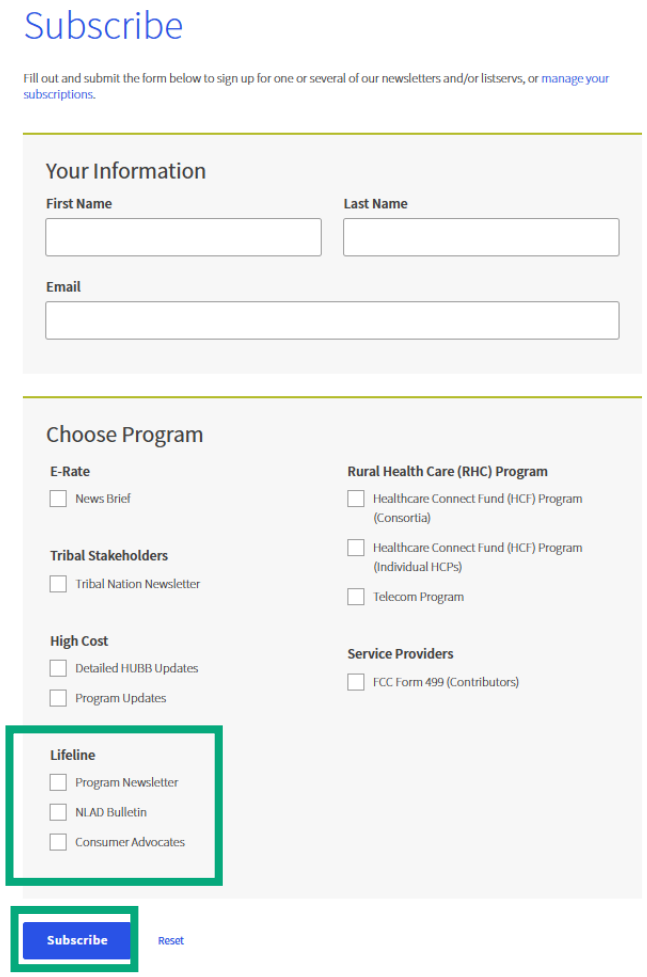
A detailed overview of how to complete the annual Eligible Telecommunications Carrier (ETC) Certification Form, FCC Form 555.

Additional topics include:

- Review of the components of the FCC Form 555
- How to complete a single entry submission
- How to complete a bulk upload submission

Lifeline Monthly Newsletter

Subscribe to the Lifeline monthly newsletter for program updates, reminders, and announcements.



Thank You!



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Universal Service
Administrative Co.