

April 2021 Monthly Webinar

NLAD 101: Part Two



Universal Service
Administrative Co.

Housekeeping

- 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 webinar panel**

Meet Our Team



Tiffany Brady

Manager of Communications | Lifeline

Tiffany manages all communications for Lifeline, including state and federal partnerships



Linnita Hosten

Senior Communications Specialist | Lifeline

Linnita develops external communications and creates content about Lifeline systems and program changes

Objectives

At the end of the session, you will...



...be able to:

- Create an Eligible Telecommunications Carrier (ETC) administrator account in the National Lifeline Accountability Database (NLAD)
- Create an NLAD subaccount
- Transfer, update, and de-enroll subscribers from the NLAD
- Access resources in NLAD



...understand:

- The basic subscriber management functions in the NLAD system

Agenda

- Program Updates
- NLAD Overview
- Resources

Program Updates

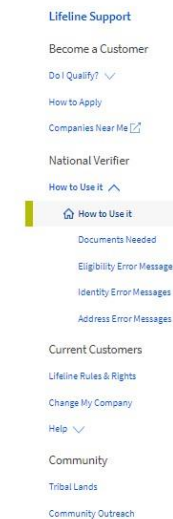
Program Updates

National Verifier Videos for Consumers

USAC released two videos specifically for consumers on how to apply through the National Verifier, Lifeline's centralized application system. The following videos break down the application process in a simple, easy to follow manner:

- [How to Apply Online Video-](#) explains how consumers may apply online using the consumer portal
- [How to Apply with a Phone or Internet Company Video-](#) explains how consumers may apply with the assistance of a service provider

These videos are also available on Lifeline's consumer website LifelineSupport.org



National Verifier

If you want to sign up for Lifeline, you can apply with a participating phone or internet provider or submit an application on your own using the National Verifier.

Video – How to Apply Online

Watch a ten-minute video on how to apply for Lifeline online through the National Verifier.



Video – How to Apply with a Phone or Internet Company

Watch a four-minute video on how to apply for Lifeline with a participating phone or internet company.

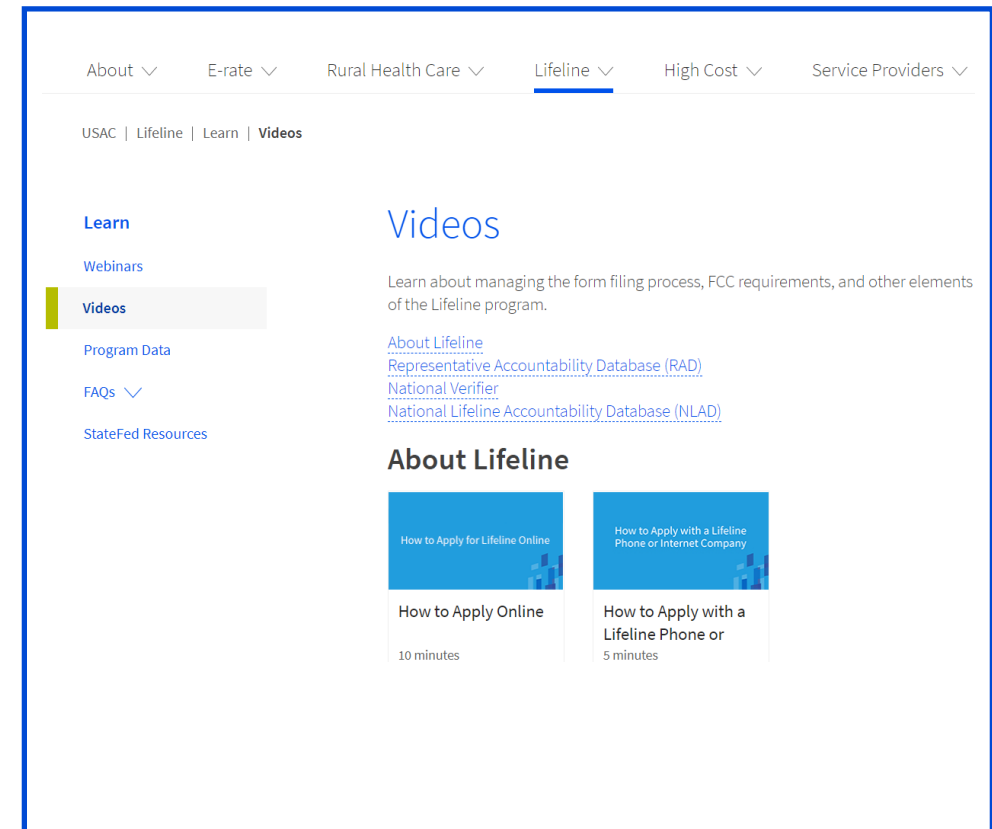


Program Updates

Representative Accountability Database (RAD) Videos for Service Providers

- USAC released an updated video to assist ETC administrators with linking Representative IDs to API accounts.
- An updated video on how to link a Representative ID to individual user accounts is coming soon

To learn more about the Representative Accountability Database (RAD), watch the videos on the [Learn Videos](#) page



Program Updates

COVID-19 Relief - Non-Usage Requirement Waiver Expires May 1

- The FCC has limited the waiver extension associated with the **non-usage** requirement so that it does not extend beyond **May 1, 2021**
- Service providers are required to send cure notices to subscribers who, as of May 1, 2021, have not used their service in the previous 30 days
- Due to the potential large number of notices that service providers may have to send, service providers are encouraged to perform outreach and encourage subscribers to use their service before expiration of the non-usage waiver
 - Service providers may **not** initiate the 15-day notice period until the waiver ends
- More information is available on USAC's [Lifeline COVID-19 Response](#) webpage

Program Updates

COVID-19 Relief - Some Temporary Changes Expire on June 30, 2021

On February 24, 2021, the [FCC released a waiver](#) to ensure low-income consumers continue to have access to affordable communications services needed for telemedicine, telework, and online learning during the ongoing COVID-19 health emergency

From now through **June 30, 2021**:

- Recertification is on hold for all subscribers with anniversary dates between April 14, 2020, and September 28, 2021
- Reverification activity is on hold
- Consumers will continue to have flexibility related to the documentation they can use to demonstrate income eligibility

Program Updates

COVID-19 Relief - Some Temporary Changes Expire on June 30, 2021

From now through **June 30, 2021**:

- Service providers can continue to provide Lifeline service to eligible Lifeline consumers living in **rural areas on Tribal lands** - even before those consumers have submitted certain supporting documentation to complete their Lifeline application
 - Consumers have 45 days to submit documentation to maintain their benefit and cannot be claimed until they have an approved National Verifier application

NLAD Overview

NLAD Overview

- 497 Officer Homepage
- Creating an ETC Administrator
- ETC Administrator homepage
- Creating a subaccount in NLAD
- Transferring a Lifeline benefit
- De-enrolling a subscriber from NLAD

497 Officer Homepage

497 Officer Homepage Overview

The 497 Officer can:

- Promote an existing NLAD account to ETC Administrator
- Create a new ETC Administrator account
- Manage ETC Administrator accounts (i.e., updating an account's information, resetting passwords, and deactivating the account)

The screenshot shows the 497 Officer Homepage. At the top is a blue header with the Universal Service Administrative Co. logo, the title 'National Lifeline Accountability Database', a notification bell icon, and the email '497officer.uat@test.com'. Below the header is a navigation bar with 'Claims', 'Account Management' (highlighted with a green underline), and 'Tools & Resources'. A breadcrumb trail reads 'USAC Home | Lifeline Program | NLAD | Account Management | 497 Officer Home Page'. The main heading is '497 Officer Home Page', followed by the sub-heading 'ETC Administrative Entitlements'. Below this, it says 'Displaying 1-7 of 7 records' and there is an 'Instructions' link. A table with 6 columns (User ID, Last Name, First Name, Phone Number, Role, Action) displays 7 rows of placeholder data. Each row has an edit icon in the Action column. At the bottom, there is a pagination control showing 'Show 25 records/page' and '1 of 1 pages'.

User ID	Last Name	First Name	Phone Number	Role	Action

Creating an ETC Administrator

Creating an ETC Administrator

497 Officer Home Page Selections

An ETC Administrator (Admin) is created from the 497 Officer Home Page. To create an ETC Admin:

- **Select the SPIN(s)** you want to assign
- **Select the individual** you would like to assign as a new Administrator. Options include:
 - Assign to new ETC Administrator
 - Assign to me
 - Assign to existing ETC Administrator

USAC Home | Lifeline Program | NLAD | Account Management | 497 Officer Home Page

National Lifeline Accountability Database

497Officer.usaf@usaf.com

Claims Account Management Tools & Resources

497 Officer Home Page

ETC Administrative Entitlements

Displaying 1-7 of 7 records

User ID	Last Name	First Name	Phone Number	Role	Action
				ETC Admin	<input checked="" type="checkbox"/>
				ETC Admin	<input checked="" type="checkbox"/>
				ETC Admin	<input checked="" type="checkbox"/>
				ETC Admin	<input checked="" type="checkbox"/>
				ETC Admin	<input checked="" type="checkbox"/>
				ETC Admin	<input checked="" type="checkbox"/>
				ETC Admin	<input checked="" type="checkbox"/>

Show 25 records/page 1 of 1 pages

Update ETC Admin SPIN Permissions

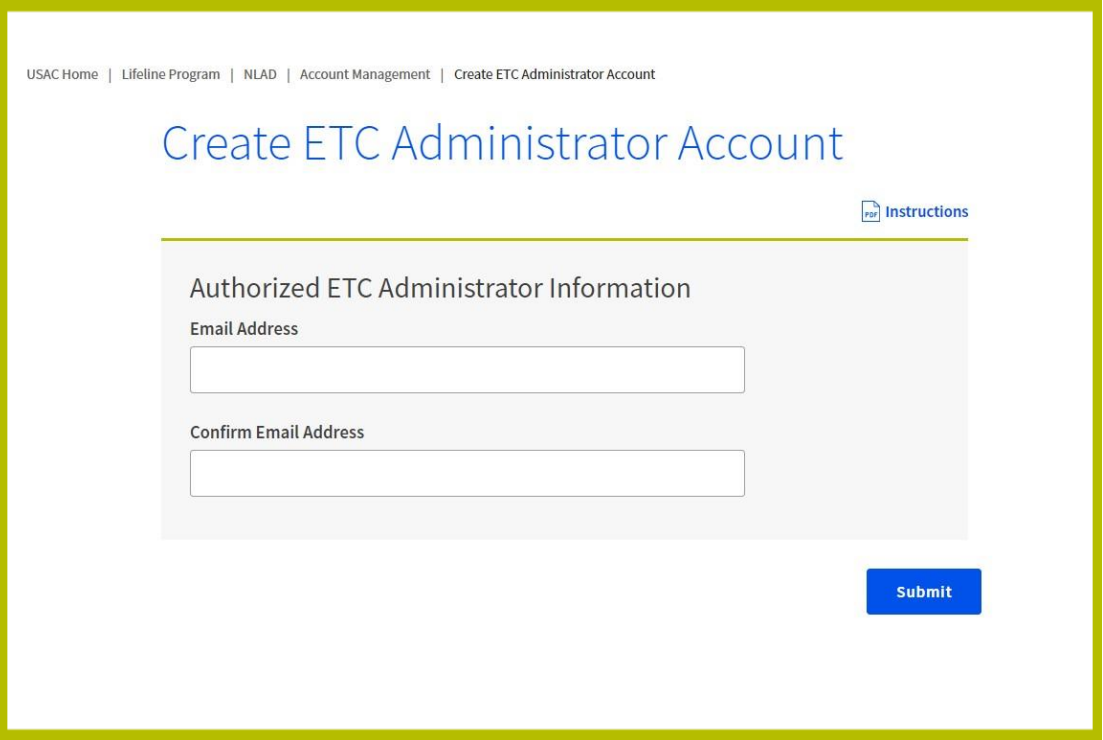
SPIN	Current Assignment	
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

Assign to Existing ETC Administrator Assign to Me **Assign to New ETC Administrator**

Creating an ETC Administrator

Enter New ETC Admin Email Address

- **Enter the email address** for the account you want to set as the ETC Administrator in the email address and the confirm email address fields
- **Click search** to locate the account information



The screenshot shows a web interface for creating an ETC Administrator account. At the top, a breadcrumb trail reads: USAC Home | Lifeline Program | NLAD | Account Management | Create ETC Administrator Account. Below this is the title 'Create ETC Administrator Account' in blue, with a PDF icon and the word 'Instructions' to its right. The main form area is titled 'Authorized ETC Administrator Information' and contains two text input fields: 'Email Address' and 'Confirm Email Address'. A blue 'Submit' button is located at the bottom right of the form.

Creating an ETC Administrator

Enter New ETC Admin Info

- **First Name:** The user's first name. This field also accepts the SPACE character and special characters
- **Last Name:** The user's last name. This field also accepts the SPACE character and special characters
- **Phone Number:** The user's phone number (number must be exactly ten numeric characters long)
- **Representative ID:** The representative's REPID

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Account Management](#) | [Create ETC Administrator Account](#)

Create ETC Administrator Account

 [Instructions](#)

Authorized ETC Administrator Information

Email : nickey@co.com

First Name	Last Name
<input type="text"/>	<input type="text"/>
Phone Number	Representative ID (optional)
<input type="text"/>	<input type="text"/>

ETC Information

Company Primary Address	Apt, Unit, etc	
<input type="text"/>	<input type="text"/>	
City	State	ZIP Code
<input type="text"/>	<input type="text" value="v"/>	<input type="text"/>

[Cancel](#) [Create](#)

Creating an ETC Administrator

Enter ETC Information

- **Company Primary Address:** Physical address
- **Company City:** The company's city
- **Apt, Unit, etc.** (optional): The company's APT/Unit information
- **State:** The company's state
- **Zip Code:** The company's zip code

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Account Management](#) | [Create ETC Administrator Account](#)

Create ETC Administrator Account

 [Instructions](#)

Authorized ETC Administrator Information

Email: nickey@co.com

First Name

Last Name

Phone Number

Representative ID (optional)

ETC Information

Company Primary Address

Apt, Unit, etc

City

State

ZIP Code

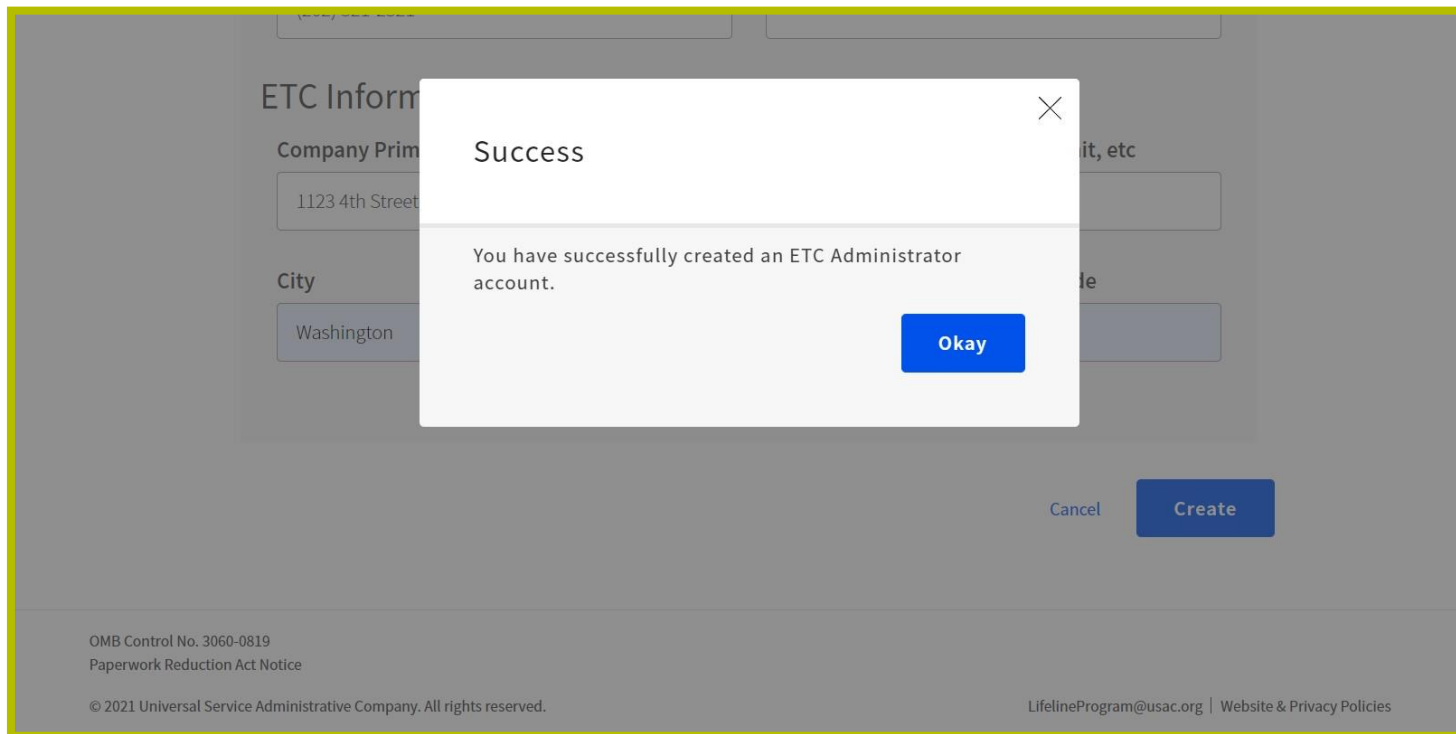
[Cancel](#)

[Create](#)

Creating an ETC Administrator

Example of Successful Transaction

- Once a successful transaction is completed, you will be returned to the 497 Officer Home Page where you can review the ETC Administrator's new assignments

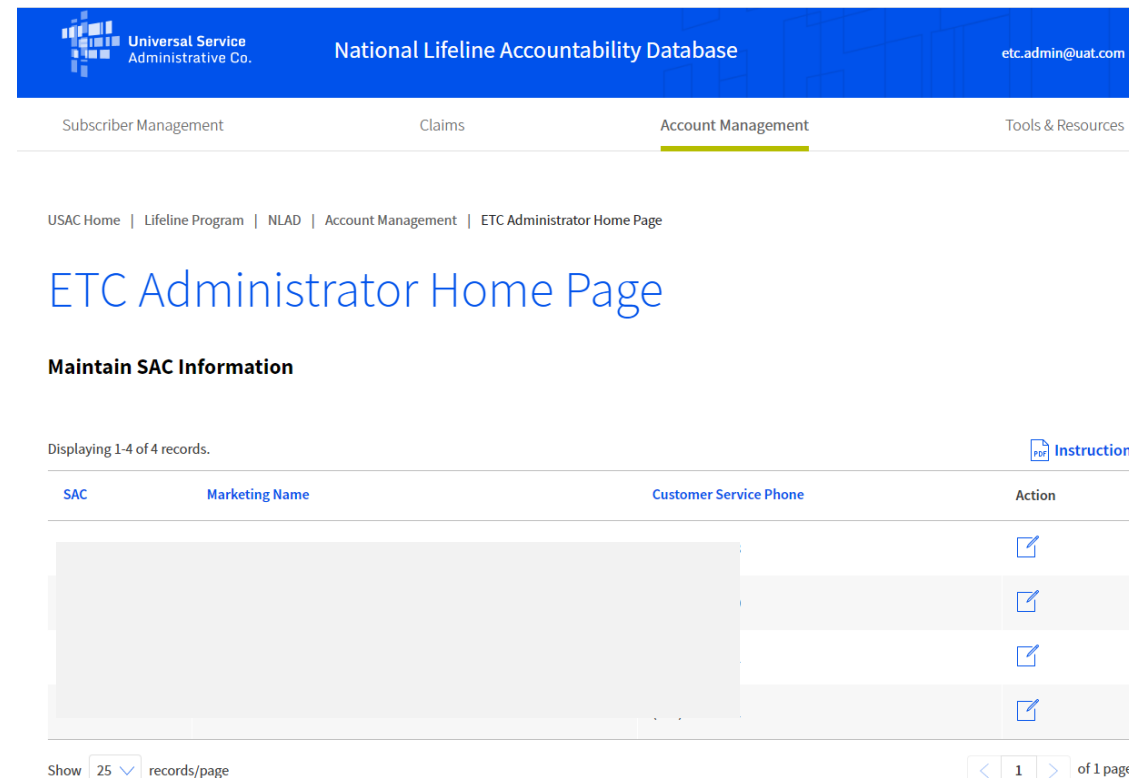


ETC Admin Home Page

ETC Admin Home Page Overview

ETC Administrators can:

- **Create NLAD subaccounts** (ETC Analyst, ETC Operations, and ETC Agent)
- **Manage NLAD subaccounts**, including updating account information, resetting account passwords, and deactivating accounts
- **Perform subscriber transactions**, query subscriber data, create and view reports, and submit resolution requests in NLAD
- **Access the National Verifier** to perform eligibility checks, documentation uploads, and status checks of consumers

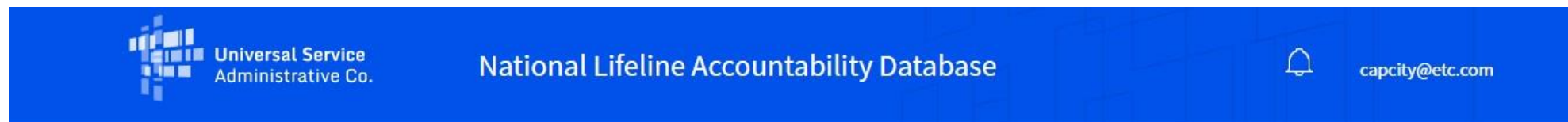


The screenshot displays the ETC Administrator Home Page. At the top, a blue header bar contains the Universal Service Administrative Co. logo, the title 'National Lifeline Accountability Database', and the email 'etc.admin@uat.com'. Below the header, a navigation bar features four tabs: 'Subscriber Management', 'Claims', 'Account Management' (which is highlighted with a green underline), and 'Tools & Resources'. The main content area includes a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Account Management | ETC Administrator Home Page'. The title 'ETC Administrator Home Page' is prominently displayed. Under the heading 'Maintain SAC Information', it states 'Displaying 1-4 of 4 records.' and provides a link to 'Instructions'. A table with four columns—'SAC', 'Marketing Name', 'Customer Service Phone', and 'Action'—shows four rows of data. The first three columns are obscured by a large grey redaction box, while the 'Action' column contains edit icons for each row. At the bottom, a pagination control shows 'Show 25 records/page' and '1 of 1 pages'.

SAC	Marketing Name	Customer Service Phone	Action

Creating a Subaccount in NLAD

Creating a Subaccount in NLAD

[Subscriber Management](#)[Account Management](#)[Tools & Resources](#)[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Account Management](#)

Account Management

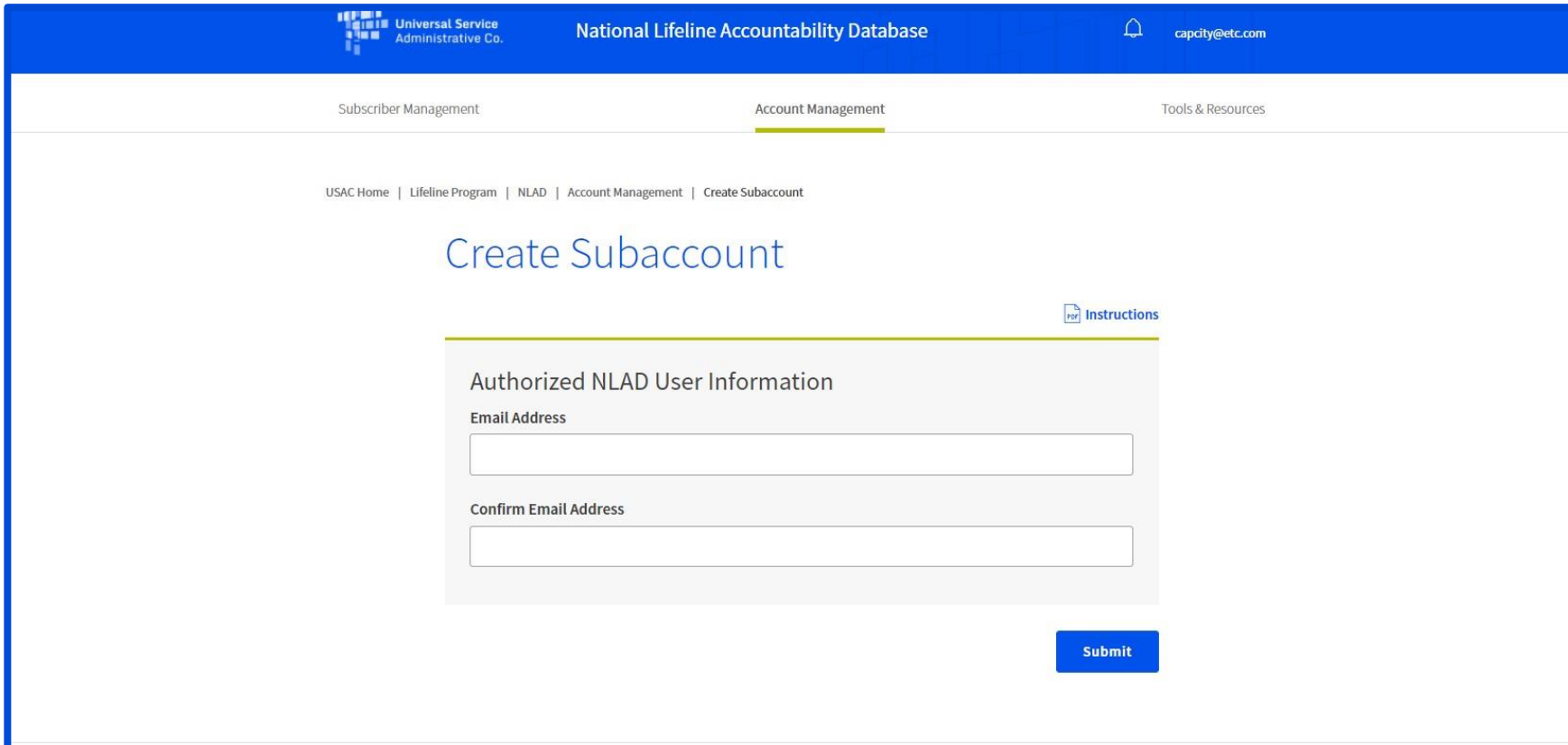
Create, manage, and review subaccounts for your SPINs

- [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.

Creating a Subaccount in NLAD

Enter Email of New Authorized User

- Enter, confirm, and submit the email address of the new authorized user



The screenshot displays the 'Create Subaccount' page within the National Lifeline Accountability Database (NLAD). The page header includes the Universal Service Administrative Co. logo, the title 'National Lifeline Accountability Database', a notification bell icon, and the email 'capcity@etc.com'. The main navigation bar shows 'Subscriber Management', 'Account Management' (which is underlined), and 'Tools & Resources'. A breadcrumb trail at the top of the content area reads 'USAC Home | Lifeline Program | NLAD | Account Management | Create Subaccount'. The main heading is 'Create Subaccount', with a PDF icon and the word 'Instructions' to its right. Below this is a form titled 'Authorized NLAD User Information' containing two text input fields: 'Email Address' and 'Confirm Email Address'. A blue 'Submit' button is located at the bottom right of the form.

- **First Name:** The user's first name. This field also accepts the SPACE character and special characters
- **Last Name:** The user's last name. This field also accepts the SPACE character and special characters
- **Phone Number:** The user's phone number (number must be exactly ten numeric characters long)
- **Representative ID:** The representative's REPID
- **Master Agent:** (optional): The first and last name and Representative ID of the Master Agent associated with the authorized subaccount

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Creating a Subaccount in NLAD

Assign the Subaccount Role

Create Subaccount

 [Instructions](#)

Authorized User Information

Email: nickey813@yahoo.com

First Name

Last Name

Phone Number

Representative ID

Master Agent for Authorized User

☐ Master Agent for Authorized User (optional)

Subaccount Role

Role

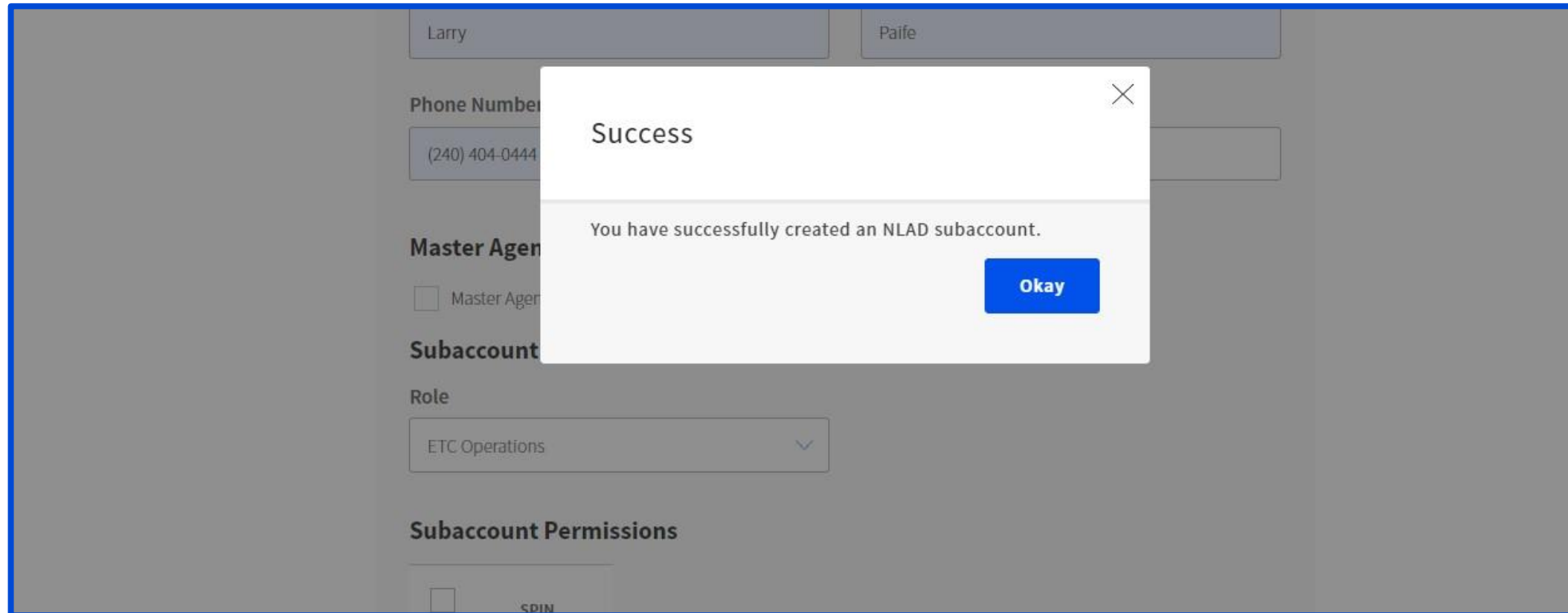
Creating a Subaccount in NLAD

Subaccount Types

Account Type	NLAD Access	National Verifier Access
ETC Analyst	The user can perform subscriber transactions, query subscriber data, create and view reports, and submit resolution requests	The user can request eligibility checks, documentation uploads, and status checks of consumers
ETC Operations	The user can query subscriber data, create and view reports, and submit resolution requests	The user can request eligibility checks, documentation uploads, and status checks of consumers
ETC Agent	No access with this account	The user can request eligibility checks, documentation uploads, and status checks of consumers

Creating a Subaccount in NLAD

Example of Success



The screenshot displays the NLAD subaccount creation interface. A modal dialog box is centered on the screen, indicating a successful outcome. The background form is partially visible, showing fields for 'Larry' and 'Paife', a 'Phone Number' field with the value '(240) 404-0444', a 'Master Agent' checkbox, a 'Subaccount' field, a 'Role' dropdown menu set to 'ETC Operations', and a 'Subaccount Permissions' section with a 'SPIN' checkbox.

Success

You have successfully created an NLAD subaccount.

Okay

Phone Number
(240) 404-0444

Master Agent
☐ Master Agent

Subaccount

Role
ETC Operations


Subaccount Permissions
☐ SPIN




Questions?

Transferring a Lifeline Benefit

Transferring a Lifeline Benefit

 Universal Service Administrative Co.

National Lifeline Accountability Database

 capcity@etc.com

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.

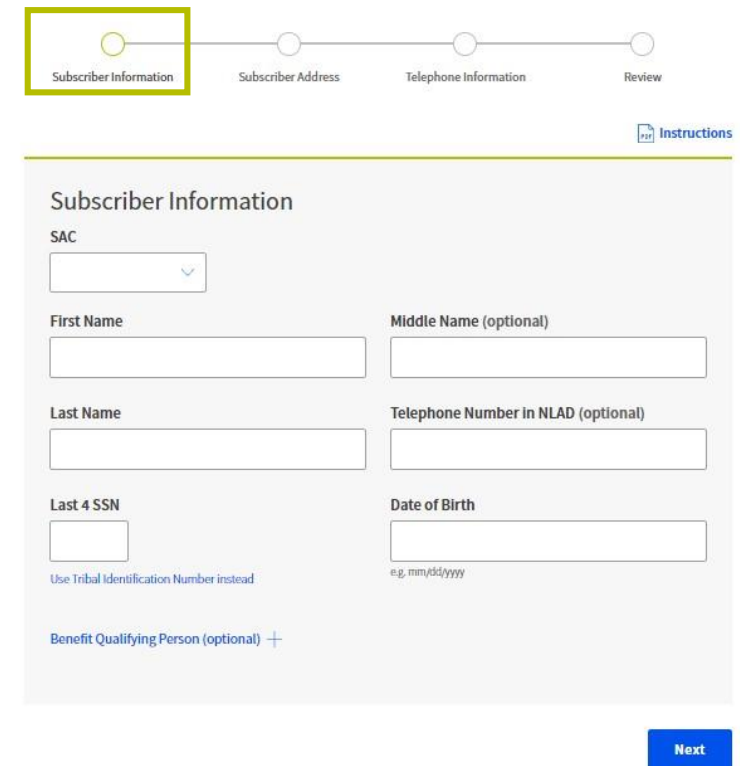
Transferring a Lifeline Benefit

Enter Subscriber Information

- **Study Area Code (SAC):** A six-digit number associated with the ETC providing the Lifeline benefits to the subscriber
- **Name:** The subscriber's full legal name
- **Phone Number:** The subscriber's phone number. The number must be exactly ten numeric characters long
- **Last 4 SSN:** The subscriber's last four digits of their social security number (or Tribal ID)
- **Date of Birth:** The subscriber's date of birth
- **BQP:** "Benefit qualifying person;" only include this information if the applicant is qualifying through their child or dependent

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

Transfer Subscriber



The form interface for transferring a subscriber. At the top, a progress bar shows four steps: Subscriber Information (highlighted with a yellow box), Subscriber Address, Telephone Information, and Review. Below the progress bar is a link to 'Instructions'. The main form area is titled 'Subscriber Information' and contains several input fields: a dropdown for 'SAC', text boxes for 'First Name', 'Middle Name (optional)', 'Last Name', and 'Telephone Number in NLAD (optional)', a text box for 'Last 4 SSN' with a note 'Use Tribal Identification Number instead', and a date picker for 'Date of Birth' with a format example 'e.g. mm/dd/yyyy'. At the bottom, there is a link for 'Benefit Qualifying Person (optional)' with a plus icon, and a blue 'Next' button.

Subscriber Information

SAC

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) +

Next


Transferring a Lifeline Benefit

Enter Subscriber Address

- **Primary Address:** Subscriber's primary residential address (cannot be a PO Box)
- **Mailing Address:** Subscriber's mailing address, if different from their primary address

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Subscriber Management](#) | [Transfer Subscriber](#)

Transfer Subscriber



The diagram shows a four-step process flow: Subscriber Information, Subscriber Address, Telephone Information, and Review. The 'Subscriber Address' step is highlighted with a yellow box.

[Instructions](#)

Subscriber Address

Primary Address		Apt, Unit, etc
<input type="text"/>		<input type="text"/>
City	State	ZIP Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

Different Mailing Address? ☐

Mailing Address		Apt, Unit, etc
<input type="text"/>		<input type="text"/>
City	State	ZIP Code
<input type="text"/>	<input type="text"/>	<input type="text"/>

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

Transferring a Lifeline Benefit

Enter Telephone Information

- **Service Type:** Subscriber's Lifeline service offering: Voice, broadband, bundled-voice, bundled-broadband, or bundled - voice and broadband
- **Service Initiation Date:** Date the service provider-initiated Lifeline service
- **Telephone Number:** Subscriber's phone number (if applicable)
- **ETC General:** Optional field that some carriers use to enter a subscriber's account number or to track the subscriber in their internal systems

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Subscriber Management](#) | [Transfer Subscriber](#)

Transfer Subscriber

Subscriber Information Subscriber Address **Telephone Information** Review

[Instructions](#)

Telephone Information

Service Type

Service Initiation Date

e.g. mm/dd/yyyy

Telephone Number

ETC General Use (optional)

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

Transferring a Lifeline Benefit

Review Subscriber Information

- **Review subscriber** information and click “Transfer” to complete the transfer

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

Transfer Subscriber

Subscriber Information Subscriber Address Telephone Information **Review**

[Instructions](#)

Review Subscriber Information

SAC

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) +

Primary Address Apt, Unit, etc

City State ZIP Code

Different Mailing Address? +

Telephone Information

Service Type Service Initiation Date
e.g. mm/dd/yyyy

Telephone Number

ETC General Use (optional)

Transfer

Transferring a Lifeline Benefit

Example of Transfer Success

- Upon successful transfer, the NLAD system will generate two 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
- Successful transfer transactions will be assigned a Subscriber ID (system-generated 9-character/alphanumeric) that ETCs can use to query a subscriber's information
- ETCs can perform update and de-enroll transactions with the Subscriber ID

The screenshot displays the 'Transfer Lifeline Benefit' form in the NLAD system. At the top, a navigation bar includes links for 'Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources'. Below this, a breadcrumb trail reads 'NLAD Home > Lifeline Program > NLAD > Subscriber Management'. The main heading is 'Transfer Lifeline Benefit'. A green confirmation banner states: 'You have successfully transferred the Lifeline Benefit.' The form contains several input fields for subscriber information: 'Subscriber ID' (a 9-character alphanumeric code), 'SAC', 'First Name', 'Last Name', 'Last 4 SSN', 'Primary Address', 'City', 'Telephone Number in NLAD (optional)', 'Date of Birth', 'State', and 'ZIP Code'. There is a 'Telephone Information' section with 'Service Type' (set to 'Voice') and 'Telephone Number'. A 'Service Initiation Date' is set to '10/10/2018'. The 'Lifeline Tribal Benefit' is selected with a radio button. A 'Linkup Service Date' field is also present. At the bottom, there is a link for 'ETC General Use'.

Transferring a Lifeline Benefit

Example of Failed Transaction

- If a transfer is not successful, the system will display an error message at the top of the page
- **NOTE:** For unsuccessful transfer transactions, a Subscriber ID will not be automatically generated
- ETCs will first have to resolve the transaction failure(s) and complete the transaction successfully to obtain their subscriber's Subscriber ID

Transfer Subscriber



Validation Error
subscriber: Subscriber Not Found

Instructions

Review Subscriber Information

SAC

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) +

Primary Address

Apt, Unit, etc

City

State

ZIP Code

Different Mailing Address? +

Telephone Information

Service Type

Service Initiation Date

e.g. mm/dd/yyyy

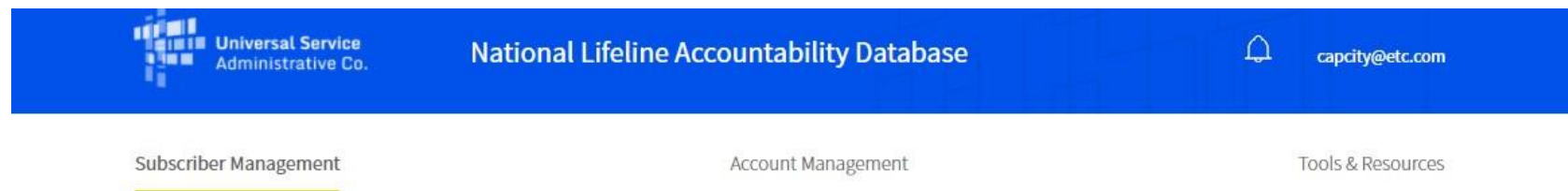
Telephone Number ⓘ



Questions?

De-enrolling a Subscriber from NLAD

De-enrolling a Subscriber from NLAD



[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-enrolling a Subscriber from NLAD

Enter Subscriber Information

- **Select either phone number or subscriber ID** option via the select type drop-down menu
 - If the phone number field is selected, enter the subscriber's phone number
 - If the subscriber ID field is selected, enter the subscriber's ID
- **Select the status of the subscriber in the de-enroll Type** drop-down menu
 - Select production if the subscriber is an active subscriber in NLAD
- **Click search**

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Subscriber Management](#) | [Deenroll Subscriber](#)

De-enroll Subscriber

 [Instructions](#)

Enter Subscriber Information

Select Type

Select one

Subscriber ID/Telephone Number

De-enroll Type

Production

Search

De-enrolling a Subscriber from NLAD

Verify Subscriber Information

- **Verify** the subscriber's record returned is the correct subscriber

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Subscriber Management](#) | [Deenroll Subscriber](#)

De-enroll Subscriber

 [Instructions](#)

Eligibility Information

Eligible Program

Medicaid

IEH Certification Date

Independent Economic Household

No

IEH Recertification Date

Tribal Address

No

Temporary Address

Yes

Non-Deliverable Rural Address

No

Reason for De-enrollment

Reason

Select one

Effective Date

MM/DD/YYYY

e.g. mm/dd/yyyy

De-enroll

De-enrolling a Subscriber from NLAD

Verify Subscriber Information

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Subscriber Management](#) | [Deenroll Subscriber](#)

De-enroll Subscriber

 [Instructions](#)

- **Select the reason for the subscriber's de-enrollment. Options include:**
 - Subscriber is deceased
 - Subscriber is leaving the program
 - Subscriber failed to recertify
 - Subscriber non-usage
- **Select a date from the effective date calendar:** The effective date is the date that de-enrollment of the subscriber occurs with the ETC, and marks the last day of the subscriber's enrollment in the Lifeline program

Eligibility Information	
Eligible Program	IEH Certification Date
Medicaid	
Independent Economic Household	IEH Recertification Date
No	
Tribal Address	
No	
Temporary Address	
Yes	
Non-Deliverable Rural Address	
No	

Reason for De-enrollment

Reason

Select one

Effective Date

MM/DD/YYYY

e.g. mm/dd/yyyy

De-enroll

De-enrolling a Subscriber from NLAD

Example of Successful Transaction

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 "etcadmintest@etc.com". Below the header, the "Subscriber Management" tab is selected. A yellow-bordered success dialog box is centered on the screen, displaying the text "Success" and "You have successfully de-enrolled the subscriber.", with an "Okay" button. In the background, the "De-enroll" section is visible, featuring a form titled "Enter Subscriber Information" with fields for "Select Type" (set to "Select one"), "Subscriber ID/Telephone Number", and "De-enroll Type" (set to "Production"). A "Search" button is located at the bottom right of the form area.

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

Subscriber Management Tools & Resources

USAC Home | Lifeline Program | NLAD |

De-enroll

Instructions

Enter Subscriber Information

Select Type Subscriber ID/Telephone Number De-enroll Type

Select one Production

Search

De-enrolling a Subscriber from NLAD

Example of Failed Transaction

De-enrollment transaction can fail if:

- A subscriber is not found
- An invalid de-enrollment type is entered
- An invalid de-enrollment date is entered
- A representative ID is not linked to the account

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

De-enroll Subscriber

① Validation Error
repld: Representative ID not linked.

 Instructions

Subscriber Information

SAC

Subscriber ID

Phone Number

First Name

Middle Name (optional)

Last Name



Questions?

Resources

Resources

Resources are accessible in the [NLAD](#) mega menu under *Tools & Resources*:

- NLAD User Guide
- API Specifications
- & more

The screenshot displays the National Lifeline Accountability Database (NLAD) interface. The top navigation bar is blue and contains the Universal Service Administrative Co. logo, the site title "National Lifeline Accountability Database", a notification bell icon, and the email address "etc.admin@uat.com". Below this, a secondary navigation bar lists "Subscriber Management", "Claims", "Account Management", and "Tools & Resources", with the latter highlighted by a yellow border. A breadcrumb trail below the navigation bar reads "USAC Home | Lifeline Program | NLAD | Tools & Resources". The main content area is titled "Tools & Resources" and lists several links with brief descriptions:

- [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.

NLAD Resources



- More information can be found on the [NLAD section](#) of our website:
 - [National Verifier NLAD Input Templates Field Names and Descriptions](#)
 - [NLAD Maintenance Schedule](#) and Release Notes



- Contact LifelineProgram@usac.org for technical questions and assistance and general NLAD inquiries



- Subscribe to receive the [NLAD Bulletin](#)

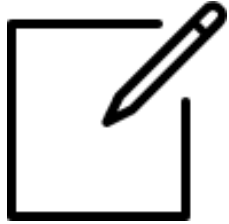
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- Need help? Contact us!
 - General inquiries: LifelineProgram@usac.org



Questions?

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- We want to hear about your webinar experience
- Expect an email from invites@mailersurveygizmo.com with a unique survey link in 1-2 business days
- We appreciate your feedback



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