April 2021 Monthly Webinar

NLAD 101: Part Two

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

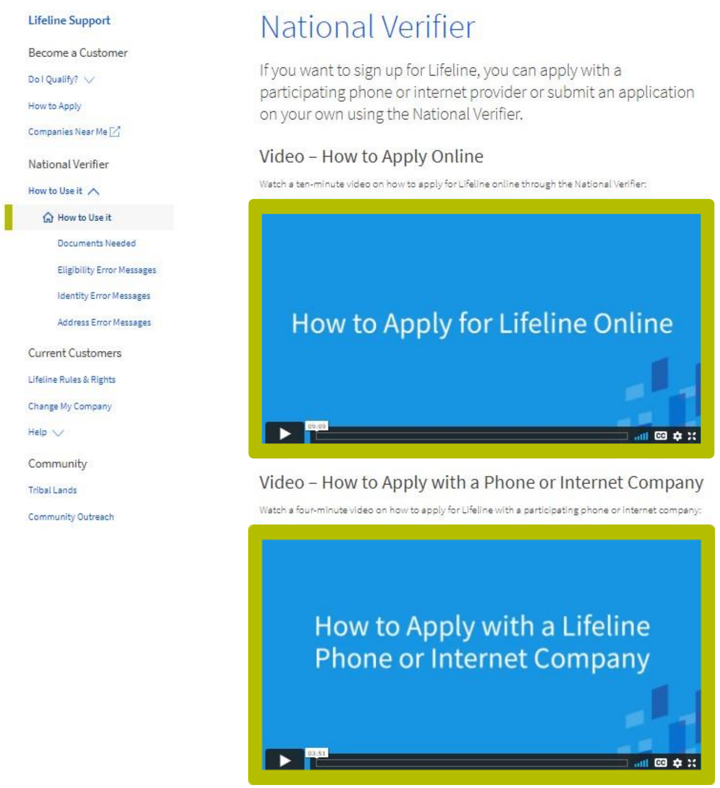
Program Updates

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

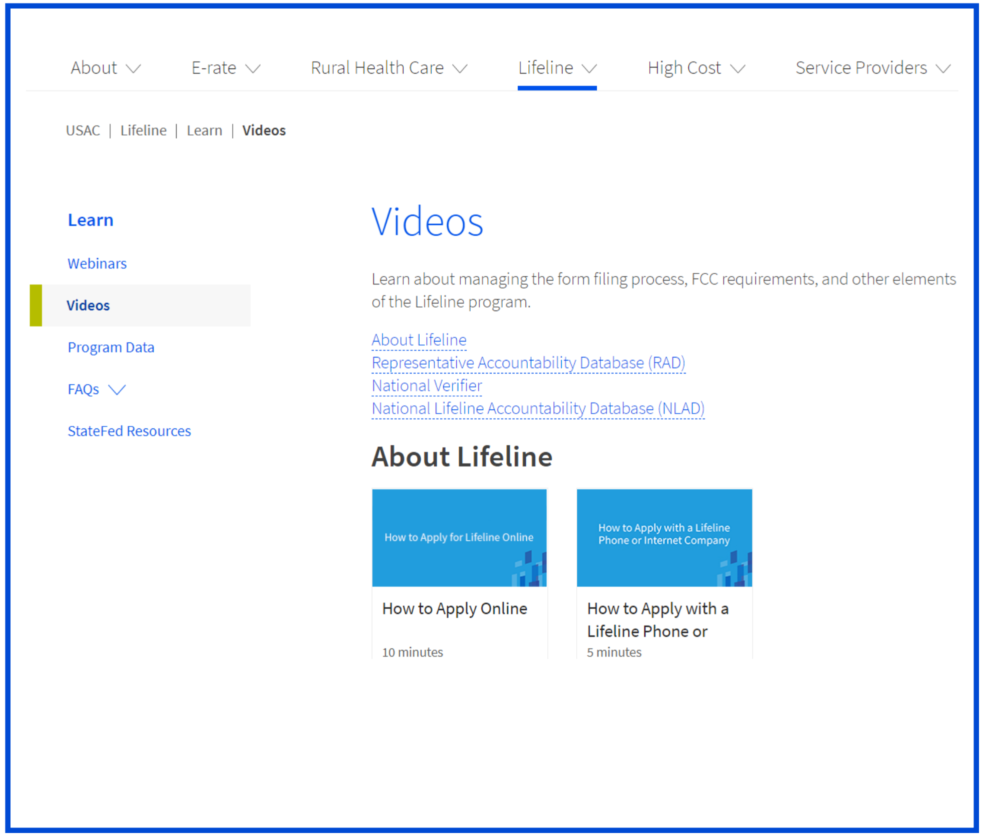


Program Updates

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

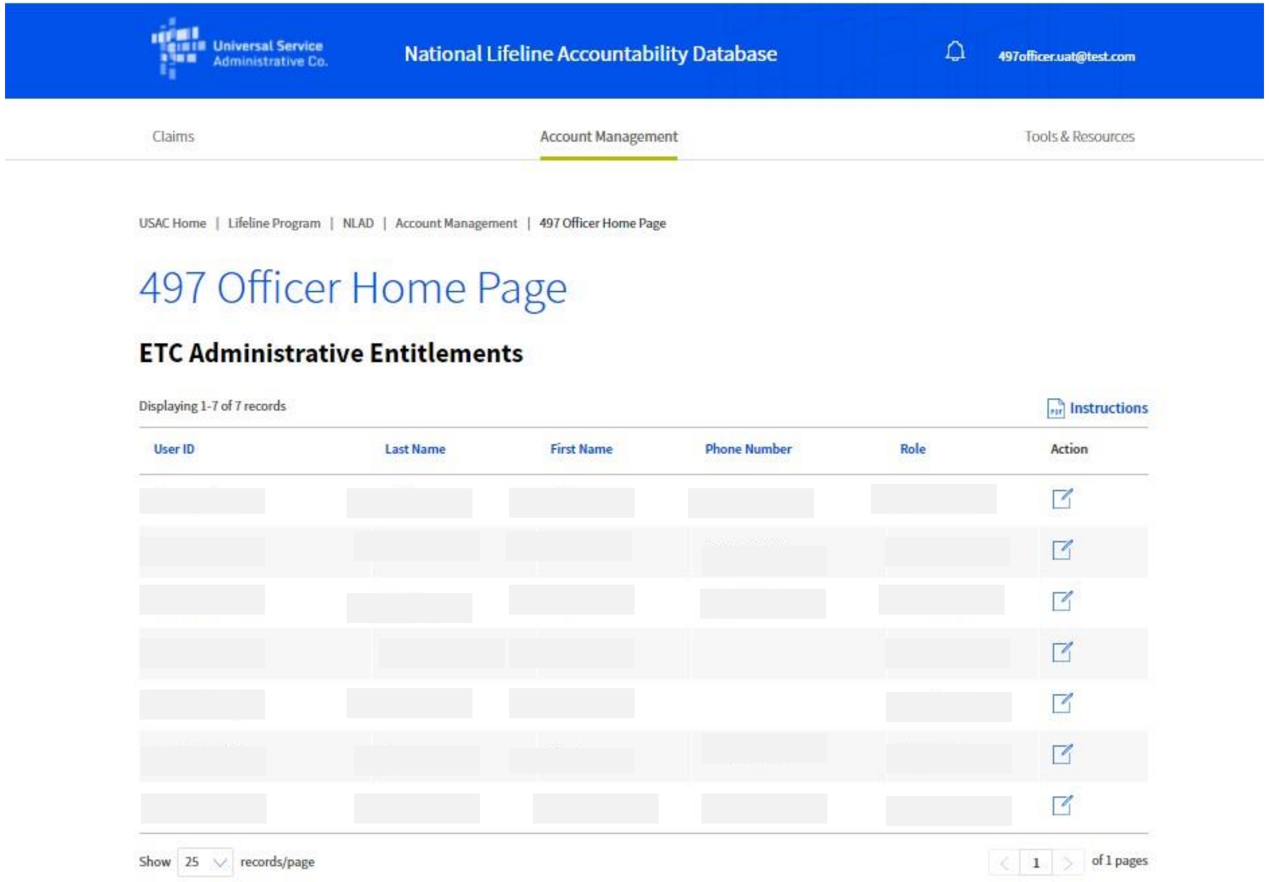
- 497 Officer Homepage
- Creating an ETC Administrator
- ETC Administrator homepage
- Creating a subaccount in NLAD
- Transferring a Lifeline benefit
- De-enrolling a subscriber from NLAD

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)



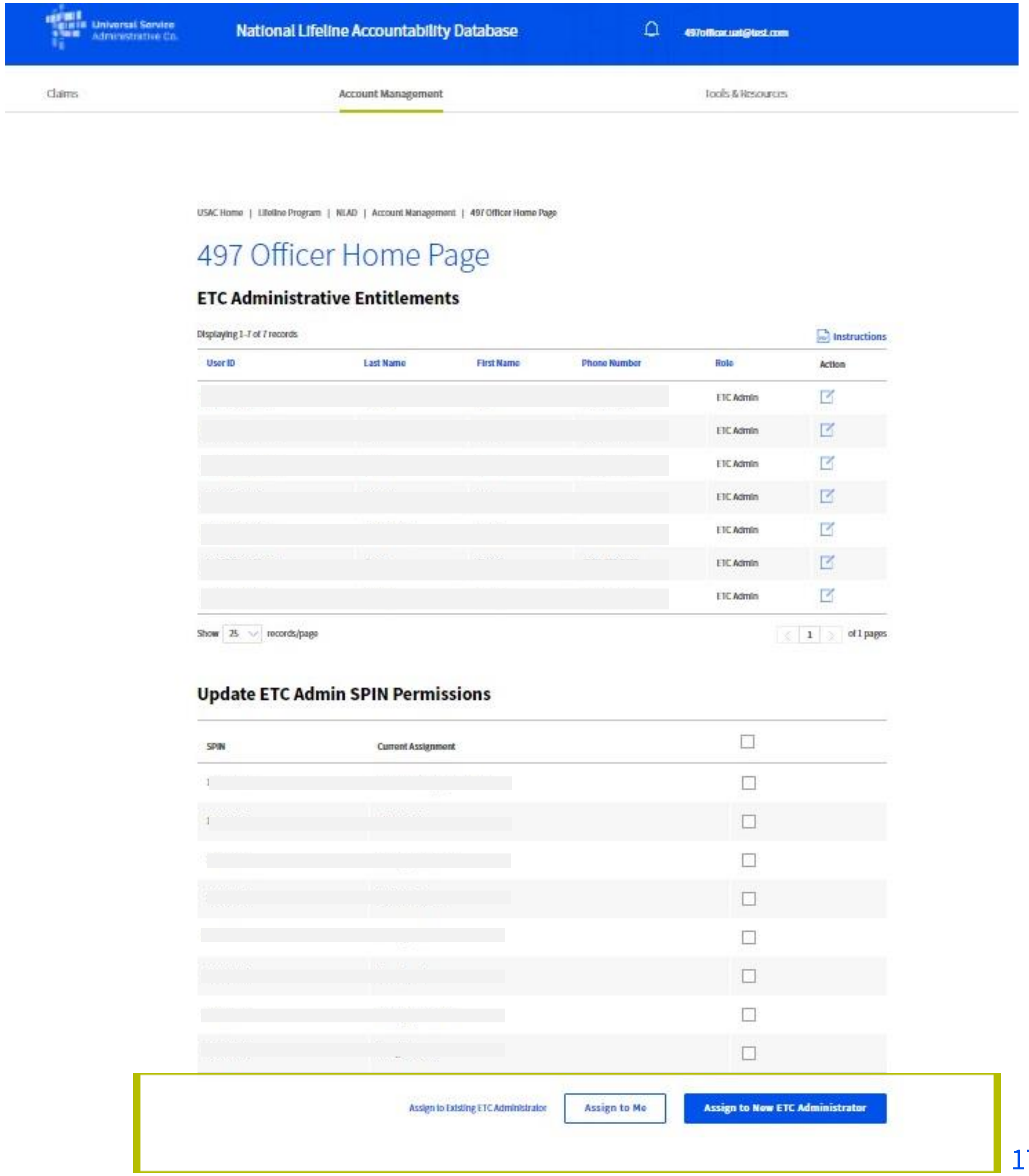
Creating an ETC Administrator

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

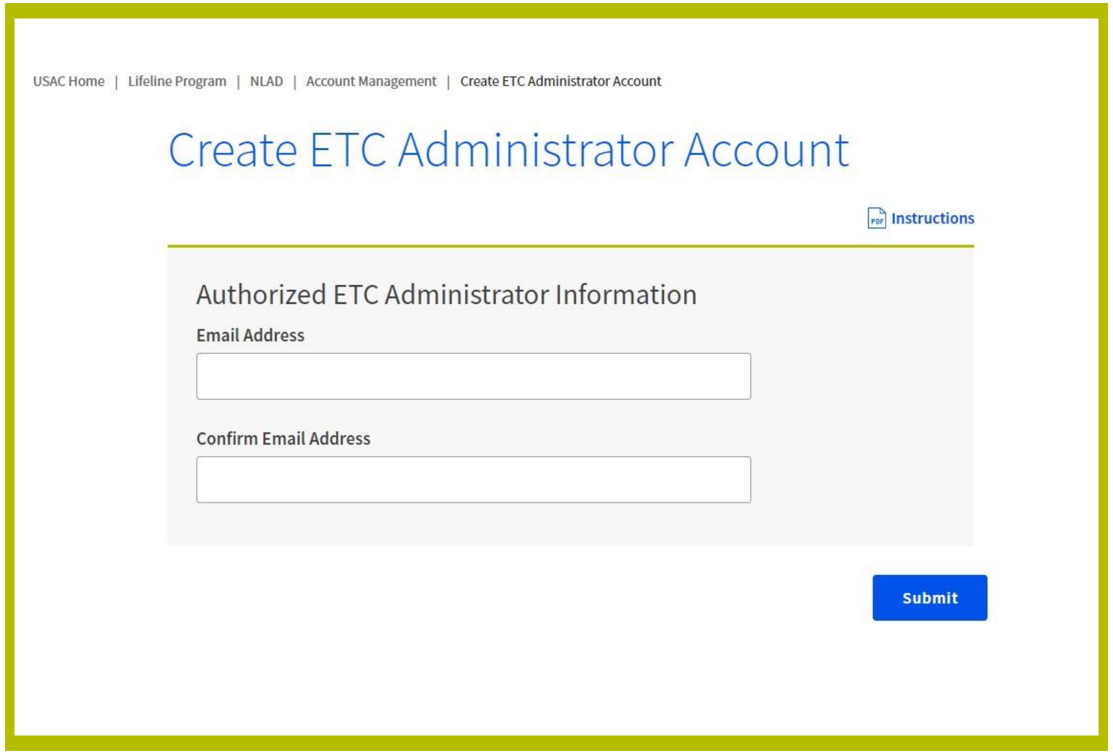


Creating an ETC Administrator

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

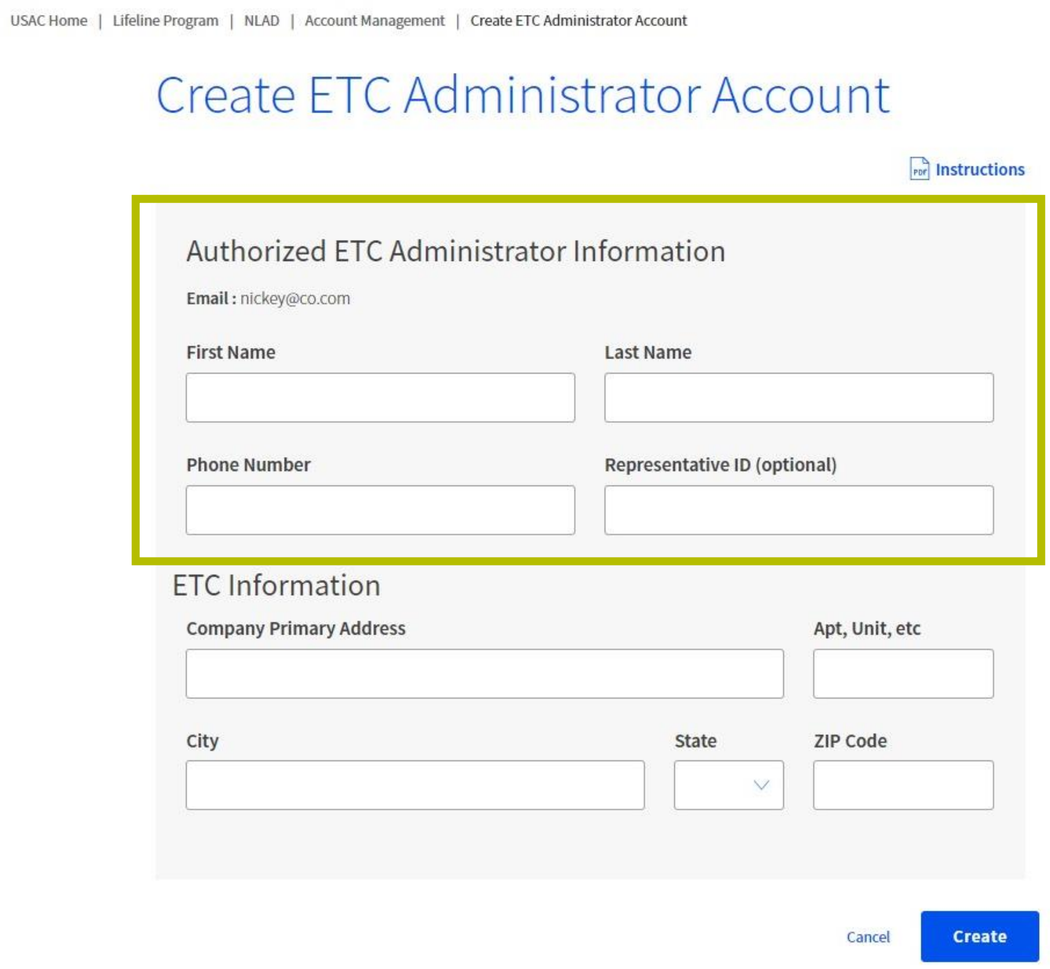
- **Click search** to locate the account information



Creating an ETC Administrator

Enter New ETC Admin Info

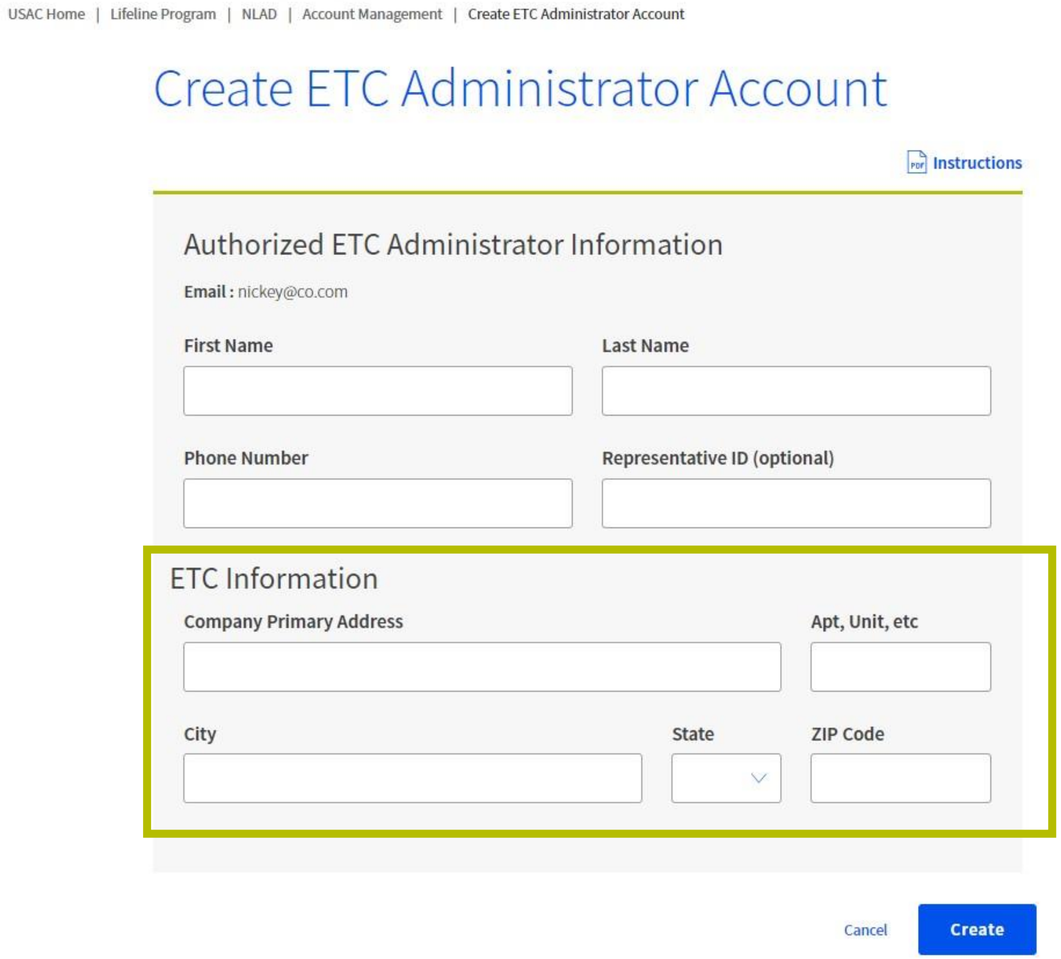
- **First Name:** The user’s first name. This field also accepts the SPACE character and special characters
- **Last Name:** The user’s last name. This field also accepts the SPACE character and special characters
- **Phone Number:** The user’s phone number (number must be exactly ten numeric characters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



Creating an ETC Administrator

Enter ETC Information

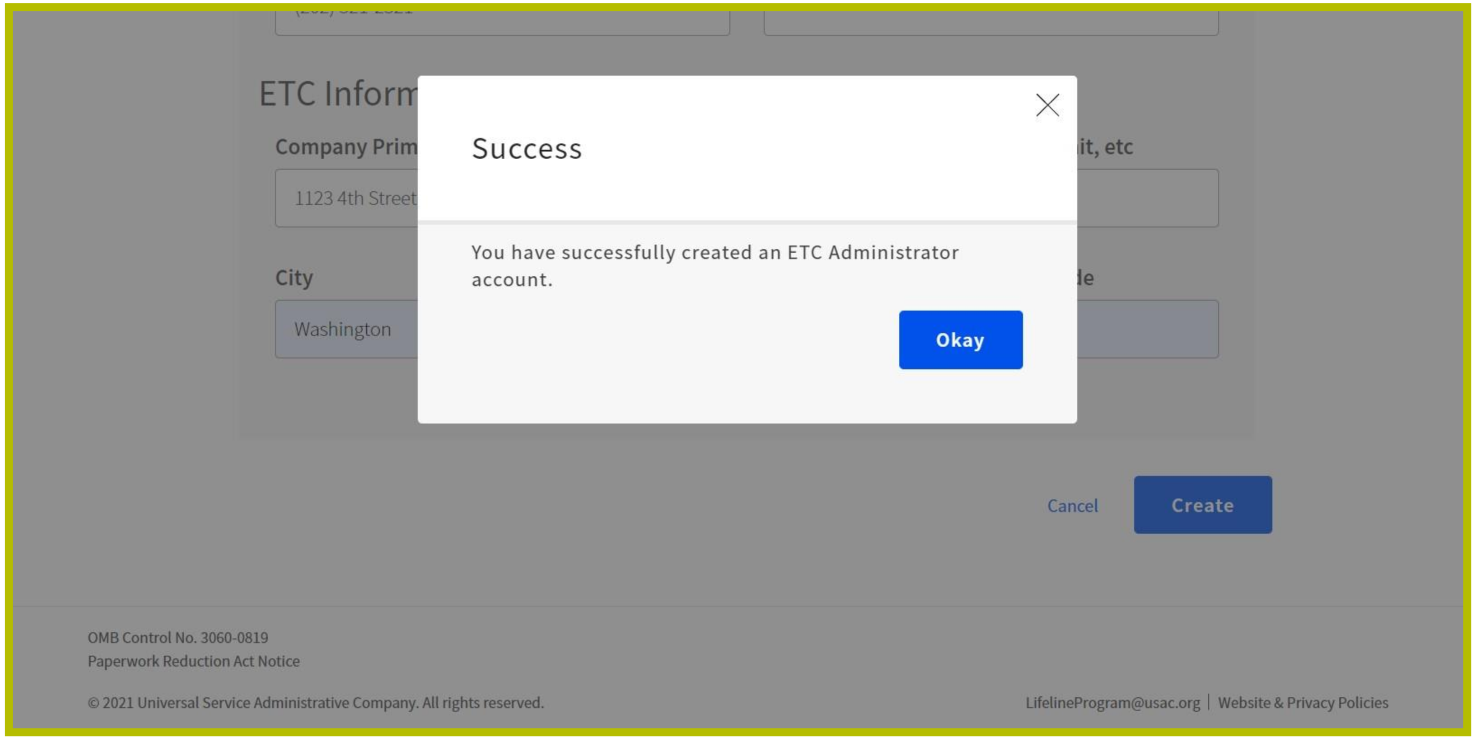
- **Company Primary Address:** Physical address
- **Company City:** The company's city
- **Apt, Unit, etc.** (optional): The company's APT/Unit information
- **State:** The company's state
- **Zip Code:** The company's zip code



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



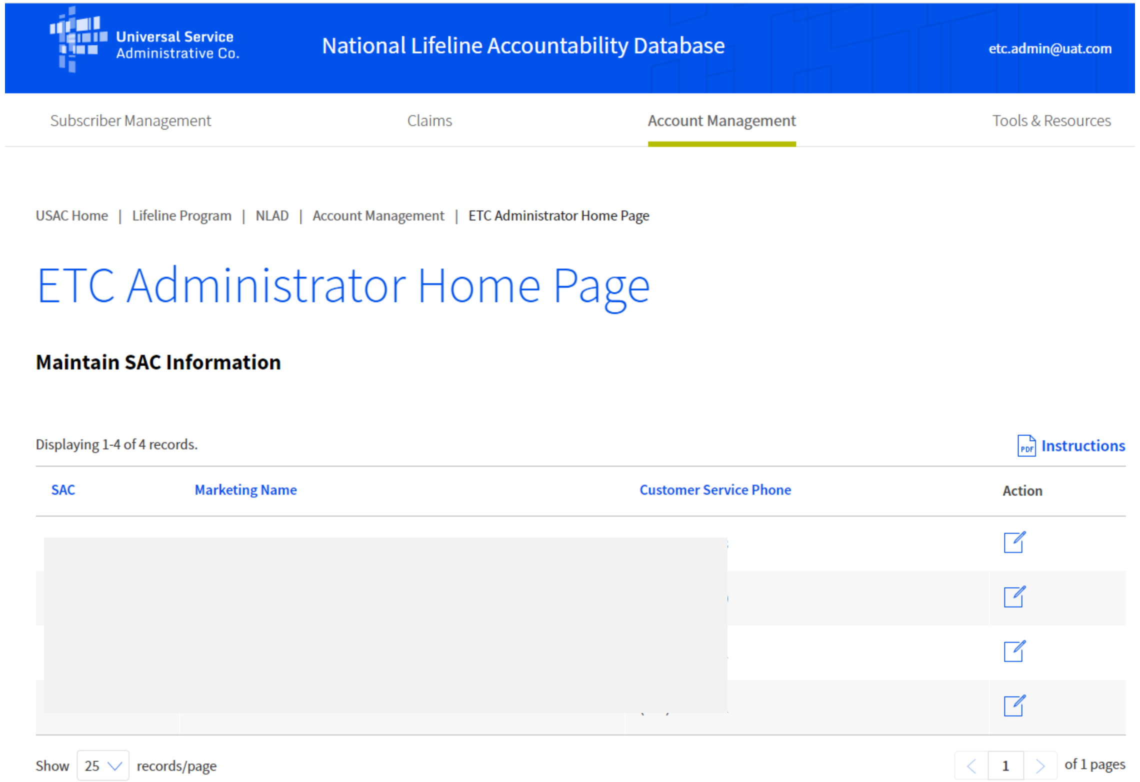
ETC Admin Home Page

ETC Admin Home Page

Overview

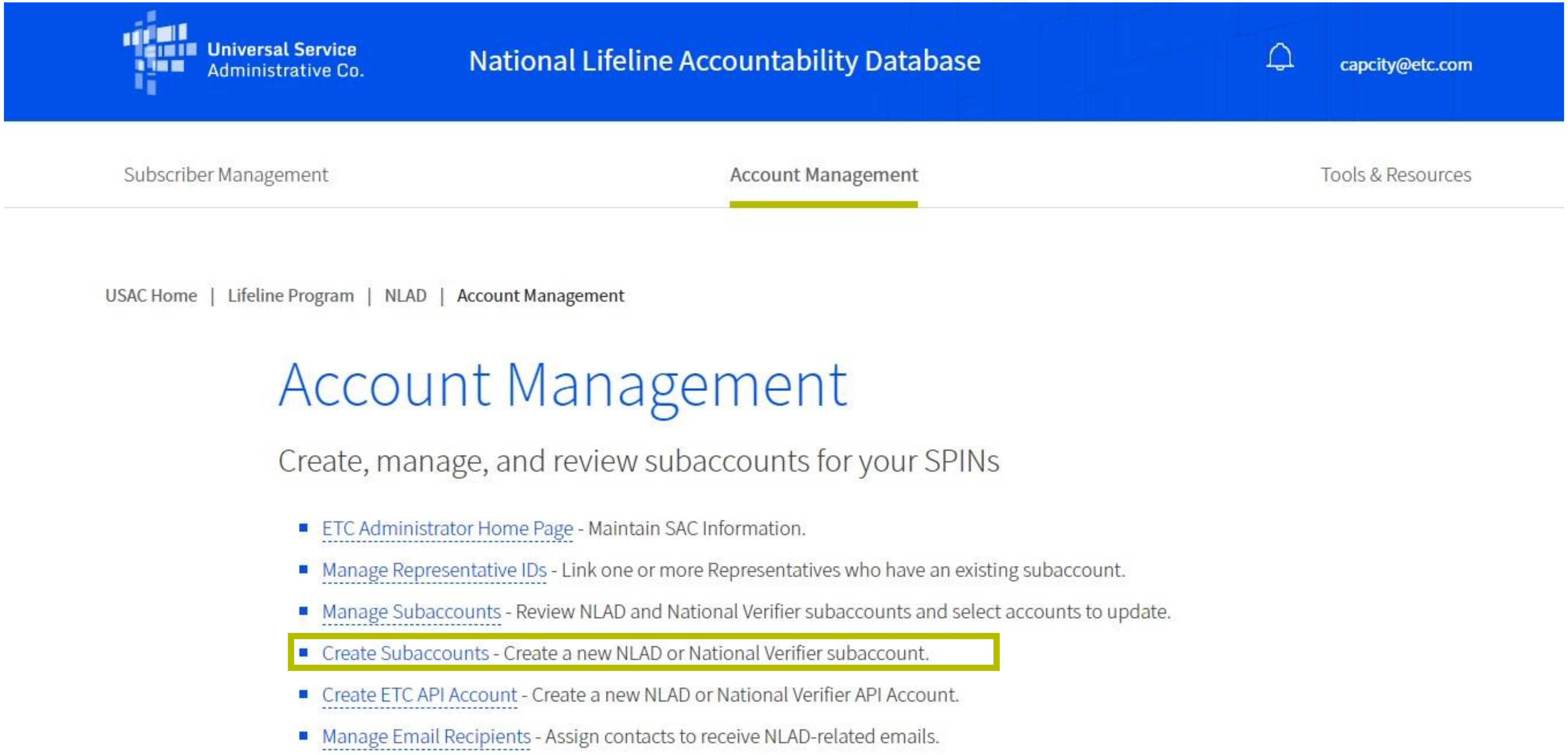
ETC Administrators can:

- **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



Creating a Subaccount in NLAD

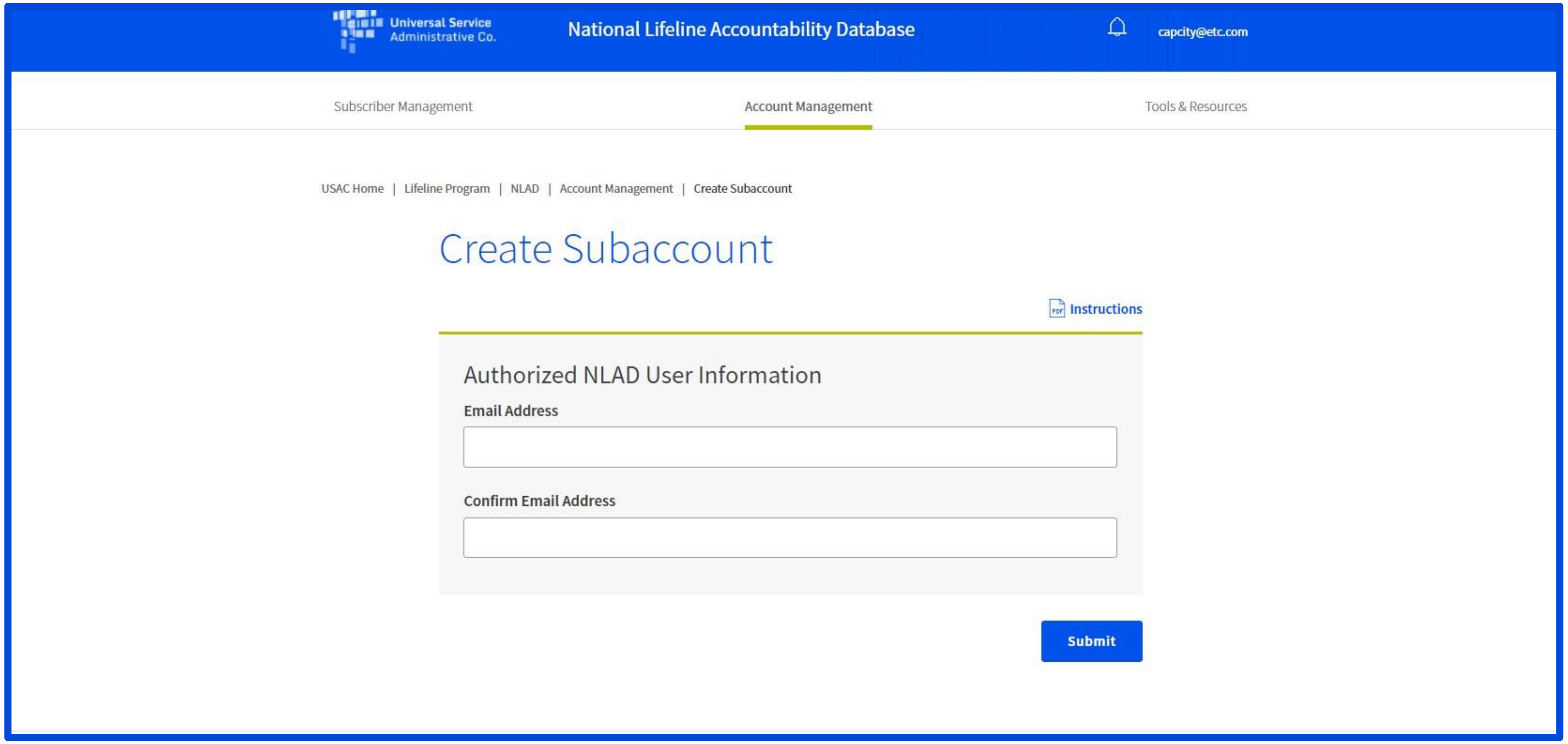
Creating a Subaccount in NLAD



Creating a Subaccount in NLAD

Enter Email of New Authorized User

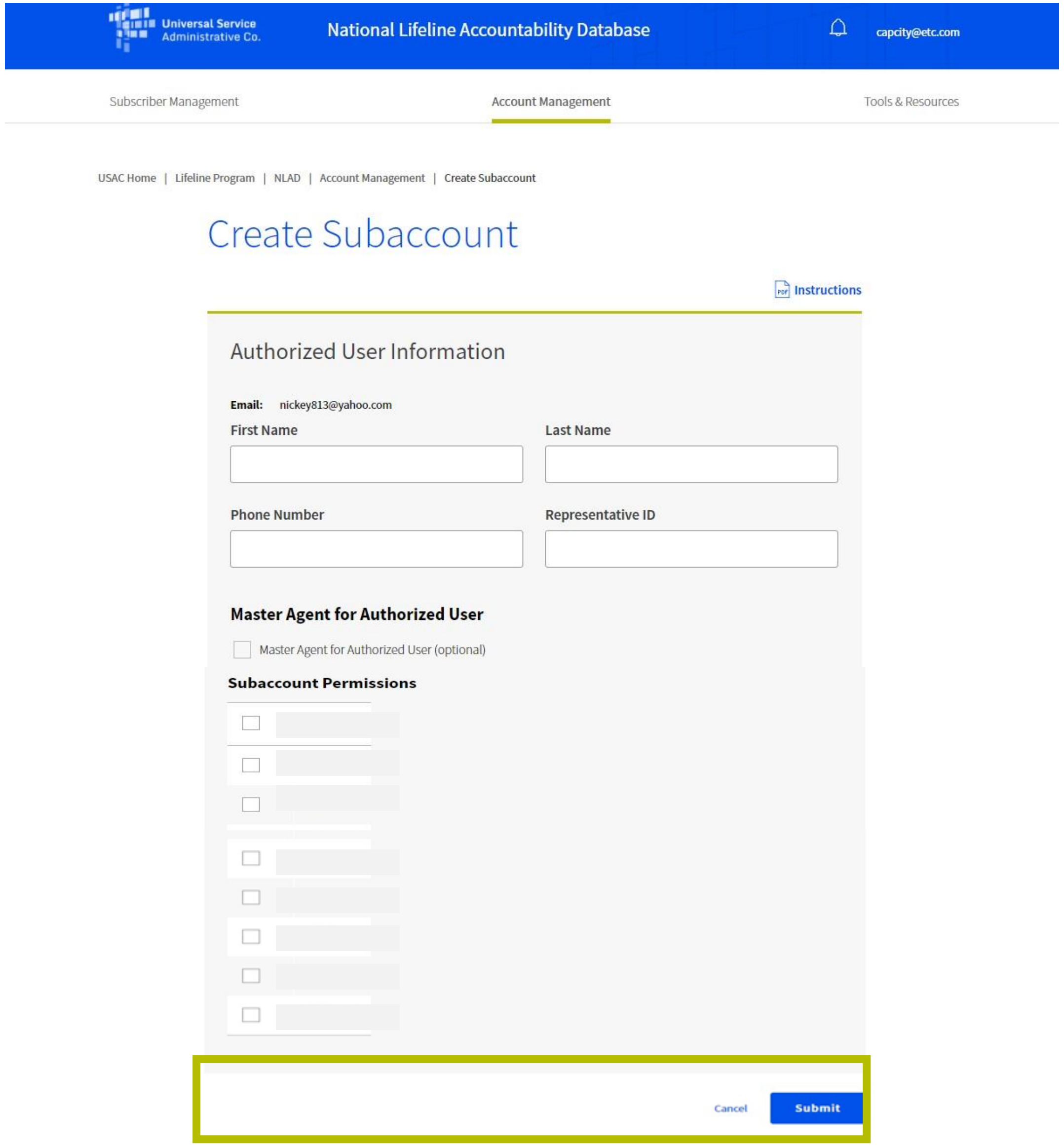
- Enter, confirm, and submit the email address of the new authorized user



Creating a Subaccount in NLAD

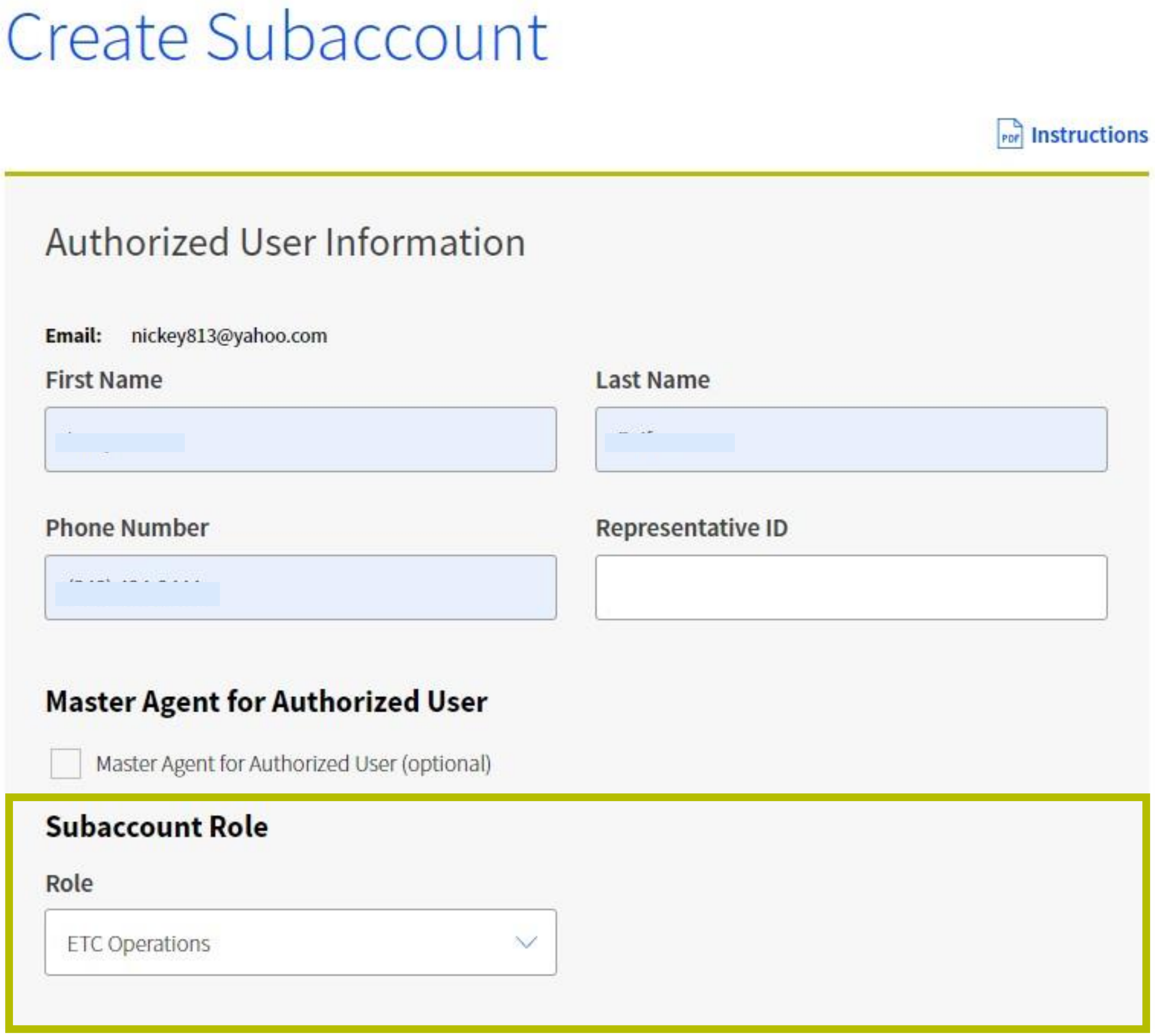
Enter the New User Information

- **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



Creating a Subaccount in NLAD

Assign the Subaccount Role



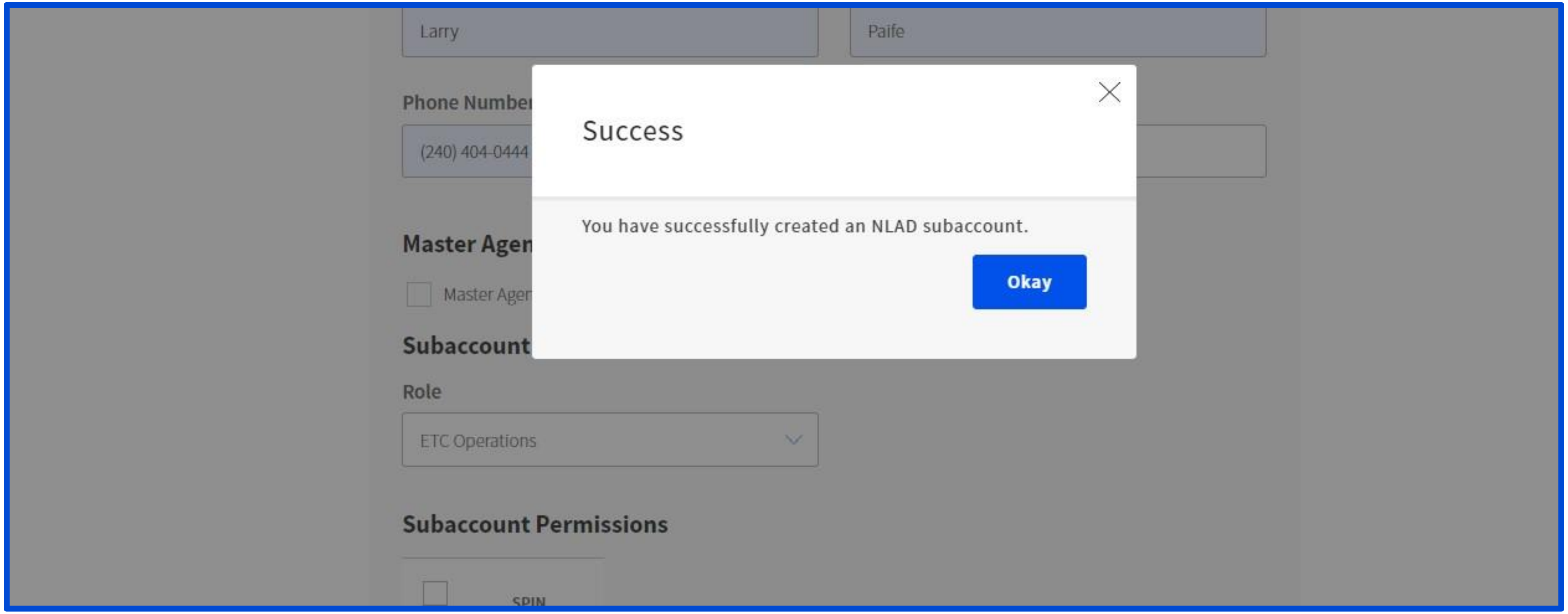
Creating a Subaccount in NLAD

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



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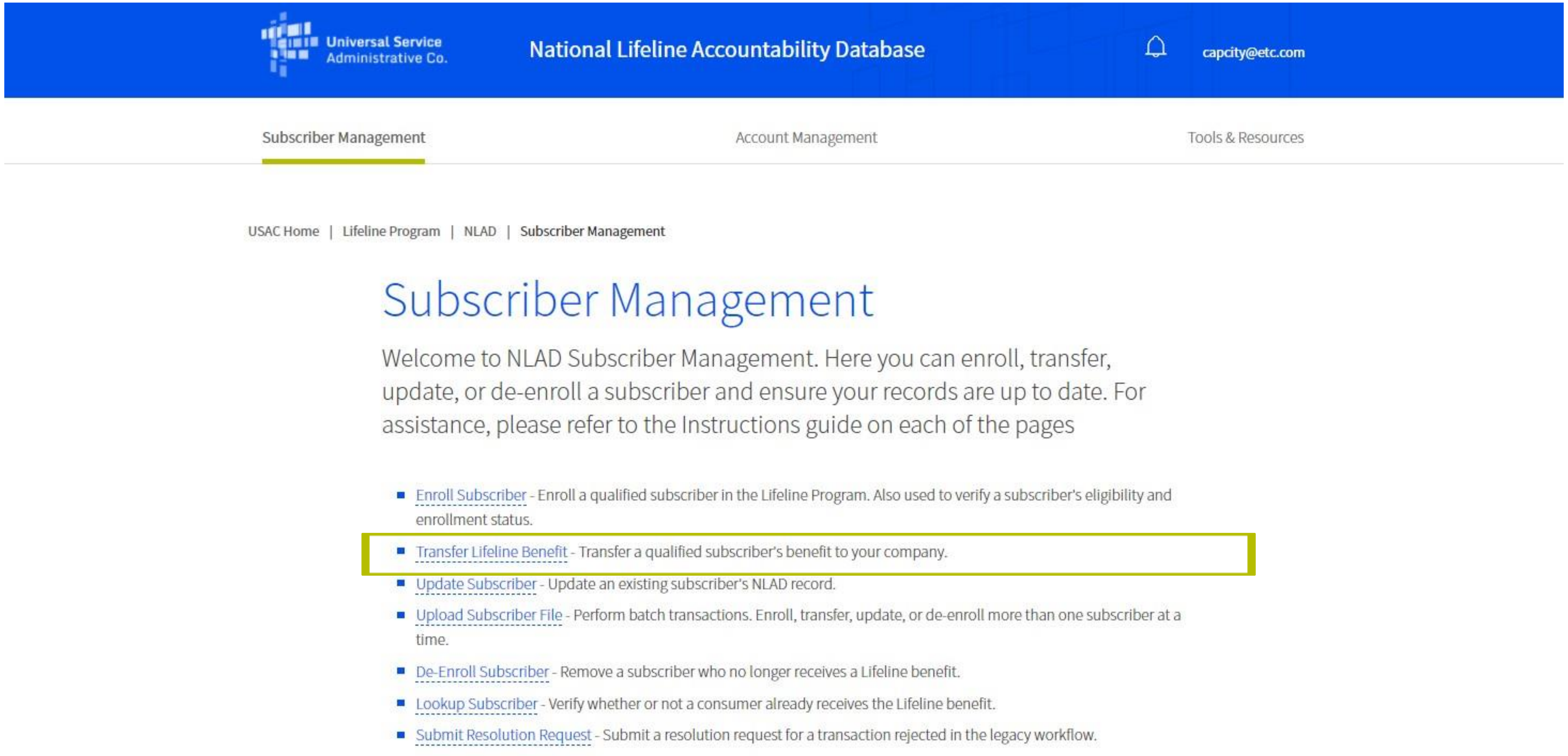
Questions?

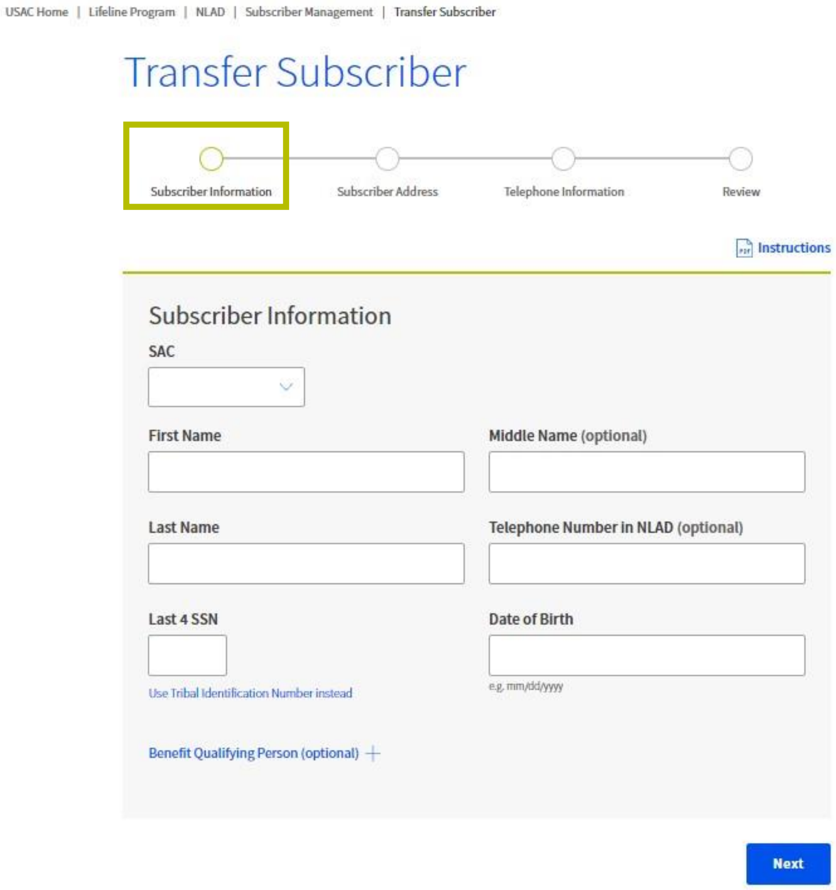
Transferring a Lifeline Benefit

Transferring a Lifeline Benefit



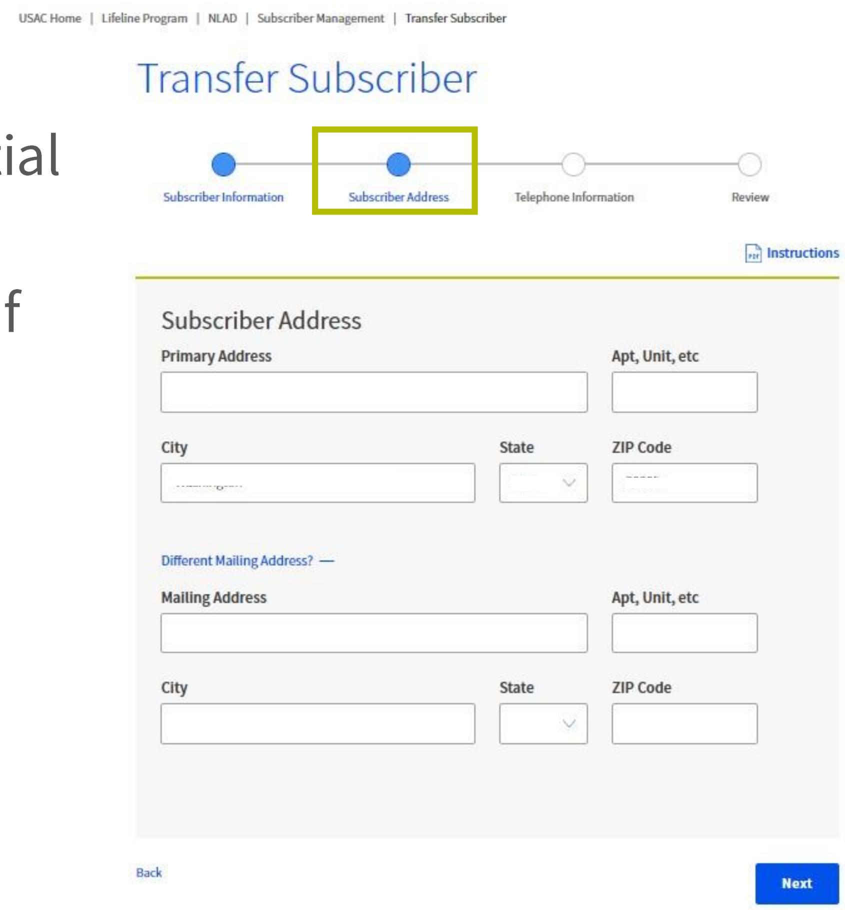
Transferring a Lifeline Benefit
Enter Subscriber Information

- **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



Transferring a Lifeline Benefit
Enter Subscriber Address

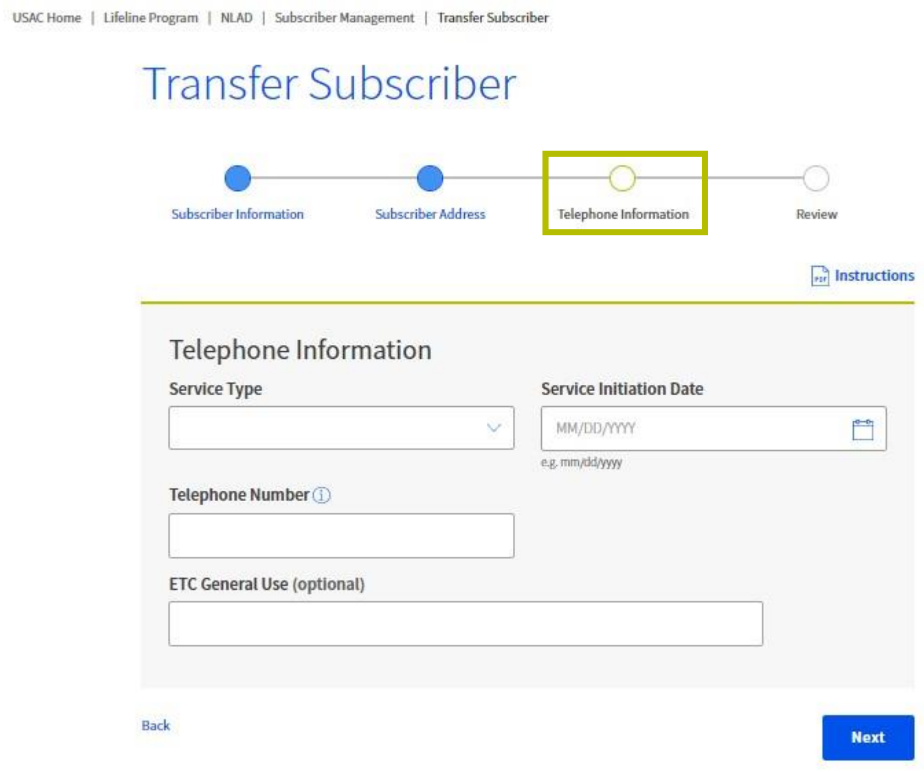
- **Primary Address:** Subscriber's primary residential address (cannot be a PO Box)
- **Mailing Address:** Subscriber's mailing address, if different from their primary address



Transferring a Lifeline Benefit

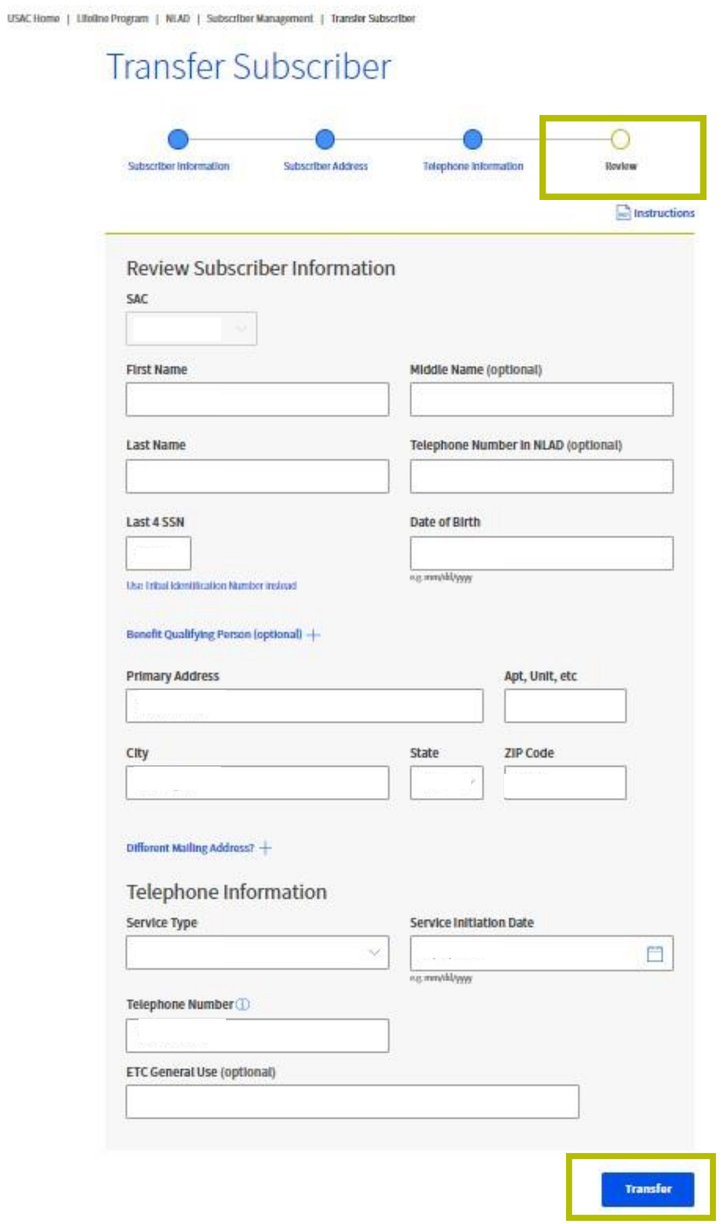
Enter Telephone Information

- **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



Transferring a Lifeline Benefit
Review Subscriber Information

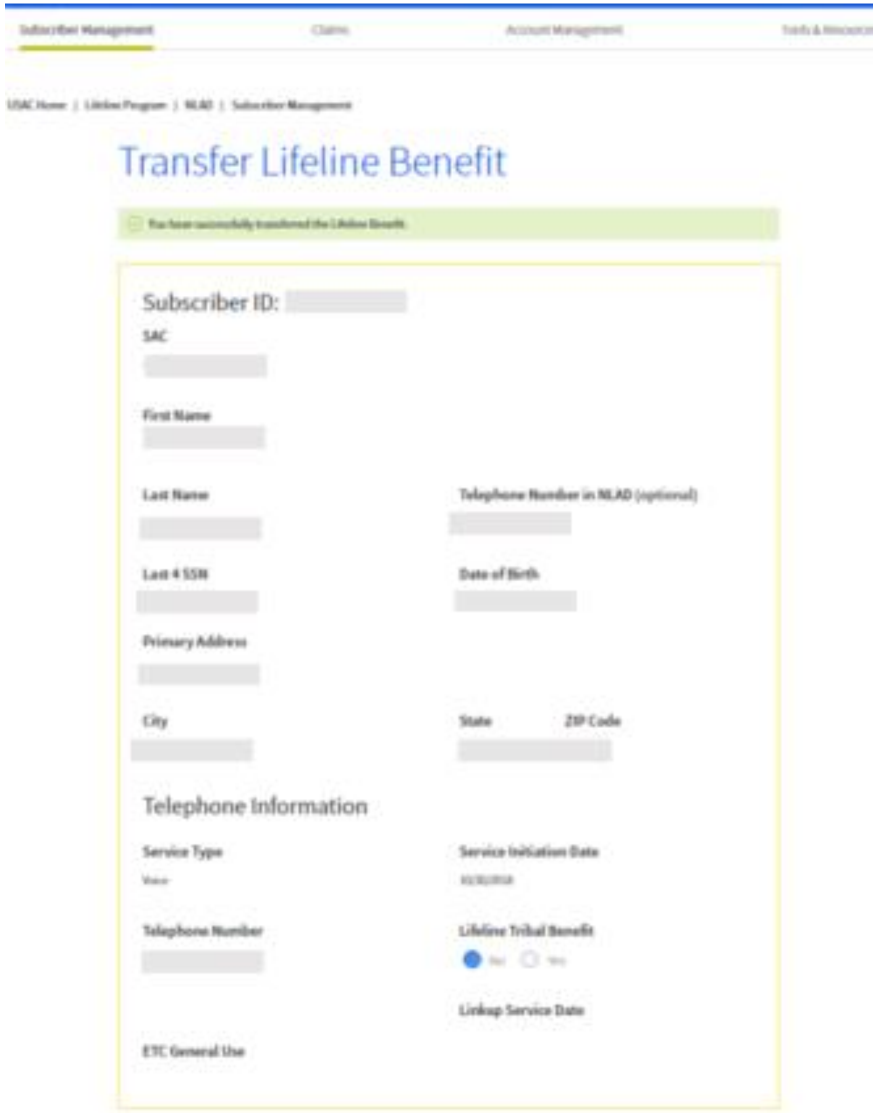
- **Review subscriber** information and click "Transfer" to complete the transfer



Transferring a Lifeline Benefit

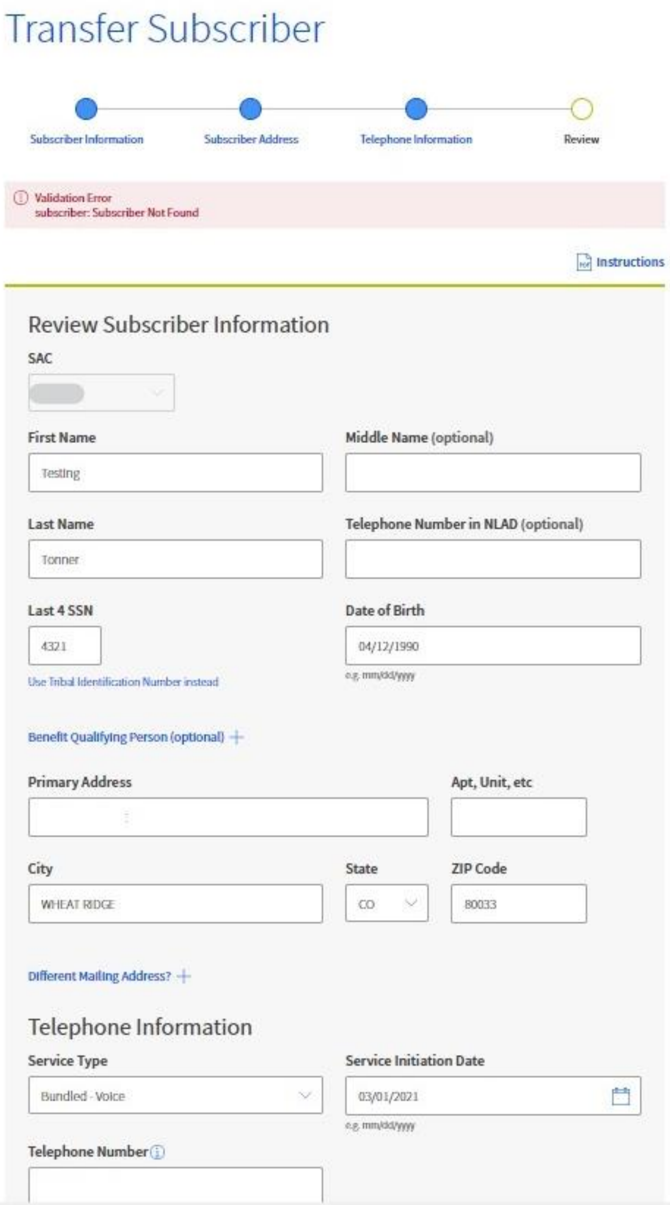
Example of Transfer Success

- 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



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



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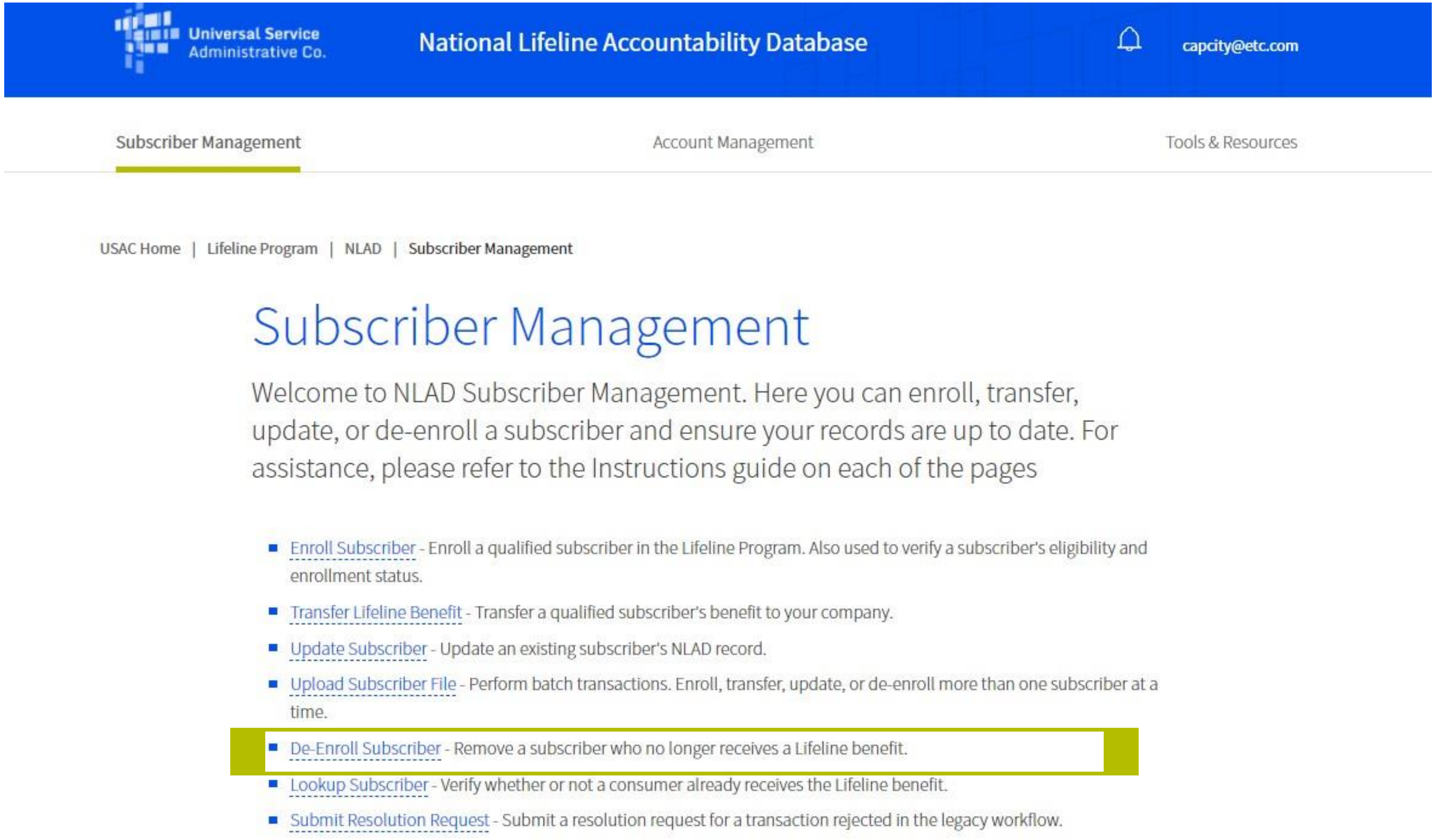
Questions?

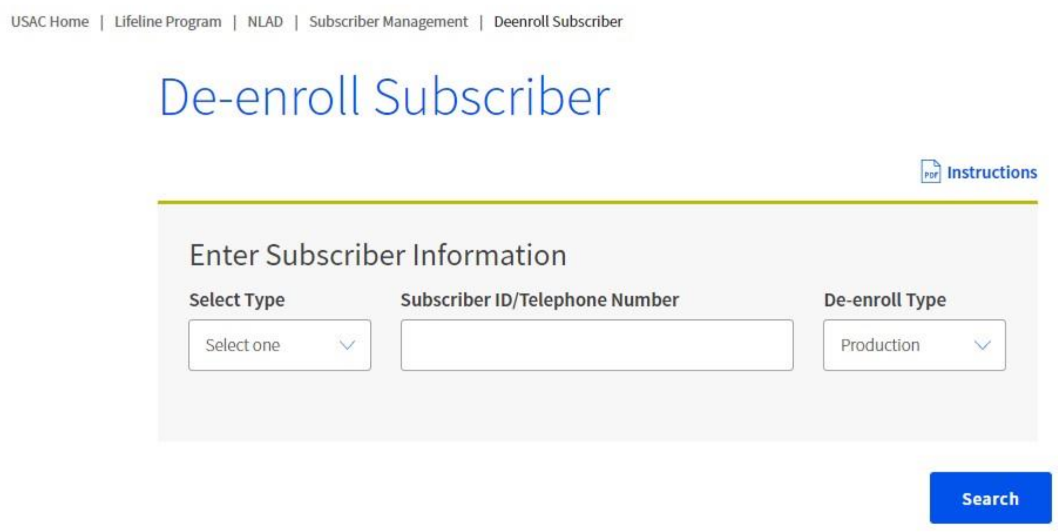
De-enrolling a Subscriber from NLAD

De-enrolling a Subscriber from NLAD



De-enrolling a Subscriber from NLAD
Enter Subscriber Information

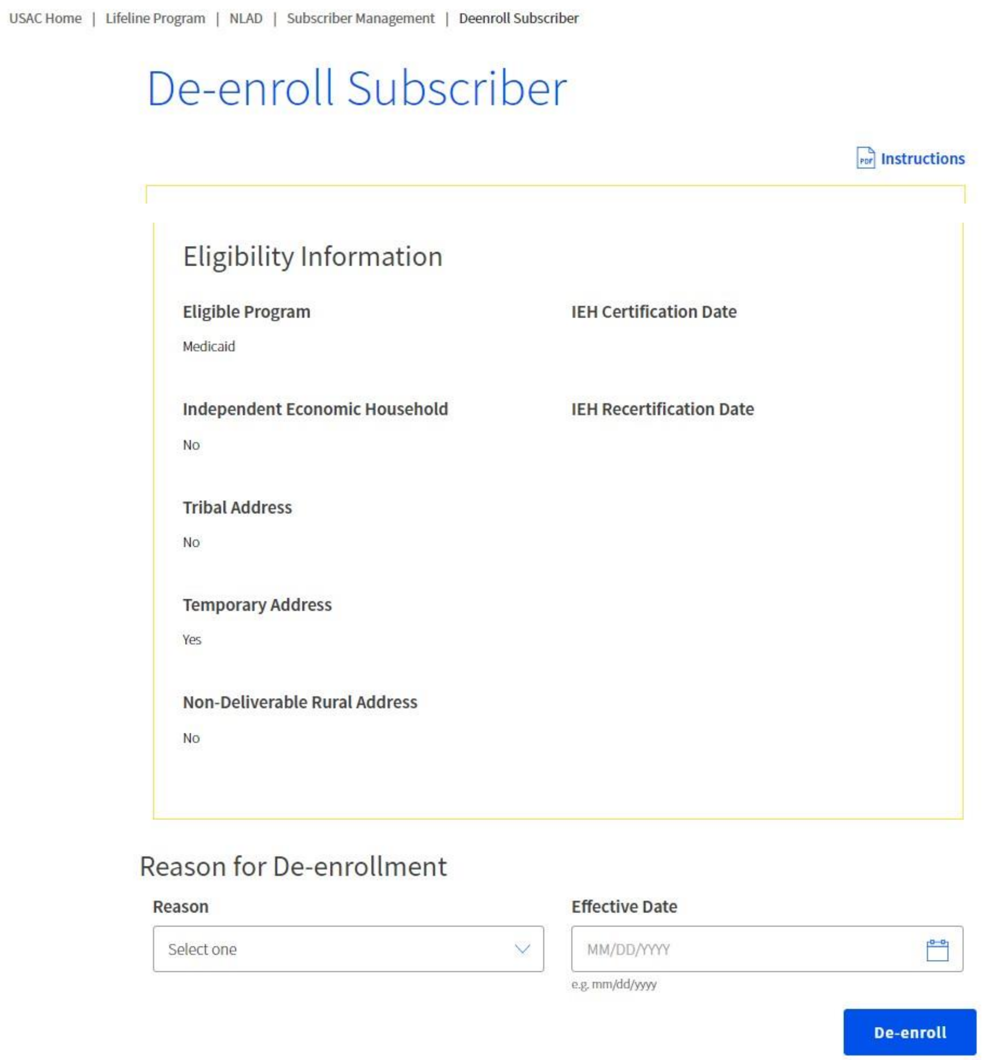
- **Select either phone number or subscriber ID** option via the select type drop-down menu
  - If the phone number field is selected, enter the subscriber's phone number
  - If the subscriber ID field is selected, enter the subscriber's ID
- **Select the status of the subscriber in the de-enroll Type**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



De-enrolling a Subscriber from NLAD

Verify Subscriber Information

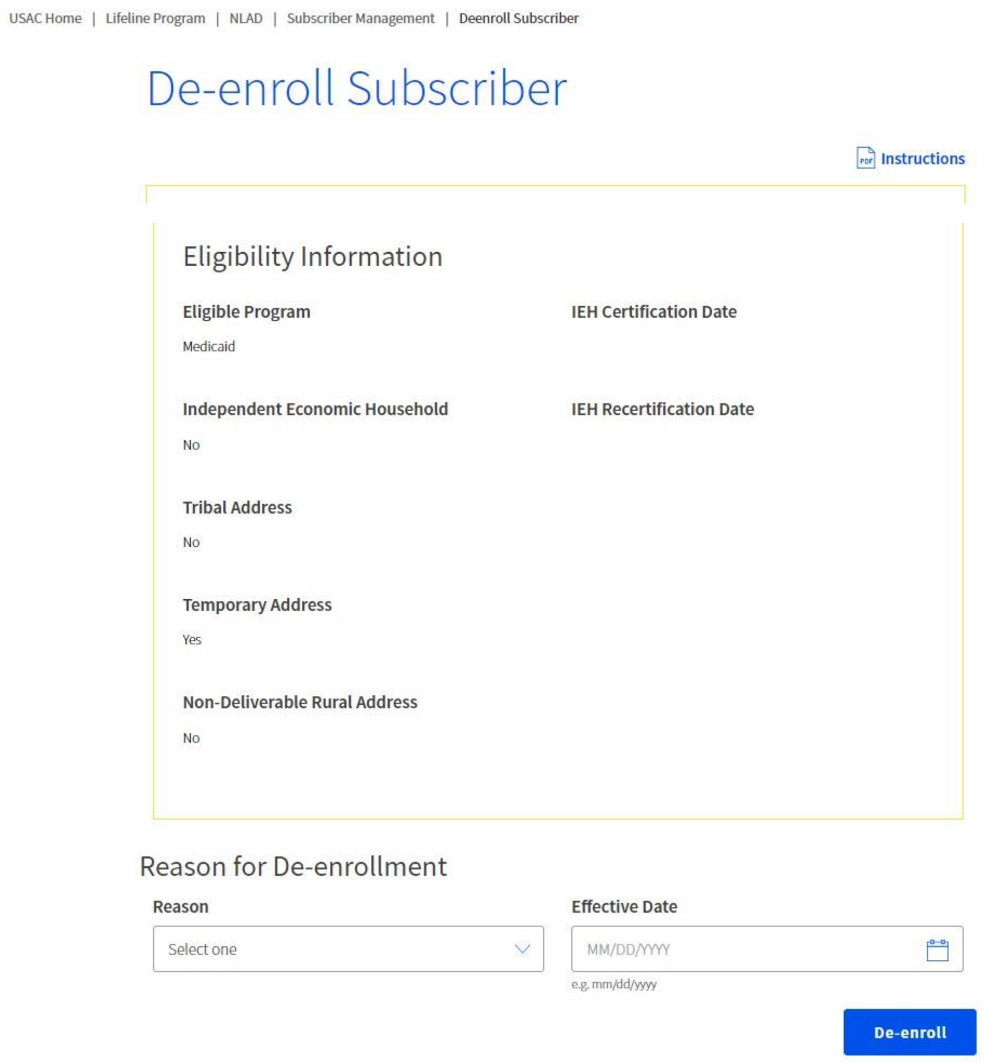
- **Verify** the subscriber's record returned is the correct subscriber



De-enrolling a Subscriber from NLAD

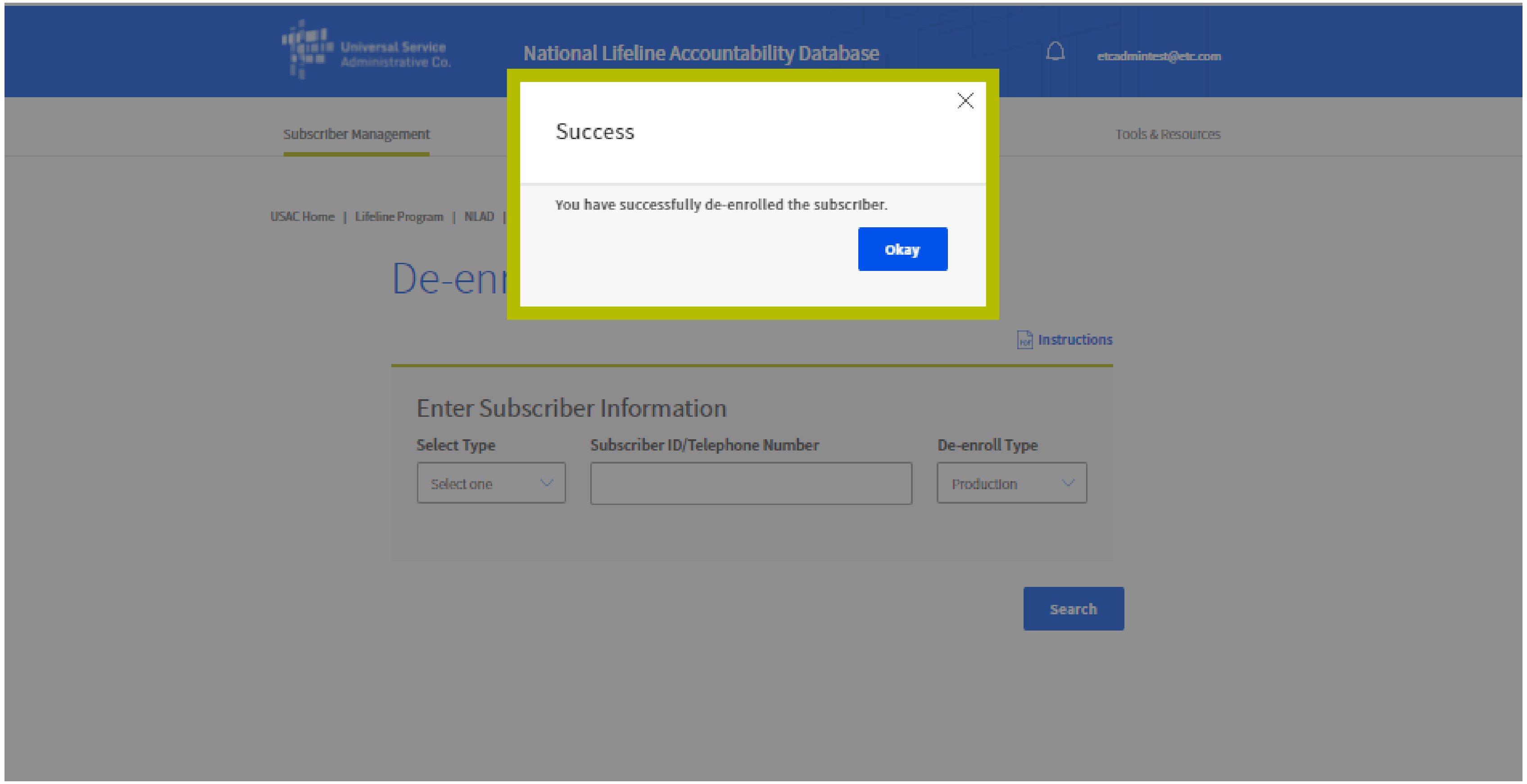
Verify Subscriber Information

- **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



De-enrolling a Subscriber from NLAD

Example of Successful Transaction

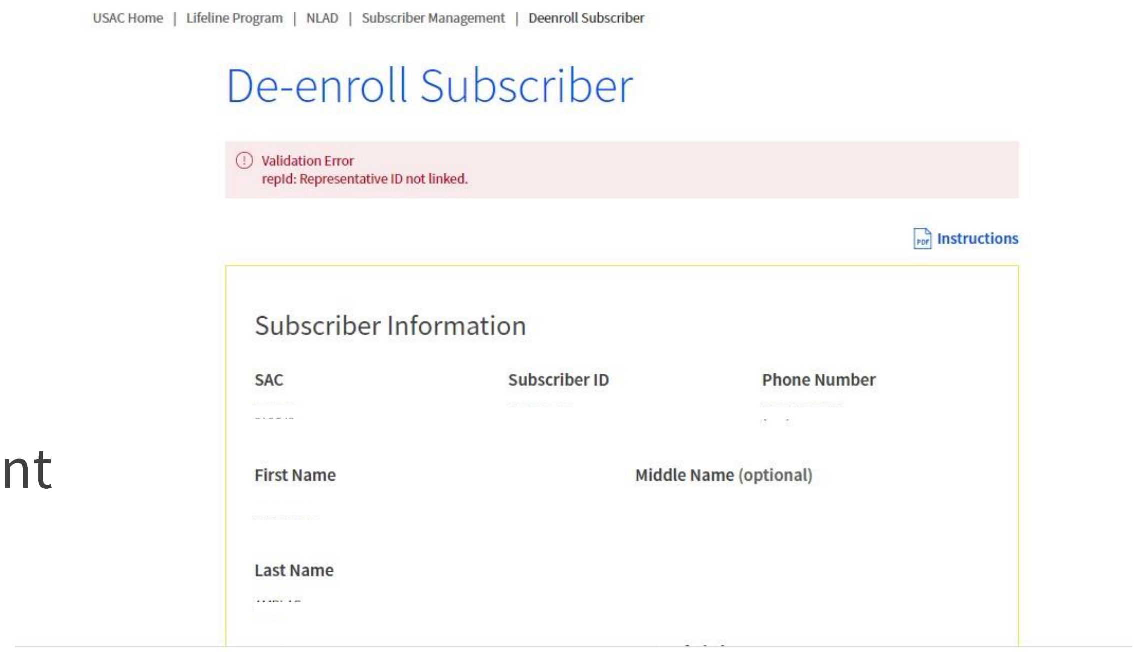


De-enrolling a Subscriber from NLAD

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



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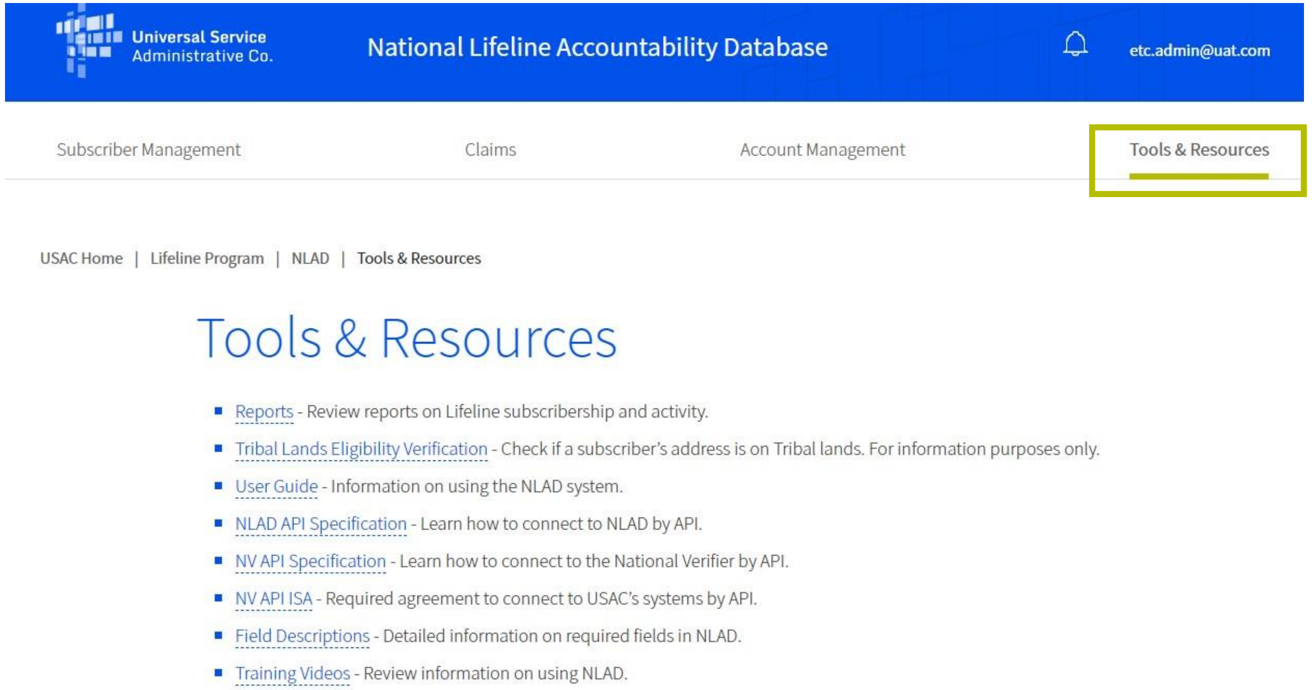
Questions?

Resources

Resources

Resources are accessible in the NLAD mega menu under *Tools & Resources*:

- NLAD User Guide
- API Specifications
- & more



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

Learn More About Lifeline

- Sign up for Lifeline email updates and upcoming events
- Need help? Contact us!
  - General inquiries: LifelineProgram@usac.org

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Questions?

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- We appreciate your feedback

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