

Overview of the Lifeline Claims System (LCS)

Lifeline Program Update

April 10, 2019



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
 - There is a large audience signed in today. We will accept as many questions as possible!
- If your audio or slides freeze, restart the webinar
- Copy of the slide deck in the “handouts” section of webinar panel

Today's Presenters



Leah Sorini



Debby Smith



Christian Konan

Agenda

1. Announcements
2. Process for Reimbursement Claims
3. Lifeline Claims System (LCS)
4. Questions

Announcements

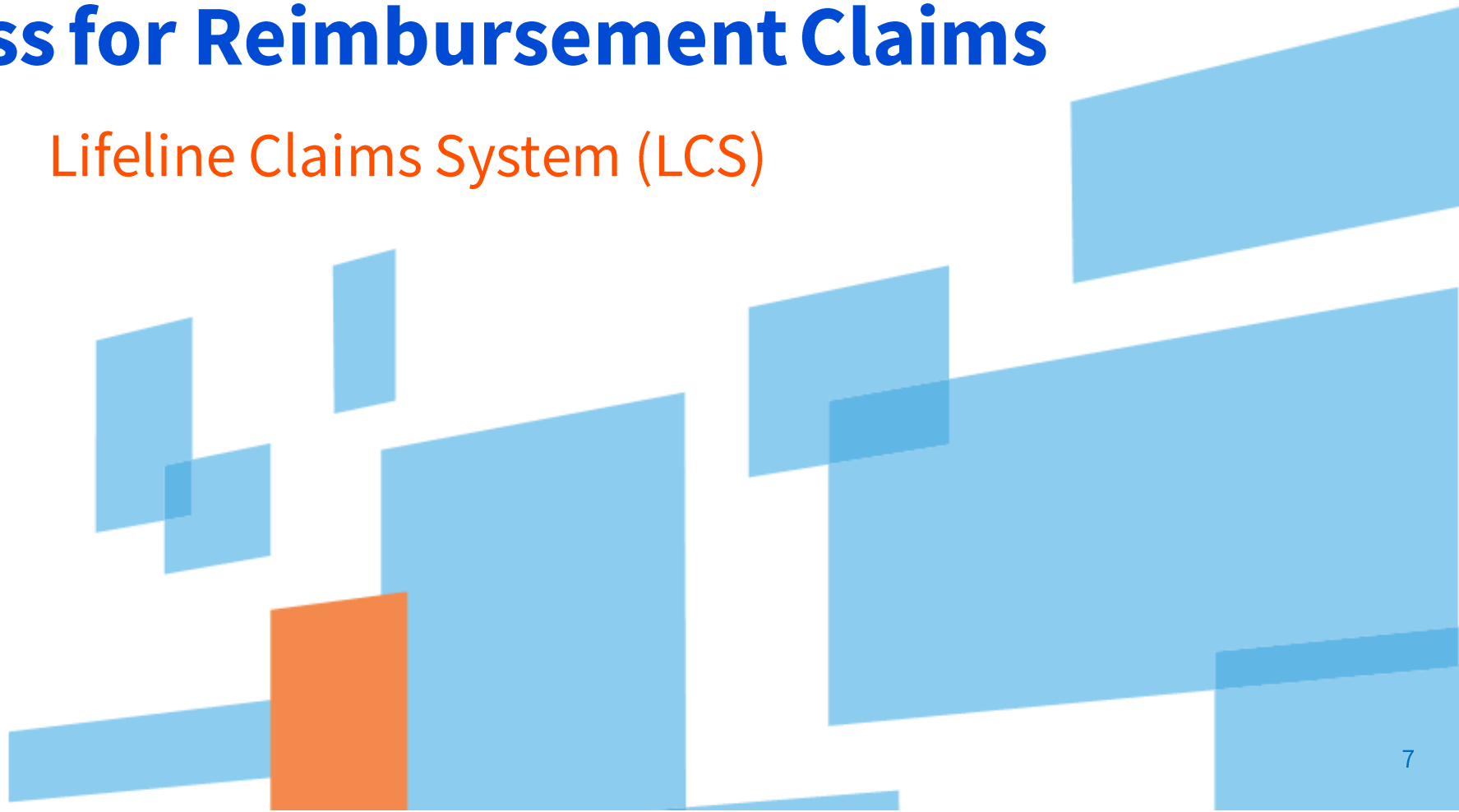
Lifeline Claims System (LCS)

Announcements

- Per the implementation of LCS, service providers can submit downward revisions for data months January 2018 and beyond that fall outside of the 12-month window.
 - Data months prior to January 2018 should still be submitted on Form 497 to USAC at LIFilings@hcli.universalservice.org.
- Carriers with SACs in the opt-out states (CA, OR, TX) now have the ability to submit upward revisions (for data months within the administrative window) directly through LCS.

Process for Reimbursement Claims

Lifeline Claims System (LCS)



Process for Reimbursement Claims & Reminders

- Effective with the January 2018 data month, service providers must use the Lifeline Claims System (LCS) to submit all original and revised claims for reimbursement
- Action is required to submit the claim (even if there are no changes since last month)
- Snapshot taken on the first of the month shows the subscriber count for the prior month
 - For example: A snapshot taken on February 1 shows the subscriber count for the January data month
- Receive reimbursement in the same month if claim is certified by the 8th of the month
- Revisions allowed
- Options to report quarterly or up to one year after data month
- Lifeline reimbursement claims **do not** result in any automatic de-enrollments

How it Works: Original Claim Submission

1. Download the Claims Input Template containing the list of subscribers eligible for reimbursement
 - Based off the NLAD “subscriber snapshot report”
 - Service providers will make modifications to the .csv format input template before uploading the file back to the system
2. Add the dollar amount claimed for each subscriber
 - Defaults to value from prior month
3. Indicate which subscribers are not being claimed and reason why
4. Upload the .csv format input template back into Lifeline Claims System
5. Certify the submission
 - Indicates that the review is complete and reimbursement claim is submitted

Reason Codes for Omitting a Consumer from Claim

Code	Description
U1	Signed up for Lifeline, no usage yet
U2	Subscriber is in a non-usage cure period (snapshot date falls within the 15-day cure period)
U3	Subscriber de-enrolled prior to snapshot, but was not de-enrolled from NLAD prior to snapshot
U4	Subscriber's account is suspended
U5	Failed to match subscriber in ETC's internal system
U6	Other

For all unclaimed subscribers (for example, where rate = \$0), service providers are required to provide one of these reason codes.

New to E-File?

- To register your company for the first time
 - Visit the [E-File homepage](#) and select “E-File,” then select “new service provider” from the bottom menu
 - Complete the registration using the information from FCC Form 498 (Service Provider ID Number and General Contact Information Form)
- To get a new E-File account
 - Contact your company’s E-File “Officer” or “General Contact”
 - Not sure who is your E-File Admin? Contact customersupport@usac.org
- Help with E-File
 - [E-File User Guide](#)
 - Contact (888) 203-8100 or customersupport@usac.org

Lifeline Claims System

Logging in

Logging into the Lifeline Claims System (LCS)

USAC
Universal Service Administrative Company

LIFELINE [LOG OUT](#)

[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [497 Officer Home Page](#)

CLAIMS SYSTEM

- Claims

ACCOUNT MANAGEMENT

- 497 Officer Home Page
- Change Password

497 OFFICER HOME PAGE [Instructions](#)

ETC Administrator Entitlements

User ID	Last Name	First Name	Phone Number	Role
---------	-----------	------------	--------------	------

Authorized ETC Administrator Information

Email Address*

Confirm Email Address*

Subaccount Permissions

SPIN

OMB Control No. 3060-0819
Paperwork Reduction Act Notice
© 2013-2018, Universal Service Administrative Company, All Rights Reserved. 877-524-1325 | NLADSupport@usac.org | [Website Tour](#) | [Website & Privacy Policies](#) | [Website Feedback](#)

Service providers will log into the LCS through the [NLAD](#) production environment. LCS users must have **497 Officer** or **497 User** credentials in order to access the system.

497 Users will be routed directly to the LCS upon logging in.

497 Officers will first land on the **NLAD 497 Home Page** (left) after login. A link to the LCS will be available in the left-hand navigation pane.

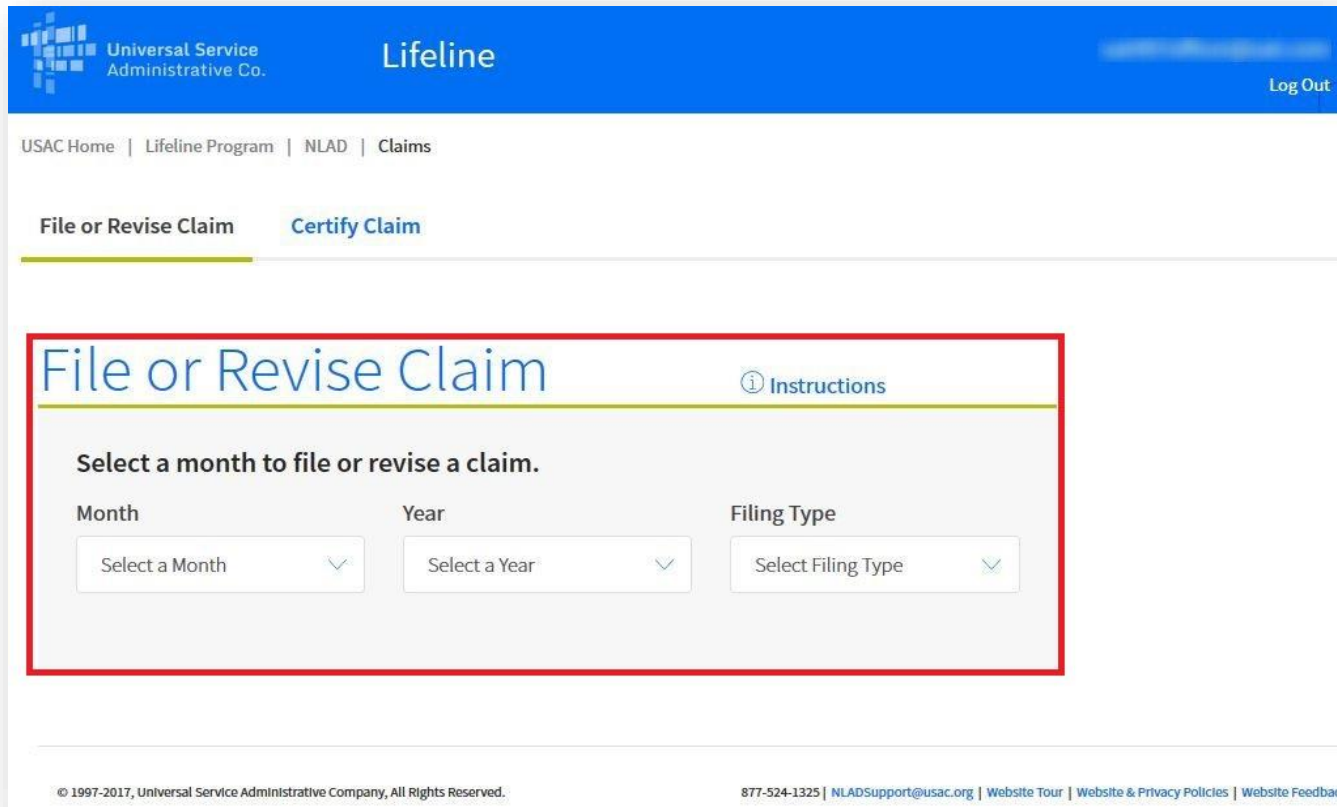
The LCS landing page will differ depending on the user's E-File entitlements.

Lifeline Claims System

Landing Page



Filing or Revising a Claim



The screenshot shows the 'Lifeline' section of the Universal Service Administrative Co. website. The navigation bar includes 'USAC Home', 'Lifeline Program', 'NLAD', and 'Claims'. Below the navigation bar, there are two tabs: 'File or Revise Claim' (selected) and 'Certify Claim'. The main content area is titled 'File or Revise Claim' and includes an 'Instructions' link. The form prompts the user to 'Select a month to file or revise a claim.' and contains three dropdown menus: 'Month' (labeled 'Select a Month'), 'Year' (labeled 'Select a Year'), and 'Filing Type' (labeled 'Select Filing Type'). The footer contains copyright information and contact details.

From the **File or Revise Claim** page, users may file original claims or revise existing reimbursement claims.

For **Original Claims**:

Select Month, Year, and “Original” Filing Type.

For **Revisions**:

Select Month, Year, and “Revision” Filing Type.

Original reimbursement claims can only be filed for data months that have yet to be submitted in LCS or data months resubmitted before the 8th of the month.

Filing an Original Claim

Universal Service Administrative Co. Lifeline Log Out

USAC Home | Lifeline Program | NLAD | Claims

File or Revise Claim Certify Claim

File or Revise Claim [Instructions](#)

Select a month to file or revise a claim.

Month: May Year: 2017 Filing Type: Original

May 2017

SAC Status	
Not Started	53
Uploaded	1
Ready to Certify	1
Certified	1

Continue

The **SAC Status** chart shows the total counts of SAC(s) available for each status. LCS users will only see the SACs delegated to their user accounts.

SAC Status Descriptions

- **Not started** – SAC(s) available to file an original claim in LCS
- **Uploaded** – SAC(s) for which subscriber data was successfully uploaded in LCS with no errors
- **Ready to Certify** – SAC(s) with uploaded data in LCS ready to be certified by the 497 Officer
- **Certified** – SAC(s) with uploaded data in LCS that were certified by the 497 Officer

Filing a Revision

Universal Service Administrative Co. Lifeline Log Out

USAC Home | Lifeline Program | NLAD | Claims

File or Revise Claim Certify Claim

File or Revise Claim [Instructions](#)

Select a month to file or revise a claim.

Month: May Year: 2017 Filing Type: Revision

May 2017

SAC Status	
Ready to Revise	1
Uploaded	1
Ready to Certify	0
Certified	0

Continue

The **SAC Status** chart shows the total counts of SAC(s) available for each status. LCS users will only see the SACs delegated to their user accounts.

SAC Status Descriptions

- **Ready to Revise** – SAC(s) available to revise a claim in LCS
- **Uploaded** – SAC(s) for which subscriber data was successfully uploaded in LCS with no errors
- **Ready to Certify** – SAC(s) with uploaded data in LCS ready to be certified by the 497 Officer
- **Certified** – SAC(s) with uploaded data in LCS that were certified by the 497 Officer

Lifeline Claims System

Filing an Original Claim



Filing an Original Claim

Universal Service Administrative Co. | Lifeline | Log Out

File or Revise Claim | Certify Claim

File Claim

May 2017 Filing Data
Last updated 10/16/17 10:55 AM EDT

Upload Data
File format must be .csv
[Upload File](#)

[Download a new filing template](#)

Subscriber Counts

Displaying 1 to 5 of 56 records

Type a keyword to search

SPIN	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Tribal Link-up
			Ready to Certify	394	394	0	0	394	394	0
			Uploaded	769	769	0	0	769	769	0
			Certified	20	7	0	0	20	7	0
			Not Started	223	0	0	0	223	0	0
			Not Started	304	0	1	0	305	0	0

Show 5 records/page

[Download to review uploaded data](#)

[Back to Search](#) [View Support Summary](#)

From the **File Claim** page:

1. Download a new filing template
2. Upload a Claims Input template
3. Review uploaded data
4. Review Support Summary and submit claims for certification

Filing an Original Claim – Claims Input Template Headers

Excel Column	Field Name	Required Status	Field Requirements
A	Subscriber ID	Required	NLAD system-generated unique identifier captured from the NLAD Snapshot Report; no input required
B	Rate	Required	Enter Subscriber's Rate
C	Reason Code	Conditional	Enter Reason code for subscriber(s) where Rate = \$0
D	Tribal Link Up Charges Waived	Optional	Enter subscriber's Tribal Link Up Charges waived. Tribal Benefit Flag (Column P) must = 1
E	SPIN	Optional	Field information is captured from the NLAD Snapshot Report; no input required
F	SAC	Required	
G	Last Name	Optional	
H	First Name	Optional	
I	Street Address	Optional	
J	City	Optional	
K	State	Optional	
L	ZIP	Optional	
M	Phone Number	Optional	
N	ETC General	Optional	
O	Service Type	Optional	
P	Tribal Benefit Flag	Optional	

Column Headers A, B, and F are required and need to be listed in that order on the template for the upload to process; all other columns are optional.

Filing an Original Claim – Successful Upload

The screenshot shows the 'File Claim' page in the Lifeline program. At the top, there's a blue header with 'Universal Service Administrative Co.' and 'Lifeline'. Below the header, the page title is 'File Claim' with an 'Instructions' link. The main section is 'May 2017 Filing Data', last updated on 10/17/17 at 8:34 AM EDT. A green success message states: 'You successfully uploaded Claims_Input_Template (SAMPLE).csv'. Below this is an 'Upload Data' section with a note 'File format must be .csv' and an 'Upload File' button. The 'Subscriber Counts' section displays a table with 11 columns: SPIN, SAC, Name, Status, Non-Tribal Reported, Non-Tribal Claimed, Tribal Reported, Tribal Claimed, Total Reported, Total Claimed, and Tribal Link-up. The table shows two records: one 'Not Started' and one 'Uploaded'. A search box is located above the table. At the bottom, there are buttons for 'Back to Search' and 'View Support Summary'.

Subscriber Counts
Displaying 1 to 2 of 2 records

SPIN	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Tribal Link-up
			Not Started	67	0	0	0	67	0	0
			Uploaded	2	2	0	0	2	2	0

Show 5 records/page

Download to review uploaded data

Back to Search View Support Summary

Keyword Search Box: LCS users can use this sort option to lookup ETCs by name; to filter the Subscriber Counts Table by ETC, enter a valid ETC Name in the search box

For every successful upload, the *Subscriber Counts table* is updated in real time and will reflect the latest uploaded Claims_Input_Template.csv changes.

Filing an Original Claim – Successful Upload

Reviewing Uploaded Data

- After each successful upload, a Detailed Summary report- **Subscribers_Rates_mmyyyy.csv** (month/year) will be available to download.
- The Detailed Summary includes all SAC(s) that were successfully uploaded in LCS for the selected data month. ETCs can use that file to review their uploaded subscribers' rates and Tribal Link up Charges waived, and make edits for resubmission.
- To download the **Subscribers_Rates_mmyyyy.csv**, from the **File Claim** Page, click on the link **Download to review uploaded data** located at the bottom left corner of the page.

Reviewing Support Summary and Submit Claims for Certification

- Once ETCs successfully upload their subscribers' rates and Tribal Link up Charges waived for all SAC(s), they can review a summary of all claimed support per SAC before submitting the filings to the 497 Officer to certify.
- To view the **Support Summary** breakdown, from the **File Claim** Page, click on the link **View Support Summary** located at the bottom of the page.

Filing an Original Claim – Unsuccessful Upload

The screenshot shows the 'File Claim' page in the Lifeline program. At the top, there's a blue header with 'Universal Service Administrative Co.' and 'Lifeline'. Below the header, the page title is 'File Claim' with an 'Instructions' link. The main section is 'May 2017 Filing Data'. A red-bordered box contains an error message: 'There are errors in the file you last uploaded. Please make necessary changes and upload the file again. Download the error file: 10_17_2017_0756_error.csv'. Below this is the 'Upload Data' section with a note 'File format must be .csv' and an 'Upload File' button. The 'Subscriber Counts' section shows a table with 11 columns: SPIN, SAC, Name, Status, Non-Tribal Reported, Non-Tribal Claimed, Tribal Reported, Tribal Claimed, Total Reported, Total Claimed, and Tribal Link-up. There are two rows of data. At the bottom, there's a 'Show 5 records/page' dropdown, a 'Download to review uploaded data' link, and two buttons: 'Back to Search' and 'View Support Summary'.

Universal Service Administrative Co. Lifeline Log Out

File Claim

[Instructions](#)

May 2017 Filing Data

There are errors in the file you last uploaded. Please make necessary changes and upload the file again. Download the error file: 10_17_2017_0756_error.csv

Upload Data [Download a new filing template](#)

File format must be .csv

[Upload File](#)

Subscriber Counts

Displaying 1 to 2 of 2 records

Type a keyword to search

SPIN	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Tribal Link-up
			Not Started	67	0	0	0	67	0	0
			Not Started	2	0	0	0	2	0	0

Show 5 records/page

Download to review uploaded data

[Back to Search](#) [View Support Summary](#)

For every unsuccessful upload, ETCs will be able to download an error file to review the Claims_Input_Template.csv failures.

The error file name appears in following format: **mm_dd_yyyy_hhmm_error.csv**

- mm: month
- dd: day
- yyyy: year
- hh: hour (24 hour format)
- mm: minute

To download the error file, from the **File Claim** Page, click on the file name - **mm_dd_yyyy_hhmm_error.csv**.

Lifeline Claims System

Revising a Claim



Revising a Claim

Universal Service Administrative Co. Lifeline Log Out

File or Revise Claim Certify Claim

Revise Claim

Instructions

May 2017 Filing Data

Last updated 11/13/17 2:35 PM EST

Upload Data
File format must be .csv
Upload File

[Download most current filing template](#)

Subscriber Counts

Displaying 1 to 2 of 2 records

Filter claims by: Ready to Revise

Type a keyword to search

SPIN	SAC	Name	Status	Non-Tribal Last Claimed	Non-Tribal Revised Claim	Tribal Last Claimed	Tribal Revised Claim	Total Last Claimed	Total Revised Claim	Revised Tribal Link-up
			Uploaded	0	20	0	0	0	20	0
			Uploaded	0	0	0	0	0	0	0

Show 5 records/page

1 of 1 pages

[Download to review uploaded data](#)

[Back to Search](#)

[View Support Summary](#)

From the **Revise Claim** page:

1. Download the most current filing template
2. Upload a Claims Input template
3. Review uploaded data
4. Review Support Summary and submit claims for certification

Revising a Claim – Successful Upload

The screenshot shows the 'Revise Claim' page for May 2017 Filing Data. A green success message states: 'You successfully uploaded Claims_Input_Template.csv'. Below this is an 'Upload Data' section with a 'Download most current filing template' link and an 'Upload File' button. The 'Subscriber Counts' section displays a table with 12 columns: SPIN, SAC, Name, Status, Non-Tribal Last Claimed, Non-Tribal Revised Claim, Tribal Last Claimed, Tribal Revised Claim, Total Last Claimed, Total Revised Claim, and Revised Tribal Link-up. The table has 2 records. The first record is 'Uploaded' with 0 Non-Tribal Last Claimed, 2 Non-Tribal Revised Claim, 0 Tribal Last Claimed, 0 Tribal Revised Claim, 0 Total Last Claimed, 2 Total Revised Claim, and 0 Revised Tribal Link-up. The second record is 'Ready to Certify' with 0 Non-Tribal Last Claimed, 388 Non-Tribal Revised Claim, 0 Tribal Last Claimed, 0 Tribal Revised Claim, 0 Total Last Claimed, 388 Total Revised Claim, and 0 Revised Tribal Link-up. The page also includes a 'Filter claims by' dropdown set to 'Revision In Progress', a search box, and pagination controls showing 1 of 1 pages.

SPIN	SAC	Name	Status	Non-Tribal Last Claimed	Non-Tribal Revised Claim	Tribal Last Claimed	Tribal Revised Claim	Total Last Claimed	Total Revised Claim	Revised Tribal Link-up
			Uploaded	0	2	0	0	0	2	0
			Ready to Certify	0	388	0	0	0	388	0

“Filter Claims By” drop-down: LCS users can use this drop-down option to filter filings by SAC status - Ready to revise, and Revision In progress (Uploaded, Ready to Certify, Certified)

Keyword Search Box: LCS users can use this sort option to lookup ETCs by name; to filter the Subscriber Counts table by ETC, enter a valid ETC Name in the search box

For every successful upload, the *Subscriber Counts table* is updated in real time and will reflect the latest uploaded Claims_Input_Template.csv changes.

Revising a Claim – Successful Upload

Reviewing Uploaded Data

- After each successful upload, a Detailed Summary report- **Subscribers_Rates_mmyyyy.csv** (month/year) will be available to download.
- The Detailed Summary includes all SAC(s) that were successfully uploaded in LCS for the selected data month. ETCs can use that file to review their uploaded subscribers' rates and Tribal Link up Charges waived, and make edits for resubmission.
- To download the **Subscribers_Rates_mmyyyy.csv**, from the **File Claim** Page, click on the link **Download to review uploaded data** located at the bottom left corner of the page.

Reviewing Support Summary and Submit Claims for Certification

- Once ETCs successfully upload their subscribers' rates and Tribal Link up Charges waived for all SAC(s), they can review a summary of all claimed support per SAC before submitting the filings to the 497 Officer to certify.
- To view the **Support Summary** breakdown, from the **File Claim** Page, click on the link **View Support Summary** located at the bottom of the page.

Revising a Claim – Unsuccessful Upload

Universal Service Administrative Co. Lifeline Log Out

Revise Claim

Instructions

May 2017 Filing Data

Last updated 11/15/17 8:34 AM EST

There are errors in the file you last uploaded. Please make necessary changes and upload the file again.
Download the error file: 11_15_2017_1528_error.csv

Upload Data
File format must be .csv

Download most current filing template

Upload File

Subscriber Counts

Displaying 1 to 2 of 2 records.

Filter claims by: Revision In Progress

Type a keyword to search

SPIN	SAC	Name	Status	Non-Tribal Last Claimed	Non-Tribal Revised Claim	Tribal Last Claimed	Tribal Revised Claim	Total Last Claimed	Total Revised Claim	Revised Tribal Link-up
			Uploaded	0	20	0	0	0	20	0
			Ready to Certify	0	388	0	0	0	388	0

Show 5 records/page

Download to review uploaded data

Back to Search View Support Summary

For every unsuccessful upload, ETCs will be able to download an error file to review the Claims_Input_Template.csv failures.

The error file name appears in following format: **mm_dd_yyyy_hhmm_error.csv**:

- mm: month
- dd: day
- yyyy: year
- hh: hour (24 hour format)
- mm: minute

To download the error file, from the **File Claim** Page, click on the file name - **mm_dd_yyyy_hhmm_error.csv**.

Questions?

Lifeline Claims System

Reviewing Your Claim



Support Summary Page

Universal Service Administrative Co. Lifeline Log Out

May 2017 Support Summary

Displaying 1 to 1 of 1 records

☒ Select All Filter claims by All status types Type a keyword to search

Ready to Submit	SPIN	SAC	Name	Status	Lifeline	Tribal Link-up	Total Support	Support Details
<input checked="" type="checkbox"/>				Uploaded	\$19	\$0	\$19	View

Show 5 records/page of 1 pages

You selected 1 claims to submit for certification

Please fill out the following information in case we need to contact you with any questions about your claim.

Contact Name Contact Phone Number

Contact E-mail Address

Address 1

Address 2

City State Zip

Home Back to Subscriber Counts Submit Claims to Certify

From the **Support Summary** Page:

1. View Support Details at the SAC level
2. Select SAC(s) filings to submit to the 497 officer to certify

To submit a claim to the 497 Officer to certify:

1. Click on the checkbox under the “Ready to Submit” column to make your SAC selection(s)
2. Click on the **Submit Claims to Certify** link at the bottom of the page

Note: LCS users are required to complete the contact information section before submitting claims to be certified.

To view a detail summary of a SAC filing, click on the **View** link located under the Support Details column.

Support Summary Page – Support Details at the SAC Level

Detail View

SPIN

SAC

Name

Status

Uploaded

Total Lifeline Support

\$19

Total Link-up

\$0

Total Support

\$19

Lifeline

Subscriber	Voice			Broadband			Bundled			Total	
	Subscribers	Rate	Subtotal	Subscribers	Rate	Subtotal	Subscribers	Rate	Subtotal	Subscribers	Lifeline Payment
Non Tribal	2	\$9.25	\$19	0	\$0.00	\$0	0	\$0.00	\$0	2	\$19
Tribal	0	\$0.00	\$0	0	\$0.00	\$0	0	\$0.00	\$0	0	\$0

Tribal Link-up

Connections Waived

0

Charges Waived per Connection

\$0.00

Link-up Dollars Waived

\$0

Lifeline Claims System

Certifying Your Claim



Certify Claim Page

Universal Service Administrative Co. Lifeline Log Out

USAC Home | Lifeline Program | NLAD | Claims

File or Revise Claim | **Certify Claim**

Certify Claim [Instructions](#)

Select a month to certify.

Month Year

Select a Month Select a Year

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From the **Certify Claim** page, the 497 Officer can certify Lifeline claims for a selected data month and year.

From the Drop-down Menu:
Select **Month**
Select **Year**

Note: The “Certify Claim” feature is only accessible with a 497 Officer User account.

Certify Claim Page

Universal Service Administrative Co. Lifeline Log Out

USAC Home | Lifeline Program | NLAD | Claims

File or Revise Claim Certify Claim

Certify Claim [Instructions](#)

Select a month to certify.

Month Year

May 2017

SAC Status	
Not Started	53
Uploaded	0
Ready to Certify	2
Certified	1

Continue

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The Lifeline Claims System (LCS) will generate the search results based on a user's applied filters and display the available data for the selected Month, and Year in the "SAC Status" section located at the bottom of the page.

SAC Status description

- **Not started** – SAC(s) available to certify an original or revised claim in LCS
- **Uploaded** – SAC(s) for which subscriber data was successfully uploaded in LCS with no errors
- **Ready to Certify** – SAC(s) with uploaded data in LCS ready to be certified by the 497 Officer
- **Certified** – SAC(s) with uploaded data in LCS that were certified by the 497 Officer

Note: The SAC Status counts breakdown includes both Original and Revised claims.

Click **Continue** at the bottom of the page to begin certifying original and/or revised claim(s).

Claims to Certify Page

Universal Service Administrative Co. Lifeline Log Out

May 2017
Claims to Certify

Displaying 1 to 2 of 2 records (filtered from 3 total records)

☒ Select All Filter claims by Ready to Certify Type a keyword to search

Ready to Certify	SPIN	SAC	Name	Status	Lifeline	Tribal Link-up	Total Support	Support Details
<input checked="" type="checkbox"/>				Ready to Certify	\$3,645	\$0	\$3,645	View
<input checked="" type="checkbox"/>				Ready to Certify	\$7,113	\$0	\$7,113	View

Show 5 records/page 1 of 1 pages

You selected 2 claims to certify.

Certify and Sign

I certify that my company is in compliance with all of the Lifeline program rules, and, to the extent required, have obtained valid certifications for each subscriber for whom my company seeks reimbursement.

I certify that my company will pass through the full amount of all Non-Tribal and Tribal federal Lifeline support for which it seeks reimbursement, as well as all applicable intrastate Lifeline support, to all qualifying low-income subscribers by an equivalent reduction in the subscriber's monthly bill for supported service, or by offering a pre-paid wireless plan that complies with the appropriate minimum service standards contained in 47 CFR §54.408.

Based on the information known to me or provided to me by employees responsible for the preparation of the data being submitted, I certify under penalty of perjury that the data has been examined and reviewed and is true, accurate, and complete.

I acknowledge the Fund Administrator's authority to request additional supporting information as may be necessary.

Persons willfully making false statements on this form can be punished by fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. §1001.

Date
10/17/2017

Officer Name

Officer Title

[Back to Search](#) [Certify Claims](#)

From the **Claims to Certify** page, the 497 Officer can:

- **View Support Details at the SAC level** by clicking on the **View** link located under the Support Details column
- **Select SAC(s) filings to certify** by clicking on the checkbox under the “Ready to Certify” column to select the SAC
- **Certify Claims** by clicking on the link at the bottom of the page

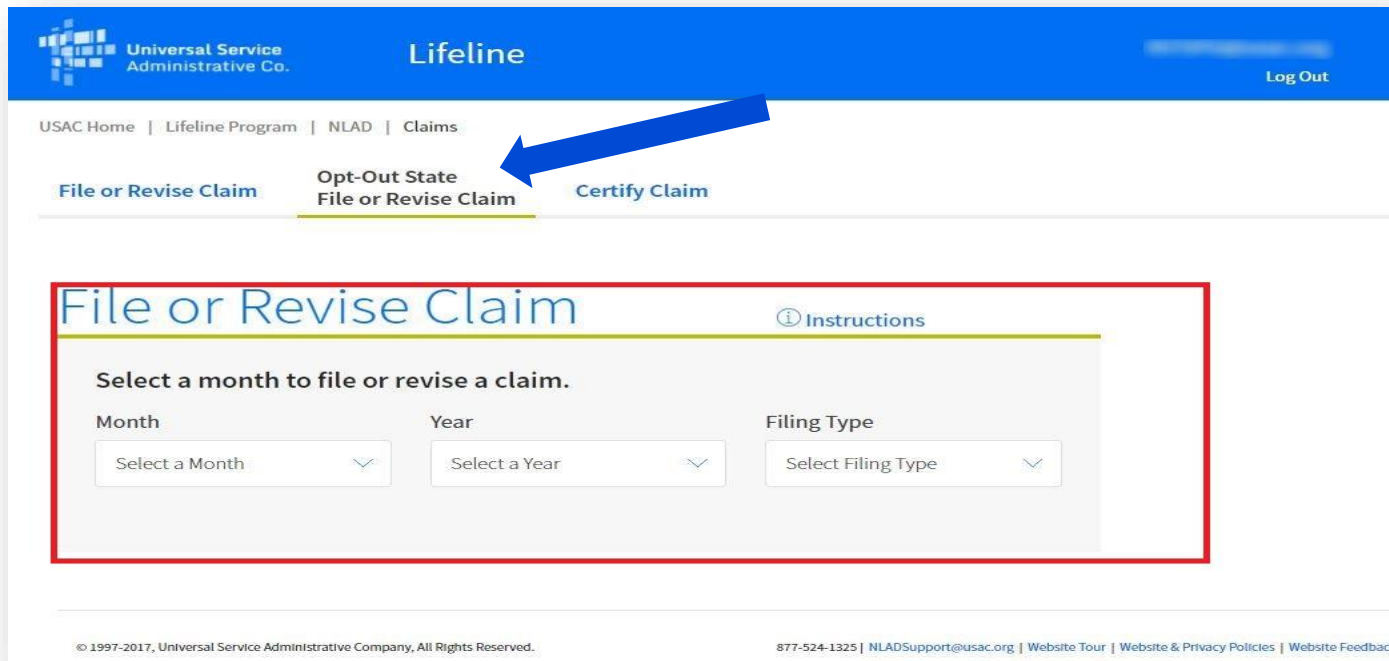
Lifeline Claims System

NLAD Opt-Out States (CA, OR, TX)



NLAD Opt-Out States

All processes are essentially the same except users in NLAD Opt-out states will choose an action through the “Opt-Out State” option in the header.



The screenshot displays the USAC Lifeline Claims interface. The top navigation bar is blue with the USAC logo and the text 'Universal Service Administrative Co. Lifeline'. A 'Log Out' link is visible on the right. Below the navigation bar, a breadcrumb trail shows 'USAC Home | Lifeline Program | NLAD | Claims'. A secondary navigation bar contains three options: 'File or Revise Claim', 'Opt-Out State File or Revise Claim' (which is highlighted with a yellow underline and a blue arrow pointing to it), and 'Certify Claim'. The main content area is titled 'File or Revise Claim' and includes an 'Instructions' link. Below the title, a red rectangular box highlights a form section titled 'Select a month to file or revise a claim.' This section contains three dropdown menus: 'Month' (with the placeholder text 'Select a Month'), 'Year' (with the placeholder text 'Select a Year'), and 'Filing Type' (with the placeholder text 'Select Filing Type'). The footer of the page contains copyright information and contact details.

Users will download a blank template and populate all of the required fields before uploading it back to the LCS.

LCS users that have both NLAD and NLAD opt-out states SACs will need to submit original filings for each data set in the LCS.

Claims Input Template Headers for Opt-Out States

Excel Column	Field Name	Required Status	Field Requirements
A	Carrier Subscriber ID	Optional	Enter ETC or State unique identifier assigned to subscriber if available
B	Rate	Required	Enter Subscriber's Rate
C	Reason Code	Conditional	Enter Reason code for subscriber(s) where Rate = \$0
D	Tribal Link Up Charges Waived	Optional	Enter subscriber's Tribal Link Up Charges waived. Tribal Benefit Flag (Column P) must = 1
E	SPIN	Required	Enter subscriber's SPIN information
F	SAC	Required	Enter subscriber's SAC information
G	Last Name	Required	Enter subscriber's Last name
H	First Name	Required	Enter subscriber's First name
I	Street Address	Required	Enter subscriber's Street Address
J	City	Required	Enter subscriber's City
K	State	Required	Enter subscriber's State
L	ZIP	Required	Enter subscriber's Zip Code
M	Phone Number	Optional	Enter subscriber's phone number if available
N	ETC General	Optional	Enter ETC General use information if available
O	Service Type	Required	Enter subscriber's Service Type: voice, broadband, bundledvoice, bundledbroadband, bundledvoicebroadband
P	Tribal Benefit Flag	Required	Enter "1" (for Yes) or "0" (for No) to capture the subscriber's Tribal Benefit Flag Status

Please review the required column headers. These need to be listed in that order on the template for the upload to process.

Process for NLAD Opt-out States

1. Download a new filing template
2. Populate blank template with required data
3. Review and validate subscribers being claimed for reimbursement
4. Enter “0” and provide reason code for any subscribers not being claimed
5. Submit claim for certification
6. 497 Officer certifies claim

Are you ready?

- Confirm that you have an E-File account
 - If you are not currently submitting online, you need to set up an account and entitlements in E-File
- Keep NLAD up-to-date
 - Enrollments, de-enrollments, change of subscriber information
 - The Lifeline Program's rules require service providers to update NLAD within ten (10) business days for subscriber updates and one (1) business day for de-enrollments
- Detailed instructions are available on most pages by clicking on the “[Instructions](#)” link in the upper-right corner

Questions?

Lifeline Program Webinar

- Thank you for joining us!
- Sign up for Lifeline Program email updates and upcoming events
 - Visit usac.org/li and click “subscribe” in the upper-right corner
- Need help? Contact us!
 - FCC Form 497: Form497@usac.org
 - E-File: CustomerSupport@usac.org
 - General: LifelineProgram@usac.org



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