NLAD 101
Introduction to the National Lifeline Accountability Database
March 13, 2019
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Today’s Presenters

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Agenda

1. Announcements
2. About NLAD
3. Account Types
4. Enroll Subscribers
5. Error Codes
6. Resources
7. Appendix – Dispute Resolution (For Non-National Verifier Users)
Announcements

NLAD 101
Announcements

• **NLAD monthly maintenance** is posted on USAC’s website
  • March maintenance is on Friday, March 22

• NLAD updated its security settings
  • API and web users must use TLS 1.1 or 1.2 to perform NLAD transactions

• Consumer PII reminders:
  • Service provides must always enter consumers’ name and address in NLAD exactly as the consumer entered it in the National Verifier
  • PII must always be sent to USAC through a secure method (service providers and consumers should never send USAC PII at **LifelineProgram@usac.org**)

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About NLAD

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About NLAD

All Lifeline service providers are required to use the National Lifeline Accountability Database (NLAD) in all states (except CA, OR, and TX).

The NLAD system:

1. Prevents consumers from receiving more than one Lifeline discount
2. Verifies customers’ identity
3. Verifiers customers’ address
4. Registers the subscriber with USAC

Service providers cannot claim reimbursement for a subscriber unless the subscriber is enrolled in NLAD prior to the snapshot date for the month, which is the first day of the following month.
NLAD Rules

The FCC’s Lifeline Program rules require all service providers to use NLAD (except in CA, OR, and TX), and keep NLAD up-to-date.

Update NLAD every time a customer enrolls or de-enrolls in Lifeline, or changes their account information.

- **Check Consumers’ Enrollment Status:** Use NLAD to verify whether the applicant already receives Lifeline
- **Enrollments:** Add subscribers to NLAD so you can claim reimbursement for them (USAC recommends adding them prior to the “snapshot date,” the first of the month)
- **Changes to Subscriber Account:** Service providers must update NLAD within ten (10) business days of receiving the change (for example, change of address or name change)
- **De-Enrollments:** When a service provider de-enrolls a subscriber from Lifeline, NLAD must be updated within one (1) business day
Account Types

NLAD 101
NLAD Roles

There are five distinct roles for NLAD users. Varying levels of functionality are accessible for each role.

1. 497 Officer
2. ETC Administrator
3. ETC Analyst
4. ETC Operations
5. ETC Agent
NLAD Roles – 497 Officer

The **497 Officer** is the person assigned with the responsibility of filing and certifying reimbursement claims (formerly the FCC Form 497) for the Lifeline Program.

The 497 Officer:

- Occupies a position specified in the corporate by-laws (or partnership agreement)
  - Typically the president, vice president for operations, vice president for finance, comptroller, treasurer, or similar
- The 497 Officer can assign or create a NLAD ETC Administrator
  - Is the only person that can reset the ETC Admin’s password
NLAD Roles – ETC Administrator

The **ETC Administrator** can manage the account, including updating account information, resetting account password, and deactivating the account.

- Can reset passwords for NLAD subaccounts (ETC Analyst and ETC Operations subaccounts)
- Must contact the account's 497 Officer to reset password
NLAD Roles – ETC Analyst

The ETC Analyst role can perform subscriber transactions, query subscriber data, create and view reports, and submit resolution requests.

- Must contact the account’s ETC Admin to reset password
NLAD Roles – ETC Operations

The **ETC Operations** role can only query subscriber data, create and view reports, and submit resolution requests.

- Must contact the account’s ETC Admin to reset password
NLAD Roles – ETC Agent

- The **ETC Agent** is a new NLAD user role that is intended for use with the National Verifier, specifically.
  - Users with this account type will only be able to log in and change their password in NLAD.
Questions?
Enroll Subscribers

NLAD 101
NLAD Home Page

After the logging in, the user arrives at the NLAD Home Page.

- The home page will differ depending on the user’s assigned role in NLAD
- Users can perform any of the actions in the left-hand menu

Today’s webinar will focus on the **Enroll Subscriber** function from the “Subscriber Management” menu. The appendix provides an overview of the **Submit Resolution Request** function.
NLAD Subscriber Management Menu

★ **Enroll Subscriber:** Add a new Lifeline subscriber to NLAD

- **Update Subscriber:** Update/change an existing subscriber’s information

- **Transfer Lifeline Benefit:** Transfer the subscriber’s Lifeline benefit from their current service provider to your company

- **De-Enroll Subscriber:** Remove a subscriber from NLAD

- **Submit Resolution Request:** Dispute an error code by sending a notice to NLAD Customer Service (see appendix)

- **Upload Subscriber File:** Complete many transactions at once (bulk upload) using the NLAD Input Template

- **Lookup Subscriber:** Check if a potential subscriber (or someone at their address) already exists in NLAD
Enroll Subscriber

From this page, users can:

• Confirm Link Up eligibility
• Verify that a subscriber is able to be enrolled, or
• Enroll a subscriber in NLAD

All fields with an asterisk are required for the non-National Verifier (legacy) workflow, including Study Area Code (SAC), subscriber’s personal information, telephone information, and check if the consumer is already enrolled.

Enter all the information, then click:

• Verify to see if the subscriber already exists, or
• Enroll to add them to NLAD
Enroll Subscriber – Fields and Terms

Quick overview of the enrollment fields:

- **Name**: Use the subscriber’s full legal name
- **Phone number**: The subscriber’s Lifeline-supported phone number
- **Address**: Enter the subscriber’s primary residential address as the “Address” (no PO box allowed), and a mailing address (if different) as the “Mailing Address” (PO boxes are allowed)
  - The eligibility code, IEH flag, and Tribal flags are only relevant in the legacy workflow.
- **Service Initiation Date**: The date the service provider determined that the subscriber is eligible for Lifeline
- **Eligibility Code**: Select the code that represents how the subscriber proved their eligibility (for example, E1 = Medicaid, E2 = SNAP, E3 = SSI, E13 = Income)
- **IEH Flag**: Select if the subscriber completed a Household Worksheet to show they are an “independent economic household”
- **Tribal Flags**: Select both if the subscriber lives on Tribal lands and you are providing the additional support amount
- **BQP**: The “benefit qualifying person;” only include this if the applicant is qualifying through their child or dependent

Find more details in the “NLAD section of the Lifeline website, usac.org/li

Link: [NLAD field names and descriptions](#)
Link: [eligibility codes](#)
Enroll Subscriber Page - Success

The subscriber can enroll if they are not already receiving a benefit, pass Third Party Identity Verification (TPIV), and pass the NLAD's address validations.

This success screen will be displayed, indicating successful enrollment in NLAD.

NLAD will automatically generate a Subscriber ID – a unique 9-digit identifier – for all successful enrollments.
Enroll Subscriber Page - Failure

The subscriber cannot enroll if their identity, age, or address cannot be verified, or the subscriber’s information matches an existing record in NLAD.

Users can click the button, **Modify Subscriber Data**, to fix/edit the subscriber’s information.

The error message provides the error type, and the reason for the failure.

Take note of the “Resolution ID” if you wish to dispute the error.
Bulk Upload

There is also an option to add/update many subscribers at once using the NLAD input template.

The NLAD input template is available on our website.
Questions?
Error Codes

NLAD 101
**Third Party Identity Verification (TPIV): Error Codes**

When a subscriber’s identity cannot be verified through NLAD’s Third Party Identity Verification (TPIV) service, NLAD will return an error messages showing the failure type and reason for the TPIV failure. These error messages are:

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Before submitting a dispute resolution request:</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPIV_FAIL_IDENTITY_NOT_FOUND</td>
<td>The subscriber’s identity could not be found.</td>
<td>Confirm the subscriber's first and last name, date of birth, and last four digits of SSN or T-ID.</td>
</tr>
<tr>
<td>TPIV_FAIL_NAME_SSN4</td>
<td>The subscriber's full name and/or SSN4 could not be validated.</td>
<td>Confirm the subscriber's first and last name and last four digits of SSN or T-ID.</td>
</tr>
<tr>
<td>TPIV_FAILDOB</td>
<td>The subscriber's date of birth could not be validated.</td>
<td>Confirm the subscriber's first and last name and date of birth.</td>
</tr>
<tr>
<td>TPIV_FAIL_DECEASED</td>
<td>The subscriber is identified as deceased.</td>
<td>Confirm the subscriber is living by reviewing acceptable documentation dated within the previous three (3) months</td>
</tr>
</tbody>
</table>
Subscriber addresses are verified through the United States Postal Service’s Address Matching Service (AMS). If the address is not found, an error code will be returned.

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Before submitting a dispute resolution request:</th>
</tr>
</thead>
<tbody>
<tr>
<td>INVALID_ADDRESS</td>
<td>Address unrecognized (failed Address Matching Service)</td>
<td>Confirm the subscriber's address is deliverable.</td>
</tr>
</tbody>
</table>
**Subscriber Under 18: Error Code**

If the subscriber is under 18 years of age, NLAD will provide the following error message.

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Before submitting a dispute resolution request:</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUBSCRIBER_UNDER_18</td>
<td>No subscriber can be less than 18 years of age.</td>
<td>Confirm the subscriber's court documentation.</td>
</tr>
</tbody>
</table>
## Differences in the National Verifier Workflow

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Address the error:</th>
</tr>
</thead>
<tbody>
<tr>
<td>APPLICATION_NOT_FOUND</td>
<td>The subscriber has not qualified through the Lifeline National Verifier yet or their application has expired.</td>
<td>Confirm that the PII you are submitting in NLAD is exactly what the customer submitted when they applied. If the customer has not yet applied, tell them to do so or help them using the service provider portal.</td>
</tr>
<tr>
<td>APPLICATION_NOT_COMPLETE</td>
<td>The subscriber has not finished qualifying through the National Verifier.</td>
<td>Any documentation that the customer needs to submit to resolve errors will be listed. You can assist the customer through the service provider portal.</td>
</tr>
<tr>
<td>APPLICATION_PENDING</td>
<td>The subscriber’s application is currently under review.</td>
<td>For more information contact customer support at 1(877) 524-1325.</td>
</tr>
</tbody>
</table>
NLAD Resources

NLAD 101
NLAD Resources

There are a number of resources available inside NLAD.

- NLAD User Guide
- API (application program interface) Specifications
- Field Descriptions PDF
- NLAD Access Agreement
- Training videos

Please note, these materials can only be accessed through NLAD.
NLAD Resources

• More information can be found on our website including:
  • NLAD templates and guides
  • NLAD “how-to” videos in the Online Learning Library
  • NLAD Maintenance Schedule and Release Notes
  • NLAD FAQs

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

• Subscribe to receive the NLAD Bulletin
Questions?
Thank you for joining us!

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- Visit usac.org/li and click “subscribe” in the upper-right corner.

Need help? Contact us!
- General: LifelineProgram@usac.org
Appendix - Dispute Resolution (For Non-National Verifier Users)

NLAD 101
How to Submit a Resolution Request

If you believe an error message is incorrect, you can use the “Resolution ID” number to dispute the identity or address verification results by submitting a Resolution Request through NLAD.

To begin, select Submit Resolution Request from the left-hand menu, then enter the Resolution ID.
Submit Resolution Request

To submit this request to NLAD Customer Service, fill out the required fields:

- Name and/or ID of agent who reviewed the subscriber’s information
- Resolution Code of the corresponding document reviewed to verify the subscriber’s information (more on this in a moment)
- Description of why the resolution request should be accepted
- Read and check the certification box
- Click “Submit Resolution Request to NLAD Customer Service”
NLAD Dispute Resolution

There are three types of enrollment failures that can occur. If a failure occurs, NLAD will show an error message.

NLAD users can resolve these failures by submitting a resolution request to NLAD Customer Service:

- Third Party Identity Verification (TPIV) Resolution
- Address Resolution
- Subscriber Under 18 Resolution

Submitted requests are usually resolved within 24 - 48 hours.
Third Party Identity Verification (TPIV): Dispute Resolution

To resolve TPIV errors, NLAD users should:

1. Confirm that the data was entered correctly
   - Fix mistakes and resubmit the transaction in NLAD if any of the subscriber's data is incorrect

2. Ask the subscriber for documentation that confirms their identity, date of birth, or social security number
   - Document must contain their first and last names
   - Keep a copy of the document that was reviewed

3. Submit the resolution request in NLAD
   - Use the “T” code that corresponds to the document reviewed that confirms the subscriber’s identity

For more information, please visit this page.
Address: Dispute Resolution

To resolve address errors, NLAD users should:

1. Confirm that the data was entered correctly
   • Fix mistakes and resubmit the transaction in NLAD if any of the data is incorrect
2. Ask the subscriber for documentation that confirms their address
   • Keep a copy of the document that was reviewed
3. Submit the resolution request in NLAD
   • Use the “A” code that corresponds to the document that was reviewed to confirm the subscriber’s address

For more information, please visit this page.
Subscriber Under 18: Dispute Resolution

To resolve a “Subscriber Under 18” error, NLAD users should:

1. Confirm that the data was entered correctly.
   - Fix mistakes and resubmit the transaction in NLAD if any of the data is incorrect.

2. Ask the subscriber for court documentation that confirms their emancipated minor status.
   - Keep a copy of the document that was reviewed.

3. Submit the resolution request in NLAD
   - Use the “M1” code, which corresponds to the document that was reviewed.

For more information, please visit this page.