March 2021 Monthly Webinar

NLAD 101
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:
- Navigate the National Lifeline Accountability Database (NLAD)
- Define general terms used in NLAD
- Enroll a subscriber in NLAD

...understand:
- The high-level functionality of the (NLAD) system
- The different types of NLAD user accounts
- The role and responsibility of service providers when using NLAD
Agenda

• Program Updates
• NLAD Overview
• Resources
Program Updates
Program Updates

COVID-19 Relief Extended

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
- Additional information is available on USAC’s [Lifeline COVID-19 Response](#) web page

**Note:** The existing waiver for subscriber usage requirements will only be extended through **May 1, 2021**
Program Updates
Updated NLAD Recertification Subscriber Status Report

• In mid February, USAC updated Lifeline’s Recertification Subscriber Status Report

• Service providers can now reference the recertification reports in NLAD for up-to-date information on their subscribers’ recertification status
Program Updates
Updated NLAD Recertification Subscriber Status Report

- Minor updates to the Recertification Subscriber Status Report will allow service providers to:
  - See only one recertification record per anniversary date selected, for each subscriber
  - Pull the same parameters with the same anniversary date for the previous year. This would allow them to see the previous recertification activity
NLAD Overview
NLAD Overview

- General Information
- Terms to Know
- NLAD Account Types
- Service Provider Responsibilities
- Subscriber Management Overview
- Enrolling Subscribers
- Error Codes
**NLAD Overview**

**General Information**

**NLAD** is the system that service providers use to manage their Lifeline subscribers, including enrolling consumers in the program, transferring subscribers, and reviewing reports about their Lifeline subscribers.

- **Note**: CA, OR, and TX do not use NLAD
  - Service providers in these states use the states’ existing processes to enroll consumers, except for broadband-only consumers in California.
  - Exception: Standalone broadband consumers in California are verified by the National Verifier and enrolled in NLAD.
NLAD Overview
Terms to Know

**Enrollment**: Add subscribers to NLAD to claim reimbursement

- To enroll a consumer in NLAD, they must have an approved eligibility decision from the National Verifier before they can be enrolled in NLAD
The day after a data month ends (i.e., the first day of the next month), NLAD takes a “snapshot” of all of the subscribers that are entered into NLAD

- The snapshot is a record of exactly which subscribers are entered in NLAD at that time
- The subscribers included in the “snapshot” are the population that is eligible for reimbursement
NLAD Overview

Terms to Know

**National Verifier:** Lifeline’s application system used to determine consumer eligibility for the Lifeline program

Consumers follow a two-step process to apply for the Lifeline benefit:

1. Consumer applies to the program through the National Verifier
2. Service provider enrolls the consumer in the program using NLAD
**NLAD Overview**

**Terms to Know**

**National Verifier Mode**

All transactions in NLAD take place through the National Verifier workflow and subscribers’ eligibility is routinely confirmed during enroll, transfer, update, and verify transactions.

**Note:** There may be limited waivers or exceptions that permit a service provider to use NLAD’s legacy mode and perform transactions without verifying a subscriber’s eligibility in the National Verifier prior to enrollment.
NLAD Overview

Terms to Know

NLAD Accounts refer to the account types that are created in NLAD which allow users to log into NLAD and/or the National Verifier and perform a variety of functions

- The number of functions can vary based on the type of account
NLAD Account Types
**NLAD Account Types**

**497 Officer and ETC Administrator**

**497 Officer:** A user with the responsibility of filing and certifying reimbursement claims for the Lifeline program

- 497 Officers can assign or create a NLAD ETC Administrator and create and view reports

**ETC Administrator:** A user with permissions to manage subaccounts (ETC Analyst, Operations, and Agent), including updating account information, resetting account passwords, and deactivating accounts

- ETC Administrators can perform subscriber transactions, query subscriber data, create and view reports, and submit resolution requests
NLAD Account Types

Subaccounts

**ETC Analyst:** A user that can perform subscriber transactions, query subscriber data, create and view reports, and submit resolution requests

**ETC Operations:** A user that can only query subscriber data, create and view reports, and submit resolution requests

**ETC Agent:** This user only has access to the National Verifier to perform transactions such as eligibility checks
## NLAD Account Types

### NLAD Access

<table>
<thead>
<tr>
<th>Account Type</th>
<th>Create/Manage ETC Admin</th>
<th>Create/Manage Subaccounts (ETC Analyst, Ops, &amp; Agent)</th>
<th>Perform Subscriber Transactions</th>
<th>Query Subscriber Data</th>
<th>Create/View Reports</th>
<th>Submit Resolution Requests</th>
</tr>
</thead>
<tbody>
<tr>
<td>497 Officer</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
</tr>
<tr>
<td>ETC Administrator</td>
<td>X</td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<tr>
<td>ETC Analyst</td>
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<td></td>
<td>X</td>
<td>X</td>
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<td>X</td>
</tr>
<tr>
<td>ETC Operations</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>ETC Agent*</td>
<td></td>
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</tr>
</tbody>
</table>

*ETC Agents do not have access to NLAD"
### NLAD Account Types
National Verifier Access

<table>
<thead>
<tr>
<th>Account Type</th>
<th>Check Eligibility</th>
<th>Upload Supporting Documents</th>
<th>View Dashboard of Applications Submitted for Review</th>
</tr>
</thead>
<tbody>
<tr>
<td>497 Officer*</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>ETC Administrator</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>ETC Analyst</td>
<td>X</td>
<td>X</td>
<td>X</td>
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<td>X</td>
<td>X</td>
<td>X</td>
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<td>X</td>
<td>X</td>
<td>X</td>
</tr>
</tbody>
</table>

*497 Officers do not have access to the National Verifier*
Service Provider Responsibilities
Service Provider Responsibilities
Keep NLAD Up-to-Date

- The FCC’s Lifeline program rules require all service providers to keep NLAD up-to-date:
  - Update NLAD every time a customer enrolls or de-enrolls in Lifeline, or changes their account information
  - Service providers must update NLAD within ten (10) business days of receiving the change (for example, change of address or name change)
  - When a service provider de-enrolls a subscriber from Lifeline, NLAD must be updated within one (1) business day

Reminder: To perform applicable NLAD transactions, NLAD users are required to register for a Rep ID and have that Rep ID linked to their account. For more information, visit the RAD Resources page
Subscriber Management Overview
Subscriber Management Overview

Logging In

• Log into OnePortal with your user name and password
• Accept USAC’s system policy
Subscriber Management Overview

Logging In

Dashboard

**Upcoming Dates**
- **04/14 2021**
  - April 2021 Monthly Webinar
- **05/12 2021**
  - May 2021 Monthly Webinar
- **06/09 2021**
  - June 2021 Monthly Webinar

**Lifeline**
- **National Verifier** - Lifeline service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit.

- **National Lifeline Accountability Database (NLAD)** - Service providers enroll Lifeline subscribers in NLAD to identify Lifeline recipients, prevent duplicate benefits and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline reimbursement.

**Help?**
- Send us a message
  - Click here
- Call us
  - (888) 641-8722

See full calendar
Subscriber Management Overview

NLAD Home Page

- The home page will differ depending on the user’s assigned role in NLAD
- Users can perform any action listed under the Subscriber Management menu
- Today’s webinar will focus on the functions included under the “Subscriber Management” menu
Subscriber Management Overview
NLAD Subscriber Management Menu Options

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

• **Transfer Lifeline Benefit:** Transfer the subscriber’s Lifeline benefit from their current service provider to your company. The consumer must have a qualified application in the National Verifier to be eligible for transfer

• **Update Subscriber:** Update/change an existing subscriber’s information
Subscriber Management Overview
NLAD Subscriber Management Menu Options

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

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

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

- **Submit Resolution Request**: Provide details to resolve an enrollment error
Enrolling Subscribers
Enrolling Subscribers

From the **Enroll Subscriber** page, users can:

- Verify that a subscriber is able to be enrolled
- Enroll a subscriber in NLAD
- Confirm Link Up eligibility
Enrolling Subscribers
Enter Subscriber Information

• **SAC**: A six-digit number associated with the Eligible Telecommunications Carrier (ETC) providing the Lifeline benefits to the subscriber

• **Name**: Subscriber’s full legal name

• **Last 4 SSN**: Subscriber’s last four digits of their social security number (or Tribal ID)

• **Date of Birth**: Subscriber’s date of birth

• **BQP**: “Benefit qualifying person;” only include this information if the applicant is qualifying through their child or dependent
Enrolling Subscribers

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
Enrolling Subscribers
Enter Service Information

- **Service Type:** Subscriber’s Lifeline service offering: Voice, broadband, bundled-voice, bundled-broadband, bundled-voice, and broadband
- **Service Initiation Date:** Date the service provider initiated Lifeline service
- **Telephone Number:** Subscriber's phone number (if applicable)
- **Lifeline Tribal Benefit:** Required field to claim Lifeline Tribal support for a qualified subscriber, this field will not appear if the subscriber’s address falls on non-Tribal lands
- **Linkup Service Date:** Date of Linkup Service (mm/dd/yyyy format)
- **ETC General:** Optional field that some carriers use to enter a subscriber’s account number or to track the subscriber in their internal systems
Enrolling Subscribers
Review Subscriber Information

- **Verify**: button that allows a service provider to check for errors or issues that would prevent a successful enrollment
- **Enroll**: button that allows a service provider to add a subscriber to NLAD
Enrolling Subscribers
Example of Successful Transaction

- A subscriber can be enrolled if they have:
  - Qualified through the National Verifier,
  - Are not already receiving a benefit, and
- When all of the above have been met, a service provider will receive this success screen, indicating successful enrollment in NLAD
Enroll Subscribers
Example of Failed Transaction

• A subscriber cannot be enrolled if the information entered in NLAD does not match information entered in the National Verifier or if they have not qualified through the National Verifier

• The error message provides the error type, and the reason for the failure
Enrolling Subscribers
Upload Subscriber File

- Users may add or update multiple subscribers at once using the National Verifier NLAD Input Template available on the NLAD Resources page.

- Review what each field means and which fields are required by downloading the National Verifier NLAD Input Templates Field Names and Descriptions.

| A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P | Q | R | S | T |
| 1 | nv | transaction | phoneNum | transactionSac | lastName | firstName | middleNar | phoneNum | subscriberId | last4san | tribalId | dob | includeSubiFlag | ichCertific | ichRecerti | primaryAd | primaryAd | primaryUr |
Enrolling Subscribers

NLAD Application Program Interface (API)

- The NLAD Application Program Interface (API) is another connection option
- The NLAD API allows service providers to connect their billing or customer management system directly to NLAD so that their system can send enrollments or other transactions and pull reports automatically
  - For example, a service provider captures a consumer’s enrollment in their own billing system, and the billing system sends the enrollment to NLAD
Error Codes
## Error Codes
### Third Party Identity Verification (TPIV)

If a consumer has an application in the National Verifier with unresolved TPIV errors, NLAD will return the unresolved errors in this format. These error messages are:

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Address the error:</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPIV_FAIL_IDENTITY_NOT_FOUND</td>
<td>The subscriber's identity could not be found</td>
<td>This error will need to be resolved by submitting documentation to the National Verifier</td>
</tr>
<tr>
<td>TPIV_FAIL_NAME_SSN4</td>
<td>The subscriber's full name and/or SSN4 could not be validated</td>
<td>This error will need to be resolved by submitting documentation to the National Verifier</td>
</tr>
<tr>
<td>TPIV_FAIL_DOB</td>
<td>The subscriber's date of birth could not be validated</td>
<td>This error will need to be resolved by submitting documentation to the National Verifier</td>
</tr>
<tr>
<td>TPIV_FAIL_DECEASED</td>
<td>The subscriber is identified as deceased</td>
<td>This error will need to be resolved by submitting documentation to the National Verifier</td>
</tr>
</tbody>
</table>
Error Codes

Address

If a consumer has an application in the National Verifier with an unresolved United States Postal Service’s Address Matching Service (AMS) error, NLAD will provide the following error message:

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Address the error:</th>
</tr>
</thead>
<tbody>
<tr>
<td>INVALID_ADDRESS</td>
<td>Address unrecognized</td>
<td>This error will need to be resolved by submitting information to the National Verifier</td>
</tr>
</tbody>
</table>
Error Codes
Subscriber Under 18

If a consumer has an application in the National Verifier with an unresolved [under 18 years of age error](#), NLAD will provide the following error message:

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Address the error:</th>
</tr>
</thead>
<tbody>
<tr>
<td>SUBSCRIBER_UNDER_18</td>
<td>No subscriber can be less than 18 years of age</td>
<td>This error will need to be resolved by submitting documentation to the National Verifier</td>
</tr>
</tbody>
</table>
Error Codes
Duplicate

If a consumer’s information is found as a duplicate in the National Verifier or NLAD, NLAD will provide the following error messages:

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Address the error:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DUPLICATE_ADDRESS_NLAD</td>
<td>The primary address in this transaction matches the primary address of another subscriber</td>
<td>This error will need to be resolved by submitting documentation to the National Verifier</td>
</tr>
</tbody>
</table>
## Error Codes

### Duplicate

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Address the error:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DUPLICATE_PHONE_NUMBER</td>
<td>The phone number in this transaction matches the phone number of another subscriber</td>
<td>Confirm the phone number is not already assigned to a consumer</td>
</tr>
<tr>
<td>DUPLICATE_SUBSCRIBER_NLAD</td>
<td>The subscriber in this transaction is a duplicate of another subscriber</td>
<td>Obtain consent to transfer the subscriber’s Lifeline Program benefit and completing a benefit transfer in NLAD</td>
</tr>
</tbody>
</table>
# Error Codes
Specific to 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 submitted 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 National Verifier service provider portal</td>
</tr>
<tr>
<td>APPLICATION_PENDING</td>
<td>The subscriber’s application is currently under review</td>
<td>For more information please contact USAC at <a href="mailto:LifelineProgram@usac.org">LifelineProgram@usac.org</a></td>
</tr>
</tbody>
</table>
## Error Codes

### Tribal Benefit

<table>
<thead>
<tr>
<th>Error Code</th>
<th>Description</th>
<th>Address the error:</th>
</tr>
</thead>
<tbody>
<tr>
<td>TRIBAL_BENEFIT_FLAG_NONTRIBAL</td>
<td>The consumer does not live on Tribal lands and is not eligible for the enhanced benefit</td>
<td>The consumer must be enrolled without the Tribal lands flag to receive Lifeline-supported service</td>
</tr>
<tr>
<td>TRIBAL_BENEFIT_FLAG_DEFICIENT</td>
<td>The consumer does not yet have a qualified application in the National Verifier for this transaction</td>
<td>If it is an enrollment/transfer, the consumer must finish qualifying. If it is an update, the consumer must complete an address update in the National Verifier portal, or the service provider should assist the consumer to start a new application and resolve the address errors.</td>
</tr>
<tr>
<td>TRIBAL_BENEFIT_FLAG_NONTRIBAL</td>
<td>The consumer has a qualified application in the National Verifier, but the latitude and longitude provided indicate they do not reside on Tribal lands, or the lat/long provided are not in the same state as the subscriber’s residential address</td>
<td>Contact <a href="mailto:LifelineProgram@usac.org">LifelineProgram@usac.org</a> to request additional information and to enable the consumer to provide more accurate address details if applicable.</td>
</tr>
</tbody>
</table>
Questions?
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, including:
  • [National Verifier NLAD Input Templates Field Names and Descriptions](#),
  • [NLAD Maintenance Schedule](#) and Release Notes
• Contact [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for technical questions and assistance and general NLAD inquiries
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• We appreciate your feedback