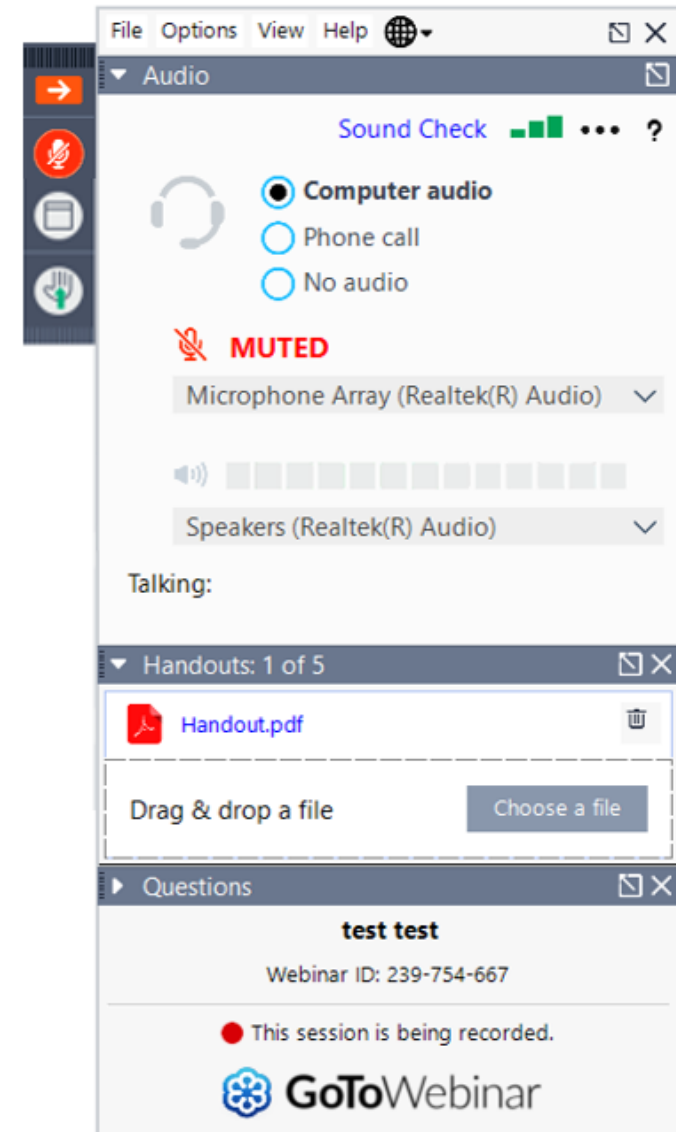


# March 2024 Monthly Webinar

National Lifeline Accountability Database (NLAD)  
101 for Beginner Users

# 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 the webinar panel.



# Disclaimer

To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support!

# Meet Our Team



**Linnita Hosten**

Senior Communications Specialist |  
Lifeline

[Linnita.Hosten@usac.org](mailto:Linnita.Hosten@usac.org)



**Winta Woldu**

Communications Specialist |  
Lifeline

[Winta.Woldu@usac.org](mailto:Winta.Woldu@usac.org)



**Delanté Cherry**

Communications Associate |  
Lifeline

[Delante.Cherry@usac.org](mailto:Delante.Cherry@usac.org)

# Agenda

- Announcements
- Lifeline Program Overview
- National Lifeline Accountability Database (NLAD) Overview
- Enrolling a Subscriber: Portal, Batch, & NLAD API
- Resources

# Objectives

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



### ...be able to:

- Enroll a subscriber in the NLAD.
- Understand the role and responsibility of service providers when using the NLAD system.



### ...understand how to:

- Navigate the NLAD system.

# Announcements

# Announcements

## 2024 Recertification - Ongoing

- Recertification is an annual requirement for Lifeline subscribers. USAC conducts recertification to ensure that active Lifeline subscribers are still eligible to receive the Lifeline benefit.
- USAC has initiated this automated eligibility process for subscribers due for recertification in 2024.
  - Subscribers who **pass** the automated check will not need to take any further action.
  - Subscribers who **fail** the automated check will be required to recertify their continued eligibility. USAC will conduct outreach to those subscribers.
- Subscribers will have an approximately 60-day window to recertify and can complete the process online or through the mail.
- To learn more about the recertification process, visit the [Recertification](#) webpage.



# Announcements

## Reverification Resumed for Group Two

- [Reverification](#) is a one-time process to confirm that all subscribers enrolled in the Lifeline program through legacy processes (i.e., pre-National Verifier processes) meet the National Verifier's eligibility standards.
- On March 6, 2024, USAC resumed reverification for subscribers in Group Two which include: Puerto Rico, California (broadband only), Florida, Illinois, Minnesota, Ohio, and Wisconsin.
- Service providers have 60 days to view the Reverification Subscriber Status Report in NLAD, review any failures, and gather existing on-hand documentation to resolve the failure(s).

# Announcements

## Reverification: Document Submission

- Existing on-hand documentation will be accepted to resolve address, duplicate address, or identity failures. **All on-hand documentation is due between March 6 and May 5, 2024.**

**Note:** Proof of life and eligibility documents must be current and valid. Service providers are not expected to have these documents on hand. USAC will perform outreach to consumers if these documents are needed.

# Announcements

## Reverification: New Electronic Submission Process

- To streamline the documentation submission process, USAC released an online submission option on March 6, 2024.
- Guidance regarding the [online submission process](#) is available for reference on the Reverification webpage.
- Service providers still have the option to mail in documents.

# Lifeline Program Overview

# Lifeline Program Overview

The Lifeline program is a benefit program that helps low-income households pay for phone or internet service.

Eligible households can receive:

## **\$9.25 Standard Discount**

Up to \$9.25/month discount for internet or bundled services and up to \$5.25/month for phone service that meets the [minimum service standards](#).

## **\$34.25 Tribal Discount**

Up to \$34.25/month discount for households on [qualifying Tribal lands](#).

## **\$100 Link Up Discount**

A one-time discount of up to \$100 off the initial set up fees at addresses on qualifying Tribal lands.

The Lifeline benefit is limited to one monthly service discount per household.

# Lifeline Program

## How to Qualify

There are **three ways** a household can qualify for the Lifeline program:

- [Household income](#) is at or below 135% of the federal poverty guidelines.
- Participation in [certain federal assistance programs](#) such as SNAP, Medicaid, Supplemental Security Income (SSI), federal housing assistance, or Veterans Pension and Survivors Benefit.
- Participation in certain [Tribal assistance programs](#) (only available to households that live on Tribal lands) such as Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy Families (Tribal TANF), or Food Distribution Program on Indian Reservations.

# Lifeline Program

## How to Apply

### Option 1: Apply Online

- The consumer visits [LifelineSupport.org](https://LifelineSupport.org) from any computer or mobile device to complete the online application and upload any required documentation.
- If approved, the consumer contacts a participating service provider to enroll in Lifeline.

### Option 2: Apply by Mail

- The consumer fills out and signs the [Lifeline Application Form \(Spanish\)](#).
- The consumer mails the application and supporting documentation to the Lifeline Support Center.
- Service providers may assist consumers with the paper application and mail it on the consumer's behalf.

### Option 3: Apply with a Service Provider

- Service providers may submit an online application on the consumer's behalf (only with the consumer's consent) using the [National Verifier service provider portal](#).
  - This is an in-person interaction, where the service provider asks the consumer questions in an interview style approach.
  - The consumer must sign and certify the application.
- Consumers may also apply through the service provider's website, if the provider has elected to use the [National Verifier API](#).

Consumers who live in [California](#), [Oregon](#), or [Texas](#) should contact their state to apply for the program.

# Overview of Lifeline Systems

## Representative Accountability Database (RAD)

**Validates the identities of service provider representatives** performing transactions in NLAD and the National Verifier.

## National Verifier

Lifeline's application system to **determine a consumer's eligibility** for Lifeline.

## National Lifeline Accountability Database (NLAD)

System that service providers use to **enroll consumers in the program** and **manage their Lifeline subscribers**.

## Lifeline Claims System (LCS)

Filing system that service providers use to **receive reimbursement** for offering Lifeline-supported services to eligible consumers.



# National Lifeline Accountability Database Overview

# National Lifeline Accountability Database

## Background

The [National Lifeline Accountability Database](#) (NLAD) allows service providers to enroll Lifeline eligible consumers in the program and manage their Lifeline subscribers.

- NLAD is available through USAC's [One Portal](#) system, which allows users to access all Universal Service Fund IT applications through the same portal.
  - In most states (with the exception of [NLAD opt-out states](#) – California\*, Oregon, and Texas), service providers use NLAD to enroll their consumers.
- Service providers must enroll subscribers in NLAD in order to claim reimbursements.

\*Service providers in California with broadband-only subscribers must use NLAD to enroll these subscribers

# National Lifeline Accountability Database

## Account Types Overview

- Different NLAD [account types](#) provide users with various types of system access.
- Account types for NLAD and the National Verifier are created in NLAD.
- To perform transactions in NLAD and the National Verifier, service provider representatives must [register for a Representative ID](#).
  - A Rep ID must be linked to a user's NLAD account by the ETC Administrator to be able to process subscriber transactions in NLAD or access the National Verifier.



# National Lifeline Accountability Database

## Account Types and Functions (1 of 2)

### 497 Officer

Must certify reimbursement claims.

Manages the ETC Administrator user role in NLAD.

### ETC Administrator

Manages subaccounts (Analyst, Operations, and Agent) and can perform subscriber transactions, query subscriber data, and view reports.

User also has access to the National Verifier to check consumer eligibility.

# National Lifeline Accountability Database

## Account Types and Functions (2 of 2)

### ETC Analyst

Can perform subscriber transactions, query subscriber data, and view reports.

User also has access to the National Verifier to check consumer eligibility.

### ETC Operations

Can query subscriber data and view reports.

User also has access to the National Verifier to check consumer eligibility.

### ETC Agent

**Only** has access to the National Verifier to check consumer eligibility.

User does not have NLAD access.

# National Lifeline Accountability Database

## Transaction Methods

Service providers can perform transactions in NLAD using the following methods:

- **Individual Transactions (Portal):** Providers can perform individual transactions for one consumer at a time in the NLAD user interface (UI).
- **Batch Upload:** Providers can complete a [batch template](#) (CSV format file) to perform multiple transactions from a single file upload in NLAD.
- **NLAD API:** Providers can use an Application Programming Interface (API), which connects their billing or customer management system directly to NLAD to perform transactions.

# National Lifeline Accountability Database

## Transaction Types

- **Verify:** Allows a provider to pre-validate whether a subscriber transaction would successfully process in NLAD.
- **Enroll:** Enrolls a new subscriber in Lifeline and adds consumer to the service provider's NLAD subscriber records.
- **Transfer:** Transfers an existing Lifeline subscriber from their current service provider in NLAD to allow the transacting provider to provide Lifeline service to the subscriber.
- **Update:** Allows a provider to update a subscriber's information such as the subscriber's contact information.
- **De-Enroll:** Removes or de-enrolls a subscriber from NLAD who no longer receives the Lifeline benefit.

# Enrolling a Subscriber

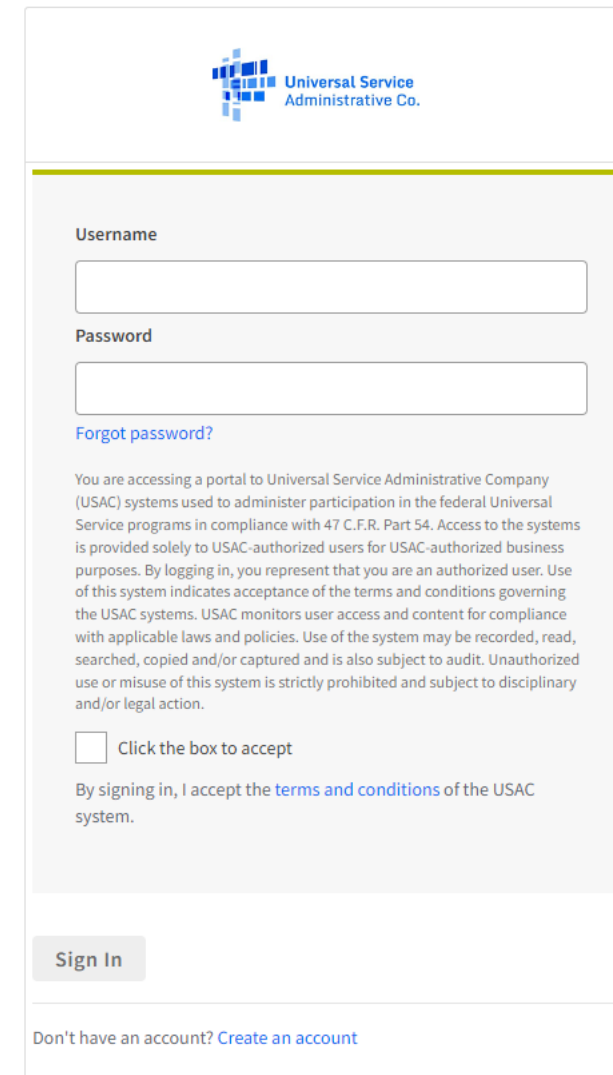
Portal, Batch, & NLAD API



# Enrolling a Subscriber – Portal

## Sign in to One Portal

- Access NLAD online through USAC's [One Portal](#).



The screenshot shows the sign-in page for the Universal Service Administrative Company (USAC) One Portal. At the top right is the USAC logo. Below it are two input fields for 'Username' and 'Password'. A link for 'Forgot password?' is located below the password field. A large block of text contains the terms and conditions for using the system. Below this text is a checkbox for accepting the terms. At the bottom, there is a 'Sign In' button and a link for 'Create an account'.

Universal Service Administrative Co.

Username

Password

[Forgot password?](#)

You are accessing a portal to Universal Service Administrative Company (USAC) systems used to administer participation in the federal Universal Service programs in compliance with 47 C.F.R. Part 54. Access to the systems is provided solely to USAC-authorized users for USAC-authorized business purposes. By logging in, you represent that you are an authorized user. Use of this system indicates acceptance of the terms and conditions governing the USAC systems. USAC monitors user access and content for compliance with applicable laws and policies. Use of the system may be recorded, read, searched, copied and/or captured and is also subject to audit. Unauthorized use or misuse of this system is strictly prohibited and subject to disciplinary and/or legal action.

Click the box to accept

By signing in, I accept the [terms and conditions](#) of the USAC system.

Sign In

Don't have an account? [Create an account](#)

# Enrolling a Subscriber – Portal

## Select NLAD

- Once logged into One Portal, select NLAD.

The screenshot shows the dashboard of the Universal Service Administrative Co. The header includes the company logo and name, a 'Sign Out' button, and the user email 'etc.admin@uat.com'. The main content area is titled 'Dashboard' and features a yellow notification banner about supply chain orders. Below the banner are three columns: 'Upcoming Dates' with a calendar icon and three monthly webinar dates (04/10, 05/08, 06/12); 'Lifeline' with an upward arrow and three informational cards. The 'National Lifeline Accountability Database (NLAD)' card is highlighted with a yellow border. The 'Help?' column contains links for 'Send us a message' and 'Call us'.

Universal Service Administrative Co. Sign Out etc.admin@uat.com

### Dashboard

In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

#### Upcoming Dates

04/10 2024	April 2024 Monthly Webinar
05/08 2024	May 2024 Monthly Webinar
06/12 2024	June 2024 Monthly Webinar

[see full calendar](#)

#### Lifeline

**National Verifier** - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

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

**National Lifeline Accountability Database Staging Environment** - The NLAD staging environment allows Lifeline and ACP providers to test system features.

#### Help?

**Send us a message**  
[Click here](#)

**Call us**  
(888) 641-8722

# Enrolling a Subscriber – Portal

## NLAD Home Page

- Select **Subscriber Management** to see the types of transactions a user role can perform.
- Select **Tools and Resources** to view reports, user guides, API specifications, field descriptions, and more.

The screenshot shows the NLAD Subscriber Management page. The header is blue with the Universal Service Administrative Co. logo on the left, the title 'National Lifeline Accountability Database' in the center, and a notification bell and email address 'etc.admin@uat.com' on the right. Below the header is a navigation menu with five items: 'Subscriber Management' (highlighted with a yellow underline), 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources'. Below the navigation menu is a breadcrumb trail: 'USAC Home | Lifeline Program | NLAD | Subscriber Management'. The main heading is 'Subscriber Management' in blue. Below the heading is a welcome message: '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'. Below the welcome message is a list of seven links with descriptions:

- [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.

# Enrolling a Subscriber – Portal

## Select Enroll Subscriber

- From the **Enroll Subscriber** workflow, you can verify a subscriber's information and/or directly enroll them into NLAD.

The screenshot shows the top navigation bar of the NLAD portal. On the left is the logo for Universal Service Administrative Co. The center of the bar contains the text "National Lifeline Accountability Database". On the right, there is a notification bell icon and the email address "etc.admin@uat.com". Below the blue bar is a white navigation menu with five items: "Subscriber Management" (highlighted with a yellow underline), "ACP Subscriber Management", "Claims", "Account Management", and "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.

# Enrolling a Subscriber – Portal

## Enter Subscriber Information

- Fill in the subscriber's information (first name, last name, date of birth, SSN4 or Tribal ID - if applicable, and address)

**OR**

- Select the checkbox "Application ID Enrollment" and fill in the relevant fields (first name, last name, date of birth, and Application ID).

Universal Service Administrative Co. National Lifetime Accountability Database etc\_admin@uat.com

Subscriber Management ACP Subscriber Management Claims Account Management Tools & Resources

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

### Enroll Subscriber

Subscriber Information Subscriber Address Telephone Information Review

[Instructions](#)

#### Subscriber Information

SAC

Application ID Enrollment

First Name

Middle Name (optional)

Last Name

Last 4 SSN  Date of Birth   
Use Tribal Identification Number instead e.g. mm/dd/yyyy

Benefit Qualifying Person (optional) —

First Name  Middle Name (optional)

Last Name

Last 4 SSN  Date of Birth   
Use Tribal Identification Number instead e.g. mm/dd/yyyy

[Next](#)

# Enrolling a Subscriber – Portal

## Enter Service Information (1 of 2)

- Enter in the subscriber's service 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).

Universal Service Administrative Co. National Lifeline Accountability Database username@usac.org

Subscriber Management Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Subscriber Management | Enroll Subscriber | Telephone Information

### Enroll Subscriber

Subscriber Information Subscriber Address Telephone Information Review

Instructions

#### Telephone Information

**Service Type**

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

**Telephone Number** ⓘ

**Lifeline Tribal Benefit**  
 No  Yes

**Linkup Service Date (Optional)**  
  
 e.g. mm/dd/yyyy

**ETC General Use (Optional)**

Back Next

# Enrolling a Subscriber– Portal

## Enter Service Information (2 of 2)

- **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 service providers use to enter a subscriber’s account number or to track the subscriber in their internal systems.

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

Subscriber Management ACP Subscriber Management Claims Account Management Tools & Resources

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

### Enroll Subscriber

Subscriber Information Subscriber Address Telephone Information Review

[Instructions](#)

#### Telephone Information

**Service Type**

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

**Telephone Number** ⓘ

**Lifeline Tribal Benefit**  
 No  Yes

**Linkup Service Date (Optional)**  
  
e.g. mm/dd/yyyy

**ETC General Use (Optional)**

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

# Enrolling a Subscriber– Portal

## View Enrollment Status

### Unsuccessful Enrollment

- If an enrollment is not successful because of missing or incorrectly formatted data, the associated error messages will display at the top of the page in red.
- You will be redirected to the **Transaction Unsuccessful** page, where you will see the related error messages, as well as the transaction details.

The screenshot displays the 'Enroll Subscriber' page within the National Lifeline Accountability Database. The page header includes the Universal Service Administrative Co. logo and the title 'National Lifeline Accountability Database'. A navigation menu contains 'Subscriber Management', 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources'. The breadcrumb trail reads 'USAC Home | Lifeline Program | NLAD | Subscriber Management | Enroll Subscriber'. The main heading is 'Enroll Subscriber', followed by a progress indicator with four steps: 'Subscriber Information', 'Subscriber Address', 'Telephone Information', and 'Review'. A red error message is displayed at the bottom: 'Validation Error SAC: This SAC number is not authorized to submit transactions for this zip code.'



# Enrolling a Subscriber– Portal

## View Enrollment Status

### Successful Enrollment

- Upon successful enrollment, you will be taken to the **Transaction Successful** page, where you will see a success message, followed by a read-only display of the enrollment details.

The screenshot displays the National Lifeline Accountability Database (NLAD) portal. The header includes the Universal Service Administrative Co. logo and the text "National Lifeline Accountability Database" with a user email "etc.admin@uat.com". The main navigation menu includes "Subscriber Management" (highlighted), "ACP Subscriber Management", "Claims", "Account Management", and "Tools & Resources". The breadcrumb trail shows "USAC Home | Lifeline Program | NLAD | Subscriber Management | Enroll Subscriber". The page title is "Enroll Subscriber". A green success message states: "You have successfully enrolled a new subscriber."

# Enrolling a Subscriber – Batch Upload

# Enrolling a Subscriber – Batch Upload

## Overview

Service providers can submit batch files to perform multiple transactions in NLAD

- Batch uploads can:
  - Contain one or many transactions.
  - Include multiple Study Area Codes (SACs) and transaction types.

# Enrolling a Subscriber – Batch Upload

## Prepare Batch Files

- Fill in the [batch template](#) with subscriber information.
  - Provide all required fields for the transaction type.
  - Do not change/modify any of the template headers.
  - For full descriptions of all input fields, including restrictions and requirement status, review the [detailed field descriptions](#).
- Save the file
  - File name must start with a six-digit SAC number and end with a .csv extension.
  - For example, **999999-Company.csv**.

# Enrolling a Subscriber – Batch Upload

## Upload Subscriber File

- To submit batch files, select **Upload Subscriber File**.

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

Subscriber Management ACP Subscriber Management Claims 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.

# Enrolling a Subscriber – Batch Upload

## Upload Subscriber File

- Select **Choose File** and then select the file to upload.
- Select **Upload** to submit the file.

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', a notification bell icon, and the email address 'etc.admin@uat.com'. Below the header is a navigation menu with the following items: 'Subscriber Management' (highlighted with a green underline), 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources'. The breadcrumb trail reads: 'USAC Home | Lifeline Program | NLAD | Subscriber Management | Upload Subscriber File'. The main heading is 'Upload Subscriber File'. In the top right corner, there is a PDF icon and the text 'Instructions'. The main content area features the text 'Upload a file' and a blue button labeled 'Choose File'.

# Enrolling a Subscriber – Batch Upload

## Retrieve Batch Status and Feedback

- NLAD provides the status of batch files in the Uploaded Files table.
- If the file uploads successfully, the status will be **SUCCESS**.
- If the file does not upload successfully, the status will be **ERROR**.
  - Download the ERROR file to understand which transactions were rejected and why.
  - Correct errors and upload a new batch file.
    - Tip: Do not include subscribers who were previously successfully uploaded.

Displaying 1-7 of 7 records

SAC Filename	Username	Submitted Date	Rows Processed	Status	Submitted	Rejected	Errors
4123120-fefef	lifelineann@uada.com	02/03/2024	2	ERROR	2	4	<a href="#">↓</a>
4133120-fZZSf	dgrbrgbvdc@uaFa.com	02/03/2024	2	SUCCESS	2	4	
4123120-fefef	afcxaelineann@uada.com	02/09/2024	2	ERROR	2	4	<a href="#">↓</a>
4532-3dwds	grbrgbvdc@uaFa.com	02/09/2024	5	SUCCESS	1	4	
9323120-xdcf	cvdffineann@satee.com	02/03/2024	2	ERROR	8	4	<a href="#">↓</a>
4532-3dwds	grbrgbvdc@uaFa.com	02/09/2024	5	SUCCESS	1	4	
4123120-fefef	lifelineann@uada.com	02/03/2024	2	ERROR	2	4	<a href="#">↓</a>

Show  records/page

< 1 > of 1 pages

**Questions?**



# Enrolling a Subscriber – NLAD API

# Enrolling a Subscriber – NLAD API

## Overview

- The NLAD API allows for a computer-to-computer connection.
- 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 information to NLAD.
- To use the NLAD API, service providers must have a signed [Interconnection Security Agreement \(ISA\)](#) with USAC.

# Enrolling a Subscriber – NLAD API

## Obtain API Access to NLAD

- Review the API Specifications.
  - Information on how a service provider can integrate NLAD into their existing business models is available within the **NLAD API Specifications** document, which can be found in the **Tools & Resources** section in NLAD.
- Complete Technical Development and Testing.
  - Technical work is required to establish an API connection.
  - The API Specifications will assist technical teams with development.
- Submit a Signed Interconnection Security Agreement to USAC.
  - An ISA is an agreement established between USAC and service providers to document the technical requirements and security components of the interconnections between IT systems.

# Enrolling a Subscriber – NLAD API

## Obtain API Access to NLAD

Service providers accessing NLAD via the API must submit to USAC:

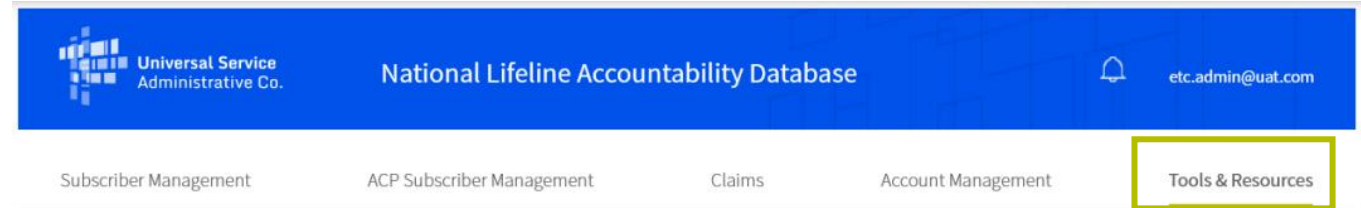
- API ID(s) they would like to register for API production access.
  - If the provider has not created an API ID yet, the ETC Administrator can create an API account in NLAD.
- Completed and signed ISA.
- The domain information for the service provider.

# Resources

# Resources

Resources are available in the **Tools and Resources** section of NLAD:

- Reports
- User Guide
- NLAD API Specifications
- Field Descriptions



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

## Tools & Resources

- [Reports](#) - Review reports on Lifeline subscribership and activity.
- [EBBP/ACP Reports](#) - Review reports on EBBP and ACP subscribership and activity.
- [Tribal Lands Eligibility Verification](#) - Check if a subscriber's address is on Tribal lands. For information purposes only.
- [EBBP/ACP User Guide](#) - Information on using the system.
- [EBBP/ACP API Specification](#) - Learn how to connect to EBBP/ACP by API.
- [EBCA API Specification](#) - Learn how to connect to EBCA/ACP by API.
- [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.
- [EBBP/ACP Field Descriptions](#) - Detailed information on required fields in EBBP/ACP.
- [Training Videos](#) - Review information on using NLAD.

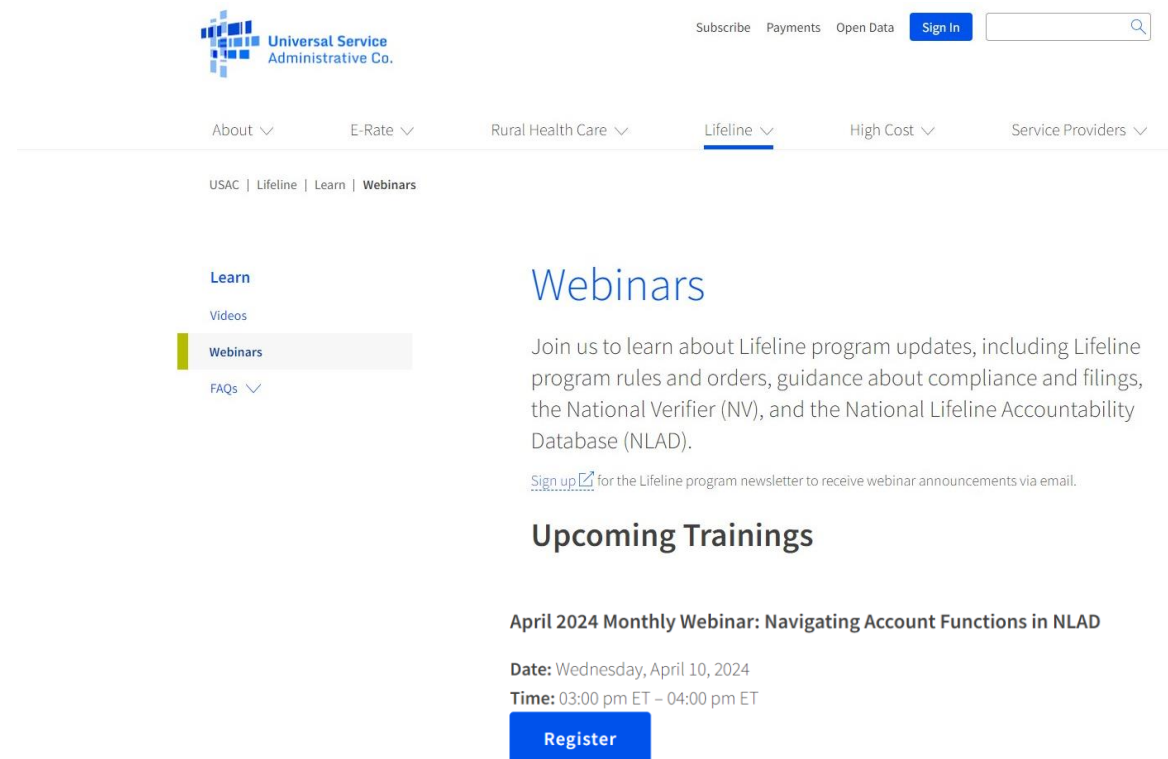
# NLAD Resources

- 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.
- View [NLAD instructional videos](#) on USAC.org.
- Contact [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for technical questions and assistance and general NLAD inquiries.

# Next Month's Training Topic

## Navigating Account Functions in NLAD

- Join us on April 10, for an overview of how to perform the following transactions in NLAD:
  - Verify
  - Transfer
  - Update
  - De-enroll
- [Register](#) to attend.



The screenshot shows the website for the Universal Service Administrative Co. The top navigation bar includes links for "Subscribe", "Payments", "Open Data", and "Sign In", along with a search box. The main navigation menu has "About", "E-Rate", "Rural Health Care", "Lifeline", "High Cost", and "Service Providers". The "Lifeline" menu is expanded, showing "USAC | Lifeline | Learn | Webinars". The "Learn" section is active, with "Webinars" highlighted. The "Webinars" section contains the text: "Join us to learn about Lifeline program updates, including Lifeline program rules and orders, guidance about compliance and filings, the National Verifier (NV), and the National Lifeline Accountability Database (NLAD). Sign up for the Lifeline program newsletter to receive webinar announcements via email." Below this is the "Upcoming Trainings" section, which features the "April 2024 Monthly Webinar: Navigating Account Functions in NLAD". The date is "Wednesday, April 10, 2024" and the time is "03:00 pm ET - 04:00 pm ET". A blue "Register" button is located at the bottom of the webinar announcement.



**Questions?**

**Thank You!**





**Universal Service**  
Administrative Co.