



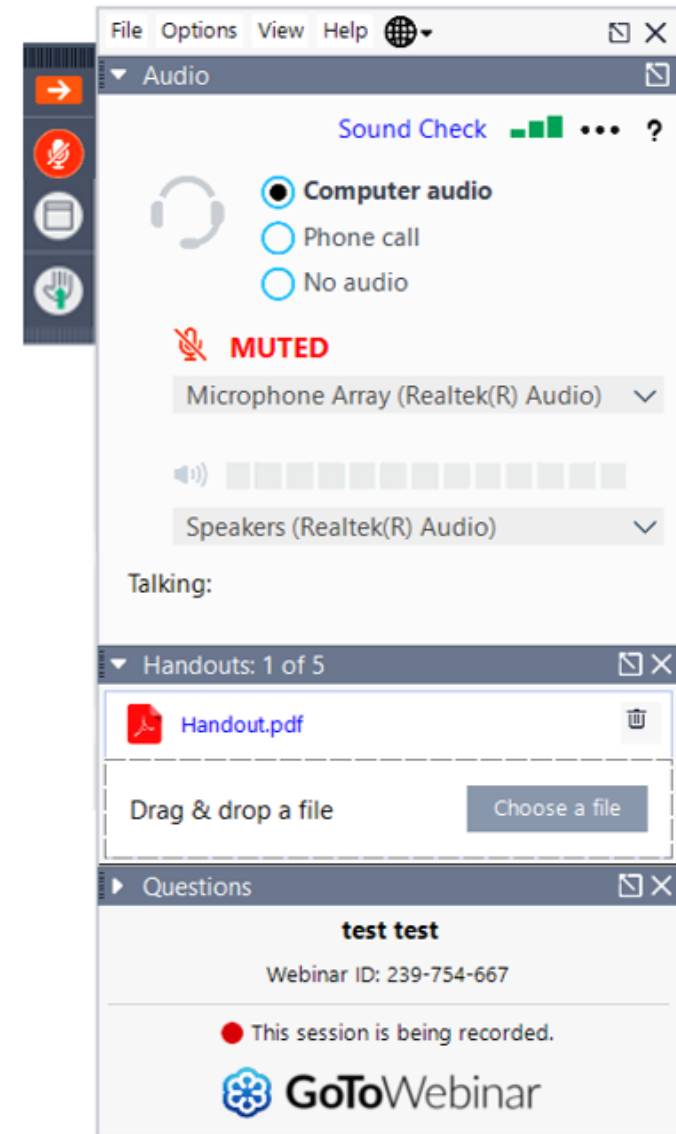
# Navigating USAC Systems

Lifeline Program

March 12, 2025

# Housekeeping

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- Audio is available through your computer's speakers.
- The audience will remain on mute.
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# 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

**Oladotun Adio**

Communications Specialist

**Linnita Hosten**

Senior Communications Specialist

# Agenda

- Announcements
- Introduction
- Lifeline Systems
  - E-File
  - Representative Accountability Database (RAD)
  - National Lifeline Accountability Database (NLAD)
  - National Verifier
  - Lifeline Claims System (LCS)
- Resources

# Announcements

# Announcements

## 2025 Recertification Update

- Recertification is an annual requirement that ensures all active Lifeline subscribers are still eligible for the benefit.
- 2025 recertification began on February 13, 2025, when USAC initiated automated eligibility database checks to verify the eligibility of Lifeline subscribers who are due for recertification.
- Subscribers who pass the automated check will not be required to take further action.
- Subscribers who fail the automated check will need to manually recertify their continued eligibility.
  - USAC will send outreach either by email or mail with further instructions on how to complete the process.
- Service providers are advised to regularly monitor the **Recertification Subscriber Status Report** in NLAD to identify subscribers undergoing recertification.
  - This report is updated daily to reflect automated check results.

# Announcements

## Reminder of Waivers

- **California Wildfires Relief (expires March 17, 2025):** On January 16, 2025, the Wireline Competition Bureau (WCB) of the Federal Communications Commission (FCC) released an [Order](#) temporarily waiving the annual recertification requirements and de-enrollment for failed recertification under the Lifeline rules for households receiving **broadband-only Lifeline service** in Affected Disaster Areas. Once the waiver period ends, USAC will resume recertification efforts.
- **Hurricane Helene Order (expires April 2, 2025):** On October 2, 2024, the FCC adopted an [Order](#) temporarily allowing consumers affected by Hurricane Helene, Tropical Storm Helene, and Post-Tropical Cyclone Helene (collectively referred to as the Helene Weather Events) who are participating in FEMA's Individuals and Households Program (IHP) to qualify for and enroll in the Lifeline program.
- **Hurricane Milton Order (expires April 10, 2025):** On October 10, 2024, the FCC adopted an [Order](#) temporarily allowing consumers participating in FEMA's IHP because of Hurricane Milton to qualify and enroll in the Lifeline program.



# Introduction

# Introduction

## USAC Overview

- The Universal Service Administrative Company (USAC) is an independent, not-for-profit organization designated by the Federal Communications Commission (FCC) as the permanent administrator of the Universal Service Fund (USF) and its four programs.
  - The USF aims to ensure that all people in the United States have access to quality, affordable connectivity service.
  - The FCC develops policies and regulations for all four programs, including Lifeline, and provides guidance to USAC.
  - USAC administers all programs, including Lifeline, and educates stakeholders on processes, systems, and rules and requirements.



### Lifeline Program

Discounted phone and internet service to eligible low-income consumers.



### E-Rate Program

Funding for broadband services to eligible schools and libraries.



### Rural Health Care Program

Funding for telecom and broadband services for eligible rural health care providers.



### High Cost Program

Reduced rates for telecom and broadband services in eligible high-cost areas.

# Introduction

## Lifeline Overview

The Lifeline program is a federal 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 or 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 receiving voice service from certain service providers.

### **\$9.25 Survivor Benefit**

Monthly discount of up to \$9.25 for up to six months on phone, internet, or bundled service for survivors of domestic violence, sexual assault, or related crimes.

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

# Introduction

## How to Qualify for Lifeline (1/2)

Households can qualify for the **standard Lifeline** benefit in **three ways**:

- [Household income](#) at or below 135 percent of the Federal Poverty Guidelines.
- Participation in certain [federal assistance programs](#) such as SNAP, Medicaid, Supplemental Security Income, 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.

# Introduction

## How to Qualify for Lifeline (2/2)

- There are several ways a survivor can qualify for the Survivor Benefit. Qualifying survivors experiencing financial hardship who have attempted a line separation request can:
  - Confirm their financial hardship to participate in Lifeline by meeting [existing Lifeline criteria](#), or through the expanded qualification criteria below:
    - Household income at or below [200 percent of the Federal Poverty Guidelines](#)
    - Enrollment in the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
    - Enrollment in the Free and Reduced-Price School Lunch or Breakfast program, including enrollment at a Community Eligibility Provision (CEP) school or school district
    - Received a Federal Pell Grant in the current award year
- **Note: Survivors must include proof of an attempted [line separation request](#) from their mobile phone company.**

# Lifeline Systems

# Lifeline Systems

## Overview

- The Lifeline program uses four USAC systems to support service providers. These systems are shown below:

System Name	Representative Accountability Database (RAD)	National Lifeline Accountability Database (NLAD)	National Verifier	Lifeline Claims System (LCS)
System Functions	<ul style="list-style-type: none"> <li>Representative registration</li> </ul>	<ul style="list-style-type: none"> <li>Subscriber management</li> </ul>	<ul style="list-style-type: none"> <li>Consumer eligibility verification</li> </ul>	<ul style="list-style-type: none"> <li>Claims system for service providers to file reimbursements</li> </ul>
User Functions	<ul style="list-style-type: none"> <li>Where service provider agents register for their Representative ID</li> </ul>	<ul style="list-style-type: none"> <li>497 Officers use this system to assign the ETC Administrator user role</li> <li>ETC Administrators assign ETC Analyst, ETC Operations, and ETC Agent user roles</li> </ul>	<ul style="list-style-type: none"> <li>ETC Administrator, Analyst, Operations, and Agent user roles automatically receive access to the National Verifier once their accounts are created in NLAD</li> </ul>	<ul style="list-style-type: none"> <li>Access to LCS is restricted to 497 Officers and Users</li> </ul>

**Note:** USAC uses a single sign-on dashboard, [One Portal](#), where users can log into NLAD, the National Verifier, and LCS.

# Lifeline Systems

## Accessing Lifeline Systems

- Getting access to all Lifeline systems begins with [E-File](#).
  - Service providers must complete the [FCC Form 498](#) and [register for a 498 ID](#) by visiting E-File in [One Portal](#).
    - FCC Form 498 is used to collect remittance, payment, and contact information for companies that receive support from the Lifeline program.
    - A 498 ID is required for all service providers and is a unique number that ensures that approved support is directed to the correct service provider.
  - Once FCC Form 498 has been successfully completed, a 498 ID is assigned to the service provider's Company Officer, making them the 498 Officer.



# Lifeline Systems

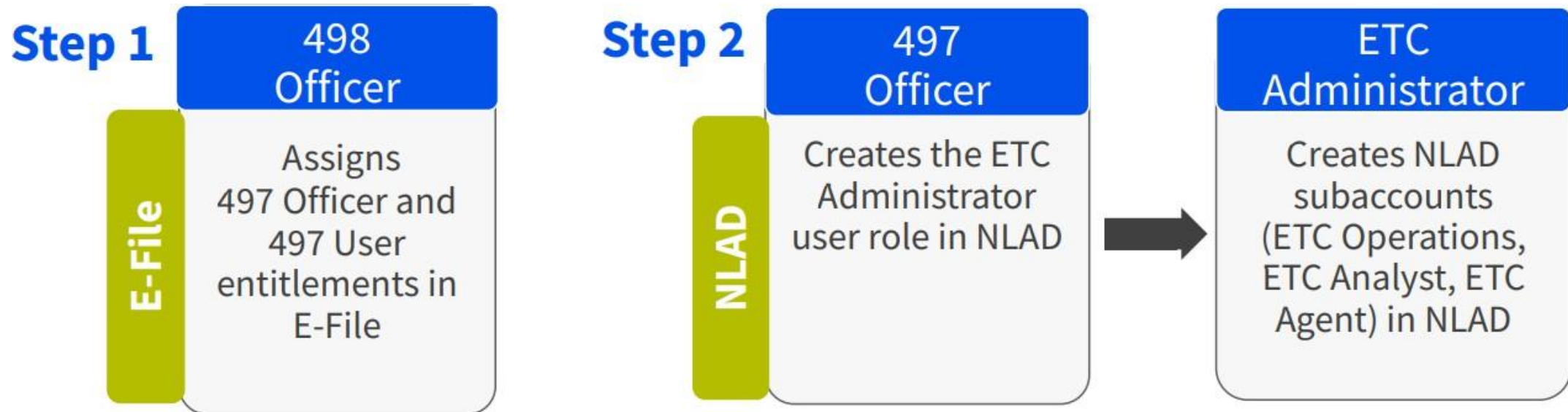
## Accessing Lifeline Systems (1/2)

- In E-File, the 498 Officer must assign a 497 Officer who will be responsible for certifying Lifeline reimbursement claims and assigning the ETC Administrator account in NLAD.
  - Once this step is complete, the 497 Officer can access NLAD.
- The 497 Officer creates and assigns an ETC Administrator account by signing into NLAD through [One Portal](#) using their [E-File](#) credentials.
  - The ETC Administrator is responsible for creating the following NLAD subaccounts:
    - ETC Operations
    - ETC Analysts
    - ETC Agent

# Lifeline Systems

## Accessing Lifeline Systems (2/2)

Below is a high-level overview of the steps required to access Lifeline systems, beginning with E-File:



**Questions?**

# E-File

# E-File

## Service Provider User Accounts

The user accounts shown below are created in E-File:

### 498 Officer

- Authorized to submit and certify the FCC Form 498.
- Permission to assign and manage the 497 Officer and other 497 User roles.

### 497 Officer

- Responsible for certifying reimbursement claims.
- Manages the ETC Administrator user role in NLAD

### 497 User

- Can upload, modify and submit claims but **cannot** certify claims.

# E-File

## Access E-File

- To access E-File, 498 Officers should log into [One Portal](#).
- From the homepage, select **Manage FCC Forms 498**.
  - This is located under the **Service Provider** section of the dashboard.

The screenshot shows the dashboard for Universal Service Administrative Co. The header is blue with the company logo and name. Below the header is a section titled "Dashboard" with a yellow underline. On the left, there is a "Upcoming Dates" section with a calendar icon, listing three events: 02/12/2025 FY2025 HCF Office Hours #2, 02/19/2025 FY2025 Telecom Office Hours #2, and 02/26/2025 Consortium Best Practices Webinar. A "see full calendar" link is at the bottom. On the right, there is a "High Cost" section with a dropdown arrow, followed by "Lifeline" and "Rural Health Care" sections, each with a dropdown arrow. A "Service Providers" section is highlighted with a yellow border and contains a dropdown arrow and a description: "Manage FCC Forms 498 - Provide contact and banking information for entities that receive support from universal service programs, manage authorized users."

Universal Service Administrative Co.

### Dashboard

Upcoming Dates

02/12/2025 FY2025 HCF Office Hours #2

02/19/2025 FY2025 Telecom Office Hours #2

02/26/2025 Consortium Best Practices Webinar

[see full calendar](#)

High Cost

Lifeline

Rural Health Care

Service Providers

Manage FCC Forms 498 - Provide contact and banking information for entities that receive support from universal service programs, manage authorized users.

# E-File

## E-File Landing Page

- To complete FCC Form 497, the 498 Officer should select **Form 497** from the navigation menu.

Universal Service Administrative Co. E-File Log Out

[Admin Center](#)

[Service Providers](#)

[View Sent Remittance Emails](#)

[Schools and Libraries](#)

[Rural Health Care](#)

[Invoice](#)

[Form 463](#)

**[High Cost & Low Income](#)**

[Form 497](#)

[Form 555](#)

[481 Online Form](#)

## Information Center

### Service Providers

498 ID	Company Name	View	498 ID Status	Action
			Active	<a href="#">Edit</a>   <a href="#">Deactivate</a>

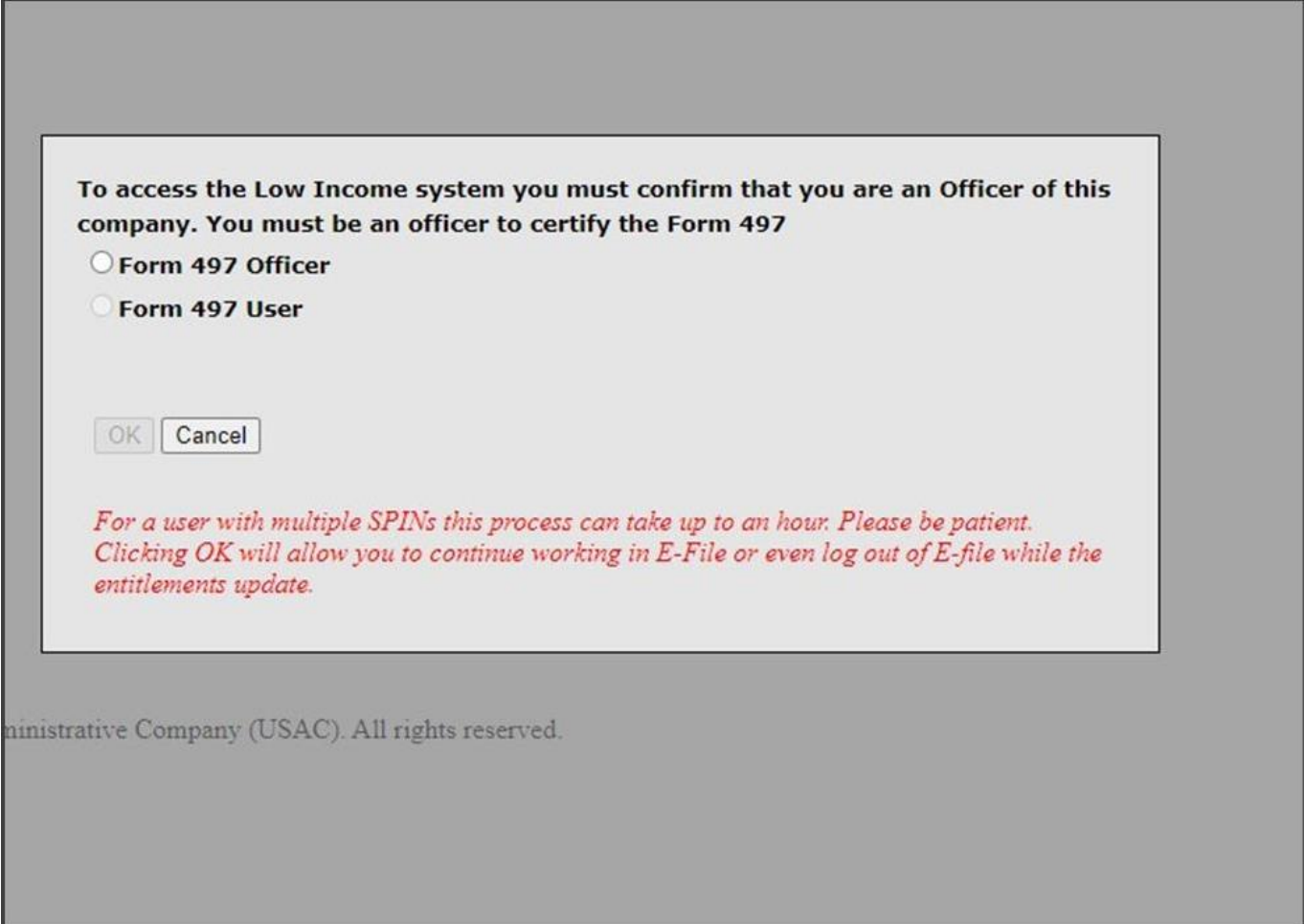
To combine one or more 498 IDs, go to [consolidate 498 IDs](#).

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# E-File

## Certify 497 Entitlement

- Select either **Form 497 Officer** or **Form 497 User**.
- **Note:** 498 Officers with multiple Service Provider Identification Numbers (SPINS) may experience a wait time of up to one hour for E-File to update entitlements.



To access the Low Income system you must confirm that you are an Officer of this company. You must be an officer to certify the Form 497

Form 497 Officer

Form 497 User

OK Cancel

*For a user with multiple SPINs this process can take up to an hour. Please be patient. Clicking OK will allow you to continue working in E-File or even log out of E-file while the entitlements update.*

Administrative Company (USAC). All rights reserved.



# E-File

## Create New User

- From the E-File page, select **New User** under the **Authorized Users** section of the navigation menu.

The screenshot displays the E-File web application interface. The top navigation bar is blue and contains the Universal Service Administrative Co. logo, the text "E-File", and a user profile dropdown menu with a "Log Out" button. The left sidebar navigation menu includes sections for Admin Center, Service Providers, Schools and Libraries, Rural Health Care, High Cost & Low Income, Authorized Users, FAQs, and My Account. The "New User" link under the Authorized Users section is highlighted with a yellow border. The main content area shows the "Information Center" for Service Providers, featuring a table with columns for 498 ID, Company Name, View, 498 ID Status, and Action. A single entry for "Computer Systems and Network Services of Georgia, Inc." is visible, with an "Active" status and "Edit | Deactivate" actions. Below the table, there is a note about consolidating 498 IDs and a footer with copyright information and links to Website & Privacy Policies and Website Feedback.

**Universal Service Administrative Co. E-File**

**Admin Center**

- Service Providers
- View Sent Remittance Emails

**Schools and Libraries**

**Rural Health Care**

- Invoice
- Form 463

**High Cost & Low Income**

- Form 497
- Form 555
- 481 Online Form

**Authorized Users**

- Add or Remove 498 Users
- New User**
- Pending Users

**FAQs**

- Company Information and W9
- ACH Instructions

**My Account**

- Change Password

**Information Center**

**Service Providers**

498 ID	Company Name	View	498 ID Status	Action
142035643	Computer Systems and Network Services of Georgia, Inc.		Active	<a href="#">Edit</a>   <a href="#">Deactivate</a>

To combine one or more 498 IDs, go to [consolidate 498 IDs](#).

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# E-File

## Create 497 Officer (1/2)

- Provide the **Email** of the user being assigned 497 Officer privileges and then select **Search**.
- Enter the user's **First Name** and **Last Name** in the highlighted fields.
  - This information is required. However, the address information of the user is not.
- Select **Next**.

### User Management - Assign New User

User:

[My Account](#) | [Log Out](#)

Please enter the email address of the user you wish to add. If that user already exists, the existing user profile information will be displayed on the next screen. If the user does not exist, you will be prompted to create the user. Please note that the user's logon id for E-File will be his or her email address.

Email:

### User Management - Assign New User

User:

[My Account](#) | [Log Out](#)

'abc@usac.org' is an existing user in the E-File system. The existing profile information is shown below. If you plan to grant access to the Form 497, please indicate if this individual is an LI 497 User who will submit forms or if they are a certifying officer who should have LI 497 Officer level permission to certify forms.

Email:

abc@usac.org

**First Name:**

abc

**Last Name:**

def

Street Address :

City:

State:

Zip:

Phone:

5555555555

Fax:

Please hit Next to assign entitlements...

Field names in bold are required.

# E-File

## Create 497 Officer (2/2)

- Click the **LI Form 497** checkbox, and then select **497 Officer** from the dropdown menu.
- Click the checkbox for the SPIN(s) the user should have 497 Officer access to and then select **Save**.
- You will receive a confirmation message that the user was successfully added.

User: [My Account](#) | [Log Out](#)

Please ensure you add at least one entitlement above to this user. In order to successfully create a user they must have at least one entitlement. Once you have added an entitlement the "save button" will be available.

User Email:

Full Name:

<input type="checkbox"/> SLD Form 472	<input type="checkbox"/> RHC Invoice	<input checked="" type="checkbox"/> LI Form 497 497 Officer ▼	<input type="checkbox"/> Form 525 Not Selected ▼	<input type="checkbox"/> Form 481 Not Selected ▼	<input type="checkbox"/> HUBB Not Selected ▼	<input type="checkbox"/> HCPMM Not Selected ▼	<input type="checkbox"/> Form 690 Not Selected ▼	<input type="checkbox"/> Form 5G Not Selected ▼
<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

# E-File

## Create ETC Administrator (1/4)

- To create the ETC Administrator user role, login to [One Portal](#).
- Select **National Lifeline Accountability Database (NLAD)** from under the Lifeline section of the dashboard.

The screenshot shows the dashboard for the Universal Service Administrative Co. The header includes the company logo and name, and a "Sign Out" button. The user is logged in as etc.admin@uat.com. The main content area is titled "Dashboard" and features three columns: "Upcoming Dates", "Lifeline", and "Help?".

**Upcoming Dates**

01/31 2025 **FCC Form 555** Due January 31

**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. (This item is highlighted with a yellow box in the original image.)
- 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

# E-File

## Create ETC Administrator (2/4)

- Select **Account Management** from the header menu.
  - The page will automatically be updated to reflect a new menu under Account Management.
- Select **497 Officer Home Page** to continue with creating the ETC Administrator role.

Universal Service Administrative Co. National Lifeline Accountability Database

Subscriber Management ACP Subscriber Management Claims **Account Management**

USAC Home | Lifeline Program | NLAD | Account Management

## Account Management

Create, manage, and review subaccounts for your SPINs

- [497 Officer Home Page](#) - Review ETC Administrator Accounts and manage SPIN assignments.
- [ETC Administrator Home Page](#) - Maintain SAC Information.
- [Manage Representative IDs](#) - Link one or more Representatives who have an existing subaccount.
- [Manage Subaccounts](#) - Review NLAD and National Verifier subaccounts and select accounts to update.
- [Create Subaccounts](#) - Create a new NLAD or National Verifier subaccount.
- [Create ETC API Account](#) - Create a new NLAD or National Verifier API Account.
- [Manage Email Recipients](#) - Assign contacts to receive NLAD-related emails.

# E-File

## Create ETC Administrator (3/4)

- From the **Update ETC Admin SPIN Permissions** section, select the SPIN(s) you would like to assign to the new ETC Administrator by ticking the corresponding box.
- Select **Assign to New ETC Administrator**.

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 | Account Management | 497 Officer Home Page

### 497 Officer Home Page

#### ETC Administrative Entitlements

Displaying 1-2 of 2 records [Instructions](#)

User ID	Last Name	First Name	Phone Number	Role	Action
etcautomationadmi...	TESTERO	SURBHIA	(703) 876-9876	ETC Admin	<a href="#">✉</a>
etc.admin@uat.com	UAT	ETC Admin		ETC Admin	<a href="#">✉</a>

Show 25 records/page 1 of 1 pages

#### Update ETC Admin SPIN Permissions

SPIN	Current Assignment	
143000553	Unassigned	<input type="checkbox"/>
143000554	etcautomationadmin@etc.com	<input type="checkbox"/>
143000556	etcautomationadmin@etc.com	<input type="checkbox"/>
143000722	Unassigned	<input type="checkbox"/>

Assign to Existing ETC Administrator [Assign to Me](#) [Assign to New ETC Administrator](#)

# E-File

## Create ETC Administrator (4/4)

- Enter the **email address** of the new ETC Administrator and **confirm their details**.
- Select **Submit**.
- Then provide the information requested in each empty field and select **Create**.
- You will receive a confirmation message that the user was successfully added as an ETC Administrator.

### Create ETC Administrator Account

[Instructions](#)

#### Authorized ETC Administrator Information

Email Address

Confirm Email Address

Submit

### Create ETC Administrator Account

[Instructions](#)

#### Authorized ETC Administrator Information

Email : etc.testadmin@uat.com

First Name

Last Name

Phone Number

Representative ID (optional)

#### ETC Information

Company Primary Address

Apt, Unit, etc

City

State

ZIP Code

Cancel

Create

**Questions?**



# Representative Accountability Database

# Representative Accountability Database

## Overview

- The [Representative Accountability Database](#) (RAD) is a registration system that validates the identities of service provider representatives performing transactions in NLAD and the [National Verifier](#).
- All NLAD subaccounts, except the 497 Officer, are required to register for a **Representative ID** to verify their identity.
  - Once a user's identity is verified, RAD issues a unique 9-digit number called the **Representative ID** which connects them to the transactions they perform in NLAD and the National Verifier.
  - **Representative IDs should only be shared with the carrier(s) for which the representative works.**

# Representative Accountability Database

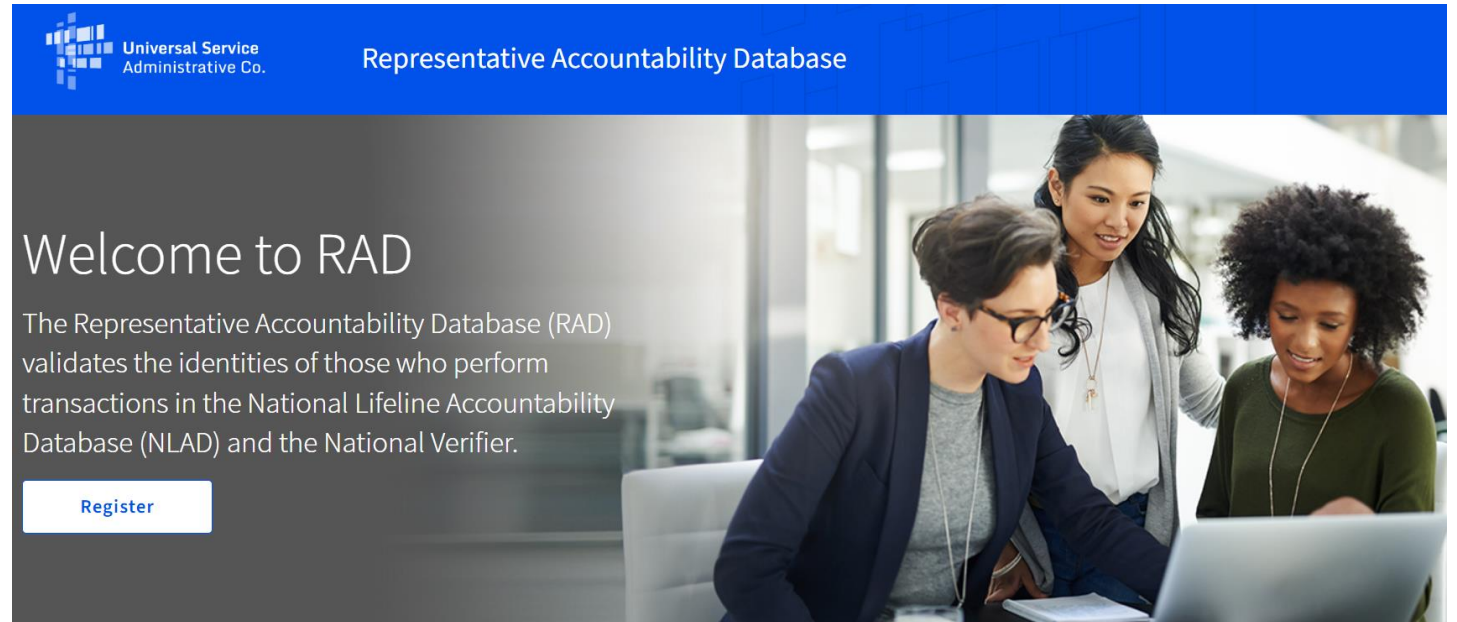
## Registration & User Roles

- RAD registration is a two-step process:
  1. Representatives [self-register for a Representative ID](#), which is needed to perform transactions in NLAD and the National Verifier.
  2. Once a representative has received their Representative ID, they are required to provide it to their 497 Officer or ETC Administrator.
    - The 497 Officer or ETC Administrator will use the Representative ID to create the representative's NLAD and National Verifier account credentials.
- Once the account credentials and Representative ID are linked, users can perform transactions in NLAD and the National Verifier. These users are:
  - ETC Administrators
  - ETC Analysts
  - ETC Operations
  - ETC Agents

# Representative Accountability Database

## Register Online

Representatives can begin the registration process at [LifelineRad.org](https://LifelineRad.org).



The image shows a screenshot of the Representative Accountability Database (RAD) registration page. At the top left, there is a logo for Universal Service Administrative Co. and the text "Universal Service Administrative Co." followed by "Representative Accountability Database". The main content area features a large background image of three diverse professionals (two women and one man) looking at a laptop. Overlaid on this image is the text "Welcome to RAD" and a paragraph explaining that the RAD validates the identities of those who perform transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier. A white "Register" button is positioned at the bottom left of the main content area.

Universal Service Administrative Co. Representative Accountability Database

### Welcome to RAD

The Representative Accountability Database (RAD) validates the identities of those who perform transactions in the National Lifeline Accountability Database (NLAD) and the National Verifier.

[Register](#)

# Representative Accountability Database

## Resources

- For additional information on RAD, view the following:
  - The [Representative Accountability Database 101](#) webinar
  - USAC's [RAD page](#) which provides a detailed overview of RAD and lists important links on [how to register](#) and [manage representative IDs](#)
  - The [RAD Resources](#) page which lists frequently asked questions and has an instructional video

# National Lifeline Accountability Database

# National Lifeline Accountability Database

## Overview

- NLAD is used to enroll Lifeline-eligible consumers and manage existing subscribers' benefits.
- Once a consumer qualifies for the Lifeline program through the National Verifier, their service provider must enroll them using NLAD so that the subscriber can receive the benefit and so that service providers can claim reimbursements.
  - NLAD is available in all states except for California\*, Oregon, and Texas, which are considered *NLAD opt-out states*.

The screenshot displays the NLAD web application interface. The top navigation bar includes the Universal Service Administrative Co. logo and the title "Lifeline". Below the navigation bar, the breadcrumb trail reads "USAC Home | Lifeline Program | NLAD | Claims". The main navigation menu includes "File or Revise Claim", "Opt-Out State File or Revise Claim", "Certify Claim", and "Filing History". The "File or Revise Claim" option is selected and highlighted.

The "File or Revise Claim" page features a "Select a month to file or revise a claim." section with three dropdown menus: "Month" (Select a Month), "Year" (Select a Year), and "Filing Type" (Select Filing Type). An "Instructions" link is also visible.

The left sidebar contains a "Dashboard" section with "Upcoming Dates" showing "01/31 2025 FCC Form 555 Due January 31". The "Lifeline" section includes three informational cards:
 

- 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.

# National Lifeline Accountability Database

## Account Types and Functions

- NLAD has 4 account types and functions:
  - **497 Officers** are responsible for certifying claims and overseeing the ETC Administrator user role.
  - **ETC Administrators** manage all sub-accounts (Analyst, Operations, and Agent roles) and can perform subscriber transactions, query subscriber data, and view reports.
    - These users can also access the National Verifier to check consumer eligibility.
  - **ETC Analysts** can perform subscriber transactions, query subscriber data, view reports in NLAD, and can use National Verifier to confirm consumer eligibility.
  - **ETC Operations** users can query data and view reports in NLAD, as well as use National Verifier to confirm consumer eligibility.
  - **ETC Agents do not** have access to NLAD and can only use National Verifier to confirm consumer eligibility.



# National Lifeline Accountability Database

## Transaction Types

- Users can perform 5 types of transactions in NLAD to manage subscribers:
  - **Verify:** Allows providers to pre-validate whether a subscriber transaction would successfully process in NLAD
  - **Enroll:** Enrolls new subscribers in Lifeline and adds them to the service provider's NLAD subscriber records
  - **Transfer:** Transfers existing Lifeline subscribers from their current service provider in NLAD to allow the transacting provider to provide Lifeline service to the subscriber
  - **Update:** Allows providers to update subscriber information such as contact information
  - **De-Enroll:** Removes or de-enrolls subscribers from NLAD who no longer receive the Lifeline benefit

# National Lifeline Accountability Database

## Subscriber Management

- Service providers can manage subscribers in NLAD using the following methods:
  - **Individual Transactions (Portal):** Providers can perform individual transactions for one consumer at a time using the NLAD user interface (UI), which is accessible via [One Portal](#).
  - **Bulk Upload:** Providers can add or update many subscribers at once by using a bulk upload 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 and automatically pull reports.
    - To use the NLAD API, service providers must have a signed [Interconnection Security Agreement \(ISA\)](#) with USAC.

# National Lifeline Accountability Database

## Resources

- Additional resources are available in the **Tools & Resources** section of NLAD and include some of the following:
  - Reports
  - User Guide
  - NLAD API Specifications
  - Field Descriptions
- For common questions about NLAD, review the [NLAD FAQs](#).

The screenshot displays the NLAD website 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 links for "Subscriber Management", "ACP Subscriber Management", "Claims", "Account Management", and "Tools & Resources", which is currently selected. A breadcrumb trail shows the path: "USAC Home | Lifeline Program | NLAD | Tools & Resources". The main content area is titled "Tools & Resources" and lists several resource links with brief descriptions:

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

**Questions?**

# National Verifier

# National Verifier

## Overview

- The National Verifier is Lifeline's centralized application system that determines whether consumers are eligible for Lifeline.
- Service providers in all 56 states and territories (except in NLAD [opt-out states](#) (California\*, Texas, and Oregon) helping consumers apply to Lifeline, must use the National Verifier.
- Both service providers and consumers have access to the National Verifier.
  - Service providers can use the National Verifier [service provider portal](#) to help consumers complete an application.
  - Consumers can use the National Verifier to apply for Lifeline using the [online application](#).

# National Verifier

## Access National Verifier

- The National Verifier can be found online at [LifelineSupport.org](https://LifelineSupport.org).
  - Service providers can click the **Sign In** button to be redirected to the sign-in page for access to the system.
  - Consumers can select **Apply Now** to begin their application.
- Service providers can also access National Verifier from the One Portal dashboard.

The screenshot shows the USAC Lifeline Support dashboard. At the top, there is a blue header with the USAC logo and the text "Universal Service Administrative Co." and a "Sign Out" button. Below the header, the user's email "etc.admin@uat.com" is visible. The main content area is titled "Dashboard" and features several sections:

- Upcoming Dates:** A calendar icon followed by "01/31 2025" and "FCC Form 555 Due January 31".
- Lifeline:** A section with a yellow border containing the text: "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)." This section is highlighted with a yellow box.
- Help?:** A section with the text "Send us a message" and a "Click here" link, and "Call us" with a phone number.
- Sign In:** A blue button with a dropdown arrow, highlighted with a yellow box, next to a search bar.

At the bottom of the dashboard, there are navigation links: "Get Lifeline", "Manage My Benefit", "Companies Near Me", "Community Education", and "Help". Below these links is a large banner for "Get Connected to Phone or Internet Service" featuring a photo of a man and a child looking at a laptop. The banner includes the text: "Lifeline is a federal program that lowers the monthly cost of phone or internet service." and two buttons: "Apply Now" and "Recertify".

# Poll



# Lifeline Claims System

# Lifeline Claims System

## Overview

- The [Lifeline Claims System \(LCS\)](#) is the online filing system that service providers use to receive reimbursements for offering Lifeline-supported services to eligible consumers.
- After providing eligible consumers with Lifeline-supported service, service providers must submit claims to receive reimbursement.
- Service providers must submit one reimbursement claim for each month they are claiming support through LCS.
- Service providers have up to one year after the data month to submit original claims and upward revisions.

# Lifeline Claims System Overview



Review Claims

Complete Claims  
Template

Certify Claims

**Download and review**  
the list of subscribers  
eligible for  
reimbursement.

**Populate and submit**  
the template  
with necessary  
information about  
subscribers.

**Certify claims submissions**  
within one year of the snapshot  
date (taken on 1<sup>st</sup> of the  
month).

# Lifeline Claims System

## Reimbursement

- Service providers must submit one reimbursement claim for each month they claim support, even if there are no subscriber changes within the last month.
- A snapshot is taken in NLAD on the 1<sup>st</sup> of the month and shows the total number of subscribers eligible for reimbursement for the prior month.
  - For example, a snapshot taken on March 1, 2025, shows the subscribers eligible for reimbursement for the February 2025 data month.
- In NLAD opt-out states (California, Oregon, and Texas) service providers can only claim subscribers listed on the file in LCS provided by their state [Public Utility Commission \(PUC\)](#).
- Claims certified by the 8<sup>th</sup> of the month are processed for reimbursement in the same month.

# Lifeline Claims System

## User Roles and Responsibilities

### 497 Officer



- Must certify reimbursement claims, and can upload, modify, and submit claims.

### 497 User



- Can upload, modify, and submit claims, but **cannot** certify claims.

As a reminder, the 497 Officer and 497 User roles are assigned and managed in E-File, which can be accessed through USAC's [One Portal](#) system.

# Lifeline Claims System

## LCS Access

- Service providers can access LCS from the [One Portal](#) dashboard.
  - **Reminder:** LCS users must have 497 Officer or 497 User credentials to access LCS.

The screenshot shows the dashboard for the Universal Service Administrative Co. The header is blue with the company logo and name. Below the header, the word "Dashboard" is centered. There are two main sections: "Upcoming Dates" and "Lifeline".

**Upcoming Dates:** A calendar icon is followed by the text "Upcoming Dates". Below this, a date "01/31 2025" is displayed in large font, with "FCC Form 555 Due January 31" in smaller blue text to its right.

**Lifeline:** A section titled "Lifeline" with an upward-pointing arrow icon. It contains three informational boxes:

- 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.

The bottom box, "Lifeline Claims System (LCS)", is highlighted with a yellow border. It states: "Lifeline Claims System (LCS) - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System."

# Lifeline Claims System

## Resources

- For more information on the LCS, view:
  - [Lifeline Claims System \(LCS\)](#)
  - [Lifeline Claims System User Guide](#)
  - [Reimbursement FAQs](#)
  - [LCS Upload Field Descriptions](#)
- For instructional videos, view:
  - [How to Submit Claims in LCS in NLAD States](#)
  - [How to Submit Claims in LCS in NLAD Opt-Out States](#)
- Email [Form497@usac.org](mailto:Form497@usac.org) for questions about claims and disbursements.

**Questions?**



# Resources

- Visit [usac.org/lifeline](https://usac.org/lifeline) for general program information.
- Email [LifelineProgram@usac.org](mailto:LifelineProgram@usac.org) for technical support and additional information on processes, rules, and requirements.
- Visit Lifeline's [Webinars](#) page to review past trainings and register for upcoming events.

# April Webinar

[Register](#) for the next Lifeline webinar.

- **Date:** April 9, 2025
- **Time:** 3:00 p.m. ET – 4:00 p.m. ET
- **Topic:** How to Apply for Lifeline

## Webinars

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.

## Upcoming Trainings

### April 2025 Monthly Webinar: How to Apply for Lifeline

**Date:** Wednesday, April 09, 2025

**Time:** 03:00 pm ET – 04:00 pm ET

[Register](#)

**Thank You!**



**Universal Service**  
Administrative Co.