NLAD User Guide

Version 8.55.0

August 2024

Table of Contents:

Introduction

This user guide provides procedural instructions for using the National Lifeline Accountability Database (NLAD) to perform functions necessary for managing subscribers in NLAD, perform eligible telecommunications carrier (ETC)-related account management functions, and generate reports about subscribers, transactions, and resolution statuses.

NLAD Capabilities:

The available roles are:

- 497 Officer
- ETC Administrator
- ETC Analyst
- ETC Operations

The available NLAD capabilities are:

- Subscriber Management
- Account Management
- Tools and Resources
- Login/Logout/Change Password
- Upload Subscriber File

For support questions related to NLAD, contact NLAD Customer Service at 877-524-1325, or LifelineProgram@usac.org.

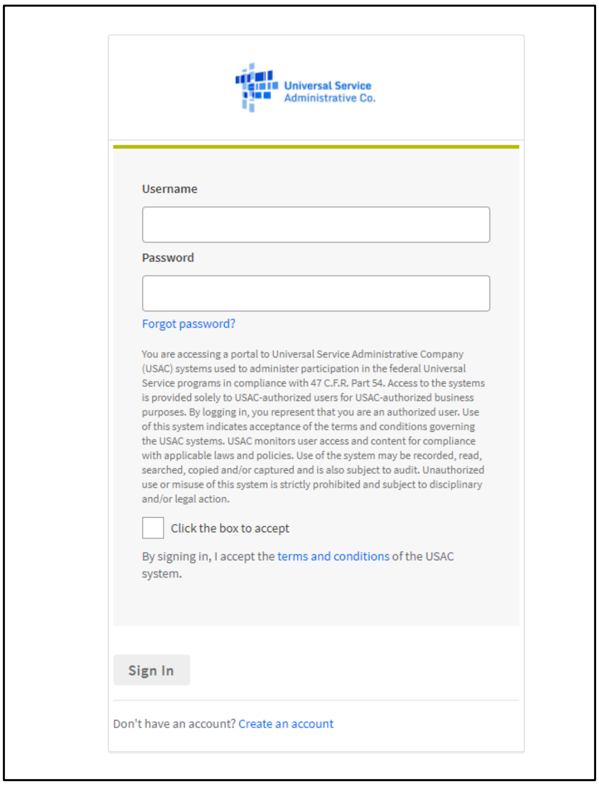
Supported Web Browsers:

The NLAD system is supported in the following web browsers:

- Google Chrome
- Internet Explorer (IE) Version 8
- Internet Explorer (IE) Version 9
- Firefox Version 21

Login

The instructions below explain how to log into and out of the NLAD system.



Log In to NLAD

In order to log into NLAD, an account must be created for you. The username for the account will be the email address the account creator used to create your NLAD account. When your account is initially created, you will be assigned a temporary password that will expire after 72 hours.

1. **To log into NLAD, go to** https://forms.universalservice.org/portal/login.
2. **Enter your username into the User Name field.**
3. **Enter your password into the Password field. If this is your first time logging into NLAD, you will need to enter your temporary password.**
4. **Click Login.**

If this is your first time logging into NLAD, you will be directed to the NLAD Access Agreement page.

If the login attempt is unsuccessful, the system will display an error message stating that your credentials are invalid.

NOTE: After three invalid login attempts or 90 days without changing your password, the system will lock your account and display an error message. If your account has been locked, please choose the appropriate contact from the table below, based on your role.

Role	Contact
ETC Administrator	497 Officer
ETC Analyst	ETC Administrator
ETC Operations	ETC Administrator

Landing page

The landing page will differ depending on your role. If it is your first time logging in, you will be directed to the Change Password page (see Change Password for more information).

The following table details where the system will direct you based on your role.

Role	Landing Page
ETC Administrator	ETC Administrator Home page
ETC Analyst	Upload Subscriber File page
ETC Operations	Lookup Subscriber page
497 Officer	497 Officer Home page

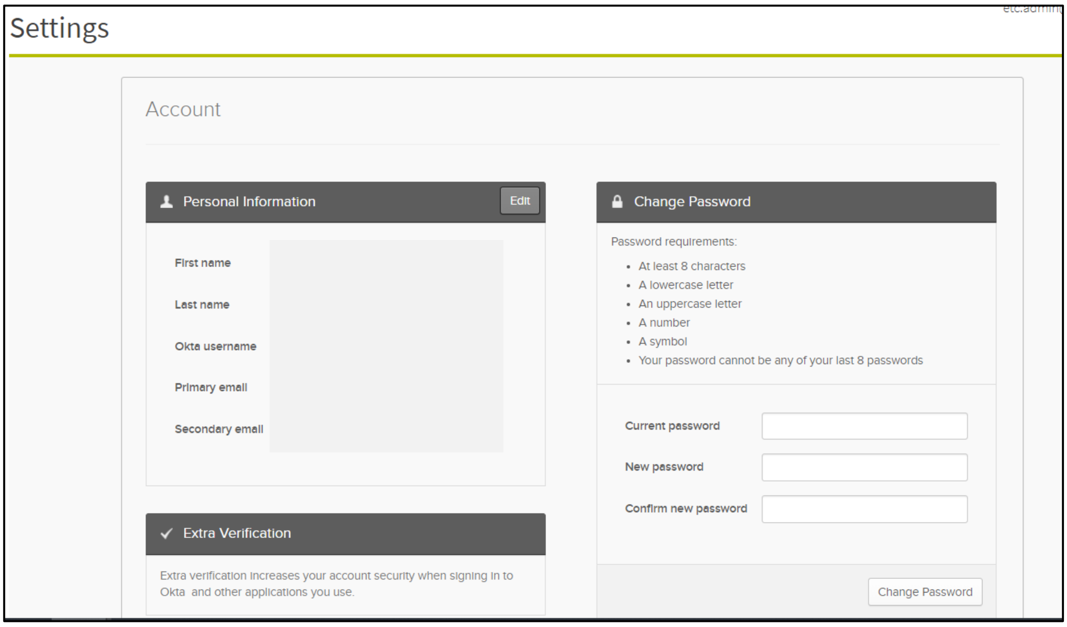
Log Out of NLAD

1. After you have successfully logged into the system, you may log out at any time by clicking LOG OUT from the upper-right hand corner of any page

NOTE: If you select a link to a page on the Universal Service Administrative Company's (USAC) website, located at the bottom of the page, or under the LIFELINE banner, the system will notify you that, if you proceed, you will be logged out of your current session to be directed to the selected destination.

Change Password

The instructions below explain how to change your NLAD account password.

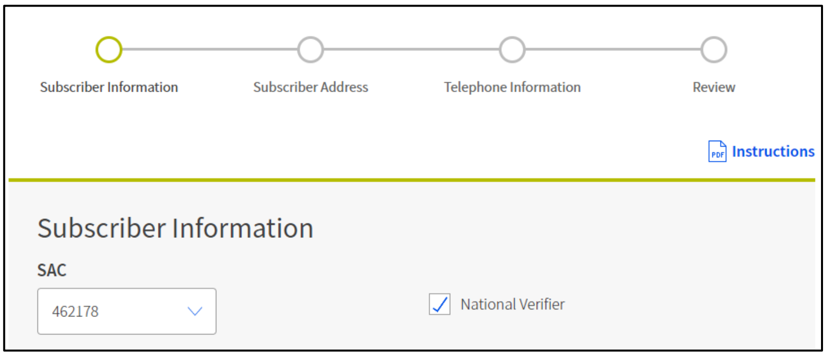


Change Password Workflow

To navigate to the Change Password workflow, click the Change Password link from the Account Management section of the sidebar.

1. **Type your current password into the Old Password field.**
2. **Type your new password into the New Password field. Your new password must meet the following criteria:**
   - Minimum of eight characters.
   - Contains one uppercase letter.
   - Contains one lowercase letter.
   - Contains one number.
   - Contains one of the following special characters: ` ! @ $ % ^ * ( ) - _ + [ ] ; : " , < . > / ?
   - Does not match any of the last eight passwords you have used for your account.
   - Type your new password again into the Confirm New Password field.
   - Click Submit to complete the password change.
3. **If the password change was successful, you will receive an email notification confirming that your password has been changed**.

National Verifier Mode



National Verifier Mode Checkbox

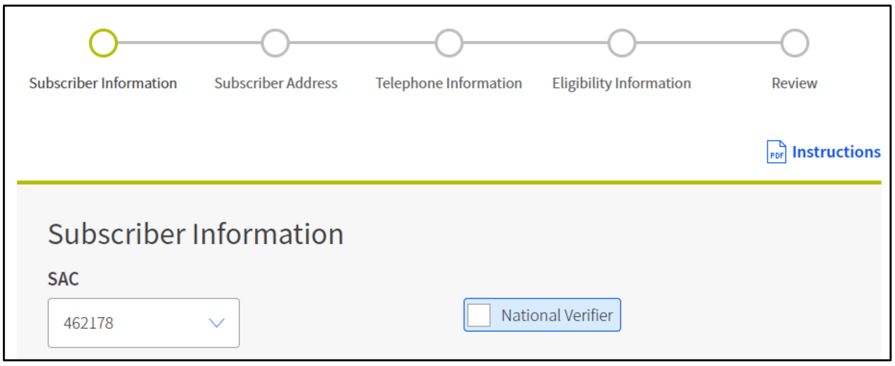
As of December 18, 2020, the National Verifier is fully launched in all states and territories. This means that all transactions in NLAD take place through the National Verifier workflow and subscribers' eligibility is routinely confirmed during enroll, transfer, update, and verify transactions.

However, from time to time 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.

If your SAC(s) is impacted by such a situation, a blue checkbox will appear to the right of your SAC after the SAC is selected for an enroll, verify, transfer, or update transaction. If you leave the box checked, the transaction will proceed normally and the subscriber's eligibility will be confirmed in NV.

If you uncheck the box, the transaction will be performed in legacy mode and you will be required to provided information on the subscriber's eligibility. The additional information includes:

- Eligible Program
- Independent Economic Household
- IEH Certification Date
- Tribal Address
- Linkup Service Date
- Temporary Address
- Non-Deliverable Rural Address



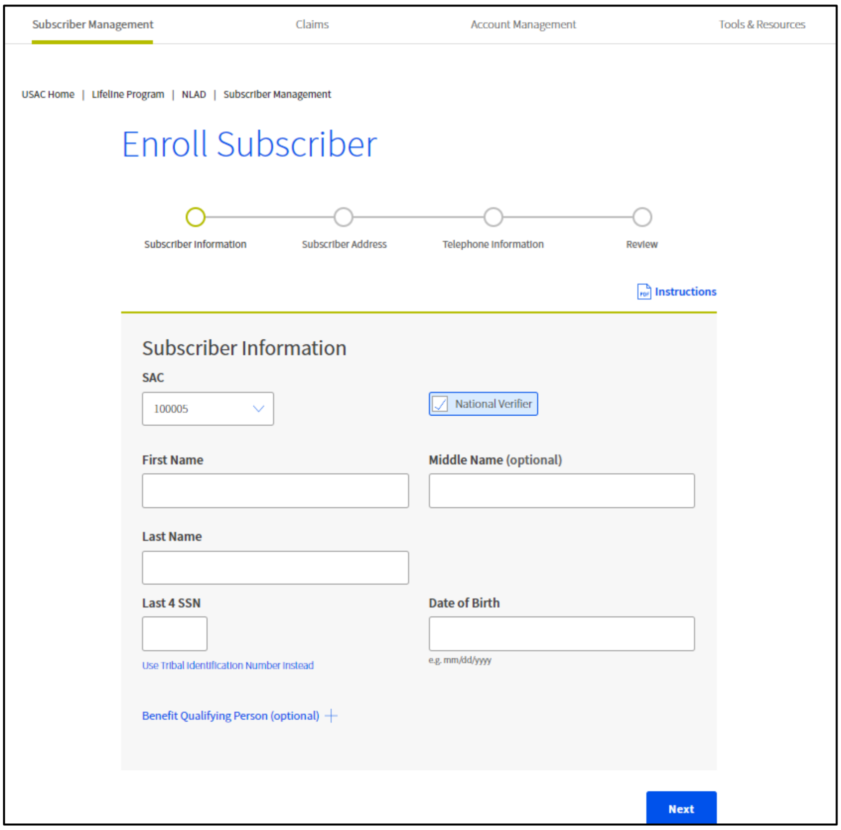
Enroll Subscriber

This article explains how to enroll a new subscriber into NLAD, how to verify a potential subscriber's information prior to enrollment, how to confirm a subscriber's Link Up benefit at an address, and how to deal with unsuccessful enrollments.

Applies to the following: ETC Analyst, ETC Administrator.

Enroll Subscriber Workflow

From the Enroll Subscriber workflow, you can confirm Link Up, verify a subscriber's information and/or directly enroll them into NLAD. To get to the Enroll Subscriber page, click the Enroll Subscriber link from the Subscriber Management homepage.



NOTE: All fields are required unless labeled "optional."

1. **Select the appropriate study area code (SAC) from the Select SAC drop-down menu**.

The SAC is a six-digit number that associates the Eligible Telecommunications Carrier (ETC) providing the Lifeline benefits to the subscriber.

2. **Enter subscriber's information into the Subscriber Information section**.
   a. **First Name:**

Enter the subscriber's first name into the First Name field. The First Name field cannot contain more than 50 alphabetic characters. This field also accepts the SPACE character and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

   b. **Middle Name:**

Enter the subscriber's middle name into the Middle Name field (optional). The Middle Name field cannot contain more than 50 alphabetic characters. This field also accepts the period (.) character (so an initial can be entered), the SPACE character, and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

c. **Last Name:**

Enter the subscriber's last name into the Last Name field. The Last Name field cannot contain more than 50 alphabetic characters. This field also accepts the SPACE character and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

a. **Last 4 SSN:**

Enter the last four digits of the subscriber's social security number in the Last 4 SSN field. The Last 4 SSN field will only accept four numeric characters and cannot be 0000.

a. **Use Tribal Identification Number instead**

Enter the subscriber's Tribal ID into the Tribal ID field (if opting to provide Tribal ID rather than the last 4 of the subscriber's SSN). The Tribal ID field cannot be less than two alphanumeric characters or contain more than 20. This field also accepts the dash character (-).

> **NOTE**: The subscriber's social security number (SSN) is preferred, but if it is not available, the system will accept the subscriber's Tribal Identification number or Tribal enrollment number (Tribal ID).

b. **Date of Birth:**

Enter the subscriber's date of birth into the Date of Birth field. The date should be entered as a two-digit month, two-digit day, and four-digit year (MM/DD/YYYY). For example, 11/13/1956. The date of birth cannot be a future date.

3. **Enter subscriber's Benefit Qualifying Person information in Benefit Qualifying Person section (optional):**

If the subscriber is not eligible but has a child or dependent that is eligible for a Lifeline Program discount, the subscriber qualifies for Lifeline based on the status of their child/dependent. The eligible child/dependent, in this case, is the benefit qualifying person (BQP), and the NLAD user should enter the child/dependent's information in the BQP fields.

To open the Benefit Qualifying Person section, click the plus(+) button which is below the "Last 4 SSN" and "Date of Birth" fields. You will see the additional fields described below:

a. **BQP First Name:**

Enter the BQPs first name into the **First Name** field (required). The first name cannot contain more than 50 alphabetic characters This field also accepts the SPACE character and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

b. **BQP Middle Name:**

Enter the BQP's middle name into the **Middle Name** field (optional). The Middle Name field cannot contain more than 50 alphabetic characters. This field also accepts the period (.) character (so an initial can be entered), the SPACE character, and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

c. **BQP Last Name:**

Enter the BQP's last name into the **Last Name** field. The last name cannot contain more than 50 alphabetic characters. This field also accepts the SPACE character and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

d. **BQP Last 4 SSN:**

Enter the last four digits of the BQP's social security number into the **Last 4 SSN** field. The Last 4 SSN field will only accept four numeric characters. Enter the subscriber's BQP Tribal ID into the Tribal ID field (only required if SSN is not provided). The Last 4 SSN must be 4 digits and cannot be 0000.

> **NOTE:** The BQP's social security number (SSN) is preferred, but if it is not available, the system will accept the subscriber's Tribal Identification number or Tribal enrollment number (Tribal ID).

a. **Use Tribal ID instead**

Enter the BQP's **Tribal ID** into the Tribal ID field (only required if SSN is not provided). When entering the subscriber's Tribal ID, you may enter the first two characters, last four, or the entire Tribal ID. The Tribal ID field cannot be less than two alphanumeric characters or contain more than 20. This field also accepts the hyphen character (-).

e. **BQP Date of Birth:**

Enter the BQP's date of birth into the **Date of Birth** field. The date should be entered as a two-digit month, two-digit day, and four-digit year (MM/DD/YYYY). For example, 11/13/1956.

4. **Enter the subscriber's address information in the Subscriber Address section:**
   a. **Primary Address:**

Enter the subscriber's address into the Primary Address field. The Primary Address field cannot contain more than 50 alphanumeric characters.

b. **Apt, unit, etc (optional):**

This field is used if the subscriber's address contains a secondary descriptor and number; for example, "unit #3." The Apt, Unit, etc. this field cannot contain more than 50 alphanumeric characters.

c. **City:**

Enter the subscriber's city in the City field. The City field cannot contain more than 50 alphabetic characters.

d. **State:**

Select the subscriber's state from the State drop-down menu. If the State selected is Puerto Rico, an optional Urbanization Code field is displayed.

e. **Zip Code:**

Enter the subscriber's ZIP code into the ZIP field. The ZIP field cannot be less than five numeric characters, and contain no more than nine numeric characters. When entering a nine-digit ZIP code, format the entry with a hyphen after the first five numeric characters. ***For example, 90905-4443***. . The Zip Code cannot be more than 10 numeric characters and accepts the dash (-) character. Addresses are validated through the USPS AMS. The AMS system will reformat the address and search the national database for a single matching address. If a match is found, the address will be accepted. If a match is not found, the system will reject the entry with an error message.

f. **Urbanization Code [For Puerto Rico] (optional):**

Enter the Urbanization code into the Urbanization code field. The urbanization code cannot be more than 50 characters and accepts the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü and SPACE character.

5. **Different Mailing Address:**

Enter data into the mailing address section by pressing the plus (+) button. This section is only used if the subscriber's mailing address is different than their primary address, if the primary address is not a USPS deliverable address (such as a rural address), or if the subscriber receives their mail via Post Office Box (P.O. Box).

a. **Mailing Address:**

Enter the subscriber's mailing address into the Mailing Address field. The Mailing Address field cannot contain more than 50 alphanumeric characters.

b. **Apt, Unit, etc. :**

Enter the subscriber's secondary address information into the Apt, Unit, etc. field. This field is used if the subscriber's address contains a secondary descriptor and number***. For example, unit #3***. The Apt, Unit, etc. field cannot contain more than 50 alphanumeric characters.

c. **City:**

Enter the subscriber's city in the City field. The City field cannot contain more than 50 alphabetic characters.

d. **State:**

Select the subscriber's state from the State drop-down menu. If the State selected is Puerto Rico, an optional Urbanization Code field is displayed.

e. **Zip Code:**

Enter the subscriber's ZIP code into the ZIP field. The ZIP field cannot be less than five numeric characters, and contain no more than nine numeric characters. When entering a nine-digit ZIP code, format the entry with a hyphen after the first five numeric characters. ***For example, 90905-4443***. The Zip Code cannot be more than 10 numeric characters and accepts the dash (-) character.

f. **Urbanization Code [For Puerto Rico] (optional):**

Enter the Urbanization code into the Urbanization code field. The urbanization code cannot be more than 50 characters and accepts the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü and SPACE character.

6. **Enter the subscriber's telephone information into the Telephone Information section**:
   a. **Service Type:** Select the subscriber's Service from the Service Type drop-down menu.

   There are 5 service types/plans available to eligible lifeline subscribers:
   i. **Voice:** Subscriber is provided a Voice only service that meets the minimum service standards.
   ii. **Broadband:** Subscriber is provided a Broadband only service that meets the minimum service standards. **NOTE**: the Phone Number field is optional when Broadband only service type is selected.
   iii. **Bundled - Voice:** Subscriber is provided a Voice and Broadband service that meets the Voice minimum service standards only.
   iv. **Bundled - Broadband:** Subscriber is provided a Voice and Broadband service that meets the Broadband minimum service standards only.

v. **Bundled - Voice and Broadband:** Subscriber is provided a Voice and Broadband service that meets both the Voice and Broadband minimum service standards.

b. **Service Initiation Date:**

Enter the service initiation date into the Service Initiation Date field. The date should be entered as a two-digit month, two-digit day, and four-digit year (MM/DD/YYYY). The service initiation date is the date that service providers determine that the subscriber was eligible for Lifeline program supported service. You cannot select a service initiation date that occurs in the future. The Service Initiation Date cannot occur prior to 12/10/1985.

c. **Telephone Number:**

Enter the subscriber's phone number into the Phone Number field. The subscriber's telephone number must be exactly ten numeric characters long. For example, 123-555-5555. The telephone number cannot start with a zero (0) or one (1).

d. **Lifeline Tribal Benefit:**

The Tribal Lifeline Benefit selection is a required field. The Lifeline Tribal Benefit field will not appear if the subscriber's residential address falls on a non-Tribal residence. Choose "Yes" or "No" as appropriate from the radio button option. Select "Yes" to claim Lifeline Tribal support for a qualified subscriber to whom Tribal rates are being offered.

e. **Linkup Service Date** (optional):

Enter the Linkup Service Date into the Linkup Service Date field. The Linkup Service Date field should be entered as a two-digit month, two-digit day, and four digit year (MM/DD/YYYY).

> **NOTE**: You can also select the subscriber's Linkup Service date from the Linkup Service Date calendar widget by clicking the left arrow in the upper left corner of the widget to select a month and clicking on the appropriate number for the day. The Link Up Service date is the date Link Up Service started.

f. **ETC General Use (optional):**

Enter information into the ETC General Use field. You may populate the ETC General Use field with any value, and it will be returned along with other transaction error messages. For example, you could enter a unique identifier in this field that will allow automation of the subscriber-lookup process within your own database when a transaction fails.
The ETC General Use field accepts a maximum of 50 alphanumeric characters, the SPACE character, and the following special characters: period (.) , hyphen (-), underscore (_), colon (:), pound (#), and at sign (@).

7. **Enter subscriber's eligibility information into the Eligibility Information section**

NOTE: The Eligibility Information section only applies to users whose SAC state is in soft-launch and only if you choose to perform the enrollment transaction through the legacy workflow.

a. **Eligible Program:**

Select the subscriber's appropriate program from the Eligible Program drop-down menu. The following programs will appear from the drop-down menu:

- E1- Medicaid
- E2- Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
- E3- Supplemental Security Income (SSI)
- E4- Federal Public Housing Assistance (Section 8)

- E8- Bureau of Indian Affairs General Assistance
- E9- Tribally- Administered Temporary Assistance to Needy Families (TTANF)
- E10- Food Distribution Program on Indian Reservations (FDPIR)
- E11- Head Start
- E13- Eligibility Based on Income
- E14- Program Eligibility Approved by State Administrator
- E15- Veterans Pension or Survivors Pension

Choose "Yes" or "No" (default is "no") as appropriate from the following radio button options:

i. **IEH Certification Date:**

Enter the subscriber's IEH certification date into the Subscriber IEH Certification Date field (required if IEH flag is chosen). The IEH certification date is the date that the IEH certification was performed for the subscriber. The subscriber IEH certification date field should be entered as a two-digit month, two-digit day, and four-digit year (MM/DD/YYYY).

NOTE: You may select the subscriber's IEH Certification date from the Subscriber IEH Certification Date calendar widget by clicking the left arrow in the upper left corner of the widget to select a month and clicking on the appropriate number for the day

ii. **Independent Economic Household (IEH)**:

This flag indicates that the subscriber is an independent economic entity sharing an address with another Lifeline subscriber. If this flag is indicated, the ETC must collect and retain an IEH worksheet from the subscriber. Enter the subscriber's IEH certification date into the Subscriber IEH Certification Date field (required if IEH flag is chosen).

The IEH certification date is the date that the IEH certification was performed for the subscriber. The subscriber IEH certification date field should be entered as a two-digit month, two-digit day, and four-digit year (MM/DD/YYYY), as a two-digit month, a two-digit day and a four-digit year (MM/DD/YYYY).

iii. **Tribal Address**:

This flag indicates that the subscriber's address resides Tribal lands and is not registered with the USPS address matching service (AMS). If Tribal Address is selected, you cannot select Temporary Address or Non-Deliverable Rural Address.

iv. **Linkup Service Date**:

Enter the Linkup Service Date into the Linkup Service Date field. The Linkup Service Date field should be entered as a two-digit month, two-digit day, and four digit year (MM/DD/YYYY).

NOTE: You can also select the subscriber's Linkup Service date from the Linkup Service Date calendar widget by clicking the left arrow in the upper left corner of the widget to select a month and clicking on the appropriate number for the day. The Link Up Service date is the date Link Up Service started.

v. **Temporary Address**:

Indicates that the primary address entered is a temporary location. If Temporary Address is selected, you cannot select Tribal Address or Non-Deliverable Rural Address.

NOTE: If temporary address is set to "no," it indicates that the primary address is a permanent location.

vi. **Non-Deliverable Rural Address**:

This flag indicates that the subscriber's primary address is in a rural area, and is not registered with AMS, nor able to receive postal delivery. If Rural Address is selected, you cannot select Tribal Address, or Temporary Address.

Verifying Subscriber Information

Prior to enrolling a subscriber into NLAD, you can first verify their information to check for errors or issues that would prevent successful enrollment. This is an optional process which validates the subscriber's information and address, and runs the NLAD business rules on the data entered.

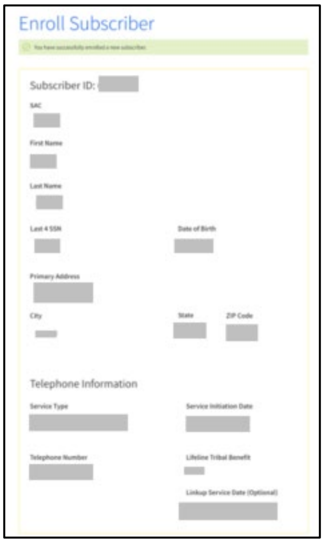
The verification process is identical to the enroll process, with the exceptions that the subscriber is not entered into NLAD, and the Phone Number and Service Initiation Date fields are optional.
If you opt to enter a phone number, the telephone information will be checked.

Addresses are validated through the ***United States Postal System*** (USPS) Address Matching Service (AMS). The AMS system will reformat the address and search the national database for a single matching address. If a match is found, the address will be accepted. If a match is not found, the system will reject the entry with an error message.

8. **Verify Subscriber's Information (optional):**

   Before enrolling subscriber, click Verify at the bottom of the page instead of Enroll. A success message, or a list of error messages, will appear at the top of the page.

9. **Click Enroll to enroll the subscriber and complete the process**.



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.

Subscriber ID

For successful Enroll transactions, each subscriber is assigned a Subscriber ID.
The Subscriber ID is a NLAD system-generated unique identifier (9 Characters/ Alphanumeric) that ETCs can use in lieu of a phone number to query a subscriber's information. ETCs can perform Update and De-enroll transactions with the Subscriber ID.

For unsuccessful Enroll transactions, a Subscriber ID will NOT be automatically generated. ETCs will first have to resolve the transaction failure(s) to obtain their subscriber's Subscriber ID.

Safe Connections Act (SCA) Data-Masking

If the newly enrolled subscriber indicated on their National Verifier application that they are a survivor of domestic violence or human trafficking, their address will be masked on the success page. You will know a subscriber made this indication based on the information in the "SCA Status" field.

Unsuccessful Enrollment

If an enrollment was not possible because of missing or incorrectly formatted data, the associated error messages will display at the top of the page in red.

If the enrollment is not successful because the subscriber failed identity, age, or address validation, or if the subscriber has the same identity or phone number as another subscriber, you will be redirected to the Transaction Unsuccessful Page, where you will see the related error messages, as well as the transaction details.

From this page, you can review or resubmit the transaction.

Resolution Request

If you submitted an enrollment using "NLAD's legacy mode" (referenced above), you may have the option to submit a resolution request. To do so, provide the details for all required fields to resolve the transaction.

To submit a resolution request:

1. **Agent Name:** Enter the agent name who reviewed the subscriber's information.
    a. **Use Agent ID Number Instead:**

    If you wish to not provide the name of the agent, please enter the identification number of the agent who reviewed the subscriber's information.

2. **TPIV Resolution Codes:** Select the resolution code(s) that correspond with the documentation used to verify subscriber's information.

    Choose one of the error messages that you received:

    - **T1:** Reviewed unexpired driver's license to confirm identity
    - **T3:** Reviewed current income statement from an employer, paycheck stub, or W-2 to confirm identity
    - **T4:** Reviewed prior year's state, federal or Tribal tax return to confirm identity
    - **T5:** Reviewed Social Security Card to confirm identity
    - **T6:** Reviewed Certificate of Naturalization or Certificate of U.S. citizenship to confirm identity
    - **T7:** Reviewed unexpired Permanent Resident Card or unexpired Permanent Resident Alien Card to confirm identity
    - **T8:** Reviewed unexpired United States government, military, state, or Tribal issued ID to confirm identity
    - **T10:** Reviewed unexpired passport to confirm identity
    - **T12:** Reviewed military discharge documentation to confirm identity
    - **T13:** Reviewed unexpired weapons permit to confirm identity
    - **T14:** Reviewed government assistance program document which includes the name and date of birth of the subscriber to confirm identity
    - **T15:** Reviewed statement of benefits from a qualifying program which contains name and date of birth of the subscriber to confirm identity

- **T16:** Reviewed an unemployment/workers' compensation statement of benefits to confirm identity
- **T17:** ETC uses subscriber's last name, date of birth, and last four digits of Social Security Number and provides it to a state eligibility database/state administrator or compares it to beneficiary data provided to the ETC by the state – ETC receives confirmation from the state eligibility database/state administrator that the subscriber exists in the eligibility database and is eligible for a Lifeline program benefit, or that the ETC matches the name, date of birth, and last four digits of SSN to beneficiary data provided to the ETC by the state
- **T18:** Reviewed current utility bill
- **T19:** Reviewed current income statement from an employer, such as a paycheck stub
- **T20:** Reviewed current mortgage or lease statement
- **T21:** Reviewed current retirement/pension statement of benefits
- **T22:** Reviewed a notarized letter affirming the subscriber's identity and alive status
- **T23:** 2020 Rural Waiver

3. **Address Resolution Codes:**
   - **A1**: Reviewed unexpired driver's license to confirm address
   - **A2:** Reviewed utility bill to confirm address
   - **A3**: Reviewed current income statement from an employer, paycheck stub, or W-2 to confirm address
   - **A4:** Reviewed prior year's state, federal, or Tribal tax return to confirm address
   - **A5**: Reviewed current mortgage or lease statement to confirm address
   - **A6:** Reviewed unexpired government, state, or Tribal issued ID to confirm address
   - **A7**: Confirmed with local USPS that address is a deliverable address
   - **A8**: Reviewed government assistance program documents which includes the name and address of the subscriber to confirm address
   - **A9**: Reviewed statement of benefits from a qualifying program which contains name and address of subscriber to confirm address
   - **A10**: Reviewed retirement/pension statement of benefits to confirm address
   - **A11**: Reviewed an unemployment/workers' compensation statement of benefits to confirm address
4. **Resolution Request Description:** Add a description explaining why the rejection was an error (optional).

5. **Certification:** Provide the details for all required fields to resolve the transaction. Please refer to the Dispute Resolution page for more information on how to complete a valid resolution request.
   a. Enter the agent name and/or ID who reviewed the subscriber's information.
   b. Select the resolution code(s) that correspond with the documentation used to verify subscriber's information.
   c. Add a description explaining why the rejection was an error (optional).
   d. Check the certification box.

6. **Click Submit Resolution Request to NLAD Customer Service.**

Confirm Link Up

You can confirm Link Up by entering a subscriber's last name, DOB, Last 4 digits of SSN or tribal ID, and address to determine whether that subscriber has already received a Link Up benefit at that address. Link Up service may only be provided if there is no existing benefit at an address. The Link Up service date will be returned if the subscriber is found to have received a Link Up benefit at the address provided.

1. **Select the appropriate study area code (SAC) from the Select SAC drop-down menu**. The SAC is a six-digit number that associates the Eligible Telecommunications Carrier (ETC) providing the Lifeline benefits to the subscriber.

2. **Enter subscriber's information into the Subscriber Name and Personal Information section**.
    a. Enter the subscriber's last name into the Last Name field (required). The Last Name field cannot contain more than 50 alphabetic characters. This field also accepts the SPACE character and the following special characters: apostrophe ('), grave accent (`), and hyphen (-).

    b. Enter the subscriber's date of birth into the Date of Birth field (required). The date should be entered as a two-digit month, two-digit day, and four-digit year (MM/DD/YYYY).

    c. Enter the last four digits of the subscriber's social security number in the Last 4 SSN field (required). The Last 4 SSN field will only accept four numeric characters.

    NOTE: The subscriber's social security number (SSN) is preferred, but if it is not available, the system will accept the subscriber's Tribal Identification number or Tribal enrollment number (Tribal ID). In the event that a subscriber is in possession of a valid SSN and Tribal ID, the system will accept both entries.

    d. Enter the subscriber's Tribal ID into the Tribal ID field (only required if SSN is not provided). The Tribal ID field cannot be less than two alphanumeric characters or contain more than 20. This field also accepts the hyphen character (-).

3. **Enter data into the fields of the Subscriber Address Information section**
    a. Enter the subscriber's address into the Primary Address field. The Primary Address field cannot contain more than 50 alphanumeric characters.

    b. Enter the subscriber's secondary address information into the Apt, Unit, etc. field (optional). This field is used if the subscriber's address contains a secondary descriptor and number; for example, "unit #3." The Apt, Unit, etc. this field cannot contain more than 50 alphanumeric characters.

    c. Enter the subscriber's city in the City field (required). The City field cannot contain more than 50 alphabetic characters.

    d. Select the subscriber's state from the State drop-down menu (required). If the State selected is Puerto Rico, an optional Urbanization Code field is displayed.

    e. Enter the subscriber's ZIP code into the ZIP field (required). The ZIP field cannot be less than five numeric characters, and cannot contain more than nine numeric characters. When entering a nine-digit ZIP code, format the entry with a hyphen after the first, five numeric characters.

Link Up Confirmed

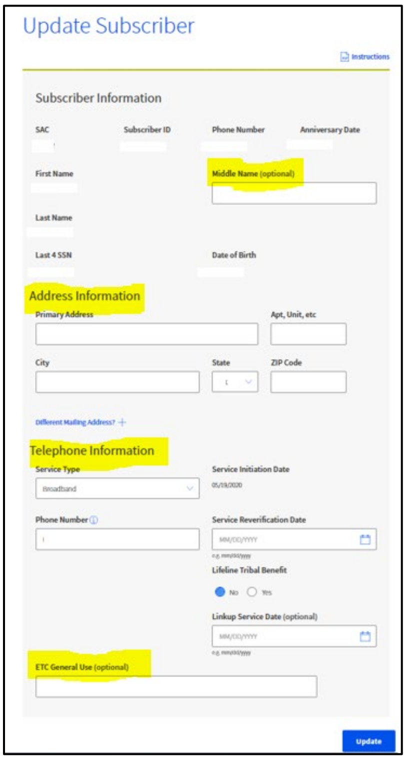
The Link Up service date will be returned if the subscriber is found to have received a Link Up benefit at the address provided.

Link Up Unconfirmed

A confirmation will be provided if a Link Up benefit cannot be found for the subscriber at that address.

Update Subscriber

The instructions below explain how to make changes to an existing subscribers' record in NLAD.
Applies to the following roles: ETC Analyst, ETC Administrator.



Update Subscriber Workflow

From the Update Subscriber workflow, you can search for a subscriber using their Phone Number or Subscriber ID, edit available data, and submit changes to the subscriber's record.
To navigate to the Update Subscriber workflow, click the Update Subscriber link from the Subscriber Management section.

Update Subscriber

NOTE: All fields are required unless labeled "optional."

1. **From the Select Type drop-down menu, select a search field.**
   a. **Phone Number**: If the Phone Number field is selected, enter the subscriber's Phone Number.
   b. **Subscriber ID**: If the Subscriber ID field is selected, enter the subscriber's Subscriber ID.
2. **Select the status of the subscriber in the Update Type drop-down menu.**
   a. **Production:** Select Production if the subscriber is an active subscriber in NLAD.
   b. **Duplicate Resolution:** Select Duplicate Resolution if the subscriber is in the duplicate resolution process.

   NOTE: The Duplicate Resolution process is not in use as of December 2020. The Subscriber ID cannot be used to update subscribers in Duplicate Resolution.

3. **Click Search.**
   a. If no valid match was found, the appropriate error message will be displayed.

i. **Subscriber Not Found**: The subscriber does not exist in NLAD Production or NLAD Duplicate Resolution

ii. **This request cannot be processed (for Production):**Please e-mail USAC at LifelineProgram@usac.org : A request must be sent to LifelineProgram@usac.org due to more than one subscriber sharing the same phone number.

iii. **This subscriber is currently undergoing duplicate resolution processing**: The subscriber is undergoing duplicate resolution and cannot be updated.

b. If a matching subscriber is found, the subscriber's personal information will be displayed for your review.

4. **Make the appropriate changes to the subscriber's information**.

All fields that can be changed, if the subscriber is in Production, will be available to edit should the subscriber can be located in Production. When changing the phone number, please use the updated telephone number when looking up the subscriber in the future.

5. **Click Update to submit the modified information to NLAD.**

Unsuccessful Update

All subscribers' information will undergo relevant validations before changes are committed to the subscriber record. Errors may appear at the top of the page, in red, or you may see fields highlighted in red throughout the page with corresponding error messages.

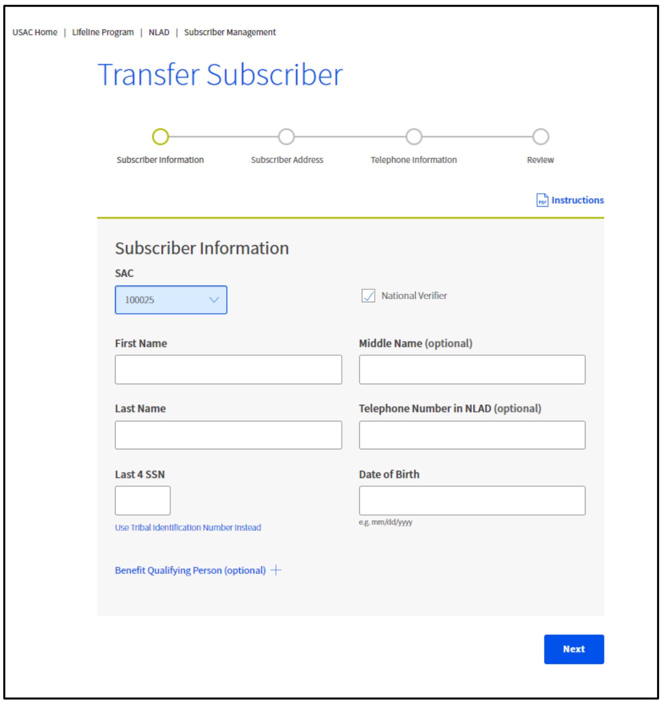
A validation eerror will appear at the top of the page should the subscriber fail address, duplicate, or other validations. This error message will also appear should the subscriber have the same identity or phone number as another subscriber.

Review the transaction and error messages that appear when updating a subscriber. Modify appropriate data, resubmit the transaction, or submit a resolution request to the Lifeline Support Center should issues persist and prevent you from updating the subscriber.

Transfer Lifeline Benefits

The instructions, below, explains how to transfer an existing Lifeline subscriber's benefits from their previous carrier to yours.

Applies to the following roles: *USAC Administrators, USAC Analysts, USAC OPS, NCS OPS, NCS Administrators.*



Transfer Lifeline Benefit Workflow

From the Transfer Lifeline Benefit workflow, you can enter a subscriber's information and transfer their Lifeline benefits to your ETC. A subscriber's Lifeline benefits can only be transferred if the subscriber is already enrolled in NLAD. When transferring a subscriber, you must enter all of the subscriber's information.

Prior to transferring a subscriber's Lifeline benefits, you can search for the subscriber using the Lookup Subscriber page. To navigate to the Transfer Lifeline Benefit page, click the Transfer Lifeline Benefit link from the Subscriber Management section.

Transfer Lifeline Benefits

NOTE: All fields are required unless labeled "optional."

1. **Select the appropriate study area code (SAC) from the Select SAC drop-down menu).**

   The SAC is a six-digit number that associates the Eligible Telecommunications Carrier (ETC) providing the Lifeline benefits to the subscriber.

2. **Enter subscriber's information into the Subscriber Information Section.**
   a. **First Name:**

Enter the subscriber's first name into the First Name field. The First Name field cannot contain more than 50 alphabetic characters. This field also accepts the SPACE character and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

b. **Middle Name:**

Enter the subscriber's middle name into the Middle Name field (optional). The Middle Name field cannot contain more than 50 alphabetic characters. This field also accepts the period (.) character (so an initial can be entered), the SPACE character, and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í, Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

c. **Last Name:**

Enter the subscriber's last name into the Last Name field. The Last Name field cannot contain more than 50 alphabetic characters. This field also accepts the SPACE character and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

d. **Telephone Number in NLAD (optional):**

Enter the subscriber's phone number (optional). This is the number currently registered to the user in the NLAD system. The phone number must be exactly 10 numeric-characters long.

e. **Last 4 SSN:**

Enter the last four digits of the subscriber's social security number in the Last 4 SSN field. The Last 4 SSN field will only accept four numeric characters and cannot be 0000.

a. Use Tribal Identification Number Instead:

Enter the subscriber's Tribal ID into the Tribal ID field if opting to provide Tribal ID rather than the last 4 of the subscriber's SSN. The Tribal ID field cannot be less than two alphanumeric characters or contain more than 20. This field also accepts the dash character (-).

> **NOTE**: The subscriber's social security number (SSN) is preferred, but if it is not available, the system will accept the subscriber's Tribal Identification number or Tribal enrollment number (Tribal ID).

f. **Date of Birth:**

Enter the subscriber's date of birth into the Date of Birth field. The date should be entered as a two-digit month, two-digit day, and four-digit year (MM/DD/YYYY). For example, **11/13/1956**. The date a birth cannot be a future date.

3. **Enter data into Benefit Qualifying Person Information section** (optional).

If the subscriber is not eligible, but has a child or dependent that is eligible for a Lifeline Program discount, the subscriber qualifies for Lifeline based on the status of their child/dependent. The eligible child/dependent, in this case, is the benefit qualifying person (BQP), and the NLAD user should enter the child/dependent's information in the BQP fields.
To open the Benefit Qualifying Person section, click the plus(+) button which is below the "Last 4 SSN" and "Date of Birth" fields. You will see the additional fields described below:

a. **BQP First Name:**

Enter the BQPs first name into the First Name field. The First Name field cannot contain more than 50 alphabetic characters. This field also accepts the SPACE character and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

b. **BQP Middle Name:**

Enter the BQP’s middle name into the Middle Name field (optional). The Middle Name field cannot contain more than 50 alphabetic characters. This field also accepts the period (.) character (so an initial can be entered), the SPACE character, and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

c. **BQP Last Name:**

Enter the BQP’s last name into the Last Name field. The last name cannot contain more than 50 alphabetic characters. This field also accepts the SPACE character and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

d. **BQP Last 4 SSN:**

Enter the last four digits of the BQP's social security number into the **Last 4 SSN** field. The Last 4 SSN field will only accept four numeric characters. Enter the subscriber’s BQP Tribal ID into the Tribal ID field (only required if SSN is not provided). The Lass 4 SSN must be 4 digits and cannot be 0000.

NOTE: The BQP’s social security number (SSN) is preferred but if it is not available, the system will accept the subscriber's Tribal Identification number or Tribal Enrollment number (Tribal ID).

a. **Use Tribal ID instead:**

Enter the BQP's Tribal ID into the Tribal ID field. When entering the subscriber's Tribal ID you may enter the first two characters, last four, or the entire Tribal ID. The Tribal ID field cannot contain more than 20 alphanumeric characters. This field also accepts the hyphen character (-).

e. **Date of Birth:**

Enter the BQP’s date of birth into the **Date of Birth** field. The date should be entered as a two-digit month, two-digit day, and four-digit year (MM/DD/YYYY). For example, 11/13/1956.

4. **Enter the subscriber’s address information in the Subscriber Address sectio**n:

a. **Primary Address:**

Enter the subscriber's address into the Primary Address field. The Primary Address field cannot contain more than 50 alphanumeric characters.

b. **Apt, Unit, etc (optional):**

This field is used if the subscriber's address contains a secondary descriptor and number. For example, unit #3. The Apt, Unit, etc. field cannot contain more than 50 alphanumeric characters.

c. **City:**

Enter the subscriber's city in the City field. The City field cannot contain more than 50 alphabetic characters.

d. **State:**

Select the subscriber's state from the State drop-down menu. If the State selected is Puerto Rico, an optional Urbanization Code field is displayed.

e. **Zip Code:**

Enter the subscriber's ZIP code into the ZIP field. The ZIP field cannot be less than five numeric characters, and contain no more than nine numeric characters. When entering a nine-digit ZIP code, format the entry with a hyphen after the first, five numeric characters***. For example, 90905-4443***. The Zip Code cannot be more than 10 numeric characters and accepts the dash (-) character.

Addresses are validated through the USPS AMS. The AMS system will reformat the address and search the national database for a single matching address. If a match is found, the address will be accepted. If a match is not found, the system will reject the entry with an error message.

f. **Urbanization Code Field: [For Puerto Rico Subscribers] (optional)**

Enter the Urbanization code into the Urbanization code field. The urbanization code cannot be more than 50 characters and accepts the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü and SPACE character.

5. **Different Mailing Address**:

Enter data into the mailing address section by pressing the plus (+) button. This section is only used if the subscriber's mailing address is different than their primary address, if the primary address is not a USPS deliverable address (such as a rural address), or if the subscriber receives their mail via Post Office Box (P.O. Box).

a. **Mailing Address:**

Enter the subscriber's mailing address into the Mailing Address field. The Mailing Address field cannot contain more than 50 alphanumeric characters.

b. **Apt, Unit, etc:**

Enter the subscriber's secondary address information into the Apt, Unit, etc. field (optional). This field is used if the subscriber's address contains a secondary descriptor and number. ***For example, unit #3***. The Apt, Unit, etc. field cannot contain more than 50 alphanumeric characters.

c. **City:**

Enter the subscriber's city in the City field. The City field cannot contain more than 50 alphabetic characters.

d. **State:**

Select the subscriber's state from the State drop-down menu. If the State selected is Puerto Rico, an optional Urbanization Code field is displayed.

e. **Zip Code:**

Enter the subscriber's ZIP code into the ZIP field. The ZIP field cannot be less than five numeric characters, and contain no more than nine numeric characters. When entering a nine-digit ZIP code, format the entry with a hyphen after the first five numeric characters. ***For example, 90905-4443***. The Zip Code cannot be more than 10 numeric characters and accepts the dash (-) character.

f. **Urbanization Code Field: [For Puerto Rico Subscribers] (optional)**

Enter the Urbanization code into the Urbanization code field. The urbanization code cannot be more than 50 characters and accepts the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü and SPACE character.

6. **Enter the subscriber’s telephone Information via the Telephone Information Section.**
   a. **Service Type:** Select the subscriber's Service Type from the Service Type drop-down menu.

      There are 5 service types/plans available to eligible lifeline subscribers:

      i. **Voice:** Subscriber is provided a Voice only service that meets the minimum service standards.

ii. **Broadband:** Subscriber is provided a Broadband only service that meets the minimum service standards. **NOTE**: the Phone Number field is optional when Broadband only service type is selected.
iii. **Bundled - Voice**: Subscriber is provided a Voice and Broadband service that meets the Voice minimum service standards only.
iv. **Bundled - Broadband**: Subscriber is provided a Voice and Broadband service that meets the Broadband minimum service standards only.
v. **Bundled - Voice and Broadband**: Subscriber is provided a Voice and Broadband service that meets both the Voice and Broadband minimum service standards.

b. Service Initiation Date:

Enter the service initiation date into the Service Initiation Date field. The date should be entered as a two-digit month, two-digit day, and four-digit year (MM/DD/YYYY). The service initiation date is the date that service providers determine that the subscriber was eligible for Lifeline program supported service. You are not allowed to select a service initiation date that occurs in the future. The Service Initiation Date cannot occur prior to 12/10/1985.

c. **Telephone Number**:

Enter the subscriber's phone number into the Phone Number field. The subscriber's telephone number must be exactly ten numeric characters long. For example, 223-555- 5555. The telephone number cannot start with a zero (0) or one (1).

d. **Lifeline Tribal Benefit:**

The Tribal Lifeline Benefit selection is a required field. The Lifeline Tribal Benefit field will not appear if the subscriber’s residential address falls on a non-Tribal residence. Choose "Yes" or "No" as appropriate from the radio button option. Select "Yes" to claim Lifeline Tribal support for a qualified subscriber to whom Tribal rates are being offered.

e. **Linkup Service Date** (optional):

Enter the Linkup Service Date into the Linkup Service Date field. The Linkup Service Date field should be entered as a two-digit month, two-digit day, and four digit year (MM/DD/YYYY).

> **NOTE**: You can also select the subscriber's Linkup Service date from the Linkup Service Date calendar widget by clicking the left arrow in the upper left corner of the widget to select a month and clicking on the appropriate number for the day. The Link Up Service date is the date Link Up Service started.

The Link Up Service date is the date Link Up Service started.

f. **ETC General Use** (optional):

You may populate the ETC General Use field with any value, and it will be returned along with other transaction error messages. For example, you could enter a unique identifier in this field that will allow automation of the subscriber-lookup process within your own database when a transaction fails.
The ETC General Use field accepts a maximum of 50 alphanumeric characters, the SPACE character, and the following special characters: period (.) , hyphen (-), underscore (_), colon (:), pound (#), and at sign (@).

7. Enter the subscriber’s eligibility information into the Eligibility Information section.

NOTE: The Eligibility Information section only applies to users whose SAC state is in soft-launch and only if you choose to perform the enrollment transaction through the legacy workflow.

a. **Eligible Program**:

Select the subscriber's appropriate program from the Eligible Program drop-down menu. The following programs will appear from the drop-down menu:

- E1- Medicaid
- E2- Supplemental Nutrition Assistance Program (Food Stamps or SNAP)
- E3- Supplemental Security Income (SSI)
- E4- Federal Public Housing Assistance (Section 8)
- E8- Bureau of Indian Affairs General Assistance
- E9- Tribally- Administered Temporary Assistance to Needy Families (TTANF)
- E10- Food Distribution Program on Indian Reservations (FDPIR)
- E11- Head Start
- E13- Eligibility Based on Income
- E14- Program Eligibility Approved by State Administrator
- E15- Veterans Pension or Survivors Pension

Choose "Yes" or "No" (default is "no") as appropriate from the following radio button options:

b. **IEH Certification Date:**

Enter the subscriber's IEH certification date into the Subscriber IEH Certification Date field (required if IEH flag is chosen).
The IEH certification date is the date that the IEH certification was performed for the subscriber. The subscriber IEH certification date field should be entered as a two-digit month, two-digit day, and four-digit year (MM/DD/YYYY).

NOTE: You may select the subscriber's IEH Certification date from the Subscriber IEH Certification Date calendar widget by clicking the left arrow in the upper left corner of the widget to select a month and clicking on the appropriate number for the day

c. Choose "Yes" or "No" (default is "no") as appropriate from the from the radio button options (optional):

i. **Independent Economic Household (IEH)**:

Indicates that the subscriber is an independent economic entity sharing an address with another Lifeline subscriber. If IEH is indicated, the ETC must collect and retain an IEH worksheet from the subscriber.

ii. **Tribal Address**:

Indicates that the subscriber's address resides on Tribal lands and is not registered with the USPS address matching service (AMS). If Tribal Address is selected, you cannot select Temporary Address or Rural Address.

iii. **Linkup Service Date**:

Enter the Linkup Service Date into the Linkup Service Date field. The Linkup Service Date field should be entered as a two-digit month, two-digit day, and four digit year (MM/DD/YYYY).

NOTE: You can also select the subscriber's Linkup Service date from the Linkup Service Date calendar widget by clicking the left arrow in the upper left corner of the widget to select a month and clicking on the appropriate number for the day. The Link Up Service date is the date Link Up Service started.

iv. **Temporary Address**:

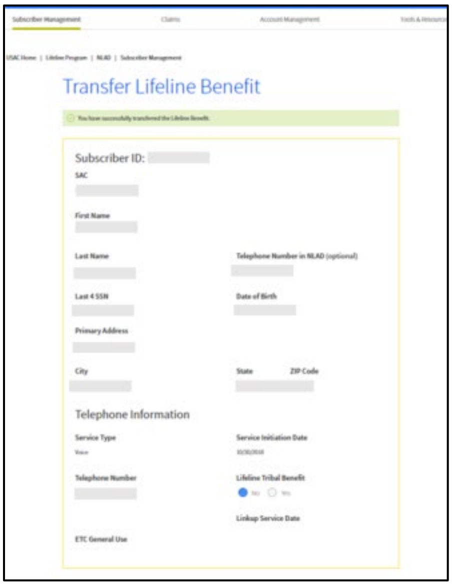
Indicates that the primary address entered is a temporary location. If Temporary Address is selected, you cannot select Tribal Address or Rural Address.

NOTE: If temporary address is set to "no," it indicates that the primary address is a permanent location.

v. **Non-Deliverable Rural Address**:

This flag indicates that the subscriber's primary address is in a rural area, and is not registered with AMS, nor able to receive postal delivery. If Rural Address is selected, you cannot select Tribal Address, or Temporary Address.

8. **Review Subscriber Information and click "Transfer" to complete the transfer.**



Successful Transfer

Upon successful transfer, you will be taken to the Transaction Successful page, where you will see a success message, followed by a read-only display of the transfer details. The system then generates two email messages, one of which goes to the designated contact of the ETC losing the subscriber, and another to the designated contact of the ETC receiving the subscriber.

NOTE: For successful Transfer transactions, each subscriber is assigned a Subscriber ID.

The Subscriber ID is a NLAD system-generated unique identifier (9 Characters/ Alphanumeric) that ETCs can use in lieu of a phone number to query a subscriber's information. ETCs can perform Update and De-enroll transactions with the Subscriber ID.

Safe Connections Act (SCA) Data-Masking

If the newly transferred subscriber indicated on their National Verifier application that they are a survivor of domestic violence or human trafficking, their address will be masked on the success page. You will know a subscriber made this indication based on the information in the "SCA Status" field.

Unsuccessful Transfer

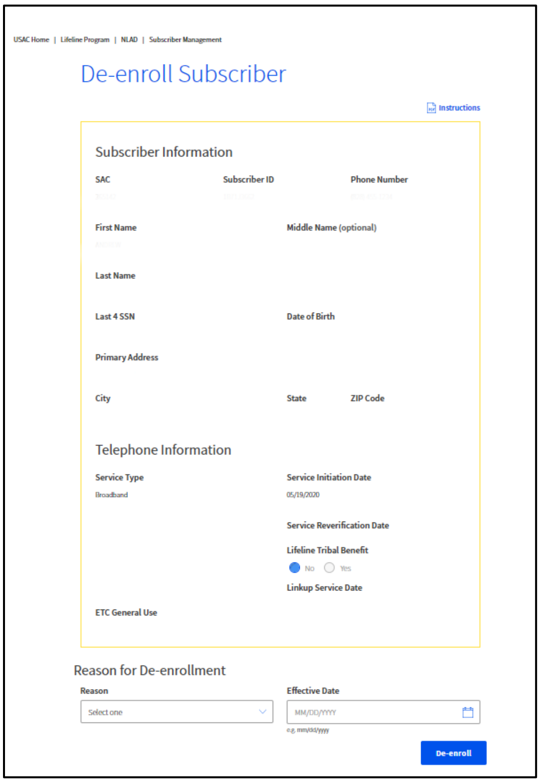
If a transfer is not successful, the system will display the relevant error messages at the top of the page. When applicable, the system may also provide a resolution ID.

NOTE: For Unsuccessful Transfer transactions, a Subscriber ID will NOT be automatically generated.
ETCs will first have to resolve the transaction failure(s) and complete the transaction successfully to obtain their subscriber's Subscriber ID.

De-Enroll Subscriber

The instructions below explain how to de-enroll a subscriber from NLAD.

Applies to the following: *ETC Analyst, ETC Administrator*



De-Enroll Subscriber Workflow

From the De-Enroll Subscriber workflow, you can search for a subscriber using their Phone Number or Subscriber ID, and de-enroll them from NLAD Production or NLAD Duplicate Resolution.

To navigate to the De-Enroll Subscriber workflow, click the De-Enroll Subscriber link from the Subscriber Management page.

De-Enroll Subscriber

NOTE: All fields are required unless labeled "optional."

1. **From the drop-down menu, select either Phone Number or Subscriber ID option via the Select Type drop-down menu.**
    a. **Phone Number**: If the Phone Number field is selected, enter the subscriber's Phone Number.
    b. **Subscriber ID:** If the Subscriber ID field is selected, enter the subscriber's Subscriber ID.

2. **Select the status of the subscriber in the De-enroll Type drop-down menu.**

a. **Production:** Select Production if the subscriber is an active subscriber in NLAD.
b. **Duplicate Resolution:** Select Duplicate Resolution if the subscriber is in the duplicate resolution process.

3. **Click Search.**
    a. If no valid match was found, the appropriate error message will be displayed.
        i. **Subscriber Not Found**: The subscriber does not exist in NLAD Production or NLAD Duplicate Resolution.
        ii. **This request cannot be processed:** This state is currently in the NLAD Duplicate Subscriber Resolution Process: The subscriber is undergoing Track 1 or Track 2 Duplicate Resolution and cannot be de-enrolled.
        iii. **This request cannot be processed**: Please e-mail USAC at LifelineSupport@usac.org: A request must be sent to LifelineSupport@usac.org due to more than one subscriber sharing the same phone number.
        iv. **This subscriber is currently undergoing duplicate resolution processing**: The subscriber is undergoing duplicate resolution and cannot be de-enrolled.
    b. If a matching subscriber is found, the subscriber's personal information will be displayed for your review.

4. **Verify the subscriber's record returned is the correct subscriber**.
    a. Any subscriber in Production can be de-enrolled.
    b. Only a subscriber in Track 1 or Track 2 Duplicate Resolution can be de-enrolled during the state's window to de-enroll.

5. **Select the reason for the subscriber's de-enrollment from the Reason for De-Enrollment drop-down menu.** The available options are:
    a. **Subscriber is deceased**: A Lifeline subscriber is deceased.
    b. **Leaving Lifeline Program**: A Lifeline subscriber opts out of the program, or is no longer eligible for benefits.
    c. **Failed to Recertify:** A Lifeline subscriber has not filed their annual recertification.
    d. **Non-Usage:** De-Enroll Non-Usage - when a Lifeline subscriber has not used their benefits for 30 days.

6. **Select a date from the Effective Date calendar**.

The effective date is the date that de-enrollment of the subscriber occurs with the ETC, and marks the last day of the subscriber's enrollment in the Lifeline program.

The effective date should be entered as a two-digit month, two digit day and a four-digit year (MM-DD-YYYY).

7. Click “***De-Enroll***” to de-enroll the subscriber from the Lifeline program.

Submit Resolution Request

The instructions, below, explains how to submit and check status on a resolution request sent to NLAD Customer Service (NCS).

Applies to the following: *ETC Administrators, ETC Analysts, and ETC Operations*

Submit Resolution Request Workflow

The Submit Resolution Request workflow allows you to check a rejected transaction by its resolution ID and submit a resolution request for review and potential override. Entering a resolution ID for an already submitted resolution request will return that request's details and current status.

To navigate to the Submit Resolution Request workflow, click the Submit Resolution Request link in the Subscriber Management section.

Submit a Resolution Request

1. **Enter the resolution ID into the Resolution ID field**.
2. Click **Search**.

If a corresponding transaction is found, the transaction details will be displayed in the Transaction Information section.

3. **Review the transaction information**.
4. **If you would like to resubmit the transaction instead of submitting a resolution request**, navigate to the appropriate transaction page and input the revised data and resubmit the transaction.

5. **Provide the details for all required fields to resolve the transaction**.

Please refer to the Dispute Resolution page for more information on how to complete a valid resolution request.

   a. **Agent Name/Agent ID**: Enter the agent name and/or ID who reviewed the subscriber's information.
   b. **Resolution Code**: Select the resolution code(s) that correspond with the documentation used to verify subscriber's information.
   c. **Resolution Request Description**: Add a description explaining why the rejection was an error (optional).

6. **Check the certification box**.
7. Click **Submit Resolution Request** to NLAD Customer Service.

Check Resolution Request Status

1. **Enter the resolution ID of an already-submitted resolution request into the Resolution ID field**.

2. Click **Search**.

If a corresponding resolution request is found, the resolution status and transaction details will be displayed in the Transaction Information section. The resolution status block, above the transaction details, will include:

a. **Resolution ID**: The resolution ID of the request.
b. **Transaction Type**: The type of transaction associated with the resolution ID.
c. **Error Message**: The error code or the rejected the transaction.
d. **Resolution Status**: The status of the resolution request.

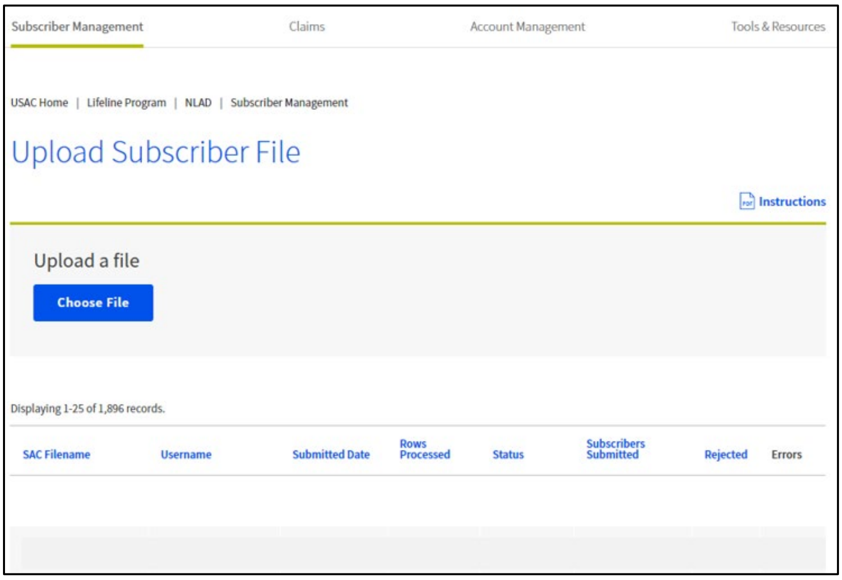
One of the following resolution statuses will be display:

i. **OPEN:** The case has been created for the resolution request.
ii. **IN_PROGRESS**: The case is currently being processed.
iii. **CLOSED_ACCEPTED**: The resolution request has been approved.
iv. **CLOSED_REJECTED:** The resolution request has been rejected.

Upload Subscriber File

The instructions below explain how to prepare a batch file that contains many transactions. They also detail how to use the Upload File page to upload a batch file, check on the status, and receive successful results.

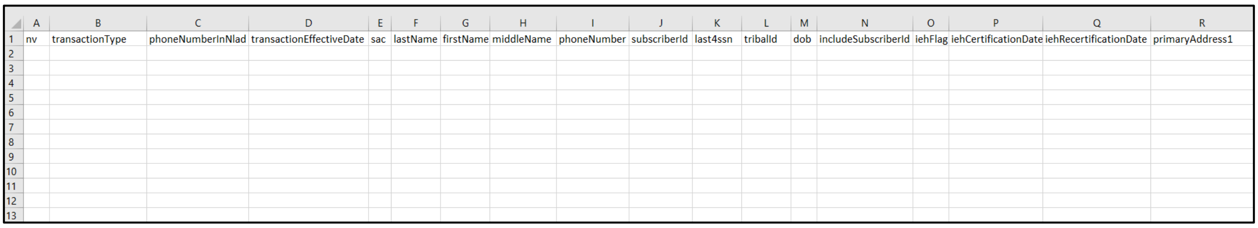
Applies to the following: *ETC Analyst and ETC Administrator*



Upload File Workflow

From the Upload File page, you may submit batch files to NLAD, which contain multiple transactions as separate rows in the file. You may also check on the status of your previously submitted batch files, and download the results of failed transactions for review and correction.

To navigate to the Upload File page, click on the Upload Subscriber in the Subscriber Management section.



Prepare Batch File

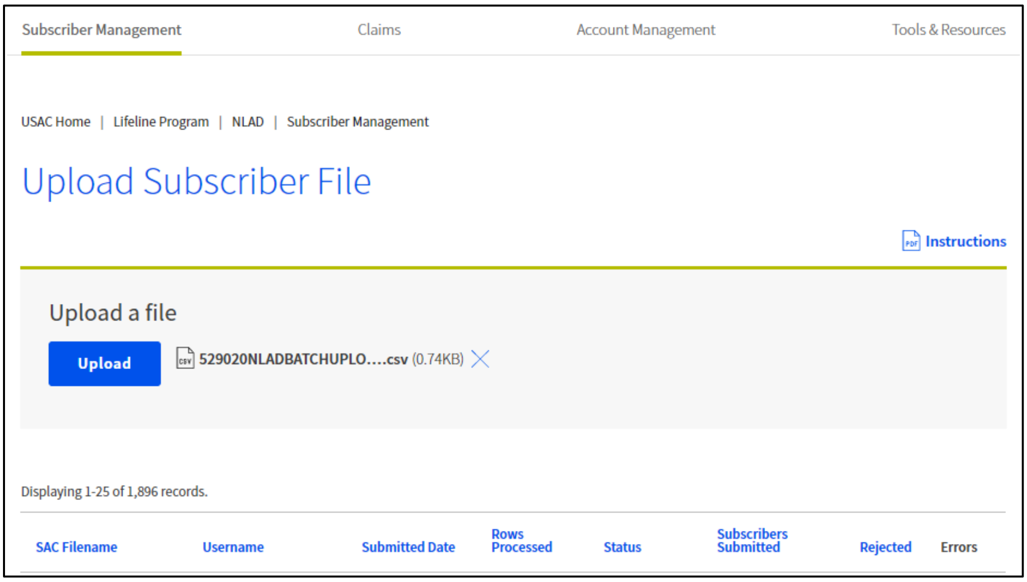
The file format for batch submissions is comma-separated values (CSV), where each row of the file is a separate transaction. Each row of the batch file is processed individually in the order it appears, from top to bottom. You may obtain a blank input template from USAC here.

For full descriptions of all input fields, including restrictions and requirement status, download the Field Descriptions spreadsheet from USAC here.

The batch file name must start with the six-digit SAC number, and end with a .csv extension. You may append additional alphanumeric characters tithe file name for your own reference, but you must compose the file name in this format: six-digit SAC number, hyphen, then up to 44 alphanumeric characters of your choice; for example, 999999-batch_99_NOV.csv.

The file name cannot contain the space character, or any of the following characters: \ /: *? " < > |

During initialization, the only available transactiontype is "enroll," and all transactions within the batch file must have the same SAC number, which must correspond tithe SAC number in the file name. During production, batch files may include mixed transaction types and SAC numbers.

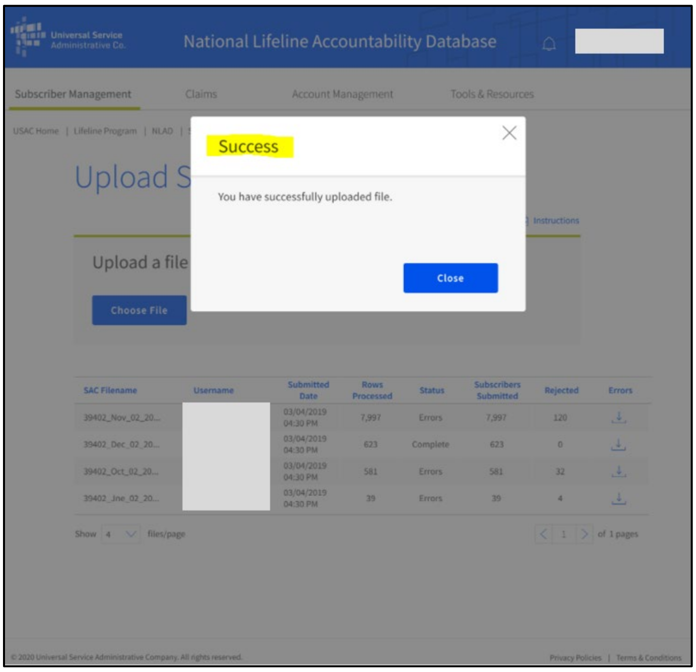


Upload Batch File

1. Click Choose File to launch your browser's file explorer.
2. Select the file that you would like to upload from your computer.
3. Once prompted, select the file from your computer and or click "Open" for the file to be loaded to NLAD.
4. Once a file has been pre-loaded to NLAD, click the "Upload" button for NLAD to review.
5. A success message will shortly appear to confirm that NLAD has received the uploaded file

Retrieve Batch Status and Feedback

The status and feedback of uploaded batch files is displayed in the Uploaded Files table. Refresh your browser to update the results. Results from small files will become available faster than the results from larger files. You do not need to remain logged in to keep a batch file processing; once uploaded, you may log out and return to the site at a later time to view the batch results.



Successful Upload

If the file has uploaded successfully, you will be notified at the top of the page with a success message. The status of each uploaded file can be viewed as a row in the Uploaded Files table. The status and feedback information is presented for the most recently uploaded subscriber files, with response information for the most recent batch in the top row.

No more than one entry will display for each batch file name. If you submit a batch file with the same name as a previous batch file, it will replace the corresponding row in the Uploaded Files table.

The status and feedback information is displayed under the following column headings on the page:

- **SAC-Filename** – The name of the batch file.
- **Username** – The name of the submitting user.
- **Submitted Date** – The date and time the file was submitted.
- **Rows Processed** – The total number of rows processed.
- **Status** – The status of the batch file.
  - Possible statuses are: Success, Rejected, Errors, or In Progress.
- **Subscribers Submitted** – The number of transactions the batch file contained.
- **Rejected** – The number of transactions that were rejected.
- Errors – This will contain either the reason why the file was rejected entirely, or a link to a CSV file that will contain the rejection information for every rejected transaction in the batch (if any).

The rejected-rows file is a CSV file that provides information about any failed transactions. NLAD will compose the rejected-rows filename with these elements: batch ID, the word "rejected", and the original filename (for example, 1250-rejected-999999-122013batch.csv). This file contains the following information for each transaction rejected by the system:

- **Batch Row Number** – The row number corresponding to the rejected transaction.
- **Phone Number** – The subscriber's phone number.
- **ETC General Use** – The ETC general use value.
- **Field Name** – The name of the field containing the offending data.
- **MSG_Code** – The message code associated with the rejection reason.
- **Error Message** – The full error message describing the rejection reason.

- **Error Data** – The offending data.
- **Resolution ID** – The resolution ID number assigned to the rejection (when applicable).

Unsuccessful Upload

If the file does not upload successfully, the system will generate an error message.
If the file type or file name is incorrect or invalid, the system will generate a message informing you that the file upload was not successful and the reason why. Typical error messages are:

- File not csv
- File name cannot have spaces
- File name less than 6 characters
- Not authorized to upload that SAC
- SAC does not exist or is not 6 digits

Displaying 1-1 of 1 records.

SAC Filename	Username	Submitted Date	Rows Processed	Status	Subscribers Submitted	Rejected	Errors
519905-feb14.csv		2014-03-20T17:06:...	45	ERRORS	45	45	

Show 25 records/page 1 of 1 pages

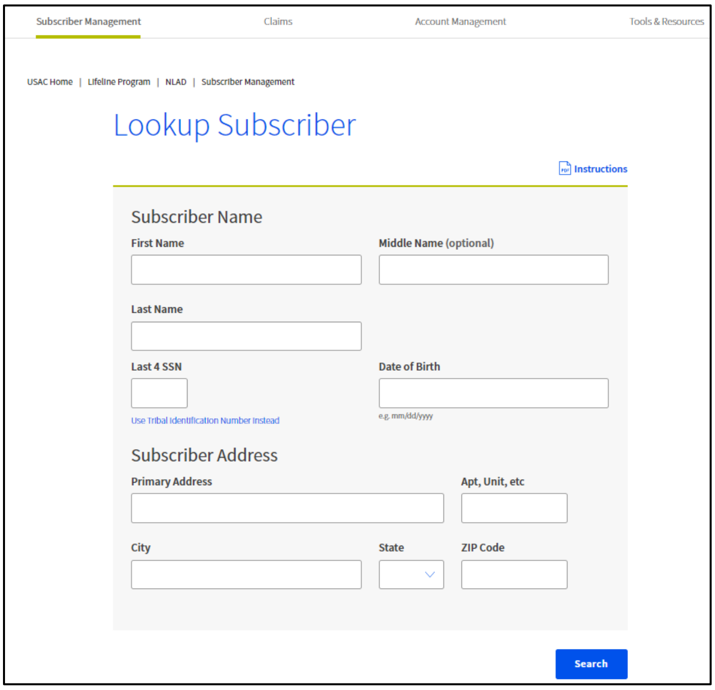
Retrieve Batch Status and Feedback

The status and feedback of uploaded batch files is displayed in the Uploaded Files table. Refresh your browser to update the results. Results from small files will become available faster than the results from larger files. You do not need to remain logged in to keep a batch file processing; once uploaded, you may log out and return to the site at a later time to view the batch results.

Lookup Subscriber

The instructions below explain how to lookup a consumer and check if the consumer or their address is already enrolled in NLAD.

Applies to the following: *ETC Analyst, ETC Administrator, and ETC Operations.*



Lookup Subscriber Workflow

From the Lookup Subscriber workflow, you can provide subscriber information and search NLAD to see if there are any NLAD subscribers with matching identity or address information in NLAD.

To navigate to the Lookup Subscriber workflow, click the Lookup Subscriber link located under the Subscriber Management section.

Lookup Subscriber

NOTE: All fields are required unless labeled "optional."

1. **Enter subscriber's personal information under the Subscriber Name section**:
   a. **First Name:**

   Enter the subscriber's first name into the First Name field. The First Name field cannot contain more than 50 alphabetic characters. This field also accepts the SPACE character and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

   b. **Middle Name (Optional):**

   Enter the subscriber's middle name into the Middle Name field. The middle name field cannot contain more than 50 alphabetic characters. . This field also accepts the SPACE character and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

   c. **Last Name:**

   Enter the subscriber's middle name into the Middle Name field (optional). The Middle

Name field cannot contain more than 50 alphabetic characters. This field also accepts the period (.) character (so an initial can be entered), the SPACE character, and the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í, Ñ, Ó, Ú, Ü, apostrophe ('), grave accent (`), hyphen (-), and dash (-).

d. **Last 4 SSN:**

Enter the last four digits of the subscriber's social security number in the Last 4 SSN field (required). The Last 4 SSN field will only accept four numeric characters and cannot be 0000.

NOTE: The subscriber's social security number (SSN) is preferred, but if it is not available, the system will accept the subscriber's Tribal Identification number or Tribal enrollment number (Tribal ID). In the event that a subscriber is in possession of a valid SSN and Tribal ID, only provide the Last 4 SSN.

i. **Use Tribal Identification Number Instead**:

Enter the subscriber's Tribal ID into the Tribal ID field (only required if SSN is not provided). The Tribal ID field cannot contain less than two alphanumeric characters or more than 20. This field also accepts the hyphen character (-).

e. **Date of Birth:**

Enter the subscriber's date of birth into the Date of Birth field. The date should be entered as a two-digit month, two-digit day, and four-digit year (MM/DD/YYYY). For example, **11/13/1956**. The date a birth cannot be a future date.

2. **Enter the subscriber's address information under the Subscriber Address section**.

a. **Primary Address:**

Enter the subscriber's address into the Primary Address field. The Primary Address field cannot contain more than 50 alphanumeric characters.

b. **Apt, Unit, etc:**

Enter the subscriber's secondary address information into the Apt, Unit, etc. field. This field is used if the subscriber's address contains a secondary descriptor and number.

For example, unit #3. The Apt, Unit, etc. field cannot contain more than 50 alphanumeric characters.

c. **City:**

Enter the subscriber's city in the City field. The City field cannot contain more than 50 alphabetic characters.

d. **State:**

Select the subscriber's state from the State drop-down menu. If the state selected is Puerto Rico, an optional Urbanization Code field is displayed.

e. **Zip Code:**

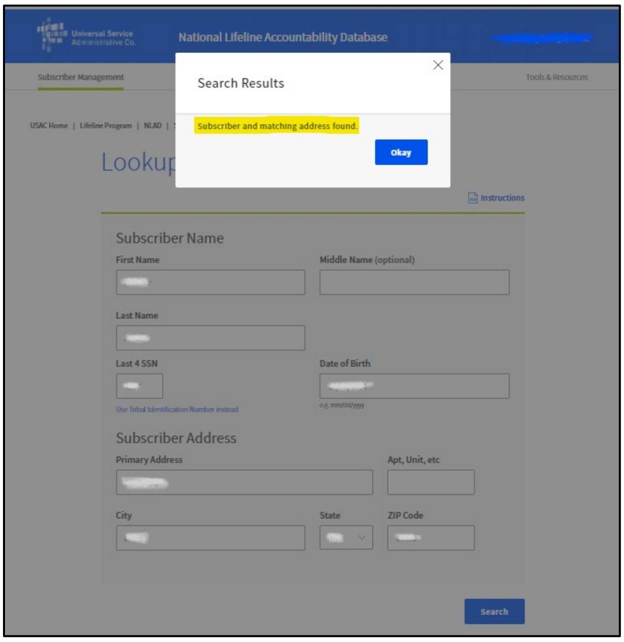
Enter the subscriber's ZIP code into the ZIP field. The ZIP field cannot contain less than five numeric characters, and no more than nine numeric characters.

f. **Urbanization Code [For Puerto Rico] (optional):**

Enter the Urbanization code into the Urbanization code field. The urbanization code cannot be more than 50 characters and accepts the following special characters: á, é, í, ó, ú, ü, ñ, Á, É, Í,Ñ, Ó, Ú, Ü and SPACE character.

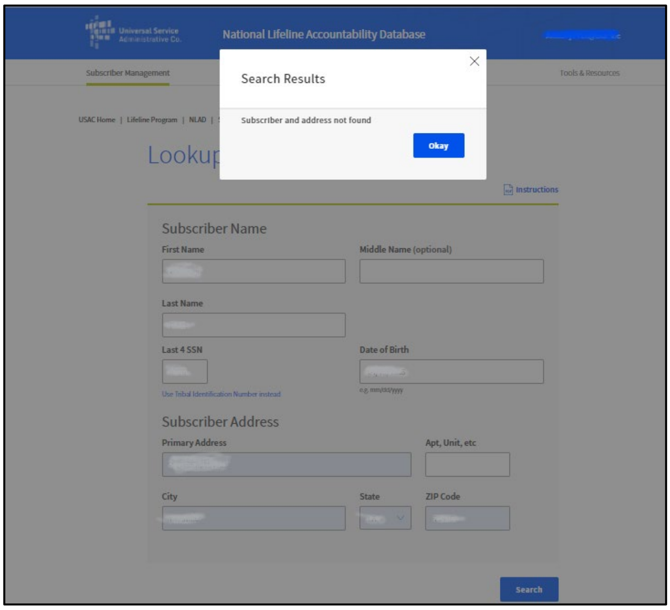
3. Click **Search**.

Addresses are validated through the AMS system. Upon validation, the AMS system will reformat the address and search the national database for a single, matching address. If a match is found, the address will be accepted. If a match is not found, the system will reject the entry with an error message.



Successful Search

The search will look for a matching phone number, address, or subscriber ID, and return any matches in the Search Results section.



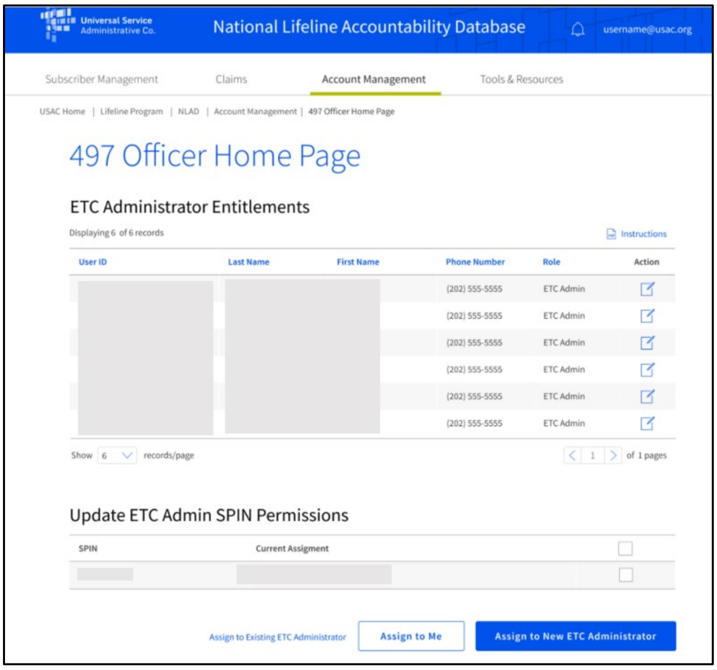
Unsuccessful Search

If the search finds no matches at all, the system will display "Subscriber not found."

497 Officer Homepage

The instructions below explain how to create and manage ETC Administrator accounts.

Applies to the following: *497 Officer*



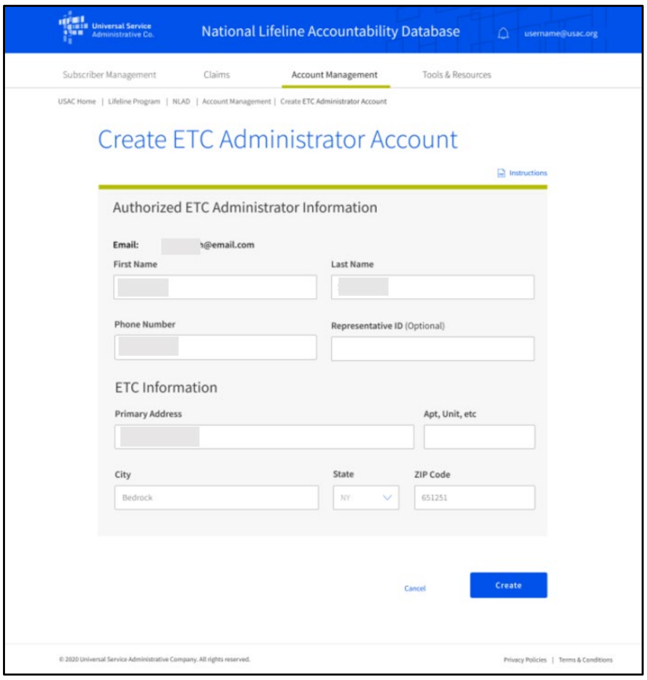
497 Officer Homepage Workflow

From the 497 Officer Homepage workflow, you can promote an existing NLAD account to ETC Administrator or create a new ETC Administrator account. You can also manage ETC Administrator accounts, which includes updating an account's information, resetting passwords, and deactivating the account.

An ETC Administrator has access to functions that allow them to create and manage NLAD Subaccounts and NLAD API Accounts. ETC Administrators can also perform subscriber transactions, retrieve reports, and access the National Verifier.

You can control which service provider identification numbers (SPINs) associated with your 497 Officer account are bestowed upon ETC Administrator accounts you create or manage. The SPINs for your 497 Officer account are listed below the entitlements table, in the section titled "Update ETC Admin SPIN Permissions."

If you do not see any SPINs, or do not see the appropriate SPINs, contact USAC at LifelineProgram@usac.org. To navigate to the 497 Officer Home Page, select the 497 Officer Home Page link from the Account Management section.



Assign/Create an ETC Administrator

NOTE: All fields are required unless labeled “optional.”

1. **Select the SPIN(s) you want to assign from the “Update ETC Admin SPIN Permissions” table**.

2. **Select one of the options below the table to indicate if you want to assign a new administrator, the administrator role to yourself, or assign to an existing administrator.**
   a. **Assign to New ETC Administrator:** The “Assign to New ETC Administrator” button allows you to assign someone without an existing NLAD account.
   b. **Assign to Me:** The “Assign to Me” button allow you to make yourself the ETC Administrator for the selected SPIN(s).
   c. **Assign to Existing ETC Administrator:** The “Assign to Existing ETC Administrator” button allows you to assign to someone with an existing ETC Administrator account.

3. **Enter the email address for the account you want to set as the ETC Administrator in the Email Address and the Confirm Email Address fields**.

4. **Click Search to locate the account information**.
   a. If assigning to a new ETC Administrator, continue to step 5.
   b. If assigning to an existing ETC Administrator, continue to step 8.

5. **Enter the new user's account information into the Authorized ETC Administrator Information section.**
   a. **First Name:** Enter the user's first name into the First Name field.
   b. **Last Name:** Enter the user's last name into the Last Name field.
   c. **Phone Number:** Enter the user's phone number into the Phone Number field. The telephone number must be exactly ten, numeric-characters long.
   d. **Representative ID (Optional):** Enter the user’s Representative ID into the Representative ID field.

6. **Enter the relevant company information in the ETC Information section.**
    a. **Primary Address**: Enter the company's street address in the Company Physical Address fields. Enter the company's city in the City field.
    b. **Apt, Unit, etc**. (optional): Enter the company's APT/Unit information into the Apt, Unit, etc. field.
    c. **City**: Enter the company's city in the City field.
    d. **State**: Select the company's state from the State drop-down menu.
    e. **Zip Code**: Enter the company's ZIP code in the ZIP Code field.

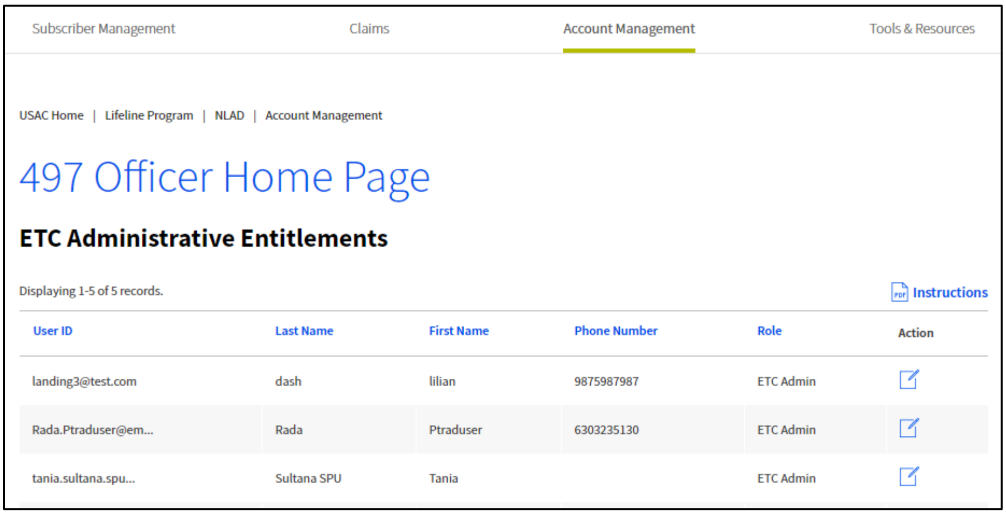
7. **Click Create to create the ETC Administrator account.**

8. **Enter the ETC Administrator's Representative ID (optional).**

9. **Select the Submit button to assign the existing user as ETC Administrator for the SPIN(s**).

10. **Your ETC Administrator account has now been assigned**.

You will be returned to the 497 Officer Home Page. Review the ETC Administrator Entitlements table to see the new assignments.



ETC Administrator Entitlements

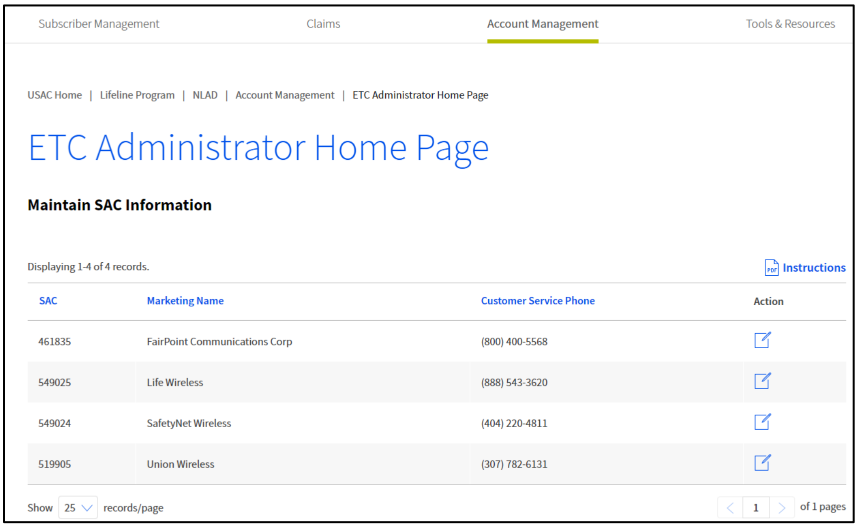
If you have an ETC Administrator created/associated to your account, you will see them listed in the ETC Administrator Entitlements table.

Click Edit next to the ETC Administrator account you wish to change to be taken to the Update ETC Administrator Account page.

ETC Administrator Home Page

This article explain how to use the ETC Administrator home page to update SAC information for all SACs that pertain to that Administrator.

Applies to the following: *ETC Administrator*



Administrator Workflow

NOTE: All fields are required unless labeled “optional.”

From the ETC Administrator home page, you can change SAC information for SACs that pertain to your account, including Marketing Name, and Customer Service Number. This page contains an editable table listing all the SACs associated with your account.

To navigate to the ETC Administrator home page, click the ETC Administrator Home Page link from the Account Management section.

Maintain SAC Information

NOTE: All fields in the table must contain values before you can apply any updates.

To edit a field, click on the edit button located under the “Action” column.

1. **Enter SAC level information into the Maintain SAC Information section**.

When making changes to a particular row, the SAC number in that row will be bolded until you apply those changes.

   a. **Marketing Name**: Enter the company's Marketing Name into the Marketing Name field and press the "Enter" key on the keyboard. Cannot contain more than 64 characters.
   b. **Customer Service Phone Number**: Enter the company's Lifeline Customer Service Phone Number into the Lifeline Customer Service Phone Number field and press the "Enter" key on the keyboard. Must be exactly 10 numeric characters.

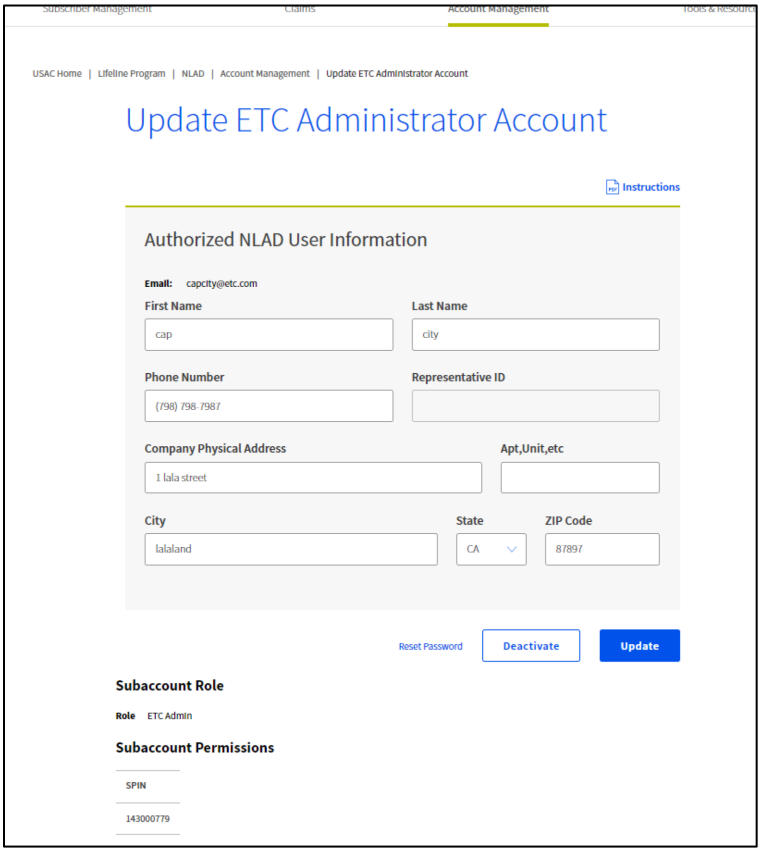
2. Click **Save**.

To discard these changes, press the “X” button located next to “Save.

Update ETC Administrator Account

The instructions below explain how to update an ETC Administrator via the 497 Office Homepage.

Applies to the following: *497 Officer*



Update ETC Administrator Account Workflow

From the Update ETC Administrator Account Page you can update, deactivate, and/or reset the password of the selected ETC Administrator.

You can only arrive at the Update ETC Administrator Account page through the 497 Officer Home Page.

NOTE: All fields are required unless labeled “optional.”

1. **Click the update button from the Actions column via the ETC Administrative Entitlements table**.

2. **Update authorized user information from the Update ETC Admin Account page.**

The following fields are available to be updated (optional):

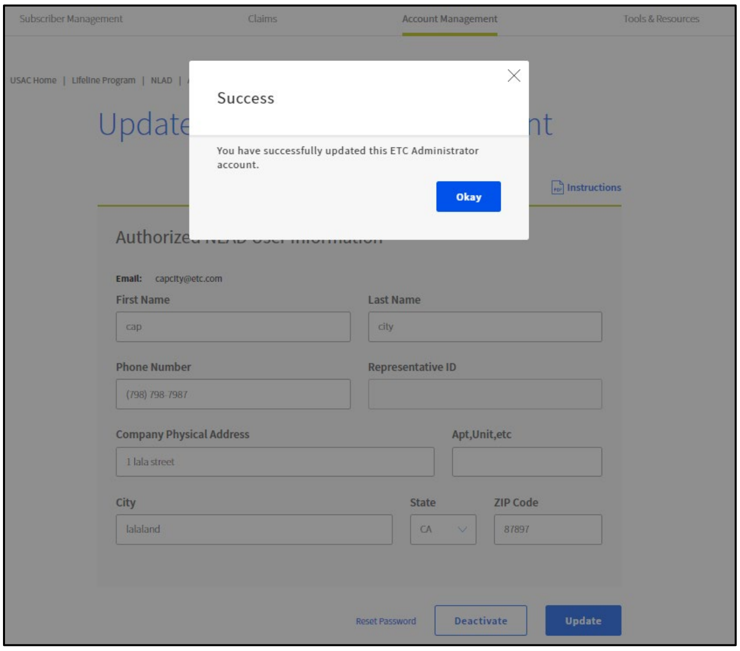
a. **First Name:** Enter the user’s first name into the First Name field. (Can only be edited if a Representative ID is not linked.)
b. **Last Name:** Enter the user’s last name into the Last Name field. (Can only be edited if a Representative ID is not linked.)
c. **Phone Number:** Enter the user’s telephone number into the Phone Number field. The telephone number must be exactly ten, numeric-characters long.
d. **Company Physical Address:** Enter the company’s street address into the Company Physical Address fields.

e. **Apt, Unit, etc. (optional):** Enter the company's Apt/Unit information into the Apt, Unit, etc. field.
f. **City:** Enter the company's city in the City field.
g. **State:** Select the company's state from the State drop-down menu.
h. **Zip Code:** Enter the company's zip code in the ZIP code field.

3. **Select the appropriate command to complete the update on the selected ETC Admin Account.**

The following options are available to select from:

a. **Update:** This selection allow users to update the account to reflect the new and or updated information.
b. **Deactivate:** This selection allow users to deactivate the selected account from NLAD.
c. **Reset Password:** This selection resets the existing password credentials for the selected account.



Successful Update

Users will notice a "Success" window appear immediately after successfully updating the ETC Admin account.

NOTE: Should users select "Deactivate" or "Reset Password" options, a confirmation command prior to a successful deactivation or password reset request.

Create/Manage ETC API Account

The instructions below explain how to create or manage Application Programming Interface (API) accounts in NLAD.

Applies to the following: *ETC Administrator*.

Create/ Manage ETC API Account Workflow

NOTE: All fields are required unless labeled "optional."

From the ETC API Account workflow you can create and update ETC API account(s). All SPINs associated with your ETC Administrator account will be bestowed to any ETC API account you create from this page. The SPINs for your ETC Administrator account are listed in the SPIN Permissions section.

If you do not see any SPINs, or you do not see the appropriate SPINs/number of SPINs, contact USAC at LifelineProgram@usac.org.

To navigate to the Create ETC API Account page, click the Create ETC API Account link from the Account Management section.

Create an ETC API Account

1. **Enter the Authorized ETC API Technical Contact Information.**
   a. **Email Address:**

   Enter the technical contact's email address into the Email Address field.
   b. **First Name:**

   Enter the technical contact's first name into the First Name field.
   c. **Last Name:**

   Enter the technical contact's last name into the Last Name field.
   d. **Company Name:**

   Enter the technical contact's company name into the Company Name field.
   e. **Company Address:**

   Enter the technical contact's company address into the Company Address field.
   f. **City:**

   Enter the technical contact's company city into the City field.
   g. **State:**

   Enter the technical contact's company state into the State field.
   h. **ZIP Code:**

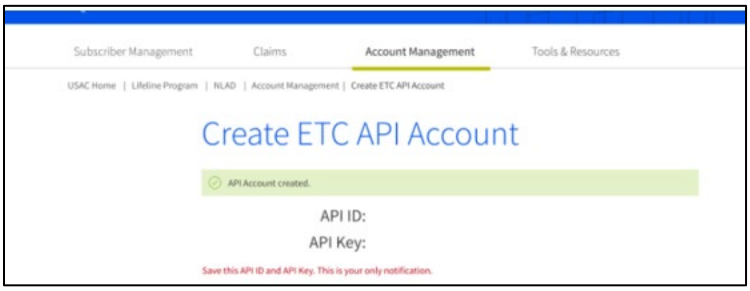
   Enter the technical contact's company ZIP code into the ZIP Code field.
   i. **Telephone Number:**

   Enter the technical contact's phone number into the Phone Number field.

2. **Click "Create" to create the ETC API account**.

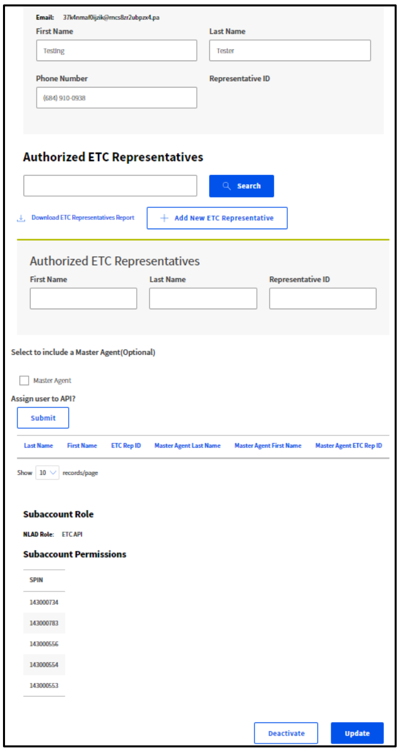
To view or manage ETC API accounts, click Manage NLAD Subaccounts from the Account Management section.

ETC API Account Created



Take note of the API ID and API Key**. You will not have another opportunity to record this information** in the future.

Manage ETC API Account Workflow



Users can managed ETC API account(s) via the Manage Subaccounts workflow under the Account Management section. When updating an ETC API account, users can deactivate the account or update it. Updating includes managing the technical contact information and linking or unlinking representatives to/from the API account.

1. **Click "Manage Subaccounts" via the Account Management section**.

2. **Select by either searching by email or clicking "view all subaccounts" to access the ETC API account**.
   a. **Search by Email**:

      For API accounts, users should search by the API ID to access the ETC API account. Enter the API ID in the "Search by Email" field. Click search and you will re-directed to the update subaccount page.
   b. **View all subaccounts**:

      If you cannot find the API ID, the drop-down table will list all authorized subaccounts. ETC API accounts will be associated with "ETC API" listed under the Role column. To manage or update the ETC API account, click on the action button to be redirected to the update subaccount page.

Update ETC API Account's Authorized User Information

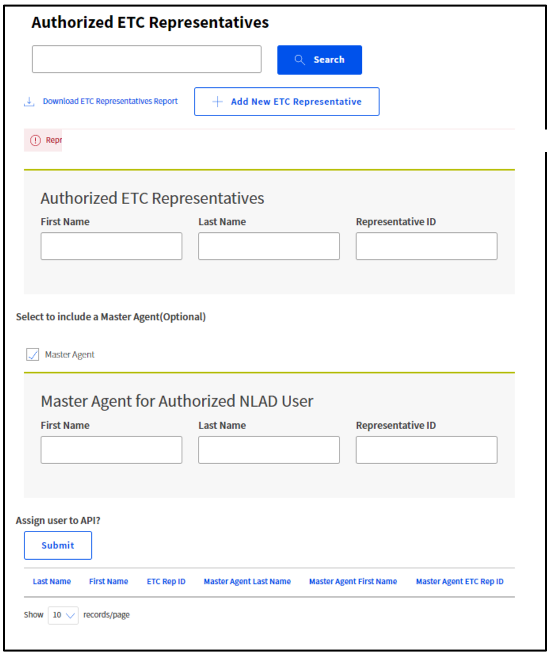
1. **Update the appropriate fields from the following available options**:
   a. **First Name**:

   Enter the technical contact's first name into the First Name field.
   b. **Last Name**:

   Enter the technical contact's last name into the Last Name field.
   c. **Phone Number**:

   Enter the technical contact's phone number into the Phone Number field.

2. **Click Update**.



Linking Representative to ETC API Account

On the Update ETC API Account page, Administrators can search for linked representatives, link new representatives to the API account, or unlink representatives from the API account. It is also possible to download a report of all representatives link to the API account.

- **Search for a linked representative.**

  Enter up to two criteria into the search box and select "Search" to find a linked representative. For example, enter the representative's first and last name, or last name and Representative ID. Alternatively, enter just a first or last name or just a Representative ID.

- **Link a representative.**
  Select the "Add New ETC Representative" button to add a new authorized ETC Representative. You must enter the first and last name and Representative ID of the representative you wish to link to your API ID. You can optionally provide Master Agent information.

  NOTE: A Master Agent is an individual that contracts directly with the Eligible Telecommunication Carriers (ETCs) and oversees or manages a team of people working to complete Lifeline enrollments. Only a Master Agent should be selected if they should be associated with the API ID.

- **Unlink a representative.**
  You can unlink a representative by locating them in the “Authorized Representatives for this API ID” table, selecting the checkbox next to their information, and then selecting the Remove button below the table.

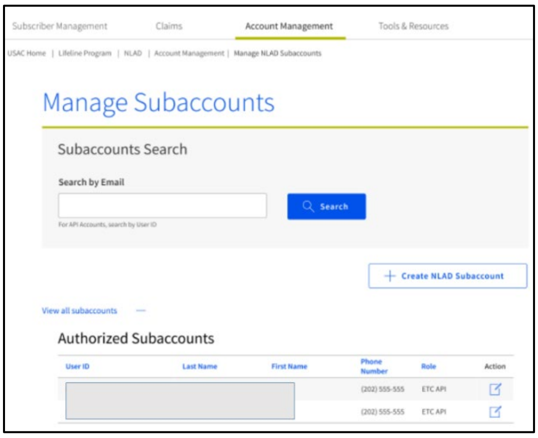
- **Review Linked Representatives**

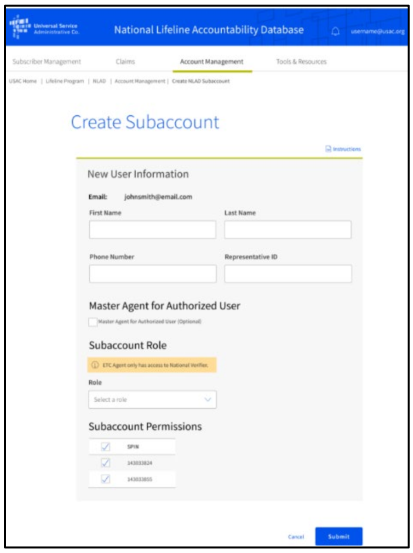
You can review representatives linked to the API account in two ways: 1) by reviewing the “Authorized Representatives for this API ID” table, or 2) by selecting the button to “Download ETC Representative Report.”

Manage Subaccounts

The instructions below explain how to create, add and manage ETC Operations, ETC Analyst, and ETC Agent subaccounts in NLAD.

Applies to the following: ETC Administrator.





Manage Subaccount Workflow

From the From the Manage Subaccount workflow, you can view all ETC Operations, ETC Analyst, ETC Agent, and ETC API accounts you have assigned/created, deactivate the accounts, or reset the password for ETC Analyst, ETC Operations, and ETC Agent accounts.

To navigate to the Manage Subaccount page, click the Manage Subaccount link from the Account Management section. For detailed information pertaining to create an ETC API account, please visit the Create/ Manage ETC API workflow instructions.

Assign/Create New Subaccount

1. **Click "New Subaccount" at the bottom of the page. This will re-direct you to the Create Subaccount Page**.

2. **Enter, confirm, and submit the email address of the new authorized user**.

3. **Enter the New User Information. The following fields will be available to edit**:
    a. **First Name:** Enter the user's first name into the First Name field. The First Name field cannot contain more than 50 alphabetic characters. This field also accepts the SPACE character and the following special characters: apostrophe ('), grave accent (`), and hyphen (-).

    b. **Last Name:** Enter the user's last name into the Last Name field. The Last Name field cannot contain more than 50 alphabetic characters. This field also accepts the SPACE character and the following special characters: apostrophe ('), grave accent (`), and hyphen (-).

c. **Phone Number:** Enter the user's phone number into the Phone Number field. The telephone number must be exactly ten numeric characters long. For example, 123-555- 5555.

d. **Representative ID:** Enter the representative's REPID into the Representative ID field.

4. **Select the checkbox to include a Master Agent** (optional). This option requires the first and last name and Representative ID of the Master Agent associated with the authorized subaccount.

   NOTE: A Master Agent is an individual that contracts directly with the Eligible Telecommunication Carriers (ETCs) and oversees or manages a team of people working to complete Lifeline enrollments.

   Only a Master Agent should be selected if they should be associated with the authorized subaccount.

5. **Assign the new user one of the following subaccount roles:**
   a. **ETC Agent:** This user role has access to and can create applications in the National Verifier.

   b. **ETC Analyst:** This user role has access to view and carry out transactions in NLAD and the National Verifier.

   c. **ETC Operations:** This user role has access to generate reports and look up subscribers in NLAD.

6. **Assign the new user Subaccount permissions**.

Choose which SPIN(s) you would like the new subaccount user to access.

7. **Review the New User Information and click Submit**.

Update Subaccount

In the Authorized Subaccounts section, click Edit next to the account you wish to change to be taken to the Update Subaccount page, where the selected subaccount can be deactivated, or a selected subaccount can have its password reset.

1. **Under "Authorized Subaccounts" section, click the edit button under the action column to be directed to the Update Subaccounts page**.

2. **Update the authorized subaccount user information. If you do not wish to update a subaccount, continue to step 3**.
   a. The following fields can be updated for the authorized subaccount:
      i. **First Name:**

Enter the user's first name into the First Name field. The First Name field cannot contain more than 50 alphabetic characters. This field also accepts the SPACE character and the following special characters: apostrophe ('), grave accent (`), and hyphen (-).
Note: First Name can only be updated if a Representative ID is not linked to the subaccount.

ii. **Last Name:**

Enter the user's last name into the Last Name field. The Last Name field cannot contain more than 50 alphabetic characters. This field also accepts the SPACE character and the following special characters: apostrophe ('), grave accent (`), and hyphen (-).

Note: Last Name can only be updated if a Representative ID is not linked to the subaccount.

iii. **Phone Number:**

Enter the user's phone number into the Phone Number field. The telephone number must be exactly ten numeric characters long. For example, 123-555- 5555.

b. Click **Update.**

3. **If you do not wish to update the subaccount user information, select one of the following options**:

a. **Deactivate**:

Click "deactivate" to remove the authorized permissions for this subaccount to utilize in NLAD.

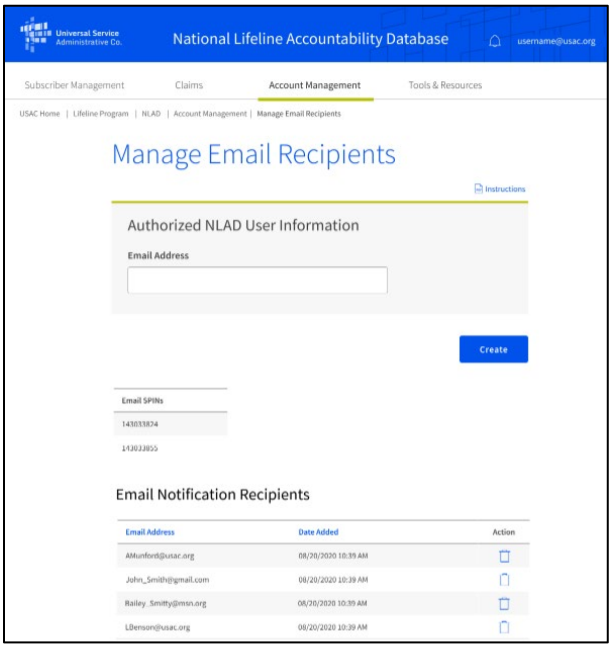
b. **Reset Password**:

Click "reset password" to reset the existing password credentials saved for the authorized subaccount user.

Manage Email Recipients

The instructions below explain how the ETC Administrator can utilize the Manage Email Recipients workflow to create and remove email notification recipients of batch uploads and benefit transfers.

Applies to the following: *ETC Administrator.*



Manage Email Recipients Workflow

From the Manage Email Recipients workflow, you can view all the active email notification recipients, assign/create a recipient, and remove their accounts.

All SPINs associated with your ETC Administrator account are bestowed to any email notification recipients you create or assign from this page. The SPINs your ETC Administrator account has are listed in the section called "Email SPINs." If you do not see any SPINs, or you do not see the appropriate SPINs/number of SPINs, contact USAC at LifelineProgram@usac.org.

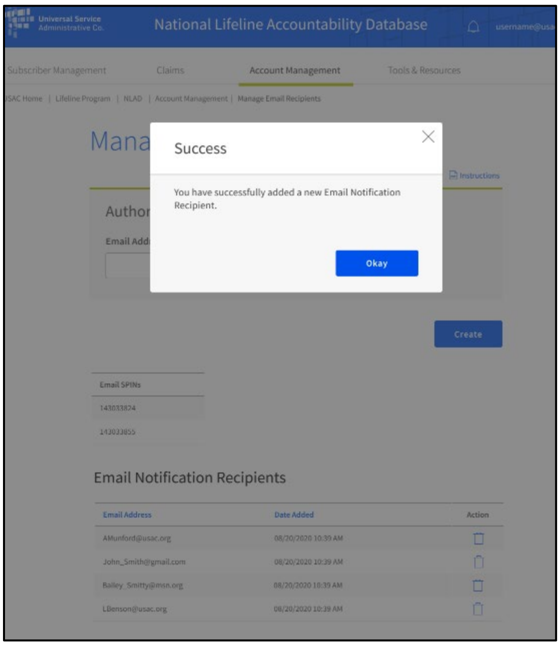
To navigate to the Manage Email Recipients page, click the **Manage Email Recipients** link from the **Account Management** section.

Assign/ Create Email Notification Recipient

NOTE: All fields are required unless labeled "optional."

1. **Enter user's email address into the Email Address field.**
2. **Click Create.**

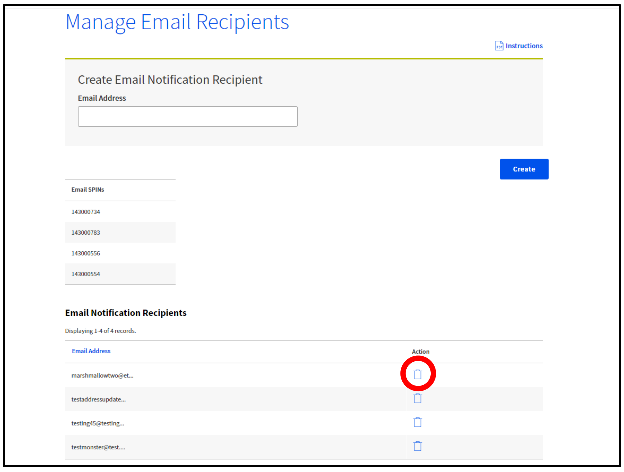
Your email notification recipient has now been created, and a confirmation email will be sent to the user's email address.



Email Address Confirmation

Recipients must confirm their email address to start receiving notifications. By clicking on the link embedded in the confirmation email, the recipient will officially opt in.

Confirmation emails will only be sent to recipients when they are assigned to receive notifications for the first time. If additional SPINs notifications are assigned, the email recipient account will be updated.



Remove Email Notification Recipient

From the **Manage Email Recipients** page, click the trash box under the “Action” column next to the account you wish to discard. Removing a recipient will disable **ALL** SPINs notifications the user is assigned.

Opt-out of Email Notifications

Recipients have the option to unsubscribe from email notifications they've been assigned to. Each batch upload and benefit transfer email notifications will include an embedded link to "Unsubscribe" from future email notifications.

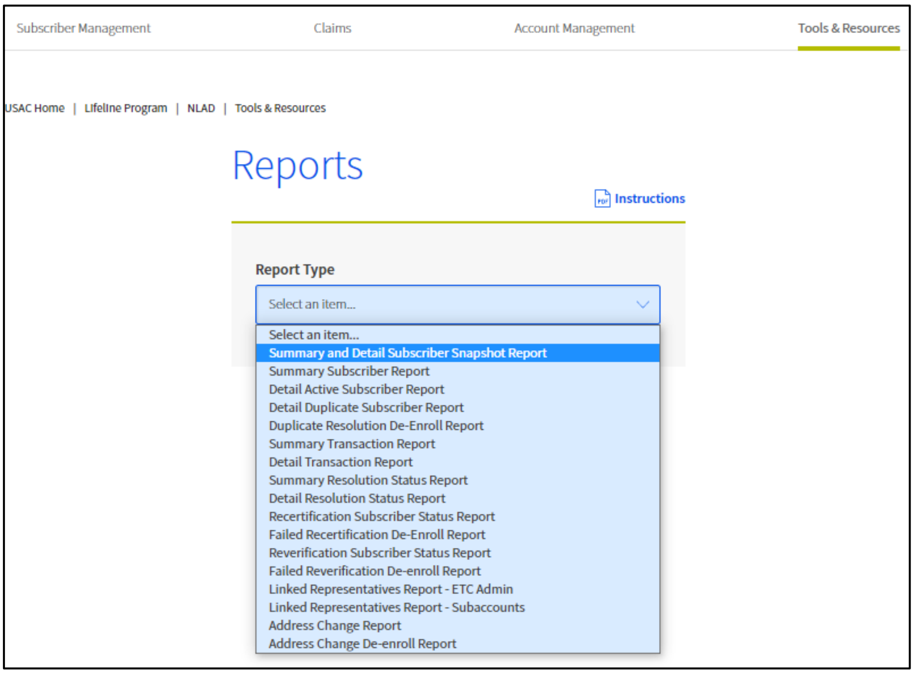
A recipient that chooses to unsubscribe will disable **ALL** SPINs notifications the user is assigned to.

> The National Lifeline Accountability Database (NLAD) has completed processing the batch file named 3
> you did not request this action be taken, please contact the NLAD Team at NLADsupport@usac.org.
>
> Sincerely,
> The NLAD Team
> Universal Service Administrative Company
>
> Click here to unsubscribe from all NLAD batch and transfer email notifications.

Reports

The instructions below explain and detail how to access and utilize all reports in NLAD.

Applies to the following: *ETC Administrators, ETC Analysts, and ETC Operations*



Reports Workflow

To navigate to the Reports workflow, click on the Reports link in the Tools & Resources section of NLAD. From the Reports workflow, you can select from many available report options. All report categories (except Duplicate Subscriber and Recertification) are available in two different report types:

- **Summary Reports**: Provide counts of records that fall within the specified parameters.
- **Detail Reports**: Return the full records along with other relevant reporting fields.

NOTE: Report data is limited to the SACs associated with your account.

Steps to Generate Reports in NLAD

NOTE: All fields are required unless labeled "optional." Specific instructions for each report can be found below under the Report Categories section.

1. **Select a report to generate from the "Report Type" field**.
2. **Select criteria for all required filters**.
3. **Click "Submit."**

Common Filters to Generate Reports

Filter Name:	Description of Field:
Report Type	• Field allows you to select on a specific report available in NLAD
SAC(s)	• Drop-down field option allowing you to select one or many SAC(s) in NLAD
SPIN(s)	• Drop-down field option available in a few reports in NLAD allowing you to select one of more SPIN(s)
Start Date	• Date which you would like the report to begin
End Date	• Date which you would like the report to end

Report Categories:

NLAD Reports are broken up into the following nine different categories:

1. **Subscriber Snapshot Reports:** Display a monthly snapshot of active NLAD subscribers (taken on the 1st day of every month at 6 am ET).

2. **Subscriber Reports:** Contain all active NLAD subscribers.

3. **Duplicate Subscriber Reports**: Contain duplicate records identified and resolved during the duplicate resolution process.

4. **Transaction Reports**: Contain all subscribers' transactions performed in NLAD.

5. **Resolution Status Reports**: Contain the status of dispute resolution requests.

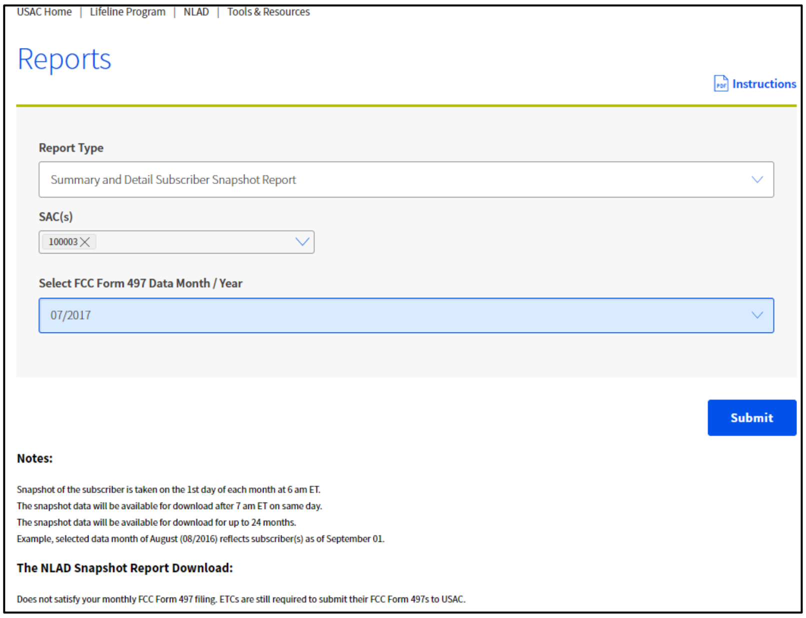
6. **Recertification Reports**: Contain the status of subscribers' eligibility to continue receiving Lifeline after undergoing the annual recertification process.

7. **Reverification Reports**: Contain the status of subscribers' eligibility to continue receiving Lifeline after undergoing the reverification process.

8. **Linked Representatives Reports**: Contain information on representatives linked to the Admin or Officer's SPINs. **NOTE**: these reports are only available to ETC Administrators and 497 Officers.

9. **Address Change Reports**: Contain the status of subscribers undergoing an address resolution after updating their address.

Subscriber Snapshot Reports:



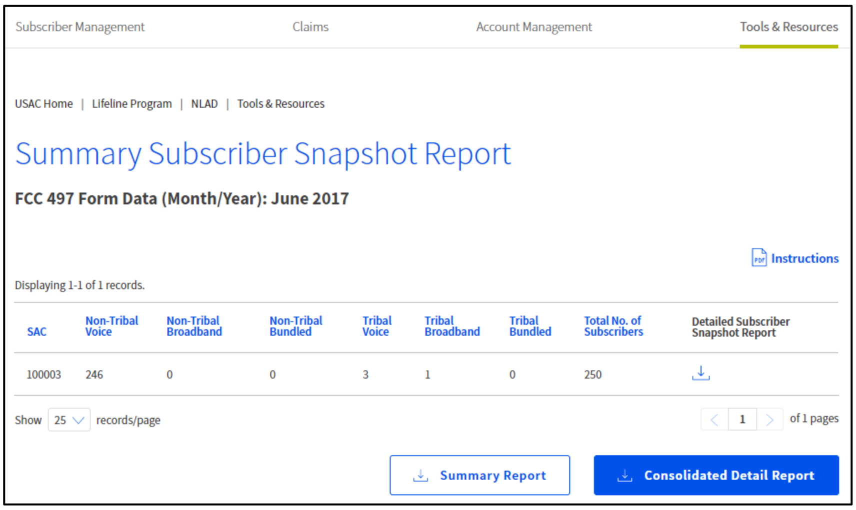
Summary and Detail Subscriber Snapshot Report

The Summary and Detail Subscriber Snapshot Report details the total count of active subscribers per SAC for a selected data month.

> **NOTE:** The snapshot is taken at 6 am ET on the 1st day of the month, and will be available to download after 7 am ET on the same day. Subscriber Snapshot Reports for prior data months will be accessible in NLAD for a period up to 24 months.

Report Filter Definitions

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Select FCC Form 497 Data Month/Year	The data month that the snapshot applies to.



Interpret Summary and Detail Subscriber Snapshot Report

On the 1st day of each month at 6 am ET, the NLAD system will take a Snapshot of carriers' prior month's active subscribers' data.

Transactions performed in NLAD after the 6 am ET cutoff time will be accounted for in the following month's Subscribers Snapshot Report. The monthly Subscriber Snapshot Report can be viewed at the summary and detail level:

1. **Summary Subscriber Snapshot Report**:

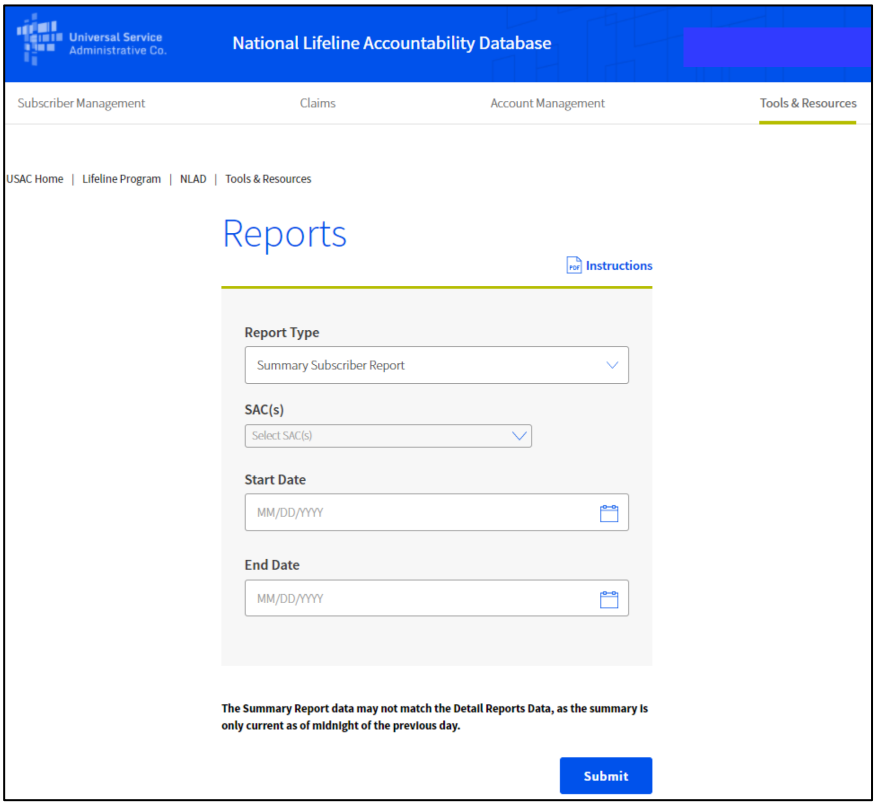
   Total count of Tribal and Non-Tribal subscribers per SAC for a selected Data Month.

2. **Detail Subscriber Snapshot Report**:

   Listing of all active subscribers' records per SAC for a selected Data Month.

   NOTE: Within the Subscriber Snapshot Report, carriers can download CSV files both a Summary and the Detail Subscriber Snapshot Report. Additionally, carriers can also download a Consolidated Detail Report (CSV file) to pull a listing of all current active Subscribers for the selected SAC(s).

Subscriber Reports:



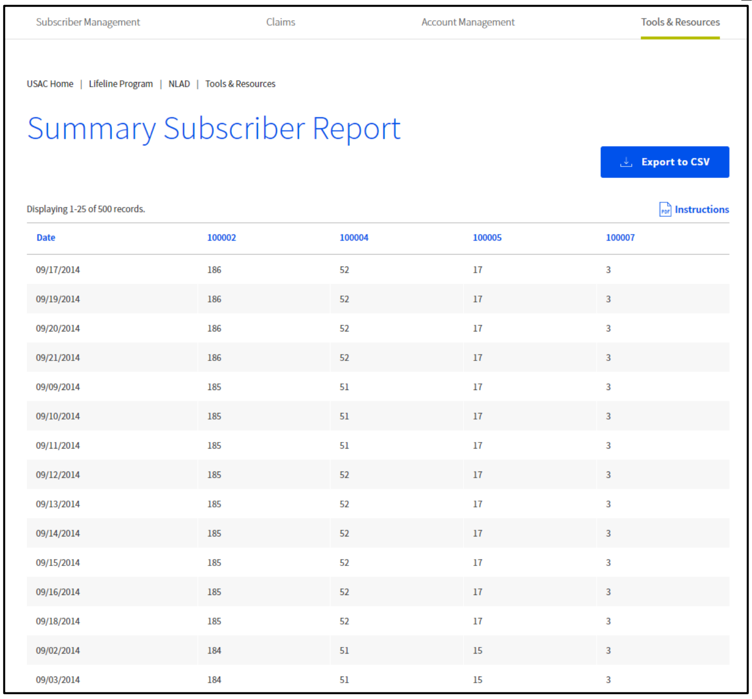
Summary Subscriber Report

The Summary Subscriber Report shows the total number of subscribers on every day within a specified range of dates for the selected SACs.

NOTE: Summary reports are based on data that is updated at the end of each day.

Report Filter Definitions

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Start Date	Date which you would like the report to begin
End Date	Date which you would like the report to end

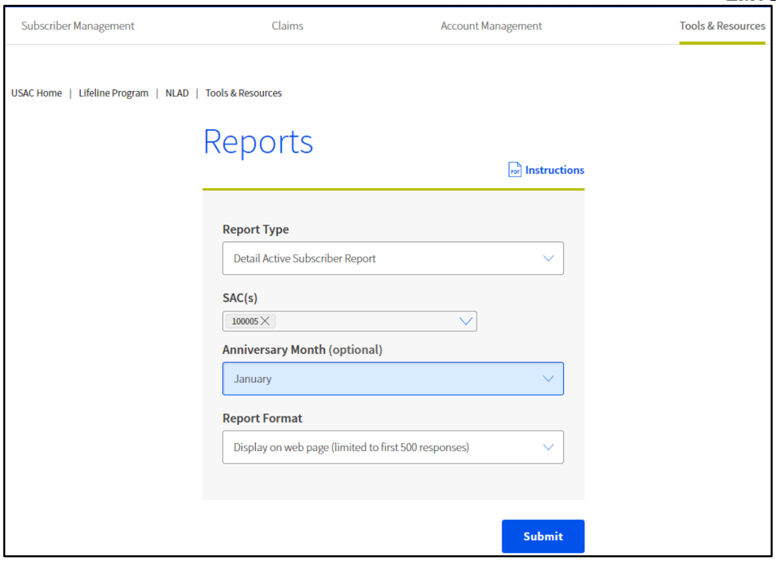


Interpret Summary Subscriber Report

Each column will represent the SACs you selected, and will include the total count of subscribers for that SAC on the corresponding date given in the Date column.

For example, if you select two SACs, 999999 and 999998, and set the date range as 01/01/2014 to 01/02/2014, you would get a report that looked like this:

Date	999999	9999998
01/01/2014	55	122
01/02/2014	59	103

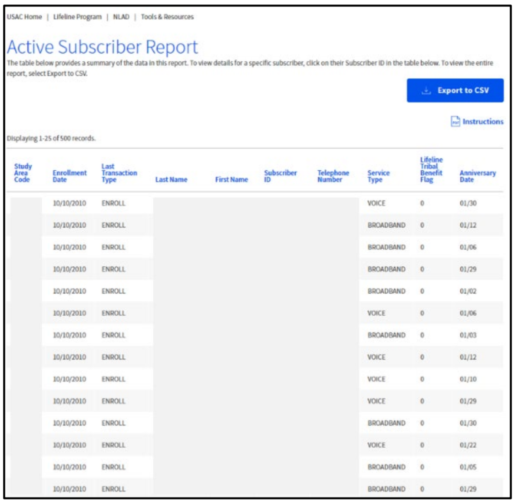


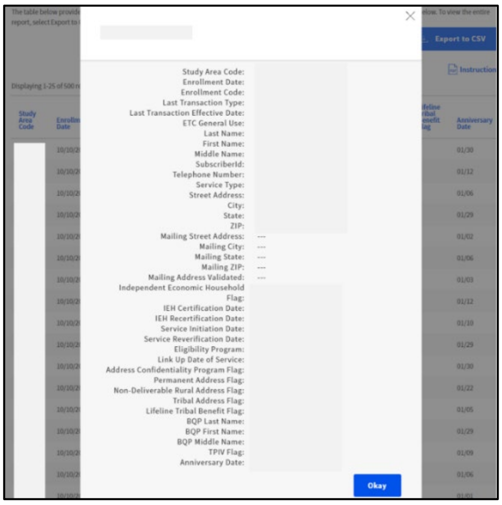
Detail Active Subscriber Report

The Detail Active Subscriber Report shows all active subscriber records for a specified SAC.

Report Filter Definitions

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Anniversary Month	If selected, will show only records of subscribers who are due for recertification for the specified month.





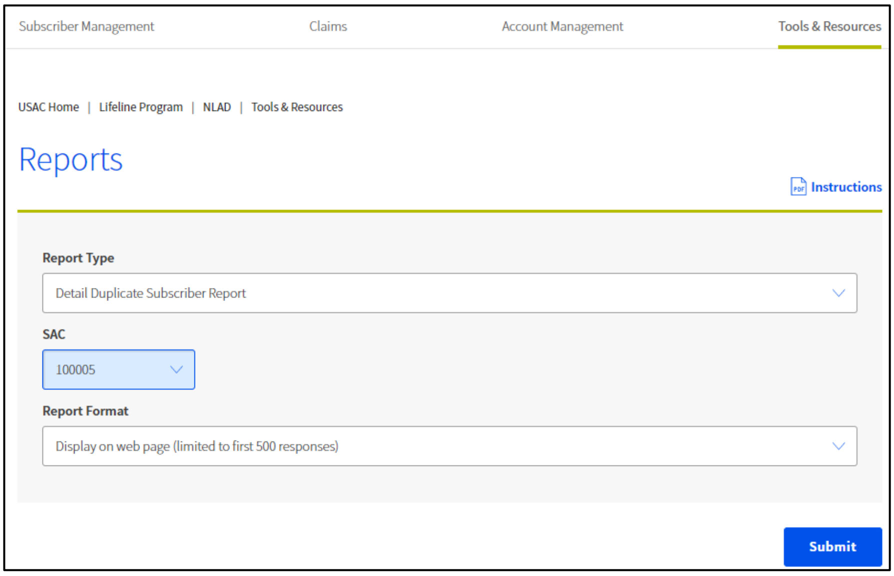
Interpret Detail Active Subscriber Report

Your results will include all current subscribers at the time the report was run. Both the CSV download and the in-browser display will include the subscriber records for all currently active subscribers under the selected SAC.

If viewed in the browser, not all columns in the report will display in the table. Select a Subscriber ID for all details for that subscriber.

NOTE: This data may not match the summary data from a Summary Subscriber Report, as summary data is only current as of midnight of the previous day.

Duplicate Subscriber Reports:

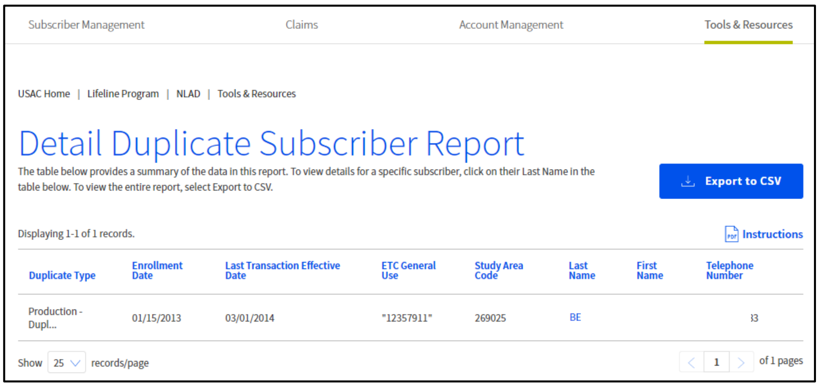


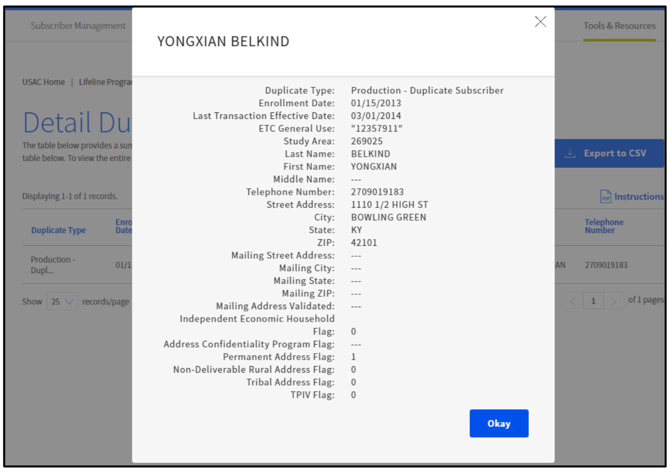
Detail Duplicate Subscriber Report

The Duplicate Subscriber Report page details the duplicate subscribers identified during the scrubbing and migration processes.

Report Filter Definitions

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Report Format	Select from either the options to display the report on the web or via a CSV file.





Interpret Detail Duplicate Subscriber Report

Results will include all duplicate subscribers identified during the scrubbing and migration process for the SAC selected, at the time the report was run.

Both report formats (the CSV download and the in-browser display) will include all duplicate subscribers identified during the scrubbing and migration process under the selected SAC. If viewed in the browser, not all columns in the report will display in the table. Select a Subscriber ID for all details for that subscriber.

Below, you'll find an overview of important columns that may help clarify the subscriber's status and explain what is preventing the subscriber from being enrolled in NLAD:

1. **Duplicate Type**: Represents how the subscriber was identified as a duplicate.

   There are eight possible values:

   a. **Duplicate Subscriber** - subscriber was identified as receiving multiple lifeline benefits.

   b. **Duplicate Address -** subscriber's address was identified as being duplicate.

   c. **Duplicate Subscriber & Duplicate Address** - subscriber was identified as receiving multiple lifeline benefits and also has a duplicate address.

   d. **Migration - Duplicate Subscriber** - subscriber was identified as a duplicate during the migration process or identified during the interstate duplicate resolution processing.

   e. **Migration - Duplicate Subscriber** - Active - active subscriber was identified as a duplicate during the interstate duplicate resolution processing.

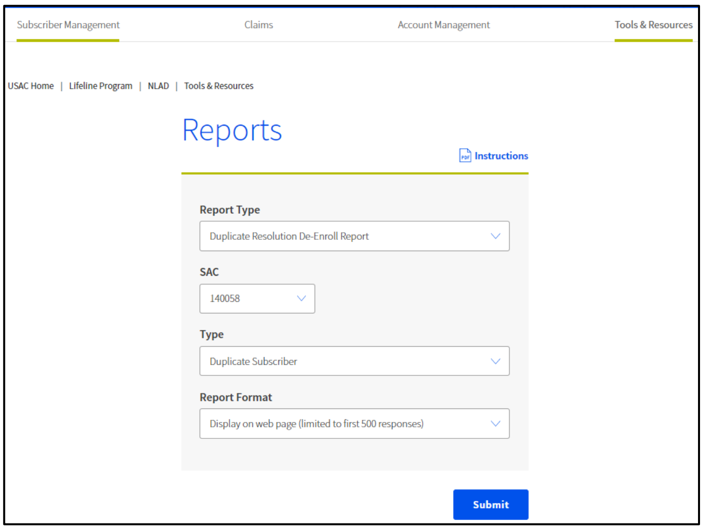
   f. **Migration - Duplicate Phone Number** - subscriber's phone number was identified as a duplicate during the migration process or identified during the interstate duplicate resolution processing.

   g. **Migration - Duplicate Address** - subscriber's address was identified as a duplicate during the migration process or identified during the interstate duplicate resolution processing.

   h. **Migration - Dup Sub & Number** - subscriber and his or her number was identified as a duplicate during the migration process or identified during the interstate duplicate resolution processing.

2. **Enrollment Date**: The service initiation date provided during the migration process

3. **Last Transaction Effective Date**: The enrollment transaction date provided during the migration process

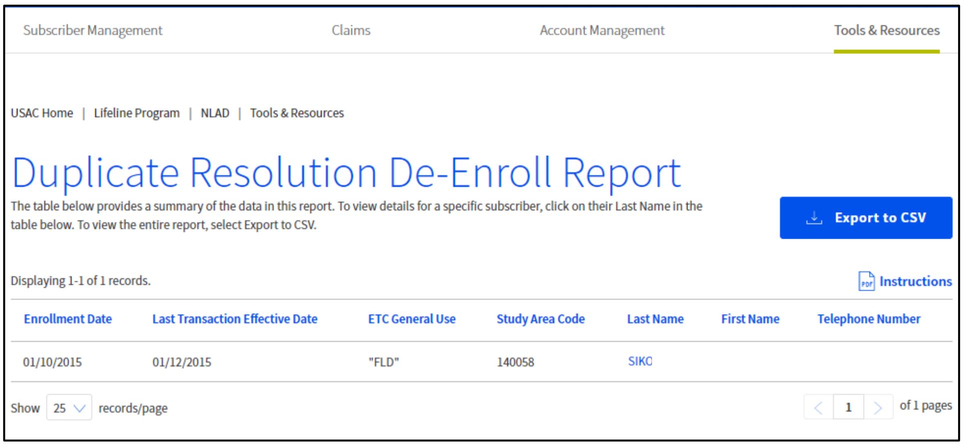


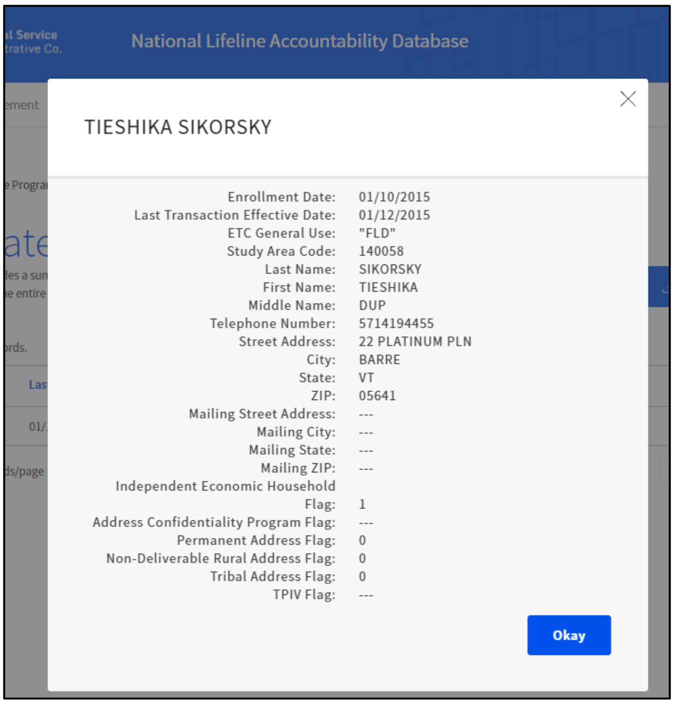
Duplicate Resolution De-Enroll

The Duplicate Resolution De-Enroll Report highlights duplicate subscribers that are going to be de-enrolled as an outcome of the Duplicate Resolution Process for the SAC selected.

Report Filter Definitions

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Type	**The following options are available to select from:** **Duplicate Subscriber**: Subscriber was identified as receiving multiple lifeline benefits. **Duplicate Address**: Subscriber has a duplicate address. **Migration – Duplicate Subscriber**: Subscriber was identified as a duplicate during the migration process or identified during the interstate duplicate resolution processing.





Interpret Duplicate Resolution De-Enroll Report

Results will include all duplicate subscribers by type to be De-Enrolled for the SAC selected, at the time the report was run.

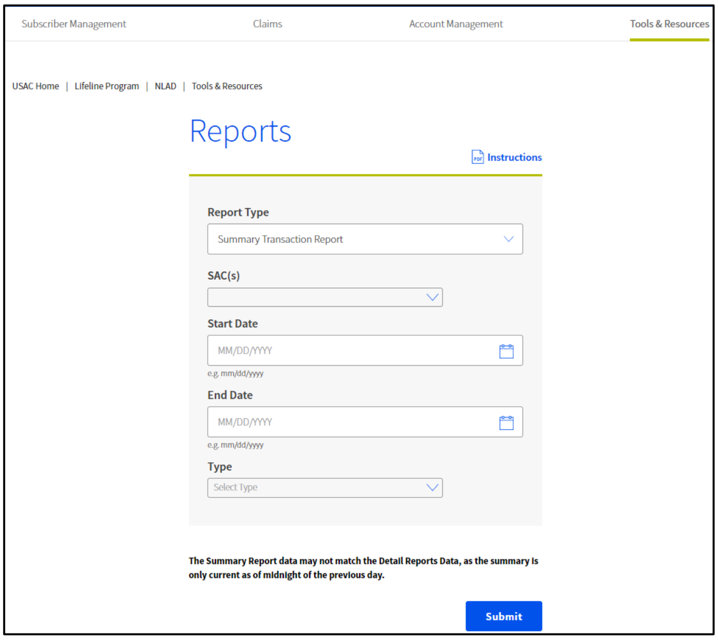
Both the CSV download, and the in-browser display, will include all duplicate subscribers by type to be De-Enrolled by the selected SAC.

If viewed in the browser, not all columns in the report will display in the table. Select a Subscriber ID for all details for that subscriber. In addition to the subscriber-record columns that contain the subscriber information, these columns are included:

1. **Enrollment Date**: The service initialization date provided.

2. **Last Transaction Effective Date**: the enrollment transaction effective date.

Transaction Reports:

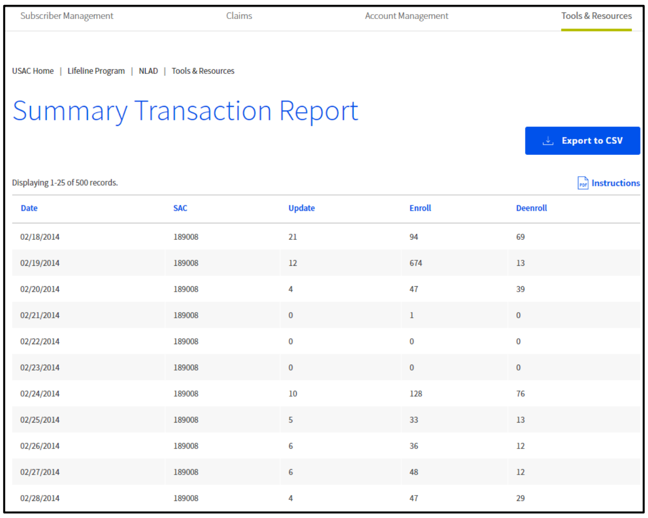


Summary Transaction Report

The Summary Transaction Report shows the total number of transactions by their type each day within a specified range of dates for the selected SACs.

Report Filter Definitions

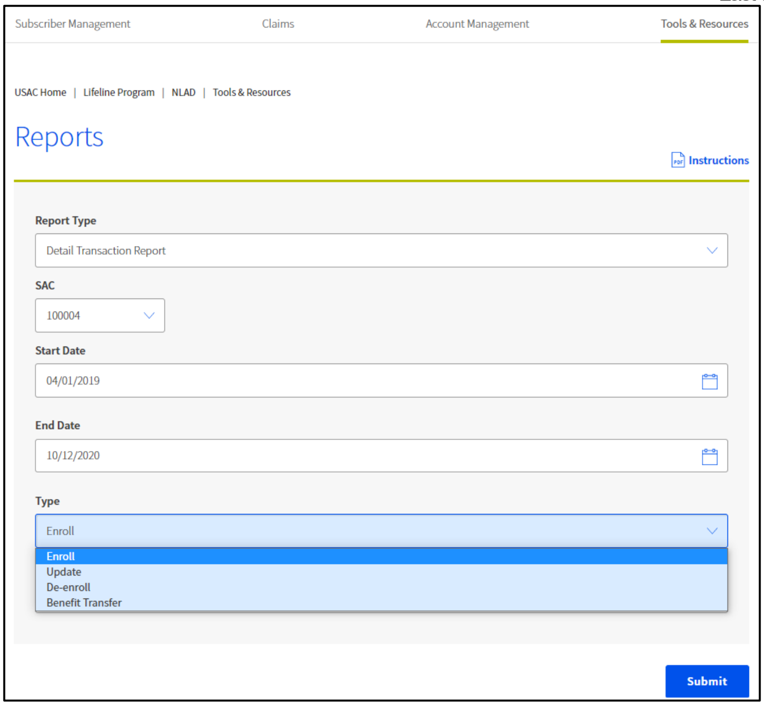
Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Start Date	Date which you would like the report to begin
End Date	Date which you would like the report to end



Date	SAC	Update	Enroll	Deenroll
02/18/2014	189008	21	94	69
02/19/2014	189008	12	674	13
02/20/2014	189008	4	47	39
02/21/2014	189008	0	1	0
02/22/2014	189008	0	0	0
02/23/2014	189008	0	0	0
02/24/2014	189008	10	128	76
02/25/2014	189008	5	33	13
02/26/2014	189008	6	36	12
02/27/2014	189008	6	48	12
02/28/2014	189008	4	47	29

Interpret Summary Transaction Report

Each column displayed will represent the selected transaction type and include appropriate totals for the corresponding SAC on a given date within the selected report timeframe.

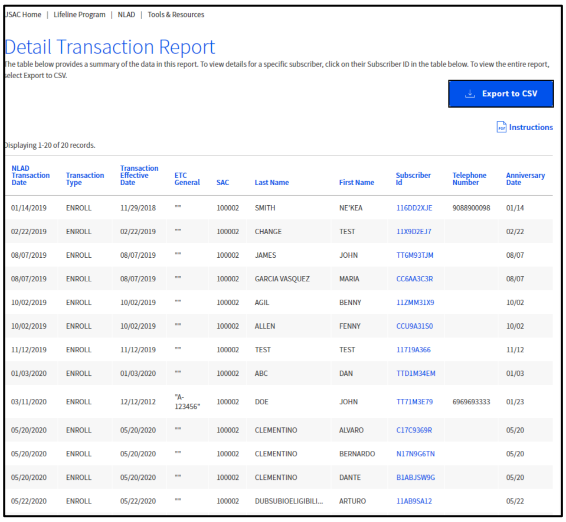


Detail Transaction Report

The Detail Transaction Report details all transactions of a selected type, for a particular SAC, in the specified date range. The available transaction types for this report are: Enroll, De-Enroll, Update, and Benefit Transfer.

Report Filter Definitions

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Start Date	Date which you would like the report to begin
End Date	Date which you would like the report to end
Type	**The following transaction types are available to select from:** **Enroll | De-Enroll | Update | Benefit Transfer**


USAC Home | Lifeline Program | NLAD | Tools & Resources

Detail Transaction Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

Export to CSV

Instructions

Displaying 1-20 of 20 records.

NLAD Transaction Date	Transaction Type	Transaction Effective Date	ETC General	SAC	Last Name	First Name	Subscriber Id	Telephone Number	Anniversary Date
01/14/2019	ENROLL	11/29/2018	""	100002	SMITH	NE'KEA	116DD2XJE	9088900098	01/14
02/22/2019	ENROLL	02/22/2019	""	100002	CHANGE	TEST	11X9D2EJ7		02/22
08/07/2019	ENROLL	08/07/2019	""	100002	JAMES	JOHN	TT6M93TJM		08/07
08/07/2019	ENROLL	08/07/2019	""	100002	GARCIA VASQUEZ	MARIA	CC6AA3C3R		08/07
10/02/2019	ENROLL	10/02/2019	""	100002	AGIL	BENNY	11ZMM31X9		10/02
10/02/2019	ENROLL	10/02/2019	""	100002	ALLEN	FENNY	CCU9A31S0		10/02
11/12/2019	ENROLL	11/12/2019	""	100002	TEST	TEST	11719A366		11/12
01/03/2020	ENROLL	01/03/2020	""	100002	ABC	DAN	TTD1M34EM		01/03
03/11/2020	ENROLL	12/12/2012	"A-123456"	100002	DOE	JOHN	TT71M3E79	6969693333	01/23
05/20/2020	ENROLL	05/20/2020	""	100002	CLEMENTINO	ALVARO	C17C9369R		05/20
05/20/2020	ENROLL	05/20/2020	""	100002	CLEMENTINO	BERNARDO	N17N9G6TN		05/20
05/20/2020	ENROLL	05/20/2020	""	100002	CLEMENTINO	DANTE	B1ABJSW9G		05/20
05/22/2020	ENROLL	05/22/2020	""	100002	DUBSUBIOELIGIBILI...	ARTURO	11AB9SA12		05/22

Interpret Detail Transaction Report

Results will include all transactions created on the specified start date through to and including requests created on the end date.

NOTE: This data may not match the summary data from a Summary Transaction Report, as summary data is only current as of midnight of the previous day.

Both the CSV download, and the in-browser display, will include the transaction records for all transactions of the chosen type under the selected SAC for each date in the range of dates. If viewed in the browser, not all columns in the report will display in the table. Select a Subscriber ID for all details for that subscriber.

Below, you'll find an overview of important columns that provide unique details to a subscriber's transaction in NLAD:

1. **NLAD Transaction Date**: the date which the subscriber was enrolled in NLAD.

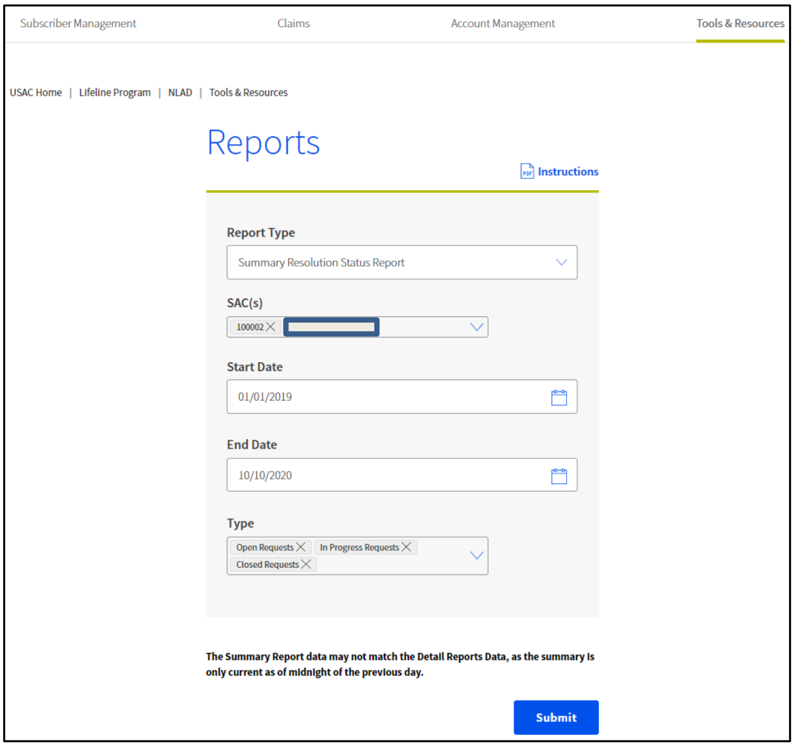
    NOTE: The transaction date is not the service initiation date. The service initiation date is the timeframe which the subscriber's service effectively started.

2. **Enrollment Code**: represents how the subscriber was enrolled with the current ETC.

    There are four possible values:

    a. **BAU** - subscriber was enrolled during normal production.
    b. **INIT** - subscriber was enrolled during initialization.
    c. **INIT_DRC** - subscriber was allocated to the current ETC during migration as a part of duplicate resolution.
    d. **TRANSFER**- subscriber was transferred to the current from a previous ETC during a benefits transfer transaction.
    e. **OVERRIDE_BAU** - subscriber was enrolled by support services.
    f. **OVERRIDE_UPDATE** - subscriber was updated by support services.
    g. **OVERRIDE_TRANSFER** - subscriber was transferred by support services.

Resolution Status Reports:



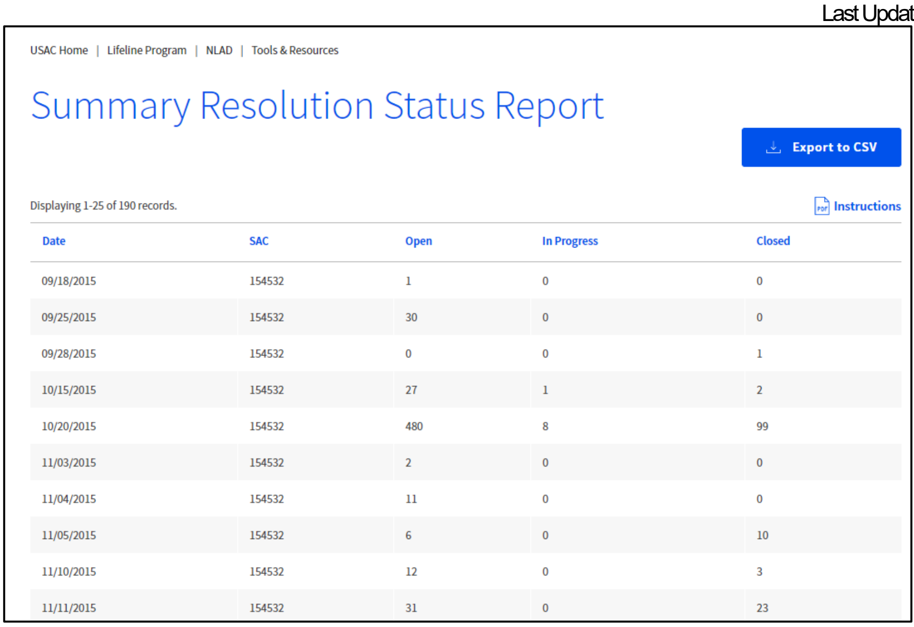
Summary Resolution Status Report

The Summary Resolution Status Report page highlights the total number of resolution requests by their status type on each day within a specified range of dates for the selected SACs.

NOTE: Summary reports are based on data that is updated at the end of each day.

Report Filter Definitions

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Start Date	Date which you would like the report to begin
End Date	Date which you would like the report to end
Type	**The following resolution types are available to select from:** **Open** - the request has been submitted to the NCS, but has not been processed. **In Progress** - an agent has begun processing the request. **Closed** - the request has been processed. This counts both CLOSED_ACCEPTED and CLOSED_REJECTED statuses.


USAC Home | Lifeline Program | NLAD | Tools & Resources

Summary Resolution Status Report

Export to CSV

Displaying 1-25 of 190 records.

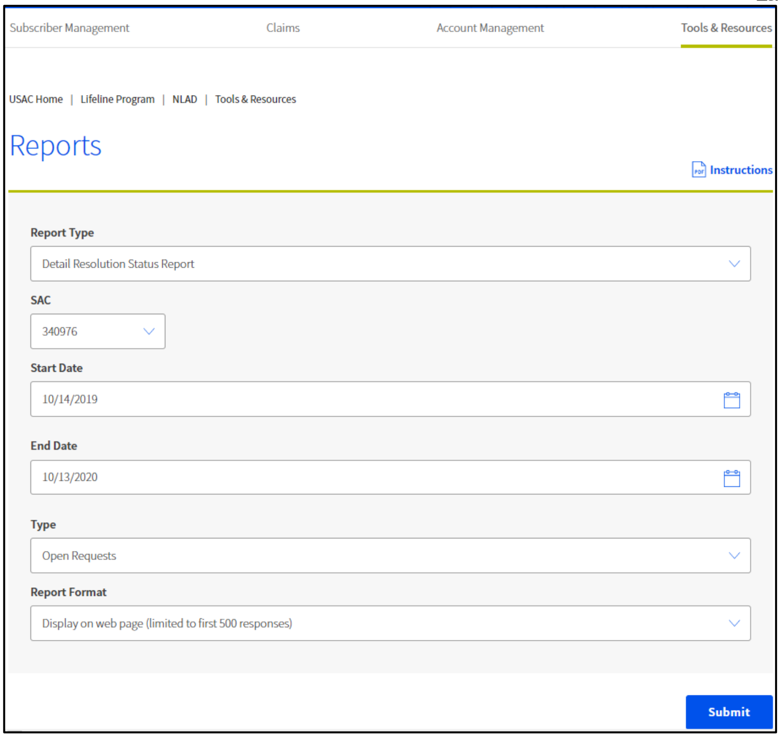
Instructions

Date	SAC	Open	In Progress	Closed
09/18/2015	154532	1	0	0
09/25/2015	154532	30	0	0
09/28/2015	154532	0	0	1
10/15/2015	154532	27	1	2
10/20/2015	154532	480	8	99
11/03/2015	154532	2	0	0
11/04/2015	154532	11	0	0
11/05/2015	154532	6	0	10
11/10/2015	154532	12	0	3
11/11/2015	154532	31	0	23

Interpret Summary Resolution Status Report

Results will include all transactions including their resolution status created on the specified start date through to and including requests created on the end date.

For example, if you select two SACs, 999999 and 999998, set the date range as 01/01/2014 to 01/02/2014, and select Open and In Progress, you would get a report that looked like this:

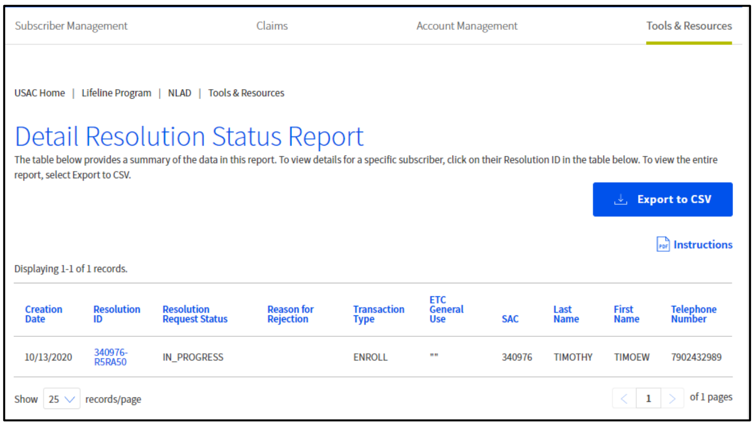


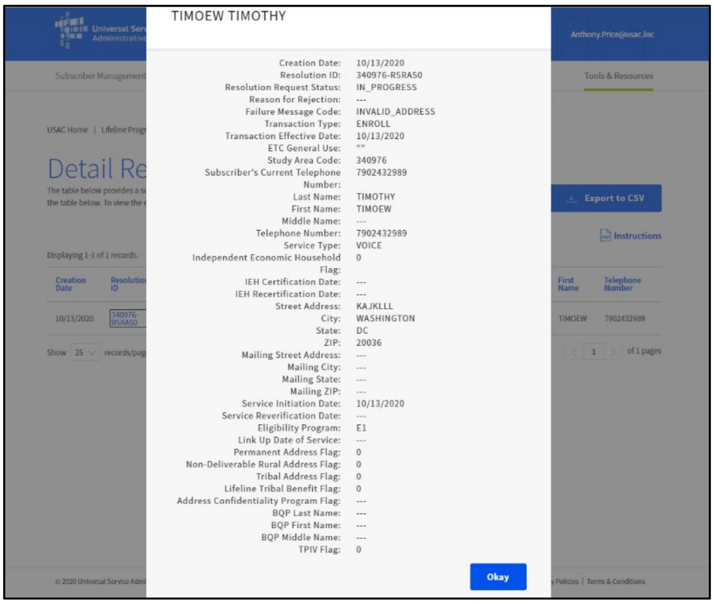
Detail Resolution Status Report

The Detail Resolution Status details all resolution requests related to the selected status and SAC for a given date range.

Report Filter Definitions

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Start Date	Date which you would like the report to begin
End Date	Date which you would like the report to end
Type	**The following resolution types are available to select from:** **Open** - the request has been submitted to the NCS, but has not been processed. **In Progress** - an agent has begun processing the request. **Closed** - the request has been processed. This counts both CLOSED_ACCEPTED and CLOSED_REJECTED statuses.





Interpret Detail Resolution Status Report

Results will include all transactions including their resolution status created on the specified start date through to and including requests created on the end date.

NOTE: This data may not match the summary data from a Summary Resolution Status Report, as summary data is only current as of midnight of the previous day.

Both the CSV download, and the in-browser display, include the resolution request records for all resolution requests of the chosen status under the selected SAC for each date in the range of dates.

A few columns, below, are important to review once the report has been generated:

1. **Creation Date** - the date the resolution request was written to the resolution request table.
2. **Resolution ID** - the resolution request ID.
3. **Resolution Request Status** - the current status of the request.
4. **Reason for Rejection** - if the status is CLOSED_REJECTED, then a rejection reason will display here.

   The possible rejection reasons are:

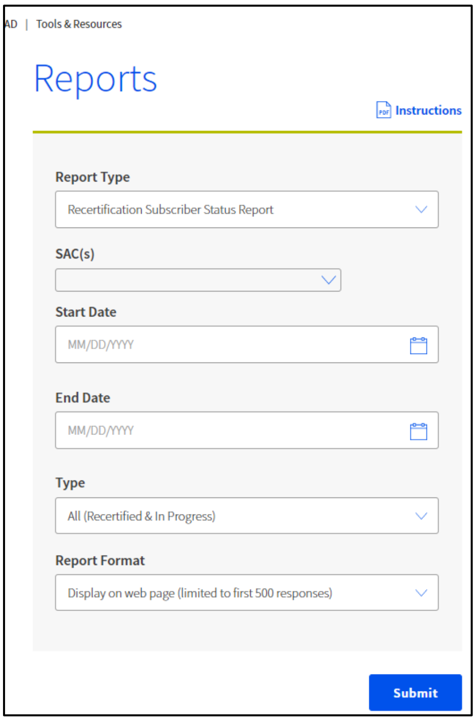
   a. **Insufficient Proof**: Cases where the submitting ETC has not provided the necessary proof to override the rejection.

   b. **Duplicate Request or Already Resolved**:

   Cases where the submitting ETC has created more than one request for the same rejection, or for when the submitting ETC has resubmitted a request on an already-resolved case.

   c. **Other**: For all other cases not covered by the above options.

Recertification Reports:



Recertification Subscriber Status

The Recertification Subscriber Status report details subscribers' status when undergoing the recertification process by their SAC.

Report Filter Definitions

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Start Date	Date which you would like the report to begin. **NOTE:** The start date should align with the subscribers' Anniversary Date that you will like included in the report.
End Date	Date which you would like the report to end. **NOTE:** The end date should align with the subscribers' Anniversary Date that you will like included in the report.
Type	The following recertification statuses are available to select from: **Recertified** - Subscribers that have successfully recertified to continue receiving Lifeline. **In Progress** - Subscribers who are currently undergoing the annual recertification process. **All (Recertified and In Progress**) - Subscribers that have either recertified or currently undergoing annual recertification within the selected Anniversary Date range.

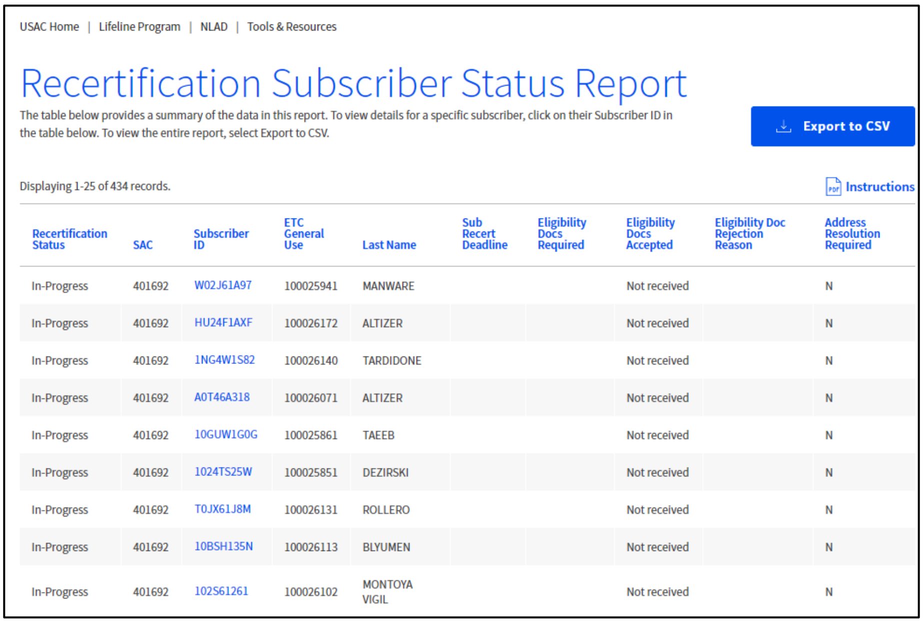
1. **Select one or more SACs from the Select SAC(s) filter**.

2. **Select the Start Date using the calendar widget or by typing in the desired date**.
   a. Date must be formatted MM/DD/YYYY.

3. **Select the End Date using the calendar widget or by typing in the desired date**.
   a. Date must be formatted MM/DD/YYYY.

4. **Select one of the following Recertification statuses**:
    a. **Recertified** - Subscribers that have successfully recertified to continue receiving Lifeline.
    b. **In Progress** - Subscribers who are currently undergoing the annual recertification process.
    c. **All (Recertified and In Progress)** - Subscribers that have either recertified or currently undergoing annual recertification within the Anniversary Date range.
5. **Choose the report format from the Select Report Format section**.

6. **Click Submit**.


USAC Home | Lifeline Program | NLAD | Tools & Resources

Recertification Subscriber Status Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

Export to CSV

Displaying 1-25 of 434 records.

Instructions

Recertification Status	SAC	Subscriber ID	ETC General Use	Last Name	Sub Recert Deadline	Eligibility Docs Required	Eligibility Docs Accepted	Eligibility Doc Rejection Reason	Address Resolution Required
In-Progress	401692	W02J61A97	100025941	MANWARE			Not received		N
In-Progress	401692	HU24F1AXF	100026172	ALTIZER			Not received		N
In-Progress	401692	1NG4W1S82	100026140	TARDIDONE			Not received		N
In-Progress	401692	A0T46A318	100026071	ALTIZER			Not received		N
In-Progress	401692	10GUW1G0G	100025861	TAEEB			Not received		N
In-Progress	401692	1024TS25W	100025851	DEZIRSKI			Not received		N
In-Progress	401692	T0JX61J8M	100026131	ROLLERO			Not received		N
In-Progress	401692	10BSH135N	100026113	BLYUMEN			Not received		N
In-Progress	401692	102S61261	100026102	MONTOYA VIGIL			Not received		N

Interpret Recertification Subscriber Status Report

Result will include the subscriber records for all subscribers that began and or completed the recertification process between the dates selected to generate the report.

A few columns, below, are important to review once the report has been generated:

1. **Recertification Status:** Indicates the status of the subscriber's recertification requirements.
    a. **Recertified** – The subscriber successfully recertified.
    b. **In Progress** – The subscriber is undergoing their 60-day recertification window and has not successfully completed recertification.

2. **Subscriber Recertification Deadline:** The date by which the subscriber must complete the recertification.

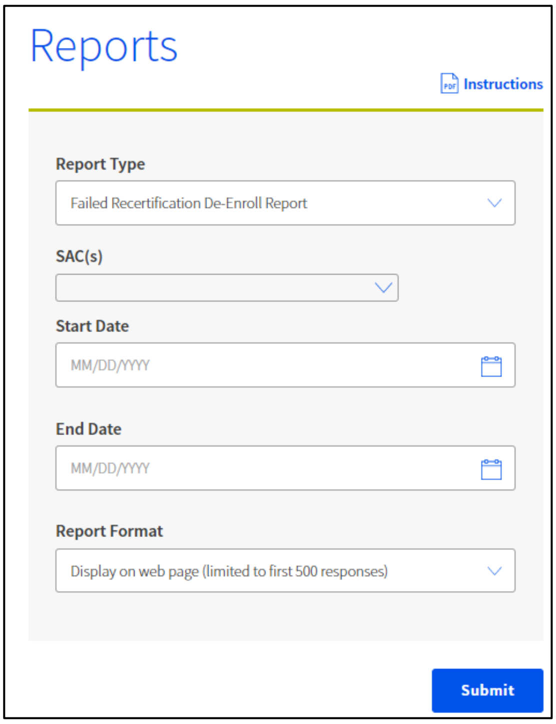
3. **Eligibility Docs Required:** Indicates whether or not the subscriber is required to submit documentation to determine their eligibility for Lifeline.
    a. Y – Yes, the subscriber is required to submit eligibility documentation
    b. N- No, the subscriber is not required to submit eligibility documentation

4. **Eligibility Docs Accepted:** Indicates whether or not the documentation have been received.
    a. **Accepted** – Documents were received and accepted as proof of eligibility
    b. **Not Accepted** – Documents were received but rejected
    c. **Not Received** – No documents have been received for the subscriber's recertification applications

5. **Eligibility Doc Rejection Reason:** Indicates why the summited documentation was rejected.
    a. **INCOME_REQUIREMENT_NOT_MET** - Income Does Not Meet Requirement
    b. **EXPIRED_DOCUMENT** - Expired Document
    c. **INVALID_QUALIFYING_PROGRAM** - Invalid Qualifying Program
    d. **MISSING_OR_INCORRECT_NAME** - Missing or Incorrect Name
    e. **MISSING_PROGRAM_INCOME_INFO** - Missing Program/Income Information
    f. **UNCLEAR_DOCUMENTATION** - Unclear Documentation
    g. **CUT_OFF** - Cut off
    h. **INVALID_DOCUMENT** - Invalid Document
    i. **MISSING_OR_INCORRECT_ADDRESS** - Missing or Incorrect Address
    j. **PO_BOX** - P.O. Box
    k. **MISSING_HOUSEHOLD_WORKSHEET**- Missing Household Worksheet
    l. **INCOMPLETE_HOUSEHOLD_WORKSHEET** - Incomplete Household Worksheet
    m. **OTHER** – Other

6. **Address Resolution Required:**

This field indicates whether or not the subscriber is required to resolve address errors on their recertification application.
    a. **Y** – Yes, the subscriber is required to resolve address errors.
    b. **N -** No, the subscriber is not required to resolve address errors.

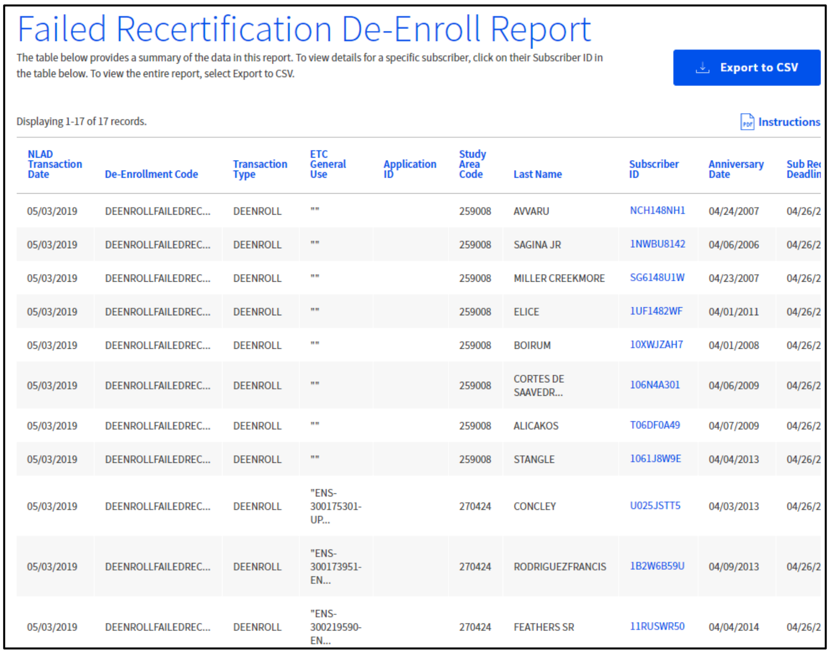


Failed Recertification De-Enroll Report

The Failed Recertification De-Enroll report lists all subscribers de-enrolled from NLAD due to failing recertification.

Report Filter Definitions

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Start Date	The date of de-enrollment which you would like the report to begin.
End Date	The date of de-enrollment which you would like the report to end.



Failed Recertification De-Enroll Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

Export to CSV

Displaying 1-17 of 17 records.

Instructions

NLAD Transaction Date	De-Enrollment Code	Transaction Type	ETC General Use	Application ID	Study Area Code	Last Name	Subscriber ID	Anniversary Date	Sub Rec Deadlin
05/03/2019	DEENROLLFAILEDREC...	DEENROLL	""		259008	AVVARU	NCH148NH1	04/24/2007	04/26/2
05/03/2019	DEENROLLFAILEDREC...	DEENROLL	""		259008	SAGINA JR	1NWBU8142	04/06/2006	04/26/2
05/03/2019	DEENROLLFAILEDREC...	DEENROLL	""		259008	MILLER CREEKMORE	SG6148U1W	04/23/2007	04/26/2
05/03/2019	DEENROLLFAILEDREC...	DEENROLL	""		259008	ELICE	1UF1482WF	04/01/2011	04/26/2
05/03/2019	DEENROLLFAILEDREC...	DEENROLL	""		259008	BOIRUM	10XWJZAH7	04/01/2008	04/26/2
05/03/2019	DEENROLLFAILEDREC...	DEENROLL	""		259008	CORTES DE SAAVEDR...	106N4A301	04/06/2009	04/26/2
05/03/2019	DEENROLLFAILEDREC...	DEENROLL	""		259008	ALICAKOS	T06DF0A49	04/07/2009	04/26/2
05/03/2019	DEENROLLFAILEDREC...	DEENROLL	""		259008	STANGLE	1061J8W9E	04/04/2013	04/26/2
05/03/2019	DEENROLLFAILEDREC...	DEENROLL	"ENS-300175301-UP...		270424	CONCLEY	U025JSTT5	04/03/2013	04/26/2
05/03/2019	DEENROLLFAILEDREC...	DEENROLL	"ENS-300173951-EN...		270424	RODRIGUEZFRANCIS	1B2W6B59U	04/09/2013	04/26/2
05/03/2019	DEENROLLFAILEDREC...	DEENROLL	"ENS-300219590-EN...		270424	FEATHERS SR	11RUSWR50	04/04/2014	04/26/2

Interpret Failed Recertification De-Enroll Report

Results will include subscribers' records that have been de-enrolled between the selected dates.

A few columns, below, are important to review once the report has been generated:

1. **NLAD Transaction Date**: The date which the subscriber is de-enrolled from NLAD.

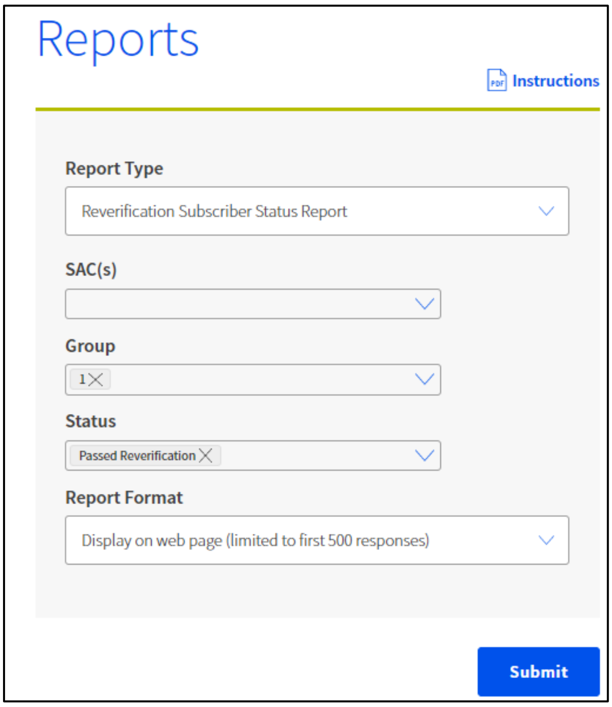
2. **De-Enrollment Code**: The de-enrollment code for subscribers via this report will display the default code "DEENROLLFAILEDRECERTIFICATION."

3. **Transaction Type**: The transaction type for subscribers via this report will display the default "DEENROLL" transaction.

4. **Application ID**: This is the subscriber's recertification application ID.

5. **Sub Recert Deadline**: The deadline date which the subscriber is required to complete recertification.

Reverification Reports:

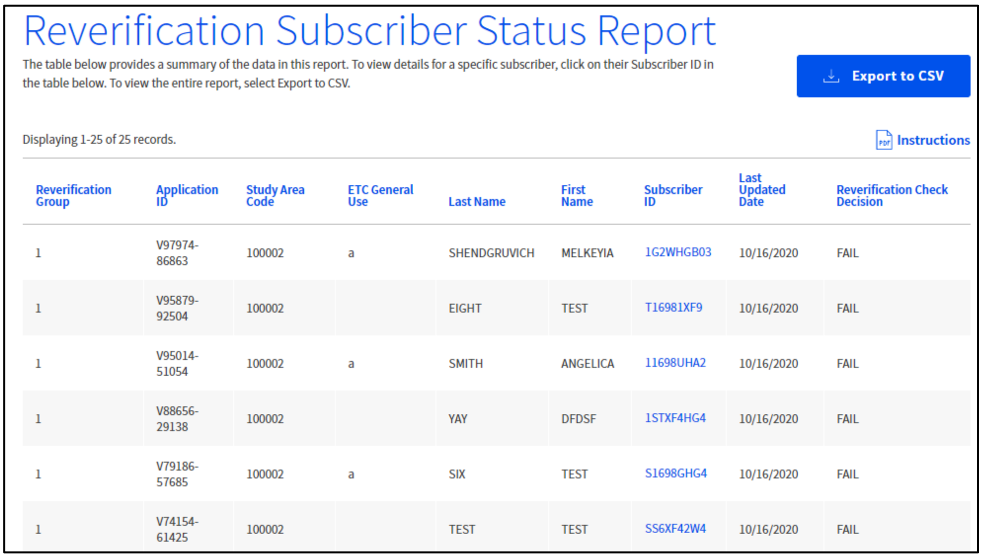


Reverification Subscriber Status Report

The Reverification Subscriber Status report highlights the status of all subscribers undergoing the reverification process by particular SAC(s).

Report Filter Definitions

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Group	One or more of the following reverification group numbers can be selected: **[1] – [2] – [3] – [4]**
Status	**One or both statuses are available to select from**: **Pass Reverification** – Subscribers that successfully completed reverification. **Failed Reverification** – Subscribers that unsuccessfully completed reverification.


Reverification Subscriber Status Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

Export to CSV

Displaying 1-25 of 25 records.

Instructions

Reverification Group	Application ID	Study Area Code	ETC General Use	Last Name	First Name	Subscriber ID	Last Updated Date	Reverification Check Decision
1	V97974-86863	100002	a	SHENDGRUVICH	MELKEYIA	1G2WHGB03	10/16/2020	FAIL
1	V95879-92504	100002		EIGHT	TEST	T16981XF9	10/16/2020	FAIL
1	V95014-51054	100002	a	SMITH	ANGELICA	11698UHA2	10/16/2020	FAIL
1	V88656-29138	100002		YAY	DFDSF	1STXF4HG4	10/16/2020	FAIL
1	V79186-57685	100002	a	SIX	TEST	S1698GHG4	10/16/2020	FAIL
1	V74154-61425	100002		TEST	TEST	SS6XF42W4	10/16/2020	FAIL

Interpret Reverification Subscriber Status Report

Results will display all subscribers' records undergoing the reverification process as specified by selected dates, group(s), and SAC(s).

A few columns, below, are important to review once the report has been generated:

1. **Reverification Group**: The reverification group in which the subscriber is included.
2. **Application ID**: The subscriber's reverification application ID.
3. **Reverification Check Decision**: Indicates if the subscriber has passed the reverification.
    a. **Pass** – The subscriber has successfully passed reverification.
    b. **Fail** – The subscriber has not successfully passed reverification.

4. **Eligibility Program**: This is the eligibility program with which the subscriber entered NLAD.

5. **Data Source Check Fail**: This field indicates if the subscriber failed the automated eligibility check.
    a. **Y** – Yes, the subscriber failed the automated eligibility check.
    b. **N** – No, the subscriber passed the automated eligibility check.

6. **Data Source Check Resolution**: This field indicates if the subscriber successfully provided documentation to prove their eligibility after failing the automated eligibility check.
    a. **Pass** – The subscriber successfully provided documentation to prove their eligibility.
    b. **Fail** – The subscriber provided documentation to prove their eligibility but it was not accepted.
    c. **Null** (blank) – Documentation was not reviewed.

7. **TPIV DOB Failure**: This field indicates if the subscriber failed the TPIV DOB check.
    a. **Y** – Yes, the subscriber failed the TPIV DOB check.
    b. **N** – No, the subscriber passed the TPIV DOB check.
8. **TPIV SSN Failure**: This field indicates if the subscriber failed the TPIV SSN check.
    a. **Y** – Yes, the subscriber failed the TPIV SSN check.
    b. **N** – No, the subscriber passed the TPIV SSN check.
9. **TPIV Not Found Failure**: This field indicates if the subscriber failed the TPIV identity check.
    a. **Y** – Yes, the subscriber failed the TPIV identity check.
    b. **N** – No, the subscriber did not fail the TPIV identity check (though they may still have a DOB or SSN failure).
10. **TPIV Resolution**: This filed indicates if the subscriber provided documentation to override their TPIV failure(s)
    a. **Y** – Yes, documentation was successfully provided to override a TPIV failure.
    b. **N** – No, documentation was not successfully provided to override a TPIV failure.
    c. **Null** (blank) – Documentation was not reviewed.

11. **AMS Fail**: This field indicates if the subscriber failed the address check.
    a. **Y** – Yes, the subscriber failed the address check.
    b. **N** – No, the subscriber passed the address check.

12. **AMS Resolution**: This field indicates if the subscriber provided documentation to override their AMS failure.
    a. **Y** – Yes, documentation was successfully provided to override an AMS failure.
    b. **N** – No, documentation was not successfully provided to override an AMS failure.
    c. **Null** (blank) – Documentation was not reviewed.

13. **Duplicate Address Failure**: This field indicates if the subscriber failed the duplicate address check.
    a. **Y** – Yes, the subscriber failed the duplicate address check.
    b. **N** – No, the subscriber passed the duplicate address check.

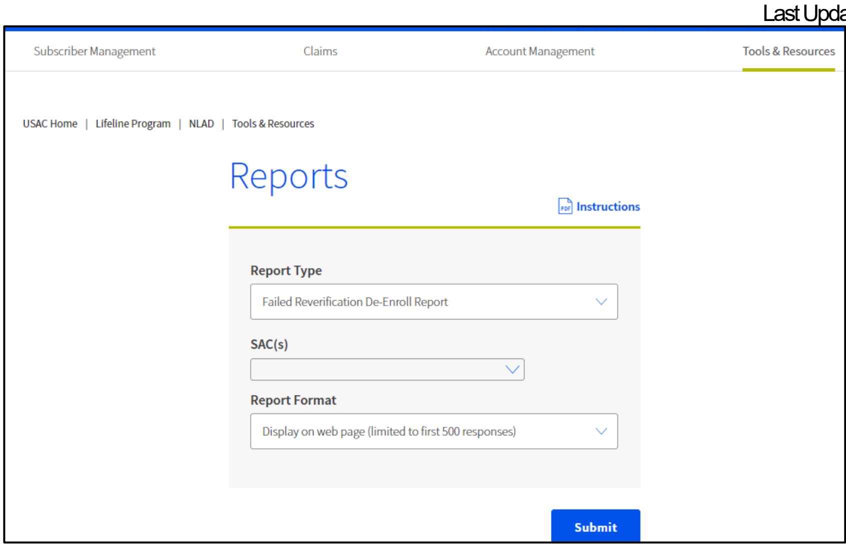
14. **Duplicate Address Resolution**: This field indicates if the subscriber provided documentation to override their duplicate address failure.
    a. **Y** – Yes, documentation was successfully provided to override a duplicate address failure.
    b. **N** – No, documentation was not successfully provided to override a duplicate address failure.
    c. **Null** (blank) – Documentation was not reviewed.

15. **Cert Form Required**: This field indicates if the subscriber is required to provide a certification form to pass the reverification. (Subscribers that do not pass the automated eligibility check are required to provide a certification form.)
    a. **Y** – Yes, a certification form is required.
    b. **N** – No, a certification form is not required.

16. **Cert Form Resolution**: This field indicates if the subscriber provided a certification form.
    a. **Y** – Yes, the subscriber successfully provided a certification form.
    b. **N** – No, the subscriber did not successfully provide a certification form.

17. **Failed Attempt Reason** – This field indicates the reason the subscriber's reverification attempt was not successful.
    a. 1 – The subscriber did not respond to the reverification notice.
    b. 2 – The subscriber submitted an incomplete form. The form was missing some of the subscriber's information.
    c. 3 – The subscriber's phone number was illegible or not valid.
    d. 4 – The subscriber's SSN4 or Tribal ID were illegible or not valid.
    e. 5 – No selection was made in the temporary address field.
    f. 6 – The subscriber did not make an eligibility program or income eligibility selection.
    g. 7 – The subscriber did not complete all certification, the signature field, or the date field.
    h. 8 – The subscriber did not select Tribal eligibility information.
    i. 9 – The subscriber's response was received outside of their reverification window.
    j. 10 – The subscriber did not return the correct form.

18. **Last Updated Date**: The date that an update was last made to the subscriber's reverification application.

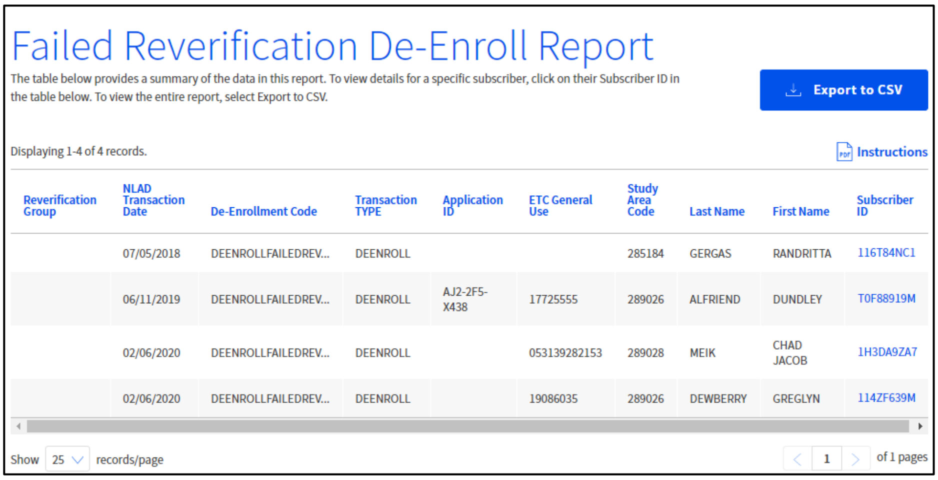


Failed Reverification De-Enroll

The Failed Reverification De-Enroll report lists subscribers who have been de-enrolled from NLAD for failing to complete the reverification process.

Report Filter Definitions

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Start Date	The date of de-enrollment which you would like the report to begin.
End Date	The date of de-enrollment which you would like the report to end.



Reverification Group	NLAD Transaction Date	De-Enrollment Code	Transaction TYPE	Application ID	ETC General Use	Study Area Code	Last Name	First Name	Subscriber ID
	07/05/2018	DEENROLLFAILEDREV...	DEENROLL			285184	GERGAS	RANDRITTA	116T84NC1
	06/11/2019	DEENROLLFAILEDREV...	DEENROLL	AJ2-2F5-X438	17725555	289026	ALFRIEND	DUNDLEY	T0F88919M
	02/06/2020	DEENROLLFAILEDREV...	DEENROLL		053139282153	289028	MEIK	CHAD JACOB	1H3DA9ZA7
	02/06/2020	DEENROLLFAILEDREV...	DEENROLL		19086035	289026	DEWBERRY	GREGLYN	114ZF639M

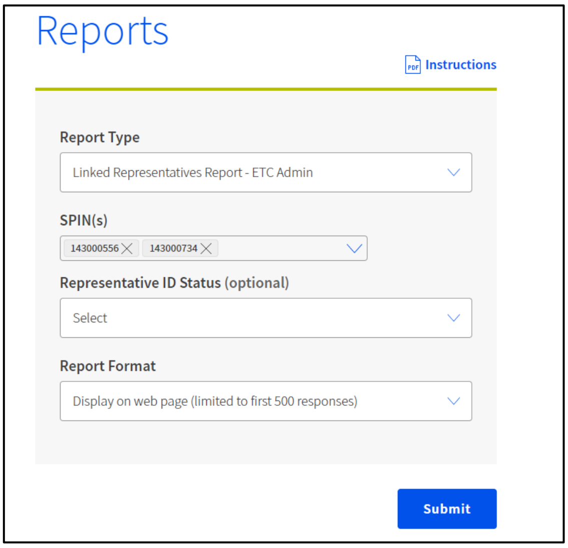
Interpret Failed Reverification De-Enroll Report

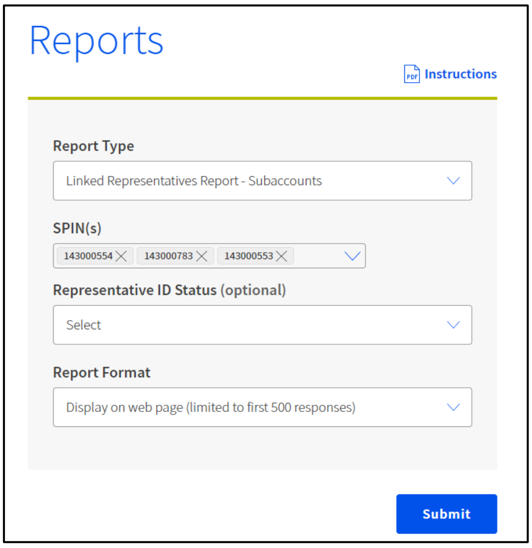
Results will display subscribers' records that have been de-enrolled for failing to complete reverification as specified by the selected SAC(s).

A few columns, below, are important to review once the report has been generated:

1. **Reverification Group**: The subscriber's reverification group.
2. **NLAD Transaction Date**: The date that the subscriber is de-enrolled from NLAD.
3. **De-Enrollment Code**: The de-enrollment code for subscribers via this report will display a default "DEENROLLFAILEDREVERIFICATION" code.
4. **Transaction Type**: The transaction type for subscribers via this report will display the default "DEENROLL" transaction.
5. **Application ID**: This is the subscriber's reverification application ID.
6. **Reverification Window End Date**: This is the date by which the subscriber needed to complete reverification.

Linked Representatives Reports:





(Linked Representatives Report – ETC Admin Linked Representatives Report – Subaccounts)

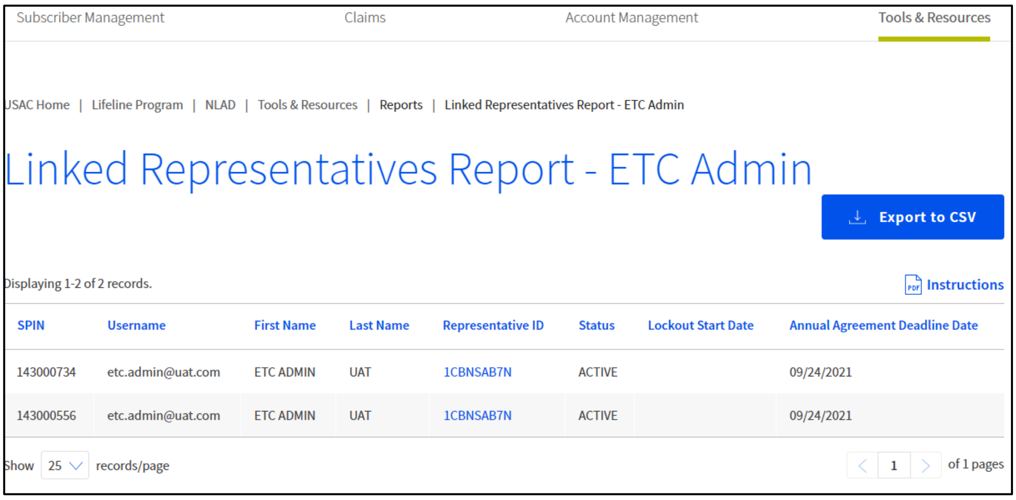
Linked Representatives Report – ETC Admin & Subaccounts

Both Linked Representatives Reports (ETC Admin) and Linked Representatives (Subaccounts) provides information about representatives linked to a SPIN.

NOTE: The Linked Representatives Report (ETC Admin) is only available to 497 Officers. The Linked Representatives Report (Subaccounts) is only available to ETC Administrators.

Report Filter Definitions

Filter Name:	Description of Field:
SPIN(s)	Drop-down field option allowing you to select one or many SPIN(s) in NLAD
Status	**The following status are available to select from:** **Active** – Representatives that are active and can carry out transactions in NLAD. **Locked** – Representatives locked and unable to carry out transactions in NLAD.


Subscriber Management Claims Account Management Tools & Resources

USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Linked Representatives Report - ETC Admin

Linked Representatives Report - ETC Admin

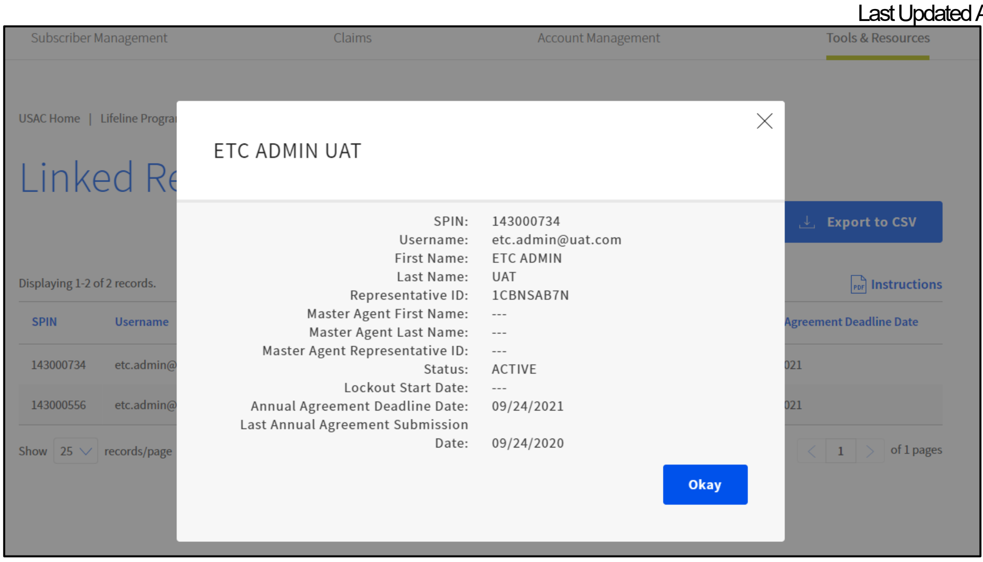
Export to CSV

Displaying 1-2 of 2 records.

Instructions

SPIN	Username	First Name	Last Name	Representative ID	Status	Lockout Start Date	Annual Agreement Deadline Date
143000734	etc.admin@uat.com	ETC ADMIN	UAT	1CBNSAB7N	ACTIVE		09/24/2021
143000556	etc.admin@uat.com	ETC ADMIN	UAT	1CBNSAB7N	ACTIVE		09/24/2021

Show 25 records/page 1 of 1 pages



Interpret Linked Representatives Report – ETC Admin and - Subaccounts

Results will display users' records that are linked to particular SPIN(s). A few columns, below, are important to review once the report has been generated:

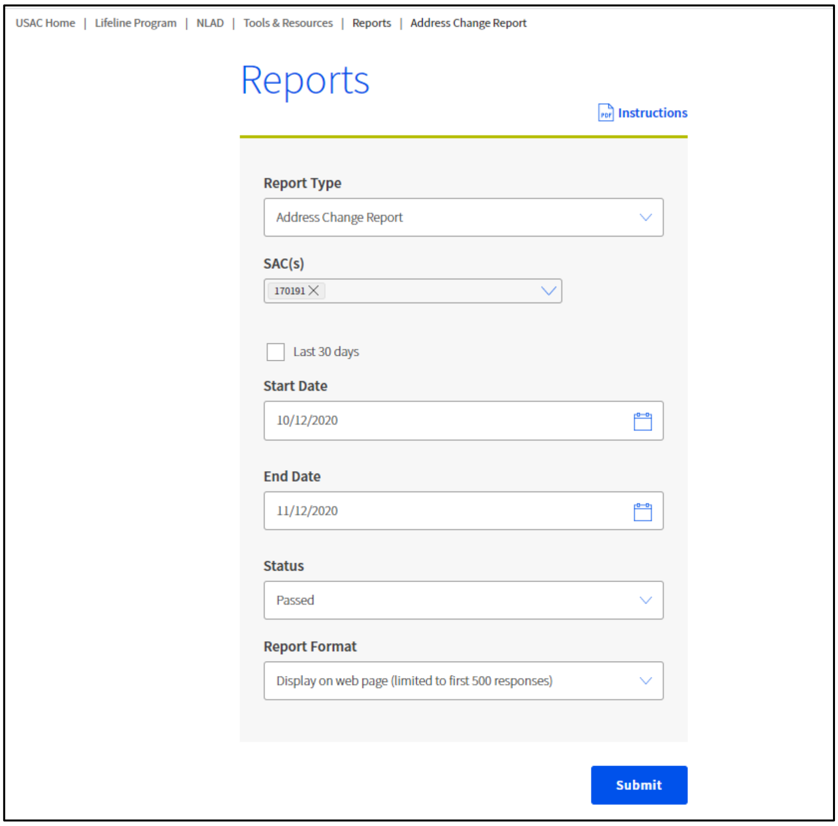
1. **Status**:

   Indicates whether or not representatives are active or locked in NLAD.
2. **Lockout Start Date**:

   Indicates the period which the lockout began for a given user.
3. **Annual Agreement Deadline Date**:

   Indicates the date which the annual agreement will expire.

Address Change Reports:

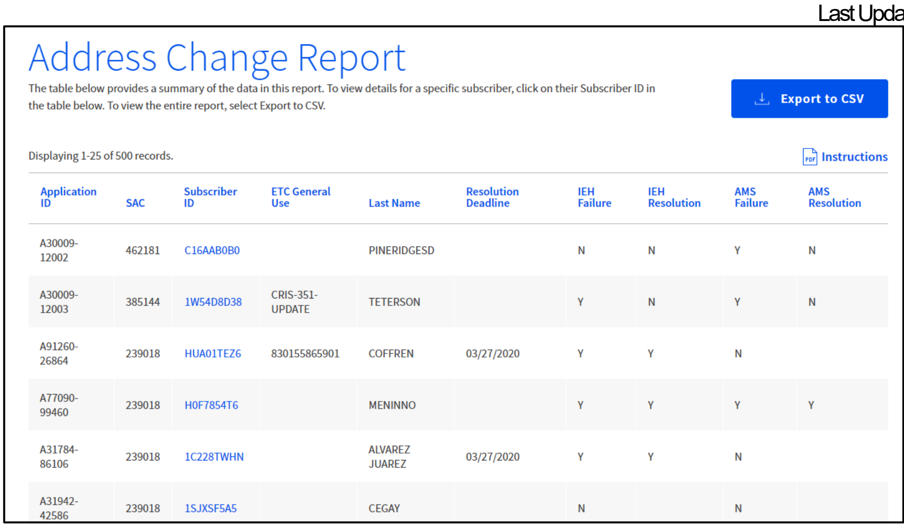


Address Change Report

The Address Change report lists subscribers' records who have attempted, are currently, or successfully changed their address in NLAD.

Report Filter Definitions

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD
Start Date	Date which you would like the report to begin
End Date	Date which you would like the report to end
Status	The following options are available to select from: **Pass** – Subscribers who have successfully changed their address and resolved all applicable errors **In Progress** – Subscribers who are currently updating their address and may have pending AMS failures that are required to be resolved. **Not Started** – Subscribers who have not begun the process of updating their address and resolved AMS failures.



Address Change Report

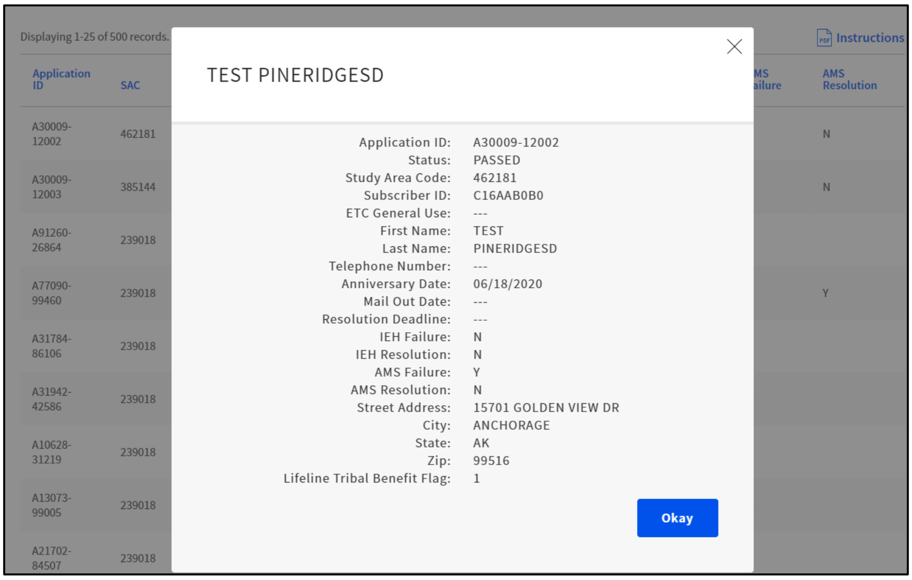
The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

Export to CSV

Displaying 1-25 of 500 records.

Instructions

Application ID	SAC	Subscriber ID	ETC General Use	Last Name	Resolution Deadline	IEH Failure	IEH Resolution	AMS Failure	AMS Resolution
A30009-12002	462181	C16AAB0B0		PINERIDGESD		N	N	Y	N
A30009-12003	385144	1W54D8D38	CRIS-351-UPDATE	TETERSON		Y	N	Y	N
A91260-26864	239018	HUA01TEZ6	830155865901	COFFREN	03/27/2020	Y	Y	N	
A77090-99460	239018	H0F7854T6		MENINNO		Y	Y	Y	Y
A31784-86106	239018	1C228TWHN		ALVAREZ JUAREZ	03/27/2020	Y	Y	N	
A31942-42586	239018	1SJXSF5A5		CEGAY		N		N	



TEST PINERIDGESD

Application ID:	A30009-12002
Status:	PASSED
Study Area Code:	462181
Subscriber ID:	C16AAB0B0
ETC General Use:	---
First Name:	TEST
Last Name:	PINERIDGESD
Telephone Number:	---
Anniversary Date:	06/18/2020
Mail Out Date:	---
Resolution Deadline:	---
IEH Failure:	N
IEH Resolution:	N
AMS Failure:	Y
AMS Resolution:	N
Street Address:	15701 GOLDEN VIEW DR
City:	ANCHORAGE
State:	AK
Zip:	99516
Lifeline Tribal Benefit Flag:	1

Okay

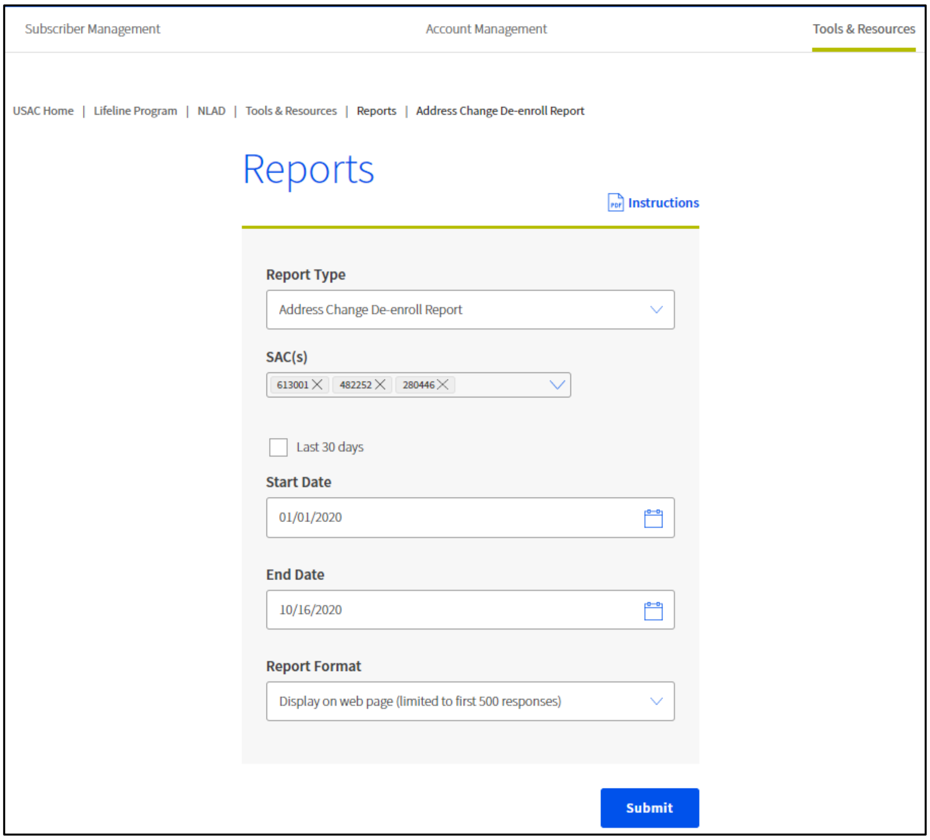
Interpret Address Change Report

Results will display subscribes' records that are linked to particular SAC(s).

A few columns, below, are important to review once the report has been generated:

1. **Application ID:** This is the subscriber's address change application ID.
2. **Resolution Deadline:** The deadline date which the subscriber must resolve AMS failures.
3. **IEH Failure:** Indicates whether or not there are associated with the subscriber's independent economic household (IEH) worksheet.
   a. **Y** – Yes, there are errors associated with the subscriber's submitted IEH worksheet.
   b. **N**- No, there are not any errors associated with the subscriber's submitted IEH worksheet.
4. **IEH Resolution:** Indicates whether or not the subscriber resolved errors associated with their IEH worksheet.
   a. **Y**- Yes, the subscriber has resolved errors associated with their IEH worksheet.
   b. **N**- No, the subscriber has not resolved errors associated with their IEH worksheet.
5. **AMS Failure:** Indicates whether or not the subscriber failed to verify their address.
   a. **Y** – Yes, the subscriber failed to verify their address.
   b. **N** – No, the subscriber has not failed to verify their address.
6. **AMS Resolution**: Indicates whether or not the subscriber resolved errors associated with failing to verify their address.
   a. **Y** – Yes, the subscriber resolved AMS failures.
   b. **N** - No, the subscriber has not resolved AMS failures.

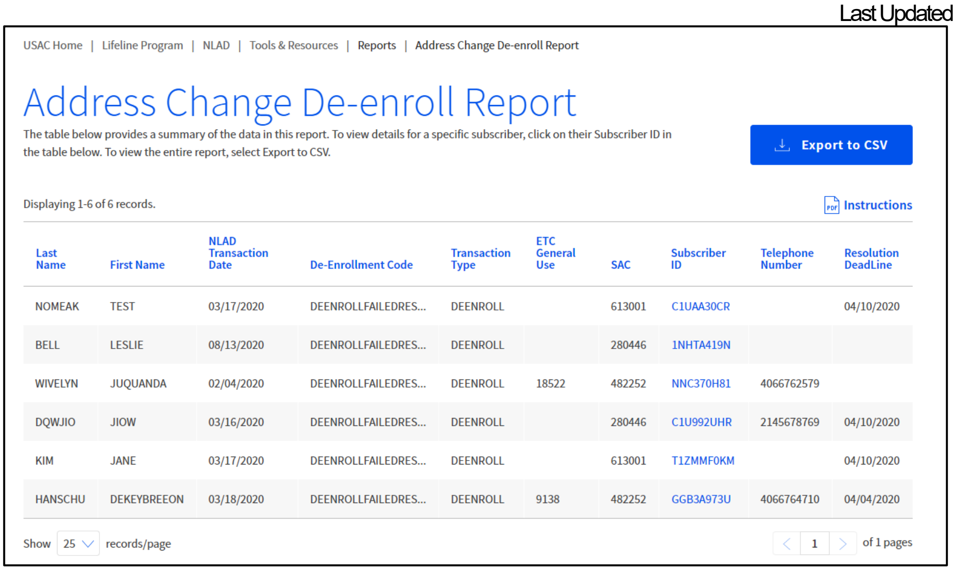
Address Change De-Enrolled



Report Filter Definitions

The Address Change De-Enrolled report lists subscribers' records who have de-enrolled due to failing to update address and resolve AMS failures.

Filter Name:	Description of Field:
SAC(s)	Drop-down field option allowing you to select one or many SAC(s) in NLAD.
Last 30 Days	Checkbox that will generate a report on transactions within the last 30 days.
Start Date	Date which you would like the report to begin.
End Date	Date which you would like the report to end.


USAC Home | Lifeline Program | NLAD | Tools & Resources | Reports | Address Change De-enroll Report

Address Change De-enroll Report

The table below provides a summary of the data in this report. To view details for a specific subscriber, click on their Subscriber ID in the table below. To view the entire report, select Export to CSV.

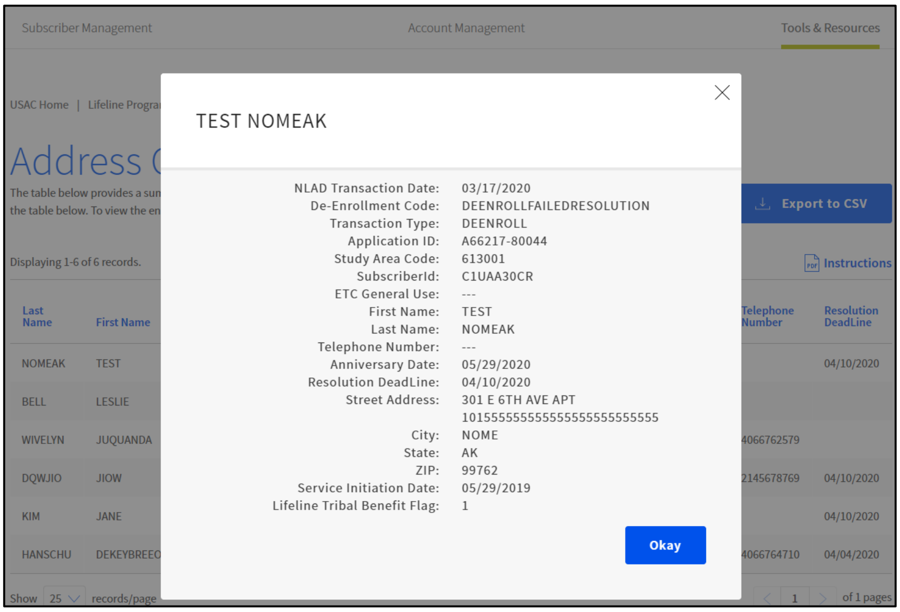
Export to CSV

Displaying 1-6 of 6 records.

Instructions

Last Name	First Name	NLAD Transaction Date	De-Enrollment Code	Transaction Type	ETC General Use	SAC	Subscriber ID	Telephone Number	Resolution DeadLine
NOMEAK	TEST	03/17/2020	DEENROLLFAILEDRES...	DEENROLL		613001	C1UAA30CR		04/10/2020
BELL	LESLIE	08/13/2020	DEENROLLFAILEDRES...	DEENROLL		280446	1NHTA419N		
WIVELYN	JUQUANDA	02/04/2020	DEENROLLFAILEDRES...	DEENROLL	18522	482252	NNC370H81	4066762579	
DQWJIO	JIOW	03/16/2020	DEENROLLFAILEDRES...	DEENROLL		280446	C1U992UHR	2145678769	04/10/2020
KIM	JANE	03/17/2020	DEENROLLFAILEDRES...	DEENROLL		613001	T1ZMMF0KM		04/10/2020
HANSCHU	DEKEYBREEON	03/18/2020	DEENROLLFAILEDRES...	DEENROLL	9138	482252	GGB3A973U	4066764710	04/04/2020

Show 25 records/page 1 of 1 pages



Interpret Address Change De-Enroll Report

Results will display subscribes' records that are linked to particular SAC(s). A few columns, below, are important to review once the report has been generated:

1. **NLAD Transaction Date**: The date that the subscriber is de-enrolled from NLAD.

2. **De-Enrollment Code**: The de-enrollment code for subscribers via this report will display a default "DEENROLLFAILEDREVERIFICATION" code.

3. **Transaction Type**: The transaction type for subscribers via this report will display the default "DEENROLL" transaction.

Glossary

Term	Definition
Anniversary Date	System-generated due date for rolling recertification, occurs every 12 months from the customer's service initiation date, or the date when their eligibility was last verified through the reverification process.
API Account	An account used solely for machine-to-machine transactions through the NLAD application programming interface API. An API account cannot be used to login to the NLAD application portal.
NAP Account	An NLAD application portal (NAP) account is used to login to the NLAD website through a web browser. This account cannot be used for transactions with the NLAD API.
497 Officer	For the purposes of filing and certifying FCC Form 497, the definition of an officer is a person who occupies a position specified in the corporate by-laws (or partnership agreement), and would typically be the president, vice president for operations, vice president for finance, comptroller, treasurer, or comparable position. If the filer is a sole proprietorship, the owner must sign the certification.
Batch **Batch File**	Transactions can be processed in batches by including multiple NLAD transactions within a batch file and submitting it. The batch file format is CSV, where each row of the file is an individual transaction. Batch transactions are processed in the order they appear in the batch file from top to bottom.
Benefit Qualifying Person (BQP)	The person who provides eligibility for Lifeline benefits to a Lifeline subscriber when the subscriber does not qualify. Typically, this person qualifies for Lifeline benefits, but cannot subscribe to a carrier on their own, and is a dependent of the subscriber.
Transfer Lifeline Benefits	The process by which the Lifeline benefits for a subscriber are transferred from one carrier to another.
IEH Certification	Independent Economic Household certification, whereby an ETC can certify that a subscriber is sharing an address with another eligible subscriber. See Independent Economic Household.
De-Enroll	A transaction type with which an ETC may remove a subscriber from NLAD. Used when the subscriber leaves, or is removed from the ETC,or when the subscriber ceases to be eligible for, or declines Lifeline benefits.
De-Enroll Deceased	A de-enrollment code used to de-enroll a Lifeline subscriber who has deceased.
De-Enroll Failed Recertification	A de-enrollment code used to de-enroll a Lifeline subscriber who has not filed their annual Lifeline recertification.

De-Enroll Leaving	A de-enrollment code used to de-enroll a Lifeline subscriber who is opting out of the Lifeline program, or is no longer eligible for benefits.
De-Enroll Non-Usage	A de-enrollment code used to de-enroll a Lifeline subscriber who has not used their benefits for 60 days.
De-Enrollment Codes	Refers to one of the various de-enrollment types listed above. The appropriate de-enrollment code must be selected when de-enrolling a subscriber.
Duplicate	A duplicate subscriber, or a subscriber with a duplicate phone number, is not permitted to enroll in NLAD.
Duplicate Resolution (DRC)	The process by which duplicate subscriber conflicts are resolved.
Eligibility Code	The program code under which the subscriber is eligible for Lifeline benefits. More information about program codes can be found here:[Updated-Enrollment-Eligibility-Codes]
Eligible Telecommunications Carrier (ETC)	Any telephone company deemed eligible by the FCC to provide Lifeline service and receive Lifeline funding.
Enroll	A transaction type with which an ETC may enroll a subscriber into NLAD.
Flag	A term referring to any of the binary fields used to indicate a particular status for a subscriber transaction. A "flag" field can only have a value of "1" or "0".
Independent Economic Household (IEH)	IEH is a status a subscriber may have that makes them eligible for Lifeline benefits while sharing an address with another Lifeline benefits recipient. When processing a subscriber, the IEH flag can be used to indicate that the subscriber is an independent economic entity sharing an address with another Lifeline subscriber. ETCs must collect and retain the IEH worksheet from the subscriber.
Initialization	The period during which ETCs have their current dataset loaded into NLAD. This is a one-time event that occurs before NLAD moves into full production.
Lifeline Tribal Benefit	This refers to the Tribal Lands Lifeline program, which provides additional funds to Lifeline subscribers living on Tribal lands.
Link Up Service	Link Up Service provides a one-time subsidy towards an initial installation for telephone service in Tribal lands.
Production	The post-initialization period in which NLAD is live and available to states and ETCs that have gone through initialization.
Resolution ID **Resolution Request**	When certain types of transactions fail, they will produce a Resolution ID. This unique identifier can be used for support and issue resolution with NLAD Customer Service.

Rural Address	Refers to any address within a rural area that is not registered with the United States Postal Service (USPS) Address Matching Service (AMS), nor able to receive postal delivery.
Service Initiation Date	Date that the service provider determined that the subscriber was eligible for Lifeline program-supported service.
Service Type	Service that meets the Lifeline Program minimum service standards.
Study Area Code (SAC)	This is the 6-digit number associated with the ETC providing the Lifeline benefit to the subscriber.
Subscriber ID	NLAD system-generated unique identifier (9 Characters/ Alphanumeric); Only provided on successful transactions.
Effective Date	The date the transaction actually took place, which may differ from the date the transaction was submitted to NLAD. For example, if you de- enroll transaction for that subscriber on 12/11/2013, the effective date is 12/10/2013, which is what should be entered in this field.
Transaction Type	Refers to a finite list of possible NLAD transactions. The transactionType field is used in API and batch submissions to define the type of each transaction.
Tribal Identification **Tribal Enrollment Number**	A unique multi-digit identifier found on Tribal ID cards. Sometimes referred to as Tribal Enrollment Number.
Validations (File/Row)	Validations refer to the various rule checks that are performed on transactions. Failing a validation typically results in a rejection of that transaction.
Verify	A transaction type that allows an ETC to pre-validate a subscriber information before enrollment into NLAD.