Universal Service Administrative Co.

USAC

Emergency Broadband Benefit Program October Enhancements

October 26, 2021

On October 26, 2021 the Universal Service Administrative Company (USAC) released enhancements to the Emergency Broadband Benefit (EBB) Program Claims System and the National Lifeline Accountability Database (NLAD).

EBB Program Claims System Changes
USAC introduced changes to the EBB Program Claims System that will help service providers submit and track program claims and align the claims certifications with EBB Program rules. These changes include:

- EBB Program Filing History – This new page in the EBB Program Claims System will allow service providers to see past claims and review support details. Service providers can search past claims by data month. The filing history page will display all certified claims for the selected data month – claims that were not certified will not appear in the filing history. Service providers can find their filing history in a new tab, located at the top of the system's landing page.

- EBB Program Study Area Code (SAC) Status Table – The EBB Program Claims System will display the status of the user's SACs. Service providers can use the SAC status table to identify the status of their past claims for the selected data month, including the number of subscribers claimed and the amount claimed for each subscriber. This enhancement allows providers to review this information rather than requesting this information from USAC.

- Updated Certifications – USAC added and changed the order of some EBB Program claims certifications to align with program rules. The new certifications include:

  - Certification number 8: "Each eligible household that is receiving a supported service offering at a standard rate that does not require the participating provider to assess and collect a monthly fee from the household has used the supported service, as usage is defined by 47 CFR § 54.407(c)(2), at least once during the service month being claimed" and;

  - Certification number 18: "No Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 CFR § 54.10."

- Claims System Success Messages - USAC updated the upload success messages to help providers understand the steps that must be taken to fully complete the claims process. When a service provider successfully uploads its claims, the provider will receive a success message that states "You successfully uploaded filename.csv. You must still submit your claim and your Officer must certify the claim." When a service provider submits their claim, the success message states"[#] claim was successfully submitted. Your Officer must still certify your claim."

- Updated Submit Claims Button Text – USAC updated the text on the button service providers use to submit claims to clarify the process. It now reads "Submit Claims to Officer to Certify". The new text indicates that additional action is needed by the Officer to complete the claims process.

NLAD Enhancements

USAC introduced two enhancements to NLAD to improve the service provider experience. These changes are:

- Linked Representatives Report - Service providers who only participate in the EBB Program can now use the Linked Representatives Report to see all RAD agents who can perform transactions in NLAD for their company. The report can be found in the EBB Program reports tab in NLAD. There are two versions of the report based on the user's access level:
  - Linked Representatives Report – ETC Admin*:* Only 497 Officers can view this report
  - Linked Representatives Report – Subaccounts: Only ETC Admins can view this report
  - Note: Users who have access to both Lifeline and the EBB Program SPINs will see the same Linked Representatives Report for both programs.
- Issue Fixed: Blank Error File – USAC fixed an issue where service providers uploading a batch file may receive a blank error report if the file was rejected. With the fix, the rejection file should be returned with an error. See examples of error below:
  - If a user uploads a file with a blank transactiontype: "Invalid transaction type."
  - If a user uploads a file with a value in a field with no header: "Incorrect number of fields for this transaction."
  - If a user uploads a file with a comma at the end of an address: "Incorrect number of fields for this transaction.

Need Help? Contact Us!

For questions about the Emergency Broadband Benefit Program, service providers can visit USAC.org and consumers should visit GetEmergencyBroadband.org. For general program support, service providers should email EBBElection@usac.org and consumers should email EBBHelp@usac.org. Both providers and consumers may also call the Emergency Broadband Support Center at 833-511-0311 for assistance.

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