



Inteserra's **inroll platform** (Lifeline/ACP Subscription Management System) is a complete lifecycle management tool offering your clients the ability to apply for government-funded broadband services, through the application process, qualify with the National Verifier, and the final decision. In addition, inroll will provide your company with the necessary access and tools to manage your subscriber's data and submit for eligible reimbursements.

## **INROLL HELPS THE SUBSCRIBER AND SERVICE PROVIDERS:**

- Apply for government broadband programs through the service provider's website.
- With seamless API communication to the National Verifier and NLAD
- Manage subscriptions and required reporting
- Stay up to date with new applications through the web-based admin dashboard
- Assign various internal program responsibilities with User Level Access Control
- Edit customer data, and have "real-time" updates sent to NLAD
- Alert subscribers of their upcoming renewal through automated emails
- Make monthly claims (497 filing) through the Lifeline Claim System, utilizing our web-based mapping and error detection system
- Manage required ETC subscription reporting obligations, requires [Inteserra Compliance Reporting Service](#)





## BENEFITS OF USING INROLL BY INTESERRA FOR LIFELINE, OR THE AFFORDABLE CONNECTIVITY PROGRAM

Stage	Inteserra inroll System	USAC Enrollment
Service Provider Selection	<ul style="list-style-type: none"> <li>☑ Directly to Service Provider website</li> <li>☑ Service Providers can market to within their eligible (ETC) area</li> </ul>	☑ Service provider look up tool based on zip code, city, or state
Application Process	☑ Branded as Service Providers webpage	☑ Online Application, in person enrollment or mail
Submission Process	☑ From Service Providers website to National Verifier website via secure API	☑ Redirect to National Verifier website
Verification	☑ National Verifier	☑ National Verifier
Application Status	☑ Service Providers website & National Verifier	☑ National Verifier
Subscriber Qualification Documents	☑ National Verifier	☑ National Verifier
Certify and Sign	☑ National Verifier	☑ National Verifier
Subscriber Final Decision Update (Status)	<ul style="list-style-type: none"> <li>☑ Service Providers website &amp; National Verifier website</li> <li>☑ Branded email from Service Provider &amp; USAC</li> </ul>	☑ National Verifier
Service Provider Notification	<ul style="list-style-type: none"> <li>☑ inroll System updated from USAC decision</li> <li>☑ Application status email sent to Service Provider's contact(s)</li> </ul>	
Customer Service/Sales Outreach	☑ Allows for timely outreach to Subscriber after USAC decision	
Subscriber Lifeline subscription	☑ System subscriber data offers time-savings enrollment process	
NLAD Subscriber Update	☑ Realtime updates sent to NLAD subscriber database via NLAD API	
Subscriber Changes	<ul style="list-style-type: none"> <li>☑ Ease of access to Subscriber data for updating</li> <li>☑ Realtime changes sent to NLAD subscriber database via NLAD API</li> </ul>	
Cancellation Notification	<ul style="list-style-type: none"> <li>☑ Upon notice – Email sent to Subscriber with USAC instructions</li> <li>☑ inroll sends NLAD updated Subscriber status via NLAD API</li> </ul>	
Reimbursement Process	☑ Mapping system and reporting	
Renewal Process	<ul style="list-style-type: none"> <li>☑ Notification sent from inroll to subscriber with instructions</li> <li>☑ Subscribers data will auto populate within recertification application</li> </ul>	☑ USAC will send an email notification to subscriber with instructions for recertification

