



USAC

## Reminder: Transfer Limit in effect April 15

April 14, 2022

Effective tomorrow, April 15, providers will be limited to transferring ACP subscribers once per service month (which corresponds to calendar month) in the National Lifeline Accountability Database (NLAD). Any transfer between April 1st and April 14th will not count towards the transfer limit for April. If the subscriber is eligible for a transfer exception, providers will be able to enter a transfer exception reason and corresponding code in NLAD. Further details of these changes were outlined in the bulletin released on [April 6](#).

### Transfer Limit Errors in NLAD

Providers who attempt to transfer a subscriber who has already transferred within that service month will receive the following error message: "INELIGIBLE\_FOR\_TRANSFER: Date eligible for transfer: mm/dd/yyyy".

Service providers may begin receiving errors related to the transfer limit as early as 10:15 a.m. ET on April 15. Providers will most likely not encounter an error until later in the day or over the next few days. Subscribers subject to the transfer limit can be transferred again on the 1st day of the next service month (which corresponds to calendar month). However, a transfer will not be successful until after the monthly snapshot is complete.

For further information, providers can view the [ACP NLAD System Changes](#) webinar to learn more about the transfer limit and exception codes.

### Outreach & Trainings

USAC will continue to distribute bulletins and conduct trainings to help service providers and other program participants understand the ACP Order and its effect on current and new program processes. USAC will also continue to update its [ACP service provider web content](#) to reflect updated ACP rules and processes. Find upcoming trainings and other resources on the [ACP Learn page](#) on USAC's website.

### Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](#) and consumers should visit [ACPBenefit.org](#). For general program support, service providers should email [ACProgram@usac.org](mailto:ACProgram@usac.org) and consumers should email [ACPSupport@usac.org](mailto:ACPSupport@usac.org). Both providers and consumers may also call ACP Support Center at (877) 384-2575 for assistance.

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