

# System Changes

## Affordable Connectivity Program

December 16, 2021



Universal Service  
Administrative Co.

# Meet Our Team

**Name**

Title

Email

**Name**

Title

Email

# Housekeeping

- USAC will walk through some slides and then take questions
- We'll answer questions both verbally and through the questions feature
- We'll answer as many questions as we can during today's session

# Agenda

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- 1** | **Program & Systems Overview**
- 2** | **NLAD System Changes for ACP**
  - Verify/Enroll
  - Transfer
  - Update
  - Moving Subscribers from EBB to ACP
  - Other Changes
- 3** | **NV System Changes for ACP**
- 4** | **Appendix**

# Program & Systems Overview



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# Timeline

## EBB Program to ACP Transition

<b>November</b>	November 15	President Biden signed the Infrastructure Investment & Jobs Act
	November 18	FCC released a <a href="#">Public Notice</a> , opening the 20-day public comment period on the ACP
<b>December</b>	December 16	USAC hosts ACP system training/office hours
	December 21	USAC hosts ACP system training/office hours
	December 30 at 6PM EST	EBB Program enrollments close
	December 31	ACP enrollments begin; start of 60-day transition period for legacy EBB Program households
<b>January</b>	Mid-January	FCC expected to issue rules for ACP
<b>March</b>	March 1	60-day EBB Program transition ends

# System Update Overview

## National Verifier (NV)

- Service providers and consumers can begin submitting ACP applications by visiting the National Verifier website at [ACPBenefit.org](https://www.acpbenefit.org) on December 31, 2021. On this date, all pre-existing EBB Program applications, except those that do not qualify through an ACP eligibility program (i.e. Substantial Loss of Income) will roll over and become eligible for ACP enrollment. Eligibility programs available will be updated to reflect the ACP rules:

**1**

Special Supplemental Nutritional Program for Woman, Infants and Children (WIC) will be available to select as a qualifying program

**2**

A list of participating Community Eligibility Provision (CEP) schools will be available for applicants to select from when they indicate they qualify through the Free and Reduced Price School Lunch or Breakfast program. Applicants will need to provide documentation proving eligibility.

**3**

Substantial Loss of Income (SLI) will no longer be available to select as a qualifying program

# System Update Overview

## National Lifeline Accountability Database (NLAD)

- Enrollments in ACP can begin on Dec. 31, 2021. On that date, all new enrollments will be into ACP. However, service providers will be able to continue to manage their EBBP subscribers in NLAD during the transition period between the two programs



Both the National Verifier and NLAD will be unavailable while USAC transitions the systems from EBB to ACP. The systems will be unavailable for 6 hours, from 6 pm EST on Dec. 30, 2021 until 12 am EST on Dec. 31, 2021.



# National Lifeline Accountability Database (NLAD) System Changes for ACP



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# Verify/Enroll Changes

## Batch Template

- EBB enrollments end on December 30, 2021 at 6PM EST; beginning December 31, 2021 all verify/enroll transactions will be to enroll the subscriber in ACP
- A new batch template will be available this week
  - New fields for ACP certification indicator will be optional
- There will be minimal changes to Verify/Enroll transaction requirements and format

# Verify/Enroll Changes

## Batch/API

New field “acpCertInd” will be used rather than the existing “certInd”

## User Interface

EBB certification language will be replaced with ACP certification language

## Eligibility Programs

Eligibility program still only provided by Service Provider when the AVP exception is used

E52 no longer accepted (SLI).  
E53 is modified to refer only to a provider's "existing low-income program." Subscribers can no longer qualify through enrollment in a provider's COVID-19 program.

E54 added and accepted (WIC)

# Transfers

## Things to note

- Transfer cannot be used to move a subscriber between programs; it will only move a subscriber from one service provider to another within the Program the subscriber is already in
- Service providers may not know what Program the subscriber is in when they transfer; if the provider submits the wrong certification indicator (e.g. an ACP certification for an EBB subscriber), the system will return an error
  - This error serves as a notice that the subscriber is in the EBB Program and not the ACP, and the provider will need to fix the transaction & resend it to USAC with the correct indicator
  - **Service providers may consider providing disclosures and collecting consent that covers both EBB and ACP in order to minimize the burden on consumers**
- There will be minimal changes to Transfer transaction requirements and format

# Transfer Changes

## Batch/API

- New field “acpCertInd”
- Unlike Verify/Enroll, the existing “certInd” will still be accepted if the subscriber is enrolled in EBB at the time of transfer
- Service providers cannot provide both certifications and will receive an error if they provide the incorrect certification – they must provide the certification that corresponds to the program in which the subscriber is enrolled
  - Serves as a way of notifying the service provider which program the subscriber will be enrolled in after transfer

# Transfer Changes

## User Interface

- ACP certification language will be added.
  - Both EBB and ACP certification language will appear on the page with a radio option to select one or the other; the system will not know until after the transaction is submitted which program the subscriber is currently enrolled in
- Service providers will receive an error after submitting the transfer if they did not choose the certification corresponding to the program the subscriber is enrolled in
- If the AVP exception is selected, the dropdown menu will include eligibility programs for both EBB and ACP

# Transfer Changes

## Eligibility Programs

- Eligibility program still only provided by service provider when the AVP exception is used
- All eligibility programs will be accepted (including E52 and E54), but the service provider may receive an error if they choose an eligibility program that is not accepted for the program the subscriber is enrolled in
  - E.g. the service provider selects E54 (WIC) as the eligibility program, but the subscriber is actively enrolled in EBB
- In order to successfully transfer using E52 (SLI), the subscriber must have been actively enrolled with that program prior to the transfer

# Update Changes

## Things to note

- Update cannot be used to move a subscriber from EBB to ACP
- There will be minimal changes to Update transaction requirements and format



# Update Changes

## Batch/API

- New field – “acpCertInd”
- Like Transfer transactions, the existing “certInd” will still be accepted if the subscriber is enrolled in the EBB Program at the time of update
- Service providers cannot provide both certifications and will receive an error if they provide the incorrect certification– they must provide the certification that corresponds to the program in which the subscriber is enrolled
  - This serves as a way of confirming which program the subscriber is enrolled in

# Update Changes

## User Interface

- EBB or ACP certification will display, according to which program the subscriber is enrolled in

# Moving Subscribers from the EBB Program to ACP

## Things to note

- The FCC will provide clarified guidance on the issue of collecting consent to move consumers from EBB to ACP
- At this time, there is no functionality available to transition an existing EBB subscriber into ACP.
- Existing EBB subscribers will continue to be eligible to receive the up to \$50 service benefit through the EBB 60-day transition period.
- The FCC will also provide further guidance regarding the transition of EBB subscribers into ACP.

# Other Changes

## Reports

- The only change is the addition of the an “ACPCertInd” field that service providers can use to determine whether a subscriber is enrolled in EBB or ACP
- The new field will appear on all reports downloaded from the NLAD website
- Service providers will have the option to receive the new field in reports pulled by API
  - To receive the new field providers can include a new parameter of “includeACPCertInd” with a value of “1”. This parameter is fully optional – providers can continue pulling reports without it

# Other Changes

## Claims

- The FCC will provide clarified guidance on how ACP Claims can be made after the program has begun.

# Other Changes

## Representative Accountability Database (RAD)

- The Terms & Conditions will be updated; there will be no other changes

## De-enroll Transactions

- No changes

# National Verifier (NV) System Changes for ACP



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# User Interface Changes

- There will be minimal changes to the NV portal
- Eligibility pathways
  - Documentation is now required for the Community Eligibility Provision (CEP) Schools eligibility criteria
  - Substantial Loss of Income (SLI) will be removed as an eligibility option and Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) will be added

### Select a USDA Community Eligibility Provision school

Using the dropdowns below, select the USDA Community Eligibility Provision school, that you, or your dependent, were enrolled in for the 2019-2020, 2020-2021, or 2021-2022 school year.

State

Choose State ▼

School District

Choose School District ▼

School

Choose School ▼

To prove participation, submit one of the following acceptable document:

- Written proof that the child is enrolled in a School or School district that participates in the Community Eligibility Provisions for the 2019-2020, 2021-2021, and/or 2021-2022 school years

The document must include:

- The name of the member of the household that is enrolled in the Community Eligibility Provision school (this name must match the benefit qualifying person field used in the application)
- Name of School or School District
- School year of 2019-2020, 2020-2021, or 2021-2022

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Give us your documents.

Choose file

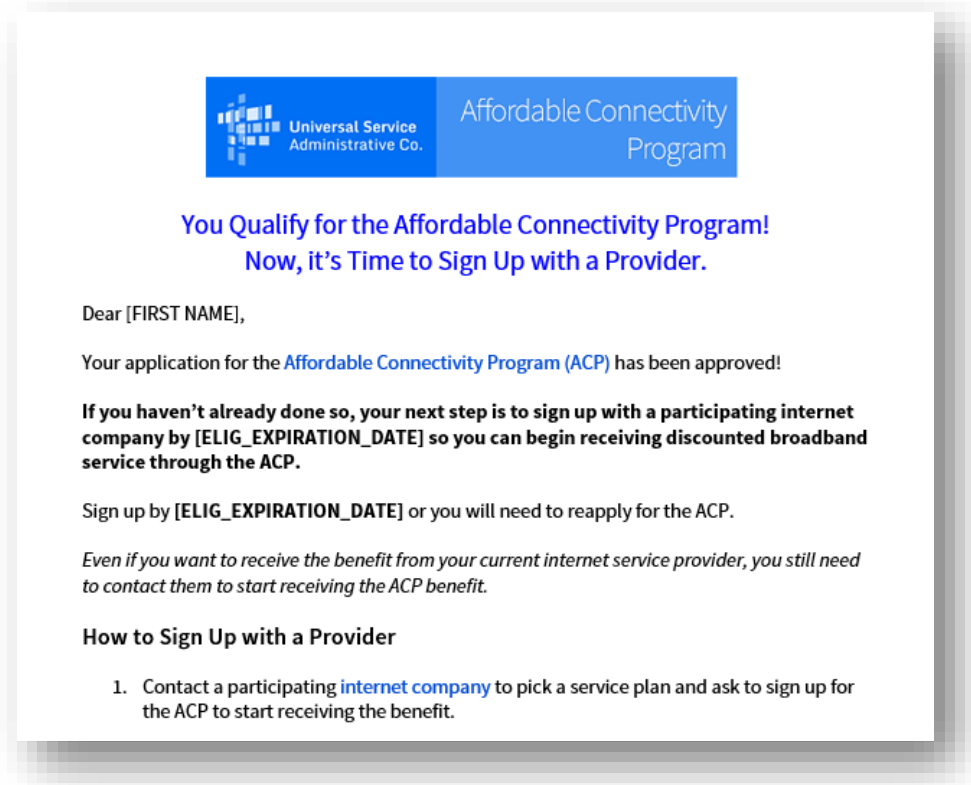


# National Verifier Carrier API Changes

- Same changes to application workflow
- Swap Emergency Broadband Benefit Program for Affordable Connectivity Benefit or ACP
- SLI will be removed and WIC will be added

# National Verifier Consumer Outreach

- There will be updated “qualified” and “failed manual review” emails with ACP language





**Questions?**

# Upcoming Service Provider Trainings

Affordable Connectivity Program System Changes Office Hours:  
Tuesday, December 21, 2021 @ 2:30 p.m. ET: [Register](#)

Recordings of ACP webinars can be found on the [ACP Learn page](#)

# Service Providers: Stay Informed About ACP

- Visit [USAC.org](https://www.usac.org) to follow ACP updates
- Sign up for ACP updates and select the information you'd like to receive
- Visit the FCC website for additional program information and to submit comments on the ACP
- FCC guidance orders:
  - 11/26: <https://www.fcc.gov/document/wcb-issues-guidance-transition-affordable-connectivity-program>
  - 12/8: <https://www.fcc.gov/document/fcc-issues-further-guidance-affordable-connectivity-program>



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# Appendix

## NLAD System Errors

# New Errors

## Slide 1 of 2

Validation Rule	Error	Transaction Type
The maximum expected rate for non-Tribal subscribers is \$30 for ACP.	MAXIMUM_RATE_ACP: Expected Rate can be no greater than \$75 when Tribal Benefit flag is provided. Expected Rate can be no greater than \$30 when Tribal Benefit flag is not provided.	Verify, enroll, transfer, update
The accepted eligibility codes for ACP are E1, E2, E3, E4, E5, E6, E7, E8, E9, E10, E11, E12, E13, E15, E50, E51, E53, and E54.	INVALID_ELIGIBILITY_CODE_ACP: Subscriber eligibility program (eligibilityCode) can not have any value other than one of the following: E1, E2, E3, E4, E5, E6, E7, E8, E9, E10, E11, E12, E13, E15, E50, E51, E53 and E54	Verify, enroll, transfer
The acpCertInd cannot be used if the subscriber is enrolled in EBB.	INVALID_ACP_CERT_IND: Certification Indicator must be 0 for this subscriber.	Transfer, update
The certInd cannot be used if the subscriber is enrolled in ACP.	INVALID_CERT_IND: Certification Indicator must be 0 for this subscriber.	Verify, enroll, transfer, update



# New Errors

## Slide 2 of 2

Validation Rule	Error	Transaction Type
The acpCertInd must be provided for transactions where the subscriber is enrolled in ACP.	ACP_CERT_IND_REQUIRED: Certification Indicator is required.	Verify, enroll, transfer, update
An NV app can only be used to enroll a subscriber in ACP if the qualifying program is accepted for ACP.	NOT_ELIGIBLE_ACP: Subscriber not eligible for ACP due to eligibility program used on NV application.	Verify, enroll, transfer
A subscriber can only be enrolled (via transfer transaction) using E52 if they were actively enrolled with that program prior to the transfer.	CANNOT_USE_SPECIFIED_ELIG_CODE: Cannot use this eligibility code for this subscriber.	Transfer

# Updated Errors

## Slide 1 of 4

Error	Current Description	Updated Description	Transaction Type
APPLICATION_NOT_COMPLETED	The subscriber has not finished qualifying through the National Verifier. They can complete their application at <a href="https://getemergencybroadband.org">getemergencybroadband.org</a> .	The subscriber has not finished qualifying through the National Verifier. They can complete their application at <a href="https://ACPbenefit.org">ACPbenefit.org</a> .	Verify, enroll, transfer, update
APPLICATION_NOT_FOUND	The subscriber has not qualified through the National Verifier yet or their application has expired. You can qualify them now at <a href="https://getemergencybroadband.org">getemergencybroadband.org</a> .	The subscriber has not qualified through the National Verifier yet or their application has expired. You can qualify them now at <a href="https://ACPbenefit.org">ACPbenefit.org</a> .	Verify, enroll, transfer, update

# Updated Errors

## Slide 2 of 4

Error	Current Description	Updated Description	Transaction Type
APPLICATION_PENDING	The subscriber's application is currently under review. For more information please contact USAC at <a href="mailto:ebbhelp@usac.org">ebbhelp@usac.org</a> .	The subscriber's application is currently under review. For more information please contact USAC at <a href="mailto:ACProgram@usac.org">ACProgram@usac.org</a> .	Verify, enroll, transfer, update
CANNOT_ENTER_PHONE_NUMBER_AND_SUBSCRIBER_ID	Cannot enter both fields for this transaction. Must provide the subscriber's phone number in EBBP or the subscriber ID.	Cannot enter both fields for this transaction. Must provide the subscriber's phone number in ACP or the subscriber ID.	Update, de-enroll
CANNOT_UPDATE_EBBP_ELIG_INFO	The EBB Program eligibility information cannot be updated.	The eligibility information cannot be updated.	Update

# Updated Errors

## Slide 3 of 4

Error	Current Description	Updated Description	Transaction Type
DUPLICATE_SUBSCRIBER_N LAD	The subscriber in this transaction is a duplicate of another subscriber. Please contact USAC at <a href="mailto:ebbhelp@usac.org">ebbhelp@usac.org</a> .	The subscriber in this transaction is a duplicate of another subscriber. Please contact USAC at <a href="mailto:ACProgram@usac.org">ACProgram@usac.org</a> .	Verify, enroll, transfer, update
LATITUDE_REQUIRED	Latitude is required when AMS Failure Exception and EBBP Tribal Benefit flags are provided.	Latitude is required when AMS Failure Exception and Tribal Benefit flags are provided.	Verify, enroll, transfer, update
LONGITUDE_REQUIRED	Longitude is required when AMS Failure Exception and EBBP Tribal Benefit flags are provided.	Longitude is required when AMS Failure Exception and Tribal Benefit flags are provided.	Verify, enroll, transfer, update

# Updated Errors

## Slide 4 of 4

Error	Current Description	Updated Description	Transaction Type
MAXIMUM_EXPECTED_RATE	Expected Rate can be no greater than \$75 when EBBP Tribal Benefit flag is provided. Expected Rate can be no greater than \$50 when EBBP Tribal Benefit flag is not provided.	Expected Rate cannot be greater than \$75 when the Tribal Benefit flag is provided. Expected Rate cannot be greater than \$50 when the Tribal Benefit flag is not provided.	Verify, enroll, transfer, update
MISSING_PHONE_NUMBER_OR_SUBSCRIBER_ID	Must provide the subscriber's phone number in EBBP or the subscriber ID.	Must provide the subscriber's phone number in ACP or the subscriber ID.	Update, de-enroll
MULTIPLE_SUBSCRIBERS	This request cannot be processed. Please e-mail NLAD Support at <a href="mailto:ebbhelp@usac.org">ebbhelp@usac.org</a>	This request cannot be processed. Please e-mail USAC at <a href="mailto:ACProgram@usac.org">ACProgram@usac.org</a> .	Update, de-enroll