Updated ACP NLAD API Specifications and Batch Template Available

March 7, 2022

On February 24, USAC released a bulletin providing preliminary information about upcoming changes to the National Lifeline Accountability Database (NLAD) in response to the Affordable Connectivity Program (ACP) Report and Order.

Service providers may request the updated API specifications by emailing ACProgram@usac.org. The specifications will also be available in the NLAD Staging environment beginning March 14. In addition, service providers may access the updated batch template, field descriptions , and error guide.

Upcoming Changes
As a reminder, service providers should prepare for two upcoming changes to the NLAD. These changes will be available for provider testing in the NLAD Staging environment beginning March 14.

New Enrollment Fields
Beginning March 31, service providers will be required to include new fields in NLAD when performing verify, enroll, transfer, and update transactions. Details on these fields are available in the February 24 bulletin and in the API Specifications and field descriptions documents.

- **Consumer Fee** – Required field to indicate whether a consumer is charged a monthly ACP service fee. Providers will also be required to update this field for all previously enrolled subscribers. USAC will provide more guidance at a later date.
- **Device Model, Device Model Number, Device Co-Pay Amount, Device Delivery Method, Device Market Value** – Required fields if a one-time device is provided to the subscriber.
- **Contact Phone Number** – Optional field to provide a consumer's contact phone number.

Limiting the Number of ACP Consumer Transfers in a Service Month
Beginning April 15, ACP subscribers will be limited to one benefit transfer per service month. Service providers who attempt to transfer a subscriber who has already transferred within the service month will receive an error. The error will include the date the subscriber is eligible to be transferred. For more information on the exception process, join our training on Thursday, March 10 at 3 p.m. ET.

Service providers can test the errors in the staging environment. Details are also available in the updated API Specifications and error guide.

Key Dates
USAC will make these changes available in the NLAD Staging environment prior to the production release so that service providers can test the new functionality. USAC will release a bulletin following each release so that service providers are aware that the changes are live.

- March 14 – The changes impacting enrollment and transfer transactions will be available for provider testing in the NLAD Staging environment.
- March 31– Service providers will be required to include the new enrollment fields in NLAD transactions according to the required/conditional status of each field.
- April 15 – Subscribers will begin to be limited to one transfer per service month. Providers will encounter errors if they attempt to transfer a subscriber who is in the transfer limit period.

Outreach and 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.

Register for the ACP System Changes Training:

- ACP System Changes Training: March 10, 2022, @ 3 p.m. ET – Register

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 and consumers should email ACPSupport@usac.org. Both providers and consumers may also call ACP Support Center at (877) 384-2575 for assistance.