

USAC Announces January System Enhancement for Duplicate Subscriber Error in the Affordable Connectivity Program (ACP)

January 13, 2022

Currently, when service providers verify or try to enroll a subscriber in the National Lifeline Accountability Database (NLAD) they may receive an error indicating that a duplicate subscriber is already enrolled.

On January 18, USAC will release updates to the NLAD [production](#) and [staging](#) environments to enhance system messaging for the duplicate subscriber error.

This enhancement will help service providers identify which program a subscriber is enrolled in, either the Emergency Broadband Benefit (EBB) Program or the Affordable Connectivity Program (ACP), prior to attempting to transfer the subscriber.

- If the subscriber is enrolled in the EBB Program, the message will say, “Subscriber: The subscriber in this transaction is a duplicate of another subscriber in the EBB Program. Select the EBB Program certification if you choose to transfer this subscriber.”
- If the subscriber is enrolled in the ACP, the message will say, “Subscriber: The subscriber in this transaction is a duplicate of another subscriber in the ACP. Select the ACP certification if you choose to transfer this subscriber.”

For NLAD API users, samples API responses are below:

```
{
  "header": {
    "failureType": "Duplicate subscriber"
  },
  "body": [
    ["subscriber",
      "The subscriber in this transaction is a duplicate of another subscriber in the EBB Program. Select the EBB Program certification if you choose to transfer this subscriber.",
      "DUPLICATE_SUBSCRIBER_NLAD"]
  ]
}
```

```
{
  "header": {
    "failureType": "Duplicate subscriber"
  },
}
```

```
"body": [{"subscriber",  
  "The subscriber in this transaction is a duplicate of another subscriber in the ACP. Select the ACP  
certification if you choose to transfer this subscriber.",  
  "DUPLICATE_SUBSCRIBER_NLAD"}]  
}
```

For more information on system updates visit USAC's [ACP Learn page](#) for training materials and resources.

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 the ACP Support Center at 877-384-2575 for assistance.