![Universal Service Administrative Co. | USAC]

Connectivity Issues in ACP System

January 18, 2023,

USAC is aware that National Lifeline Accountability Database (NLAD) users have been experiencing issues accessing reports for the Affordable Connectivity Program (ACP) via the user interface (UI). NLAD API users are not affected by this issue.

USAC is working to resolve this issue in an upcoming release on January 24. In the interim, NLAD UI users can access the ACP reports by logging into NLAD and pasting one of the URLs below into their browser. Users will need to modify the URL by adding in their 6-digit study area code (SAC) and inserting a date range where required.

- **Detail Transaction Report**
  - https://nlad.universalservice.org/ebbp-svc/1/report/transaction?reportType=detail&sac=**XXXXXX**&startDate=**MM/DD/YYYY**&endDate= **MM/DD/YYYY**&type=enroll&includeSubscriberId=1&includeACPCertInd=1
- **Detail Active Subscriber Report**
  - https://nlad.universalservice.org/ebbp-svc/1/report/subscriber?reportType=detail&sac=**XXXXXX**&includeSubscriberId=1&includeACPCertInd=1
- **Summary and Detail Subscriber Snapshot Report**
  - https://nlad.universalservice.org/ebbp-svc/1/report/subscriber/snapshot?reportType=summary&snapPeriod=12/2022&sac=**XXXXXX**&includeACPCertInd=1
- **Recertification Subscriber Status Report**
  - https://nlad.universalservice.org/ebbp-svc/1/report/recertstatus?sac=**XXXXXX**&recertCheckDateStart= **MM/DD/YYYY** &recertCheckDateEnd= **MM/DD/YYYY** &type=recertified

Users should be logged into NLAD to access the reports.

We apologize for any inconvenience this may cause.

Need Help? Contact Us!
For questions about the Affordable Connectivity Program, email ACProgram@usac.org.