

Correction to March 30 Bulletin: Backfilling NLAD Device Fields

April 1, 2022

On March 30, [USAC released a bulletin](#) outlining the new National Lifeline Database (NLAD) device fields launching on March 31. This bulletin outlined how to backfill the new device fields that are now required in the system for any service provider that offered a connected device to a subscriber prior to the March 31 launch. Service providers should disregard the instructions in the March 30 bulletin and use the placeholder field values outlined below.

Service providers who offer connected devices for subscribers enrolled after March 31 are still required to complete the NLAD device fields.

If a service provider offered a connected device to a subscriber prior to March 31, and was reimbursed for the device, but makes an update to the NLAD consumer record, the system will require them to complete the new device fields.

For subscribers who have been reimbursed for the connected device and are making an update to the NLAD consumer record, the following device values may be used:

- Device Model = **NA**
- Model Number = **NA**
- Device Co-Pay = **\$10.01**
- Device Delivery Method = **Shipped**
- Device Market Value = **\$10**

DO NOT use N/A to complete the fields. The system has validations preventing the use of special characters so NA must be entered instead. The co-pay value must be entered as a minimum value of \$10.01. The system will not accept \$10 if this is entered.

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

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