



Universal Service
Administrative Co.

USAC

NLAD Connectivity Issues - May 1 Consumer Fee Deadline Extended

April 29, 2022

USAC is actively working to resolve connectivity issues in the National Lifeline Accountability Database (NLAD). Users have been experiencing system errors and may be unable to complete system transactions. On April 21 and April 28, USAC released [bulletins](#) reminding providers of the May 1 deadline to backfill the consumer fee field for ACP subscribers. In light of the persisting NLAD connectivity issues, the May 1 deadline will be extended to ensure that providers have additional time to complete the field updates.

USAC will continue to update service providers on NLAD connectivity issues, and will provide additional information on the timeline to backfill the consumer fee field as soon as more information is available.

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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