



Universal Service
Administrative Co.

USAC

Reminder: May 1 Deadline to Complete Consumer Fee Field and ACP Device Information Form

April 21, 2022

By May 1 service providers are required to populate the consumer fee field for every subscriber in the National Lifeline Accountability Database (NLAD) and complete the [ACP Device Information Form](#) (if they offer a connected device to ACP consumers). Service providers are encouraged to complete this before May 1 to avoid potential system delays. More information on these topics is outlined below.

Consumer Fee Field

The consumer fee field is a required field in NLAD for each ACP consumer and indicates whether a consumer is charged a monthly ACP service fee. Since March 31st this field has been required for all verify, enroll, transfer, and update transactions in NLAD. Service providers have until May 1 to populate the consumer fee field in NLAD for subscribers who enrolled prior to March 31st. USAC announced the details of this field in bulletins released on [February 24](#), [March 7](#), and [March 30](#).

Tips for Updating the Consumer Fee Field Using the Batch Upload Process or NLAD API (including [detailed guide](#) on field required for an update transaction):

Use the **Detail Active Subscriber Report** in NLAD to gather the subscriber information required to perform an update transaction.

- Populate the subscriber information and avoid making changes to the data already associated with the subscriber's record. Do not send blank values for fields that already contain data for the subscriber – the data will be removed if you do so. For example, if there is a mailing address on the subscriber's record, you should include the mailing address in the update transaction. If you do not include the mailing address, it will be removed. The exception is missing information related to the subscriber's personally identifiable information (PII), which may be left off if using the limited PII update process.
- Populate the consumer fee field with a 0 or a 1 value.
 - Enter a 1 - to indicate that a fee was assessed; or
 - Enter a 0 - to indicate that a fee was not assessed

Use this [guide](#) for more information on the fields required to perform the update transaction using limited subscriber information.

ACP Device Information Form

Service providers may offer a one-time device discount of up to \$100 for a laptop, tablet, or desktop computer to eligible ACP consumers, provided that the consumer pays a co-pay of more than \$10 but less than \$50. If a provider offers a connected device through the ACP, they must complete the [ACP Device Information Form](#) by May 1. Instructions on how to fill out this form can be found [here](#). If a provider offered a connected device to a consumer through the Emergency Broadband Benefit (EBB) Program and is now offering devices through the ACP they must complete the form. Providers can find more information on this topic in the bulletin released on [March 18](#).

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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