



Universal Service
Administrative Co.

USAC

Reminder: New NLAD Fields Live Tomorrow; Backfill Consumer Fee Field by May 1

March 30, 2022

Tomorrow, March 31, providers will be required to complete new fields in the National Lifeline Accountability Database (NLAD) when performing transactions in the system. USAC announced the details of these changes in bulletins released on [February 24](#) and [March 7](#).

Consumer Fee Field

The consumer fee field is a new required field to indicate whether a consumer is charged a monthly ACP service fee. This field will be required starting **March 31** for all verify, enroll, transfer, and update transactions in NLAD. Service providers will be required to update this field for all previously enrolled subscribers and ensure accuracy of this field for all subscribers by **May 1**.

Device Fields

The new device fields outlined in the [February 24 bulletin](#) will launch on March 31.

Providers will not be required to backfill the device fields for subscribers who have already been claimed and reimbursed for the one-time device benefit. However, the system will require an entry for the new device fields if a provider has already been reimbursed for a device prior to March 31, but an update to the subscriber record is attempted in NLAD. For example, if a service provider updates the service type for a consumer who was reimbursed for a connected device before March 31, the system **will** require them to complete the new device fields.

For subscribers who have already 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 = **N/A**
- Model Number = **N/A**
- Device Co-Pay = **\$0**
- Device Delivery Method = **Shipped**
- Device Market Value = **\$0**

If a subscriber currently has device information entered in NLAD but the provider has not claimed that subscriber by March 31, then the provider must update the variables to reflect accurate device information (avoid using N/A, \$0, etc.).

Key Dates

- March 31 - Service providers will be required to include the new consumer fee/device fields in NLAD transactions according to the required/conditional status of each field.
- May 1 – Service providers will be required to ensure accuracy of the consumer fee field for all subscribers. Service providers must backfill the consumer fee field by May 1. This field must be completed for all subscribers enrolled in the ACP prior to March 31.

If a provider uses the batch upload process, they can perform an update transaction in NLAD to backfill the consumer fee field. Within the new batch template, they can add a value for the consumer fee field. With the new batch template, because the consumer fee field is required:

- A provider can enter a 1 – indicating that a fee was assessed; or
- A provider can enter a 0 - indicating that a fee was not assessed

This process can also be completed through the portal or an API through an update transaction.

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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