Upcoming System Changes to NLAD

February 24, 2022

On January 21, 2022, the Federal Communications Commission (FCC) released the Affordable Connectivity Program (ACP) Report and Order outlining the rules and policies for the ACP. In response, USAC continues to work closely with the FCC to confirm all new rules and policies introduced in the Order and will implement system changes to the National Lifeline Accountability Database (NLAD) starting April 1st. **Service providers should review the information below to prepare for the upcoming changes.** The changes outlined below will be available for provider testing beginning on March 14.

Newly Required Enrollment Fields
Beginning in April, service providers will be <u>required</u> to provide the following data point to complete an ACP enrollment/transfer. Providers will also be expected to update this field for all previously enrolled subscribers.

- **Consumer fee** – indication of whether the consumer is charged a monthly ACP service fee

The following data points will also be required if a one-time device is provided to the subscriber.

- **Device Model** – currently provided through the "Device Make" field but will now be a separate data field
- **Device Model Number**
- **Device Co-Pay Amount** – co-pay value collected from subscriber between >$10 and <$50
- **Device Delivery Method** – value of either "Shipped," "In-Store," "Installed by Provider"
- **Device Market Value**

Finally, a new field for a consumer's contact phone number will be added. The field can be used to provide a subscriber's contact phone number where the ACP service itself does not have an associated phone number.   Where the ACP service itself does not have an associated telephone number, the provider must provide at least one of the following means for contacting the consumer: (1) the consumer's email address or (2) the consumer's phone number.

- **Contact Phone Number** – distinct from the "Phone Number" field, which is intended to be used to provide the phone number associated with the service that the monthly ACP benefit is applied to.

Limiting the Number of ACP Consumer Transfers in a Service Month
Beginning April 15th, ACP subscribers will be limited to one benefit transfer per service month. The change is expected to further protect ACP subscribers against uninformed and unwanted transfers and instill provider and consumer confidence in the applied discount amount. Service providers who attempt to transfer a subscriber who has already transferred within the service month will receive an error. The error will include the date the subscriber is eligible to be transferred.

There are a limited number of reasons that a subscriber may qualify for an exception to the transfer limit, including the following:

1. Improper transfer, as defined by the first transferring provider who does not make the required disclosures or obtain the required consent from the household to proceed with the initial transfer;
2. Household's service provider ceases operations or fails to provide service;
3. Household's current service provider is found to be in violation of ACP rules, and the violation impacts the customer for which exception is sought; and
4. Household changes its residential address to a location outside of the provider's service area for ACP.

If the provider verifies that an exception applies, the provider will be required to submit an exception code (new data field). Specific details about the processes for handling transfer error messages and exceptions will be provided at a later date.

Provider Testing
USAC acknowledges that the aforementioned changes impacting enrollment or transfer transactions may have a significant impact on service providers with established API or batch file processes once the changes are live in production. To help service providers prepare, these changes are expected to become available for provider testing in the NLAD Staging environment on **March 14th**.

Updated API specifications and the revised batch upload template will be shared in the upcoming weeks for service provider technical teams to apply the necessary changes to their existing business processes.

Starting on **April 1st**, all API transactions must be updated to include the new, additional required fields outlined in this bulletin. The new batch template also must be used in order to process transactions through the batch upload process. Older versions of the batch template will no longer be operational.

Sign Up for Outreach
Sign up to get program updates and information on upcoming trainings. If this email was forwarded to you and you have not signed up for ACP outreach, please visit USAC's subscription center to select the ACP outreach you would like to receive.

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.