

Lifeline Program Known System Issues and Resolution Status

Date Added	System	Issue	Expected Behavior	Impact	Status
11/14/2024	NLAD	Users may receive the error 'Tribal Benefit Flag cannot be applied for this location' when attempting to add a Tribal Benefit Flag for a consumer.	Transactions to add a Tribal Benefit Flag should succeed when the consumer lives on recognized Tribal lands.	Service providers should enroll consumers without the Tribal Benefit Flag, and update the consumer to Tribal after a fix has been implemented.	Fix expected 11/22/2024 (tentative)
11/12/2024	NLAD	Users may receive errors of INTERNAL_SERVER_ERROR or AMS_UNAVAILABLE during NLAD transactions due to system time outs.	Transactions should process successfully without timing out and returning errors.	Users should reattempt the NLAD transaction after a short wait.	Fix expected 11/15/2024
11/7/2024	LCS	497 Officers and 497 Users may receive an email notification that a corrected Lifeline filing template is available for an opt-out state.	Only service providers operating in opt-out states (CA, TX, OR) should receive notification when a corrected Lifeline filing template is available.	If not operating in an opt-out state, users should disregard the email notification received.	Working on a fix
4/3/2024	NLAD	Lifeline subscribers may be duplicated upon enrollment or transfer-in, populating two subscriber IDs for the same consumer.	Subscribers should only be enrolled once, and receive one subscriber ID.	If subscribers are duplicated upon enrollment or transfer-in, contact LifelineProgram@USAC.org .	Working on a Fix

10/12/2023	API	Reports time out for large data sets.	Providers should be able to pull larger data sets without failures.	Providers may utilize a workaround to pull larger reports. May use URL https://nlad.universalservice.org/ as an alternate URL, only for reporting of large data sets.	Workaround Available
10/31/2023	NLAD	When assigning notifications to a user via NLAD, the confirmation email displays an error.	Users should see an email confirming they've successfully been registered for email notifications.	Despite the error displayed in the email, users are successfully registered for email notifications and no further action is required.	Working on a Fix