

Affordable Connectivity Program Known System Issues and Resolution Status

Date Added	System	Issue	Expected Behavior	Impact	Status
4/3/2024	NLAD, RAD	Users may receive an 'Internal Server Error' when linking a user's RAD ID in NLAD.	Users should be linked successfully upon processing of linking files, and not receive 'Internal Server Error' in response.	Providers should only process ONE linking file at a time. If an 'Internal Server Error' is returned, try again at a later time.	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.	Workaround Available