

Affordable Connectivity Program Known System Issues and Resolution Status

Date Added	System	Issue	Expected Behavior	Impact	Status
10/15/2023	NLAD	Providers with large data sets of subaccount users may experience timeouts attempting to access 'View All Subaccounts' in Account Management.	Users should be able to access 'View All Subaccounts' without the request timing out.	The 'Linked Reps Report' can be used to identify subaccounts until a fix is implemented.	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