

Affordable Connectivity Program Getting Started with NLAD

March 24, 2022



Universal Service
Administrative Co.

DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. This is a new feature we are testing out to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- **Enter questions at any time using the “Questions” box**
- If your audio or slides freeze, restart the webinar
- **A copy of the slide deck is in the “Handouts” section of webinar panel**

Meet Our Team

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Agenda

- Program Overview
- National Lifeline Accountability Database (NLAD)
- ACP Subscriber Management
 - Portal
 - Batch Upload
 - API
- Resources

Program Overview

Affordable Connectivity Program (ACP)

The Affordable Connectivity Program (ACP) is a Federal Communications Commission benefit program that helps low-income households pay for broadband service and connected internet devices

Eligible households can receive:



\$30 Standard Discount

Up to \$30/month discount for broadband services



\$75 Tribal Discount

Up to \$75/month discount for broadband services for households on qualifying Tribal lands



Device Discount

A one-time discount of up to \$100 for a laptop, desktop computer, or tablet (consumer co-pay of \$10-\$50 required)

ACP benefit is limited to one monthly service discount and one device discount per household

Application Process

Option 1:

Apply Online

- The consumer visits [ACPbenefit.org](https://www.acpbenefit.org) from any computer or mobile device to complete the electronic application and upload any required documentation
- If approved, the consumer contacts a participating service provider to enroll in ACP

Option 2:

Apply by Mail

- The consumer fills out and signs the ACP Application Form
- The consumer mails the application and supporting documentation to the ACP Support Center
- Service providers may assist consumers with the paper application and mail it on the consumer's behalf

Option 3:

Apply with a Service Provider

- The consumer may apply with the assistance of a service provider
- Service providers may submit an online application on the consumer's behalf (only with the consumer's consent) using the National Verifier service provider portal
 - This is an in-person interaction, where the service provider asks the consumer questions in an interview style approach
 - The consumer must sign and certify the application
- Consumers may also apply through the service provider's website, if the service provider has elected to use the National Verifier API

National Lifeline Accountability Database (NLAD)

National Lifeline Accountability Database (NLAD)

Overview

The **National Lifeline Accountability Database (NLAD)** is the system that service providers use to manage their ACP subscribers, including enrolling consumers in the program, transferring and de-enrolling subscribers, and reviewing reports about their ACP subscribers

- Service providers must enroll subscribers in NLAD in order to claim reimbursements
- [NLAD](#) is available through USAC's One Portal system, which allows users to access all of their Universal Service Fund IT applications (including ACP systems) through the same portal
- All account types for NLAD and the National Verifier are created in NLAD
- For more information about NLAD, visit the [NLAD section](#) of USAC's website

National Lifeline Accountability Database (NLAD)

Account Types (1 of 2)

497 Officer

Must certify reimbursement claims and manages the Administrator user role in NLAD

- The 497 Officer is assigned during the election process
- To change the 497 Officer, email ACProgram@usac.org with the subject “**ACP 497 Officer Request**”

National Lifeline Accountability Database (NLAD)

Account Types (2 of 2)

ETC Administrator

Manages subaccounts (Analyst, Operations, and Agent) and can perform subscriber transactions, query subscriber data, and view reports

User also has access to the National Verifier to check consumer eligibility

ETC Analyst

This user can perform subscriber transactions, query subscriber data, and view reports

User also has access to the National Verifier to check consumer eligibility

ETC Operations

This user can query subscriber data and view reports

User also has access to the National Verifier to check consumer eligibility

ETC Agent

This user only has access to the National Verifier to check consumer eligibility

- To perform transactions in NLAD and the National Verifier, service provider representatives must [register for a Representative ID](#) (Rep ID)
- The Rep ID is used to create the representative's NLAD and/or National Verifier credentials

National Lifeline Accountability Database (NLAD)

Service providers can perform transactions in NLAD using the following methods:

- 1. Individual Transactions (Portal):** Providers can perform individual transactions for one consumer at a time in the NLAD user interface (UI)
- 2. Batch Upload:** Providers complete a batch template (CSV format file) to perform multiple transactions from a single file upload in NLAD
- 3. NLAD API:** Providers can use an Application Programming Interface (API), which connects their billing or customer management system directly to NLAD to perform transactions

National Lifeline Accountability Database (NLAD)

Transaction Types

- **Verify:** Allows a provider to pre-validate whether a subscriber enrollment would successfully process in NLAD
- **Enroll:** Enrolls a new subscriber in ACP and adds consumer to the service provider's NLAD subscriber records
- **Transfer:** Transfers an existing ACP subscriber from their current service provider in NLAD to allow the transacting provider to enroll the subscriber in the ACP
 - Starting on April 15 and on, transfers will be limited to one per service month (which corresponds to calendar month)
- **Update:** Allows a provider to update a subscriber's information such as the subscriber's service rate, device type, device make, contact information, etc.
- **De-Enroll:** Removes, or de-enrolls, a subscriber who no longer receives ACP from NLAD

ACP Subscriber Management

ACP Subscriber Management - Portal

Sign In

- Access NLAD through [One Portal](#)

The screenshot shows the USAC ACP Subscriber Management Portal dashboard. At the top, there is a blue header with the USAC logo and the text "Universal Service Administrative Co." on the left, and a "Sign Out" button on the right. Below the header, the word "Dashboard" is centered. A yellow notification banner at the top of the main content area contains an information icon and text: "In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the USAC Supply Chain page." Below the notification, the dashboard is divided into three columns. The left column, titled "Upcoming Dates" with a calendar icon, lists three monthly webinars: "04/13 2022 April 2022 Monthly Webinar", "05/11 2022 May 2022 Monthly Webinar", and "06/08 2022 June 2022 Monthly Webinar". The middle column, titled "Lifeline" with an upward arrow icon, contains two text boxes. The top box is titled "National Verifier" and describes its purpose. The bottom box is titled "National Lifeline Accountability Database (NLAD)" and describes its purpose; this box is highlighted with a yellow border. The right column, titled "Help?" with a question mark icon, contains two sections: "Send us a message" with a "Click here" link, and "Call us" with the phone number "(888) 641-8722". In the top right corner of the dashboard area, the email address "etc.admin@uat.com" is displayed with a dropdown arrow.

Universal Service Administrative Co. Sign Out

etc.admin@uat.com

Dashboard

① In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

Upcoming Dates

04/13 2022	April 2022 Monthly Webinar
05/11 2022	May 2022 Monthly Webinar
06/08 2022	June 2022 Monthly Webinar

Lifeline

National Verifier - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.

Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

ACP Subscriber Management - Portal

Home Page

The home page will differ depending on the user's assigned role in NLAD

- Select **ACP Subscriber Management** to see the types of transactions your user role can perform
- Select **Tools and Resources** to view reports, user guides, API specifications, field descriptions and more

The screenshot shows the ACP Subscriber Management portal. At the top, there is a navigation bar with four tabs: 'Subscriber Management', 'ACP Subscriber Management' (which is highlighted with a yellow underline), 'Account Management', and 'Tools & Resources'. Below the navigation bar is a breadcrumb trail: 'USAC Home | ACP Program | ACP | ACP Subscriber Management'. The main heading is 'ACP Subscriber Management' in blue. Below the heading is a welcome message: 'Welcome to ACP Subscriber Management. Here you can enroll, verify, transfer, or de-enroll an ACP subscriber and ensure your records are up to date. You can also manage Emergency Broadband subscribers here. For assistance, please refer to the instructions guide on each of the pages.' Below the welcome message is a list of five actions, each with a blue square bullet point and a link:

- [Enroll ACP Subscriber](#) - Enroll a subscriber in ACP. Also used to verify a subscriber's eligibility and enrollment status.
- [Transfer Subscriber](#) - Transfer a qualified subscriber's benefit to your company. If the subscriber you are transferring is enrolled in the Emergency Broadband Benefit Program, they will remain in that program after the transfer.
- [Update Subscriber](#) - Update an existing ACP or Emergency Broadband Benefit subscriber's record.
- [Upload Subscriber File](#) - Perform batch transactions for ACP and Emergency Broadband subscribers. Enroll, transfer, update, or de-enroll more than one subscriber at a time.
- [De-enroll Subscriber](#) - Remove a subscriber who no longer receives an ACP or Emergency Broadband benefit.

ACP Subscriber Management - Portal

Enroll Subscriber

- From the **Enroll ACP Subscriber** workflow, you can verify a subscriber's information and/or directly enroll them into NLAD

The screenshot shows the ACP Subscriber Management portal. At the top, there is a navigation bar with four items: 'Subscriber Management', 'ACP Subscriber Management' (which is highlighted with a yellow underline), 'Account Management', and 'Tools & Resources'. Below this is a breadcrumb trail: 'USAC Home | ACP Program | ACP | ACP Subscriber Management'. The main heading is 'ACP Subscriber Management'. Below the heading is a welcome message: 'Welcome to ACP Subscriber Management. Here you can enroll, verify, transfer, or de-enroll an ACP subscriber and ensure your records are up to date. You can also manage Emergency Broadband subscribers here. For assistance, please refer to the instructions guide on each of the pages.' Below the welcome message is a list of five actions, each with a blue square bullet point and a link: 'Enroll ACP Subscriber' (highlighted with a yellow box), 'Transfer Subscriber', 'Update Subscriber', 'Upload Subscriber File', and 'De-enroll Subscriber'. Each action is followed by a brief description of its function.

Subscriber Management ACP Subscriber Management Account Management Tools & Resources

USAC Home | ACP Program | ACP | ACP Subscriber Management

ACP Subscriber Management

Welcome to ACP Subscriber Management. Here you can enroll, verify, transfer, or de-enroll an ACP subscriber and ensure your records are up to date. You can also manage Emergency Broadband subscribers here. For assistance, please refer to the instructions guide on each of the pages.

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ACP Subscriber Management - Portal

Enroll Subscriber

- Fill in the consumer's information (first name, last name, date of birth, SSN4 or Tribal ID - if applicable, and address)
- OR**
- Select the checkbox "Application ID Enrollment" and fill in the relevant fields (first name, last name, date of birth, and Application ID)

Enroll ACP Subscriber

[Instructions](#)

Subscriber Information

SAC

Application ID Enrollment

First Name Middle Name (optional)

Last Name

Last 4 SSN Date of Birth

Use Tribal Identification Number instead e.g. mm/dd/yyyy

[Benefit Qualifying Person \(optional\) +](#)

Subscriber Address

Primary Address Apt, Unit, etc

City State ZIP Code

[Different Mailing Address? +](#)

Enroll ACP Subscriber

[Instructions](#)

Subscriber Information

SAC

Application ID Enrollment

Application ID

First Name

Last Name

Date of Birth

e.g. mm/dd/yyyy

Subscriber Address

[Different Mailing Address? +](#)

ACP Subscriber Management - Portal

Enroll Subscriber

Telephone Information

Service Type

Service Initiation Date 
e.g. mm/dd/yyyy

Consumer Email 

Telephone Number 

Contact Phone Number 

ETC General Use (optional)

Consumer Fee
 No Yes

Expected Rate (optional)

Expected Device Rate (optional)

One Time Device Reimbursement Date (optional) 
e.g. mm/dd/yyyy

One Time Device Type 

One Time Device Make 

Device Co-pay

Device Model

Model Number

Device Delivery Method

Market Value

Eligibility Information

AVP Program Exception
 No Yes

AMS Failure Exception
 No Yes

Duplicate Address Exception
 No Yes

School Lunch Exception
 No Yes

I understand the provider's obligations under the FCC's rules and orders to ensure that the consumer was presented with clear disclosures regarding the Affordable Connectivity Program (ACP) benefit and regarding their choices within ACP, and that the household provided affirmative consent to applying their ACP benefit to the service for which they are being enrolled.

ACP Subscriber Management - Portal

Enroll Subscriber

Successful Enrollment

- Upon successful enrollment, you will be taken to the **Transaction Successful** page, where you will see a success message, followed by a read-only display of the enrollment details

Unsuccessful Enrollment

- If an enrollment is not successful because of missing or incorrectly formatted data, the associated error messages will display at the top of the page in red
 - You will be redirected to the **Transaction Unsuccessful** Page, where you will see the related error messages, as well as the transaction details

Questions?

Manage Subscribers in ACP – Batch Upload

Overview

Service providers can submit batch files to perform multiple transactions in NLAD

- Batch uploads can contain one or many transactions
- Can include multiple SACs and transaction types

Manage Subscribers in ACP – Batch Upload

Prepare Batch File

- Fill in the [batch template](#) with subscriber information
 - This template should be used after March 31
 - Provide all required fields for the transaction type
 - Do not change/modify any of the template headers (row 1)
 - For full descriptions of all input fields, including restrictions and requirement status, review the [detailed field descriptions](#)
- Save the file
 - File name must start with a six-digit SAC number and end with a .csv extension
 - For example, **999999-Company.csv**

Manage Subscribers in ACP – Batch Upload

Upload Subscriber File

- From the **Upload Subscriber File** workflow, you may submit batch files for the ACP

The screenshot shows the ACP Subscriber Management web application interface. At the top, there is a navigation bar with four tabs: 'Subscriber Management', 'ACP Subscriber Management' (which is highlighted with a yellow underline), 'Account Management', and 'Tools & Resources'. Below the navigation bar, there is a breadcrumb trail: 'USAC Home | ACP Program | ACP | ACP Subscriber Management'. The main heading is 'ACP Subscriber Management'. Below the heading, there is a welcome message: 'Welcome to ACP Subscriber Management. Here you can enroll, verify, transfer, or de-enroll an ACP subscriber and ensure your records are up to date. You can also manage Emergency Broadband subscribers here. For assistance, please refer to the instructions guide on each of the pages.' Below the welcome message, there is a list of five actions, each with a blue square bullet point and a link: 'Enroll ACP Subscriber', 'Transfer Subscriber', 'Update Subscriber', 'Upload Subscriber File' (which is highlighted with a yellow box), and 'De-enroll Subscriber'. Each action has a brief description of its function.

Subscriber Management **ACP Subscriber Management** Account Management Tools & Resources

USAC Home | ACP Program | ACP | ACP Subscriber Management

ACP Subscriber Management

Welcome to ACP Subscriber Management. Here you can enroll, verify, transfer, or de-enroll an ACP subscriber and ensure your records are up to date. You can also manage Emergency Broadband subscribers here. For assistance, please refer to the instructions guide on each of the pages.

- [Enroll ACP Subscriber](#) - Enroll a subscriber in ACP. Also used to verify a subscriber's eligibility and enrollment status.
- [Transfer Subscriber](#) - Transfer a qualified subscriber's benefit to your company. If the subscriber you are transferring is enrolled in the Emergency Broadband Benefit Program, they will remain in that program after the transfer.
- [Update Subscriber](#) - Update an existing ACP or Emergency Broadband Benefit subscriber's record.
- **[Upload Subscriber File](#)** - Perform batch transactions for ACP and Emergency Broadband subscribers. Enroll, transfer, update, or de-enroll more than one subscriber at a time.
- [De-enroll Subscriber](#) - Remove a subscriber who no longer receives an ACP or Emergency Broadband benefit.

Manage Subscribers in ACP – Batch Upload

Upload Subscriber File

- Click “**Choose File**” button and select the file you want to upload, then
- Click “**Upload**” button to submit the file

The screenshot displays the ACP Subscriber Management interface. At the top, there is a navigation bar with the following tabs: Subscriber Management, ACP Subscriber Management (which is highlighted with a yellow underline), Claims, Account Management, and Tools & Resources. Below the navigation bar, there is a breadcrumb trail: USAC Home | ACP Program | ACP | ACP Subscriber Management | Upload Subscriber File. The main heading of the page is 'Upload Subscriber File'. In the top right corner, there is a link for 'Instructions' with a PDF icon. Below the heading, there is a light gray box containing the text 'Upload a file' and a blue button labeled 'Choose File'.

Manage Subscribers in ACP – Batch Upload

Retrieve Batch Status and Feedback

NLAD provides the status of batch files in the **Uploaded Files** table

- If the file uploads successfully, the status will be SUCCESS
- If the file does not upload successfully, NLAD will return an ERROR file
 - Download the ERROR file to understand which transactions were rejected and why
 - Correct errors and upload a new batch file
 - Tip: Do not include subscribers who were previously successfully uploaded

Displaying 1-2 of 2 records

SAC Filename	Username	Submitted Date	Rows Processed	Status	Submitted	Rejected	Errors
850022-	@uat.com	10/06/2021 11:27 am	2	ERRORS	3	2	↓
851013_	@uat.com	06/21/2021 13:37 pm	9	ERRORS	9	9	↓

Show records/page < 1 > of 1 pages

Questions?

Manage Subscribers in ACP – NLAD API

Overview

- The ACP NLAD Application Programming Interface (API) allows for a computer-to-computer connection
- The ACP NLAD API allows service providers to connect their billing or customer management system directly to NLAD so that their system can send enrollments or other transactions and pull reports automatically
 - For example, a service provider captures a consumer's enrollment in their own billing system, and the billing system sends the enrollment information to NLAD
- To use the ACP NLAD API, service providers must have a signed [Interconnection Security Agreement \(ISA\)](#) with USAC

Manage Subscribers in ACP – NLAD API

API Access to NLAD

- Review the API Specifications
 - Information on how a service provider can integrate NLAD into their existing business models is available within the **ACP NLAD API Specifications** document, which can be found in the **Tools & Resources** section in NLAD
- Complete Technical Development and Testing
 - Technical work is required to establish an API connection
 - The API Specifications will assist technical teams with development
- Submit a Signed Interconnection Security Agreement (ISA) to USAC
 - An ISA is an agreement established between USAC and service providers to document the technical requirements and security components of the interconnections between IT systems

Manage Subscribers in ACP – NLAD API

API Access to NLAD

Service providers accessing NLAD via the ACP API must submit to USAC:

- API ID(s) they would like to register for ACP API production access
 - If provider has not created an API ID yet, the ETC Administrator can create an API account in NLAD
- Completed and signed ISA
- The domain

New Data Fields

- Beginning March 31 service providers will be required to include new fields in NLAD when performing verify, enroll, transfer and update transactions
- Service providers must backfill the **consumer fee** field by May 1
- **Contact phone number:** required when neither the Consumer Email nor Telephone Number (service number) are provided
- **Consumer fee:** required field that will indicate whether the consumer is charged a monthly fee for their ACP service
- The following fields related to the one time device benefit are required whenever device reimbursement date is provided:
 - **Device model**
 - **Device number**
 - **Device co-pay**
 - **Delivery Method**
 - **Market Value**

Questions?

Resources

Resources

- Resources are available in the **Tools & Resources** section of NLAD:
 - ACP Reports
 - ACP User Guide
 - ACP API Specification
 - ACP Field Descriptions



[USAC Home](#) | [Lifeline Program](#) | [NLAD](#) | [Tools & Resources](#)

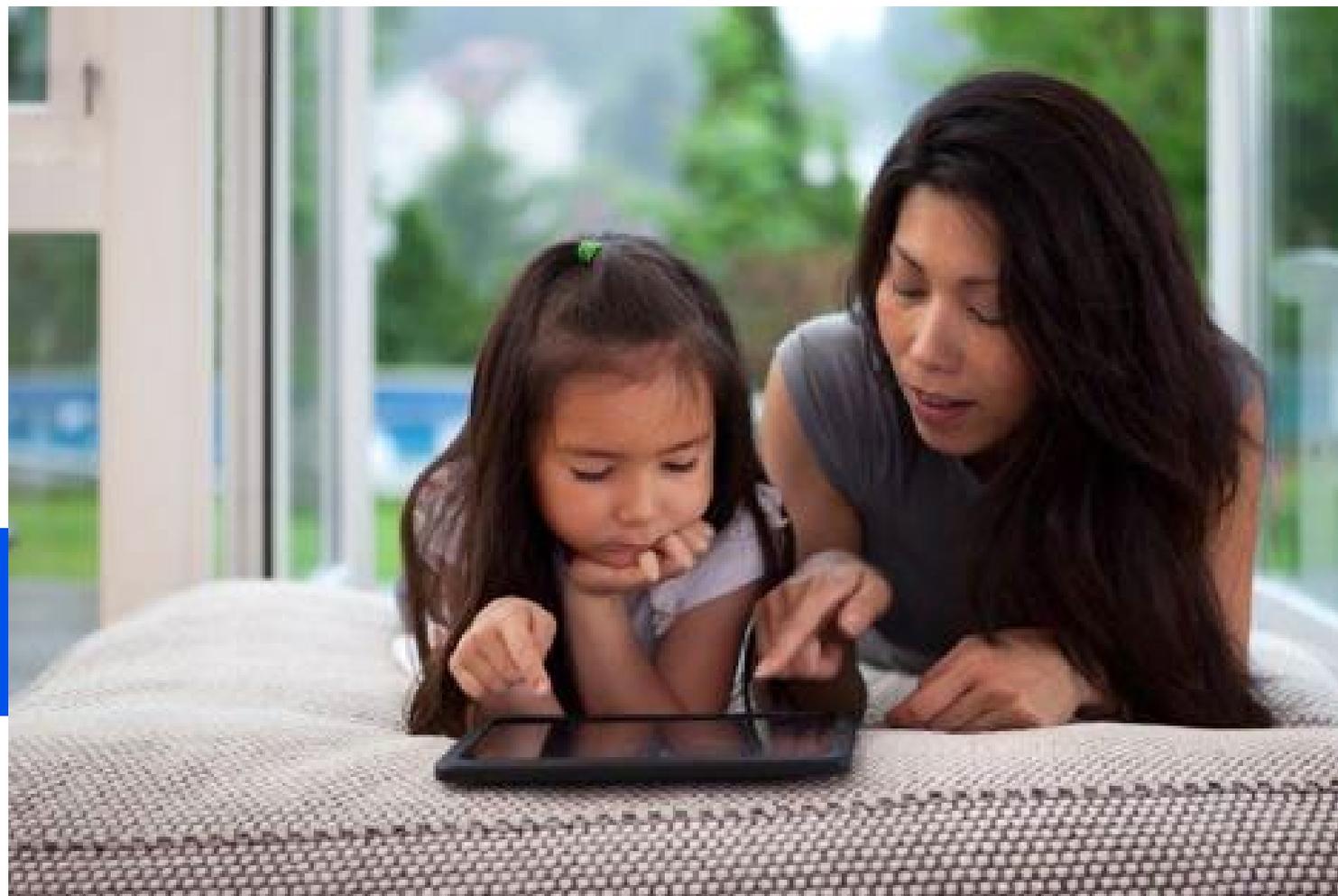
Tools & Resources

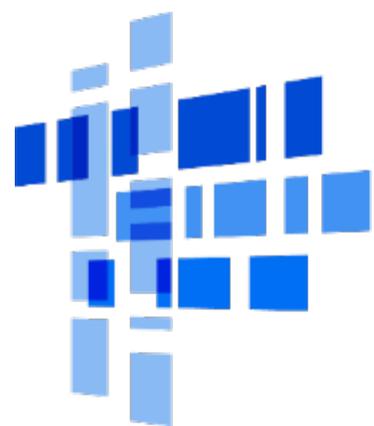
- [Reports](#) - Review reports on Lifeline subscribership and activity.
- [EBBP/ACP Reports](#) - Review reports on EBBP and ACP subscribership and activity.
- [Tribal Lands Eligibility Verification](#) - Check if a subscriber's address is on Tribal lands. For information purposes only.
- [EBBP/ACP User Guide](#) - Information on using the system.
- [EBBP/ACP API Specification](#) - Learn how to connect to EBBP/ACP by API.
- [EBCA API Specification](#) - Learn how to connect to EBCA/ACP by API.
- [User Guide](#) - Information on using the NLAD system.
- [NLAD API Specification](#) - Learn how to connect to NLAD by API.
- [NV API Specification](#) - Learn how to connect to the National Verifier by API.
- [NV API ISA](#) - Required agreement to connect to USAC's systems by API.
- [Field Descriptions](#) - Detailed information on required fields in NLAD.
- [EBBP/ACP Field Descriptions](#) - Detailed information on required fields in EBBP/ACP.

Stay Informed About the ACP

- [Sign up](#) for ACP email updates and upcoming events
- Visit [USAC's website](#) for service provider updates
- Find upcoming trainings and other resources on the [ACP Learn page](#)
- **Questions?** Email ACProgram@usac.org

Thank You!





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