Affordable Connectivity Program
Getting Started with NLAD

March 24, 2022
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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Senior Manager | Lifeline
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 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)

<table>
<thead>
<tr>
<th>ETC Administrator</th>
<th>ETC Analyst</th>
<th>ETC Operations</th>
<th>ETC Agent</th>
</tr>
</thead>
<tbody>
<tr>
<td>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.</td>
<td>This user can perform subscriber transactions, query subscriber data, and view reports. User also has access to the National Verifier to check consumer eligibility.</td>
<td>This user can query subscriber data and view reports. User also has access to the National Verifier to check consumer eligibility.</td>
<td>This user only has access to the National Verifier to check consumer eligibility.</td>
</tr>
</tbody>
</table>

- 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
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
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.
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)
ACP Subscriber Management - Portal

Enroll Subscriber

<table>
<thead>
<tr>
<th>Telephone Information</th>
<th>Service Initiation Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Type</td>
<td>MM/DD/YYYY</td>
</tr>
<tr>
<td>Consumer Email</td>
<td></td>
</tr>
<tr>
<td>Telephone Number</td>
<td></td>
</tr>
</tbody>
</table>

| Contact Phone Number  |                         |
| ETC General Use       |                         |
| Consumer Fee          | No  Yes                 |

<table>
<thead>
<tr>
<th>Expected Rate (optional)</th>
<th>Expected Device Rate (optional)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>One Time Device Make</th>
<th>Device Co-pay</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Device Model</th>
<th>Model Number</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Device Delivery Method</th>
<th>Market Value</th>
</tr>
</thead>
</table>

Eligibility Information

<table>
<thead>
<tr>
<th>AVP Program Exception</th>
<th>AMS Failure Exception</th>
</tr>
</thead>
<tbody>
<tr>
<td>No  Yes</td>
<td>No  Yes</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Duplicate Address Exception</th>
<th>School Lunch Exception</th>
</tr>
</thead>
<tbody>
<tr>
<td>No  Yes</td>
<td></td>
</tr>
</tbody>
</table>

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 enrolling.
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
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
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
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
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](mailto:ACProgram@usac.org)
Thank You!