

Affordable Connectivity Program

NLAD System Changes

March 10, 2022



Universal Service
Administrative Co.

Housekeeping

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Agenda

- NLAD Impacts Overview
- Benefit Transfer Limits
- New Data Fields
- Report Updates

NLAD Impacts Overview

NLAD Impacts Overview

On January 21, 2022, the Federal Communications Commission (FCC) released the [Affordable Connectivity Program \(ACP\) Report and Order](#) outlining the rules and policies for the ACP

The Order includes a few changes that directly impact NLAD:

1. New required field for all providers:
 - Consumer fee
2. New required fields for all providers offering devices
 - Device Model
 - Device Model Number
 - Device Co-Pay Amount
 - Device Delivery Method
 - Device Market Value
3. Transfer limits
 - Subscribers will be limited to one transfer per service month (which corresponds to calendar month)

NLAD Impacts Overview

Timeline

1. New NLAD variables

- Available in NLAD Staging environment on **March 14, 2022**
- Available and effective in production **March 31, 2022**

2. Transfer limits

- Available in NLAD Staging environment on **March 14, 2022**
- Available and effective in production **April 15, 2022**

Benefit Transfer Limits

Transfer Limit Overview

- To protect ACP subscribers against uninformed or unwanted transfers, a limit on the number of ACP benefit transfers has been implemented
- Transfers will be limited to one **per service month** (which corresponds to calendar month)
 - Ex.: If a consumer transfers the benefit on April 15, they could not be transferred again until May 1
- **Exceptions** can be granted for the following reasons:
 - **Improper transfer:** applies when the first transfer-in provider does not make the required disclosures or obtain the required consent from the household to proceed with the initial transfer
 - **Operations Ceased:** applies when the household's service provider ceases operations or fails to provide service
 - **Rules Violation:** applies when the household's current service provider is found to be in violation of ACP rules, and the violation impacts the customer for which exception is sought
 - **Moved outside service area:** applies when the household changes its residential address to a location outside of the current provider's service area for the Affordable Connectivity Program

Transfer Limit Errors

- If the provider attempts to **transfer** a subscriber within their transfer limit date, then the provider will receive the following error:
 - “Subscriber: Date eligible for transfer: mm/dd/yyyy”
- If the provider is attempting to **enroll** or **verify** a subscriber who is already in NLAD and is within their transfer limit period, then the provider will receive the following two errors:
 - “Subscriber: The subscriber in this transaction is a duplicate of another subscriber in the ACP. Select the ACP certification if you choose to transfer this subscriber.
 - Subscriber: Date eligible for transfer: mm/dd/yyyy”
- If a provider uses a transfer exception by batch or API, but provides an invalid exception code
 - INVALID_TRANSFER_EXCEPTION – The transfer exception code you have provided is invalid. Please provider one of the valid transfer exception codes.

Transfer Subscriber

! Validation Error
Subscriber: Date eligible for transfer: 04/01/2022

! Duplicate subscriber
Subscriber: The subscriber in this transaction is a duplicate of another subscriber in the ACP. Select the ACP certification if you choose to transfer this subscriber.
Subscriber: Date eligible for transfer: 04/01/2022

Transfer Limit Exceptions

- If a consumer is eligible for a transfer limit exception, the provider will use an exception reason during the transfer transaction
 - A new field in the API/batch templates will accept the exception code
 - A drop down is available in the UI
- An exception must not be provided unless the consumer is actually within the transfer limit period. If an exception is provided unnecessarily, the provider will receive an error:
 - CANNOT_PROVIDE_TRANSFER_EXCEPTION: The subscriber is not subject to the transfer limit at this time and a transfer exception reason may not be provided
- USAC will provide additional guidance on the process for obtaining permission to use the transfer exception code as well as any additional requirements

Exception Code	Definition
TE1	Improper Transfer
TE2	Operations Ceased
TE3	Rules Violation
TE4	Moved outside service area

Transfer Exception Reason

Improper transfer
Operations Ceased
Rules Violation
Moved outside service area

CC's rules and orders to ensure that the consumer was... rdable Connectivity Program (ACP) benefit and regarding... rovided affirmative consent to applying their ACP benefit

Transfer

Questions?

New Data Fields

New Data Fields Overview

The ACP Order requires USAC to collect additional data from service providers related to subscriber contact information, and whether or not a fee is charged for monthly service and to the one-time device benefit

- **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**


All new fields, except contact phone number, will be required to be populated for any subs that enroll before March 31, otherwise an NLAD transaction will result in an error.


Contact Phone Number


- Field can be used to provide a subscriber's contact phone number if the ACP service itself does not have an associated phone number
- Must be provided if telephone number (service number) and email address are not available
- Can be changed through the update function in NLAD


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


Consumer Fee


- Indicates whether the consumer is charged a monthly fee for their ACP service
 - The consumer fee should be set to “no” if the subscriber is fully covered by their ACP benefit or by stacking their Lifeline and ACP benefits
- Required on verify, enroll, transfer, and update transactions
- Can be changed through the update function in NLAD


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

Device Model

- Currently provided through the “Device Make” field but will now be a separate data field
- Required on verify, enroll, transfer, and update transactions if a device reimbursement date is provided
- Can be changed through the update function in NLAD
- Example:
 - Device Make: Amazon
 - Device Model: Fire 7

Telephone Information

Service Type	Service Initiation Date
<input type="text"/>	<input type="text" value="MM/DD/YYYY"/>
	<small>e.g. mm/dd/yyyy</small>
Consumer Email	<input type="text"/>
Telephone Number	<input type="text"/>
Contact Phone Number	<input type="text"/>
ETC General Use (optional)	
<input type="text"/>	
Consumer Fee	
<input checked="" type="radio"/> No <input type="radio"/> Yes	
Expected Rate (optional)	Expected Device Rate (optional)
<input type="text"/>	<input type="text"/>
One Time Device Reimbursement Date (optional)	One Time Device Type
<input type="text" value="MM/DD/YYYY"/>	<input type="text"/>
<small>e.g. mm/dd/yyyy</small>	
One Time Device Make	Device Co-pay
<input type="text"/>	<input type="text"/>
Device Model	Model Number
<input type="text"/>	<input type="text"/>
Device Delivery Method	Market Value
<input type="text"/>	<input type="text"/>

Device Model Number

- A unique number given to each product made by computer hardware
- Required on verify, enroll, transfer, and update transactions if a device reimbursement date is provided
- Can be changed through the update function in NLAD
- Example: B07FKR6KXF

Telephone Information	
Service Type	Service Initiation Date
<input type="text"/>	<input type="text" value="MM/DD/YYYY"/>
	<small>e.g. mm/dd/yyyy</small>
Consumer Email	<input type="text"/>
Telephone Number	<input type="text"/>
Contact Phone Number	<input type="text"/>
ETC General Use (optional)	
<input type="text"/>	
Consumer Fee	
<input checked="" type="radio"/> No <input type="radio"/> Yes	
Expected Rate (optional)	Expected Device Rate (optional)
<input type="text"/>	<input type="text"/>
One Time Device Reimbursement Date (optional)	One Time Device Type
<input type="text" value="MM/DD/YYYY"/>	<input type="text"/>
	<small>e.g. mm/dd/yyyy</small>
One Time Device Make	Device Co-pay
<input type="text"/>	<input type="text"/>
Device Model	Model Number
<input type="text"/>	<input type="text"/>
Device Delivery Method	Market Value
<input type="text"/>	<input type="text"/>

Device Copay Amount

- Amount that the household paid for a one time device benefit
- Must be >\$10 and <\$50
- Required on verify, enroll, transfer, and update transactions if a device reimbursement date is provided
- Can be changed through the update function in NLAD

Telephone Information

Service Type	Service Initiation Date
<input type="text"/>	<input type="text" value="MM/DD/YYYY"/>
	<small>e.g. mm/dd/yyyy</small>
Consumer Email	<input type="text"/>
Telephone Number	<input type="text"/>
Contact Phone Number	<input type="text"/>
ETC General Use (optional)	
<input type="text"/>	
Consumer Fee	
<input checked="" type="radio"/> No <input type="radio"/> Yes	
Expected Rate (optional)	Expected Device Rate (optional)
<input type="text"/>	<input type="text"/>
One Time Device Reimbursement Date (optional)	One Time Device Type
<input type="text" value="MM/DD/YYYY"/>	<input type="text"/>
<small>e.g. mm/dd/yyyy</small>	
One Time Device Make	Device Co-pay
<input type="text"/>	<input type="text"/>
Device Model	Model Number
<input type="text"/>	<input type="text"/>
Device Delivery Method	Market Value
<input type="text"/>	<input type="text"/>

Device Delivery Method

- Value of either “Shipped,” “In-Store,” “Installed by Provider”
- Required on verify, enroll, transfer, and update transactions if a device reimbursement date is provided
- Can be changed through the update function in NLAD

Telephone Information

Service Type	Service Initiation Date
<input type="text"/>	<input type="text" value="MM/DD/YYYY"/>
	<small>e.g. mm/dd/yyyy</small>
Consumer Email [?]	<input type="text"/>
Telephone Number [?]	<input type="text"/>
Contact Phone Number [?]	<input type="text"/>
ETC General Use (optional)	
<input type="text"/>	
Consumer Fee	
<input checked="" type="radio"/> No <input type="radio"/> Yes	
Expected Rate (optional)	Expected Device Rate (optional)
<input type="text"/>	<input type="text"/>
One Time Device Reimbursement Date (optional)	One Time Device Type [?]
<input type="text" value="MM/DD/YYYY"/>	<input type="text"/>
<small>e.g. mm/dd/yyyy</small>	
One Time Device Make [?]	Device Co-pay
<input type="text"/>	<input type="text"/>
Device Model	Model Number
<input type="text"/>	<input type="text"/>
Device Delivery Method	Market Value
<input type="text"/>	<input type="text"/>

Device Market Value

- Market value of the device offered for the one-time device benefit
 - The market rate of a device should correspond to the values found on major retailers' websites
 - If the device is not available on the retail market, the market rate should correspond to the rate of similar devices on the market (in terms of ROM, RAM, processor speed, and camera quality)
- Required on verify, enroll, transfer, and update transaction if a device reimbursement date is provided
- Can be changed through the update function in NLAD

Telephone Information	
Service Type	Service Initiation Date
<input type="text"/>	<input type="text" value="MM/DD/YYYY"/>
	<small>e.g. mm/dd/yyyy</small>
Consumer Email	<input type="text"/>
Telephone Number	<input type="text"/>
Contact Phone Number	<input type="text"/>
ETC General Use (optional)	
<input type="text"/>	
Consumer Fee	
<input checked="" type="radio"/> No <input type="radio"/> Yes	
Expected Rate (optional)	Expected Device Rate (optional)
<input type="text"/>	<input type="text"/>
One Time Device Reimbursement Date (optional)	One Time Device Type
<input type="text" value="MM/DD/YYYY"/>	<input type="text"/>
	<small>e.g. mm/dd/yyyy</small>
One Time Device Make	Device Co-pay
<input type="text"/>	<input type="text"/>
Device Model	Model Number
<input type="text"/>	<input type="text"/>
Device Delivery Method	Market Value
<input type="text"/>	<input type="text"/>

Questions?

Report Updates

Report Updates Overview

- The three EBBP/ACP reports (Detail Transaction, Detail Subscriber, and Detail Snapshot) available in NLAD will be updated to provide information on subscriber transfer limits and data provided in the new fields
- The new fields are not optional – service providers must prepare to accept the new fields when pulling reports after March 31

Report Updates Overview

- **Detail Transaction, Detail Subscriber, and Detail Snapshot reports** will include the following new fields:
 - Device Copay
 - Device Delivery Method
 - Device Model
 - Model Number
 - Market Value
 - Consumer Fee
 - Contact Phone Number
 - Eligible for Transfer Date
- Detail Transaction will contain an additional new field not included in the others:
 - Transfer Exception
- In addition, the existing “EBBP Tribal Benefit Flag” field will be renamed “Tribal Benefit Flag” in all three reports

Report Updates Examples

AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	AP	AQ	AR	AS	AT	AU	AV	AW	AX
Expected Device Reimbursement Rate	Device Copay	Device Delivery Method	Device Model	Model Number	Market Value	Consumer Fee	Contact Phone Number	AVP Program Exception	School Lunch Exception	School Name	Consumer Email	AMS Failure Exception	Latitude	Longitude	Duplicate Address Exception	Expected Reimbursement Rate	ACPCertInd	Eligible for Transfer Date	Transfer Exception

V	W	X	Y	Z
Service Initiation Date	Eligibility Program	Tribal Benefit Flag	BQP Last Name	BQP First Name

Questions?

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

- Consumers who have questions can visit ACPbenefit.org or contact USAC's ACP Support Center



ACPsupport@usac.org



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Thank You!





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