Affordable Connectivity Program

NLAD System Changes
March 10, 2022
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**
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 provide one of the valid transfer exception codes.
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

<table>
<thead>
<tr>
<th>Exception Code</th>
<th>Definition</th>
</tr>
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<tbody>
<tr>
<td>TE1</td>
<td>Improper Transfer</td>
</tr>
<tr>
<td>TE2</td>
<td>Operations Ceased</td>
</tr>
<tr>
<td>TE3</td>
<td>Rules Violation</td>
</tr>
<tr>
<td>TE4</td>
<td>Moved outside service area</td>
</tr>
</tbody>
</table>
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
**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
**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
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
### 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
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
# 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

<table>
<thead>
<tr>
<th>Telephone Information</th>
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<tbody>
<tr>
<td>Service Type</td>
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<tr>
<td>Consumer Email</td>
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<tr>
<td>Telephone Number</td>
</tr>
<tr>
<td>Contact Phone Number</td>
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<td>ETC General Use (optional)</td>
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<tr>
<td>Consumer Fee</td>
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<tr>
<td>Expected Rate (optional)</td>
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<tr>
<td>One Time Device Reimbursement Date (optional)</td>
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<tr>
<td>One Time Device Make</td>
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<tr>
<td>Device Model</td>
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<tr>
<td>Device Delivery Method</td>
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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  | ALU | 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 | Eligible for Transfer Date | Transfer Exception |

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<thead>
<tr>
<th>V</th>
<th>W</th>
<th>X</th>
<th>Y</th>
<th>Z</th>
</tr>
</thead>
<tbody>
<tr>
<td>Service Initiation Date</td>
<td>Eligibility Program Benefit Flag</td>
<td>BQP Last Name</td>
<td>BQP First Name</td>
<td></td>
</tr>
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</table>

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Stay Informed About the ACP

• **Sign up** for ACP email updates and upcoming events
• Visit [USAC’s website](https://www.usac.org) for service provider updates
• Find upcoming trainings and other resources on the [ACP Learn page](https://ACPLearn.usac.org)

**Questions?** Email [ACProgram@usac.org](mailto:ACProgram@usac.org)

• Consumers who have questions can visit [ACPbenefit.org](http://ACPbenefit.org) or contact USAC’s ACP Support Center

[Email](mailto:ACPsupport@usac.org) **ACPsupport@usac.org**

[Phone](tel:(877)384-2575) **(877) 384-2575**

7 Days a Week, 9:00 am – 9:00 pm ET
Thank You!
Universal Service Administrative Co.