



USAC

ACP Order Changes Live in NLAD

March 31, 2022

On March 31, USAC implemented changes to the National Lifeline Accountability Database (NLAD) in response to the Affordable Connectivity Program (ACP) Report and Order. **These changes are now live** in the NLAD production environment.

As a reminder, the changes relate to new data fields that service providers are required to include when performing verify, enroll, transfer, and update transactions in NLAD. These changes have been available in the NLAD staging environment for provider testing since March 14. Details on these fields are available in the bulletins released on [February 24](#) and [March 7](#) and [March 30](#). Information is also available in the API Specifications and field descriptions documents, which can be found in the “Tools & Resources” section of the NLAD production environment.

New Enrollment Fields

The following fields are now required on all verify, enroll, transfer, and update transactions in NLAD:

- **Consumer Fee** – Required field to indicate whether a consumer is charged a monthly ACP service fee.
- **Device Model, Device Model Number, Device Co-Pay Amount, Device Delivery Method, Device Market Value** – Required fields if a one-time device is provided to the subscriber
- **Contact Phone Number** – Optional field to provide a consumer’s contact phone number

Additional Changes on April 15

Service providers should continue to prepare for additional changes to NLAD related to the one benefit transfer per service month limit. These changes are available for testing in the staging environment and will go live in production on April 15.

Service providers can test the errors in the staging environment. Details are available in the bulletins released on [February 24](#) and [March 7](#), and in the updated API specifications and errors guide.

Outreach & Trainings

USAC will continue to distribute bulletins and conduct trainings to help service providers and other program participants understand the ACP Order and its effect on current and new program processes. USAC will also continue to update its [ACP service provider web content](#) to reflect updated ACP rules and processes. Find upcoming trainings and other resources on the [ACP Learn page](#) on USAC’s website.

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](#) and consumers should visit [ACPBenefit.org](#). For general program support, service providers should email ACProgram@usac.org and consumers should email ACPSupport@usac.org. Both providers and consumers may also call ACP Support Center at (877) 384-2575 for assistance.

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