USAC Announces January System Enhancement for Duplicate Subscriber Error in the Affordable Connectivity Program (ACP)

January 13, 2022

Currently, when service providers verify or try to enroll a subscriber in the National Lifeline Accountability Database (NLAD) they may receive an error indicating that a duplicate subscriber is already enrolled.

On January 18, USAC will release updates to the NLAD production and staging environments to enhance system messaging for the duplicate subscriber error.

This enhancement will help service providers identify which program a subscriber is enrolled in, either the Emergency Broadband Benefit (EBB) Program or the Affordable Connectivity Program (ACP), prior to attempting to transfer the subscriber.

- If the subscriber is enrolled in the EBB Program, the message will say, “Subscriber: The subscriber in this transaction is a duplicate of another subscriber in the EBB Program. Select the EBB Program certification if you choose to transfer this subscriber.”

- If the subscriber is enrolled in the ACP, the message will say, “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.”

For NLAD API users, samples API responses are below:

```json
{
    "header": {
        "failureType": "Duplicate subscriber"
    },
    "body": ["subscriber",
        "The subscriber in this transaction is a duplicate of another subscriber in the EBB Program. Select the EBB Program certification if you choose to transfer this subscriber."
    ]
}

{
    "header": {
        "failureType": "Duplicate subscriber"
    },
    "body": ["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."
    ]
}
```
"body": [
"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.",
"DUPLICATE_SUBSCRIBER_NLAD"
}

For more information on system updates visit USAC’s ACP Learn page for training materials and resources.

**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 the ACP Support Center at 877-384-2575 for assistance.