



Extended Timeline for Required Consumer Consent Fields in NLAD

November 1, 2023

Beginning December 7, ACP service providers will be **required to enter in the National Lifeline Accountability Database (NLAD) the date and time that they collected a consumer's consent to enroll or transfer them.** This enhancement will help prevent improper consumer transfers by ensuring the most recent consent from the consumer is properly documented.

Updated Timeline

The system enhancements timeline has been extended to give providers additional time to implement changes.

Under the updated timeline, providers can test these changes in the staging environment as of Friday, October 27.

These changes will be released in the production environment on **Thursday, December 7 from 5 p.m. to 8 p.m. ET.**

Consumer Consent Fields

This consent timestamp will be required on all verify, enroll, and transfer transactions. Service providers will need to enter two fields in NLAD:

- **Consent Date Time:** The date and time the consumer's consent was received (e.g., yyyy-mm-dd hh:mm:ss)
- **Time Zone ID:** The time zone the provider captured the consent date in, using one of the available time zones below:
 - **2** - Samoa
 - **3** - Hawaii
 - **4** - Alaska
 - **5** - Pacific Time
 - **6** - Arizona
 - **8** - Mountain Time
 - **10** - Central Time
 - **14** - Eastern Time
 - **15** - Indiana (East)
 - **16** - Atlantic Time (coming soon) – This time zone is not currently available. USAC is actively working to add this time zone and expects to release it in the NLAD staging environment the week of November 6.
 - **69** - Guam, Port Moresby
 - **87** - Coordinated Universal Time (UTC)
 - **112** - American Samoa, Midway

If these fields are not entered, service providers will receive an error message:

- **Missing Required Field:** The consent date time and consent time zone ID are required.
- **Invalid Consent Date Time:** The consent date time must be in the following format: yyyy-mm-dd hh:mm:ss.
- **Ineligible Transfer Consent:** The subscriber cannot be transferred because they consented to enrollment with another provider more recently.
- **Invalid Consent Time Zone ID:** The consent time zone ID is invalid.
- **Consent Cannot be in Future:** The consent time cannot be in the future.

Key Information and Tips

Service providers must provide the accurate date and time available for when they received a consumer's consent. For example:

- If a service provider has written/paper consent from a consumer or does not obtain consent automatically through a system capture, the service provider should provide its best estimate of when the consent is received.
- Service providers can capture consent in any of the available time zones listed above; it is not limited to the time zone where the consumer is or the time zone of the provider.
- As always, performing a verify transaction requires consent to transmit the consumer's information in NLAD. However, service providers do not need to obtain enrollment or transfer consent for a verify transaction; service providers may use the current date and time in the verify call to perform the transaction.

For more information on the required fields and error messages please refer to:

- ACP User Guide and ACP API Specifications will be available in the NLAD staging environment by the end of the day on November 3, under the **Tools & Resources** section.
- [ACP Field Descriptions](#)
- [NLAD Error Descriptions](#)
- [NLAD ACP Batch Template](#), including a [Sample ACP Template](#)

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For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](https://www.usac.org), and consumers should [AffordableConnectivity.gov](https://www.affordableconnectivity.gov). Consumers can apply for the ACP at [GetInternet.gov](https://www.getinternet.gov), and Spanish-speaking consumers can apply at [AccedealInternet.gov](https://www.accedealinternet.gov). 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.

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