Upcoming System Enhancements

September 18, 2023

Beginning in October, Affordable Connectivity Program (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 consent timestamp will be required in NLAD on all verify, enroll, and transfer transactions. Service providers will need to enter two fields in NLAD, the date and time they received consent, and the time zone related to the entered date. If these fields are not entered service providers will receive an error message.

Providers who plan to use the batch file or API will be required to provide the fields below on all verify, enroll, and transfer transactions.

- **consentDateTime**: This is the time the consumer consented to be enrolled with the provider.
- **consentTimeZoneId**: This is the time zone where the consumer gave their consent to be enrolled with the provider.

Providers will receive new error messages related to these new fields:

- **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.

Providers will be able to test the new functionality in the staging environment during the first week of October. We currently plan to release these changes in the production environment by the end of October. USAC will notify providers with further details once the staging environment is available. In the meantime, please send any questions to ACPProgram@usac.org with the subject line "Consent Timestamp System Enhancements".

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit USAC.org, and consumers should visit AffordableConnectivity.gov. Consumers can apply for the ACP at GetInternet.gov, and Spanish speaking consumers can apply at AccedeaInternet.gov. For general program support, service providers should email ACPProgram@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.

received this communication in error and that any use, dissemination, forwarding, printing, or copying is strictly prohibited. Please notify the sender immediately and destroy all copies of this communication and any attachments.