Emergency Broadband Benefit Program/Affordable Connectivity Program
Known System Issues and Resolution Status

Last Updated: 5/9/2022

Date Added	System	Issue	Expected Behavior	Impact	Status
5/17/21	National Verifier	Service providers using the Service Provider dashboard on the National Verifier Portal may see "Qualified" EBBP applications (B-XXXXX-XXXXX) with a "dupSub" failure reason when the subscriber is not actively enrolled in EBBP.	A service provider should only see "Qualified" applications with a "dupSub" failure when the subscriber is actively enrolled in EBBP.	There are no failures left to be resolved for this application since it is in "Qualified" status. This indicates that the subscriber was enrolled in Lifeline when the application was submitted. It does not indicate they were identified as a duplicate subscriber within EBBP. This application is qualified and can be used to enroll this consumer in EBBP. If the provider receives the duplicate subscriber error upon enrollment in EBBP, it should attempt a transfer.	Resolved as of 8/30/21
5/17/21	NLAD	NLAD's EBBP workflow does not collect coordinates from a subscriber record in Lifeline, which is used in NLAD to confirm whether a subscriber is located on Tribal lands.	For qualified, active Lifeline subscribers, NLAD should be able to utilize coordinates that were collected when the subscriber qualified for Lifeline to verify that the subscriber resides on Tribal lands when enrolling in EBBP.	Providers enrolling Tribal consumers who qualify because they are enrolled in Lifeline are required to provide an AMS resolution and lat/long even if the consumer record in Lifeline already contains lat/long. EBBP providers with Lifeline subscribers on Tribal lands where the subscriber record contains no coordinates can contact USAC at EBBElection@usac.org for additional assistance. Include the company's SPINs in the request.	Resolved as of 5/26/21

Emergency Broadband Benefit Program/Affordable Connectivity Program
Known System Issues and Resolution Status

Last Updated: 5/9/2022

5/17/21	NLAD	NLAD requires the same eligibility code used during enrollment to be provided on update.	NLAD should ignore an eligibility code provided during update because eligibility code is not an editable field.	Providers attempting to update a subscriber record for a subscriber who qualified through the National Verifier are particularly impacted. NLAD expects the update request to contain the eligibility code used by the consumer in the National Verifier. The provider is unlikely to have this information. The provider can obtain that information from the EBBP "Detail Active Subscriber" Report.	Resolved as of 5/26/21
5/17/21	NLAD	ETC Administrator homepage shows Lifeline SACs only.	ETC Administrators should be able to see both Lifeline and EBBP SACs on their NLAD homepage.	EBBP providers do not see their EBBP SACs displayed on the ETC Administrator homepage. ETC Administrators see all EBBP SACs that they have access to by pulling an EBBP report.	Resolved as of 6/23/21
5/17/21	NV API (Lifeline)	Providers receive an error when they attempt to qualify a consumer who has an active EBBP application ("B-app").	It is expected that providers will receive an error in this scenario.	Service provider will receive expected error "EBBP_APPLICATION_EXISTS: An EBBP application already exists for this consumer. A Lifeline application cannot be created at this time. For more information please contact us at LifelineProgram@usac.org." If the consumer wishes to submit a Lifeline application, they should contact USAC to request to close the EBBP application.	N/A, error functioning as expected
5/17/21	NLAD	"Internal Error" when attempting to update a subscriber record.	"Internal Error" should not be received during an update transaction.	Service providers will receive an internal error if they try to update a subscriber record and the subscriber	Resolved as of 5/26/21

Emergency Broadband Benefit Program/Affordable Connectivity Program
Known System Issues and Resolution Status

Last Updated: 5/9/2022

				shares an address with other EBBP subscribers.	
5/17/21	NLAD	Unauthorized error when trying to access "Field Descriptions Guide."	All users with access to the EBB workflow in NLAD should be able to view the Field Descriptions Guide in the "Tools and Resources" section of NLAD.	Users may be unable to access the EBBP "Field Descriptions Guide." The guide is also available on the "Enroll Consumers Using the Batch Template" page on usac.org. Please visit the website until the issue is fixed.	Resolved as of 5/14/21

5/17/21	NLAD	Batch upload returns empty errors file.	The batch upload error file should always contain the applicable errors and warnings.	In two known scenarios, the batch upload functionality will return users a blank error file:
				 1. Provider uses an invalid transaction type.
				   a. To resolve, verify that a valid transaction type was provided in the file. See valid transaction types here.
				 2. Provider includes unnecessary fields for a de-enroll transaction.
				   a. No resolution is needed as the de-enrollments will go through successfully. To prevent the empty file in the future, provide only required
					Resolved as of 10/26/21

3

Emergency Broadband Benefit Program/Affordable Connectivity Program
Known System Issues and Resolution Status

Last Updated: 5/9/2022

				fields, as described [here.](#)	
6/15/21	NLAD	Users unable to locate previously uploaded files on "Upload Subscriber File" page.	Users should be able to see all previously uploaded files on the "Upload Subscriber File" page.	Some users report having difficulty locating the status of a batch file that they previously uploaded on the "Upload Subscriber File" page in NLAD. There are two suggested resolutions for this issue: 1. Download the errors file for a particular upload before uploading another file. NLAD references the SAC used in the file name and only displays the most recent upload for a given SAC. 2. Sort the table from most recent to oldest using the "Submitted Date" field.	Working as expected
6/15/21	NLAD	Device warning not provided for duplicate subscribers on verify call.	Service providers should receive the device warning, as applicable, for both successful and unsuccessful transactions, including those where the subscriber is identified as a duplicate.	If a subscriber is identified as a duplicate during a verify call, service providers will not receive the device warning indicating that a subscriber has a previous enrollment record indicating they already received the one-time device benefit. The service provider will still receive the warning if they successfully transfer the subscriber.	Resolved as of 7/29/21
7/2/21	NLAD	Duplicate phone number errors	A duplicate phone number error should be given when the phone number provided during a	When a consumer is actively enrolled in EBBP with one provider and their enrollment record contains their	Working as expected

Emergency Broadband Benefit Program/Affordable Connectivity Program
Known System Issues and Resolution Status

Last Updated: 5/9/2022

			verify/enroll/transfer/update transaction is already used by an actively enrolled EBBP subscriber.	phone number, another provider who tries to enroll that subscriber will receive an error for "DUPLICATE_PHONE_NUMBER." This does not give the service provider clear insight into whether the consumer is a duplicate or if just their phone number is a duplicate. To resolve the error, the provider can use the consumer's email address rather than their phone number. Note: If the consumer does not receive EBB service on a device associated with a phone number, the USAC recommends using the consumer's contact phone number or email rather than their phone number. The phone number field is intended to be the service phone number, not a contact phone number.	
7/2/21	NLAD	Unexpected error for "CANNOT_UPDATE_EBBP_ELIG_INFO" associated with the "amsFailureException" field	Service providers should only receive this error in relation to the "amsFailureException" field when they are changing the value in that field during an update transaction.	Service providers may receive an error for "CANNOT_UPDATE_EBBP_ELIG_INFO" associated with the "amsFailureException" field when attempting update transactions. The error may affect subscribers who qualified for EBBP through an AVP exception or who were actively enrolled in Lifeline at the time of	Resolved as of 7/14/21

Last Updated: 5/9/2022

				enrollment. Providers can take the following steps if the error is encountered: 1. Verify that you are providing the same value (0, 1, or blank) in the "amsFailureException" field as you did at the time of enrollment 2. Wait and attempt the update transactions again after July 15 a. Contact USAC with the subscriber ID and request assistance with the update if you cannot wait to make the update at a later time	
7/14/21	EBCS	SAC status counts appear inaccurate on EBCS "File Claims" page	Service providers should have a way to see information on previously submitted EBBP claims.	SACs that were submitted and certified in a month prior to the current month are not included in the count of SACs displayed in the "SAC Status" table on the "File Claims" page in EBCS. For example, if the May 2021 claim for SAC 123456 was submitted on June 7, 2021, then the 497 Officer and/or User for the SAC would not see the SAC included in the "SAC Status" table if they access the "File Claims" page for the May 2021 data month.	Resolved as of 10/26/21

Emergency Broadband Benefit Program/Affordable Connectivity Program
Known System Issues and Resolution Status

Last Updated: 5/9/2022

8/3/21	NLAD	Unable to enter "0000" as the last four digits of a subscriber's SSN on the EBBP Enroll/Verify and Transfer pages.	"0000" should be an acceptable value for the last four digits of the subscriber's SSN4 for all enrollment methods.	Service providers are instructed to "0000" as the last four digits of a subscriber's SSN when the subscriber chooses to use an alternate ID during qualification, but if they attempt to do so on the Enroll/Verify or Transfer pages in NLAD for EBBP, they will receive an error. As a workaround, providers may continue using the batch upload process to enroll subscribers who use an alternate ID.	Resolved as of 8/26/21
9/10/21	EBCA	Not all EBB eligibility codes are accepted by the system when a user submits an eligibility check request by API.	All the eligibility check codes should be accepted by the system.	The eligibility codes E50, E51, E52, and E53 currently cause an error when submitted for eligibility check via API. We expect this to be resolved in time for the production release at the end of September.

Note: This is impacting the staging environment only since it is going to get resolved when EBCA is released in production | Resolved as of 9/28/21 |
| 09/13/2021 | EBBP/ACP | Users receive "Validation Error schoolLunchCert: The eligibility information cannot be updated. schoolName: The eligibility information cannot be updated." when trying to update the Consumer Fee in NLAD. | Service Providers should not receive this error when updating subscriber fields such as consumer fee. | The error response "Validation Error schoolLunchCert: The eligibility information cannot be updated. schoolName: The eligibility information cannot be updated." is impacting service providers ability to update different consumer fee via the EBB subscriber management portal | Fix expected in May, 2022 |

Emergency Broadband Benefit Program/Affordable Connectivity Program
Known System Issues and Resolution Status

Last Updated: 5/9/2022

				and batch file. This is not impacting the updates made via API. The service providers are instructed to use the API transaction instead to update the subscriber if they receive this error via portal.	
1/12/22	EBBP/ACP	EBBP_DUPLICATE_ADDRESS error during EBBP transfers	When the consumer has resolved the duplicate address error on NV application, service provider should not receive EBBP_DUPLICATE_ADDRESS error during transfer	Service Providers may receive a "COMPLETE" status on the eligibility check call to NV but may still receive "EBBP_DUPLICATE_ADDRESS" error upon transfer attempt.	Resolved as of 1/18/22
1/12/22	EBBP/ACP	EBBP_DUPLICATE_ADDRESS error during EBBP enrollment	When the consumer has resolved the duplicate address error on NV application, service provider should not receive EBBP_DUPLICATE_ADDRESS error during enrollment	Service Providers may receive a "complete" status on the eligibility check call to NV but may still receive "EBBP_DUPLICATE_ADDRESS" error upon enrollment attempt. This issue is confirmed to be only impacting the enrollments in the opt-out states and will have no impact in non opt-out states.	Resolved as of 1/18/22
5/9/2022	NLAD	Consolidated Detail Snapshot report missing subscriber ID	The Consolidated Detail Snapshot report is missing the field for subscriber ID. The field is only present when downloading the snapshot report one SAC at a time.	The subscriber id is only missing in the Consolidated Detail Snapshot report but can be found when downloading the snapshot report one SAC at a time.	Resolution expected in June, 2022