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Emergency Broadband Benefit Program NLAD Enhancements: NLAD User Interface, Enhancement to Update Process and Expanded Device Warning

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Today USAC released National Lifeline Accountability Database (NLAD) enhancements aimed at further improving the Emergency Broadband Benefit Program (EBB Program) service provider experience. These enhancements are now available in the NLAD staging and production environments.

Details of the enhancements are listed below:

NLAD User Interface: After the release, service providers will have the option to conduct NLAD consumer transactions through the NLAD user interface (UI), in addition to the bulk upload process and the API process. This change allows service providers to perform transactions for a single consumer while logged into the NLAD system. Service providers cannot enroll, transfer, or verify consumers in the NLAD UI using an Application ID at this time; they must use the consumer's full personally identifiable information. (The Application ID functionality will be added to the NLAD UI in a future release.)

Streamlined Update Function : A new, optional, method of performing update transactions is available to service providers. Providers are no longer required to provide a complete set of subscriber identifying information to perform update transactions. Rather, service providers can opt to perform updates using just the consumer's telephone number or subscriber ID number and the consumer's last name, plus the information that needs updating and other required fields. This new update option complements the recently released Application ID enrollment workflow. As a result of these enhancements, providers do not need to collect a consumer's complete identifying information to enroll and maintain their subscribership information in the EBB Program.

To use this new option, service providers who use the NLAD batch upload process or API will notice a new, optional field called "updateInd" – service providers should enter a 1 in this column if conducting an update transaction without use of the full PII. USAC has updated the NLAD [batch upload template](#) to accommodate this change.

Service providers should not submit extraneous consumer PII when performing an update function if they provide a 1 in the "updateInd" field – this will result in an error.

Please note: service providers cannot use the update function to change a consumer's address. Although this capability is slated for a future release, address updates still require a de-enroll and re-

enroll function at this time.

In addition, service providers may continue to perform updates without using the “updateInd” field and providing a consumer’s complete set of personal information.

Expanded Device Warning:

USAC is expanding the existing device warning that alerts a service provider when a consumer they are enrolling has previously been enrolled in the EBB Program with another provider who indicates the consumer received the one-time device benefit. Previously, the device warning was only provided on successful transactions. While beneficial in most cases, providers verifying or enrolling a subscriber who is actively enrolled in the program (a duplicate subscriber) did not receive the warning until successfully transferring the subscriber. To address this issue, NLAD will now provide the device warning on both successful and unsuccessful transactions.

Need Help? Contact Us!

For questions about the Emergency Broadband Benefit Program, service providers can visit [USAC.org](https://www.usac.org) and consumers should visit [GetEmergencyBroadband.org](https://www.usac.org/get-emergency-broadband). For general program support, service providers should email EBBElection@usac.org and consumers should email EBBHelp@usac.org. Both providers and consumers may also call the Emergency Broadband Support Center at 833-511-0311 for assistance.

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