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USAC

EBB Program NLAD Reminder: How to Transfer Consumer to a New Service Provider

July 20, 2021

Consumers enrolled in the Emergency Broadband Benefit Program (EBB Program) can choose to transfer their EBB Program benefit to a different service provider at any time. When a consumer who already receives EBB Program service wants to enroll with a new service provider, that provider should perform a “transfer” transaction in the National Lifeline Accountability Database (NLAD) to enroll the consumer with their company. The transfer process works much like the enrollment process, except the provider specifies “transfer” rather than “enroll” as the transaction type.

The consumer’s current service provider DOES NOT have to de-enroll the consumer or take other steps in NLAD for the new service provider to transfer their EBB Program benefit. The transfer processes for both the standard and Application ID-based enrollment methods are outlined below.

Service providers will know if a consumer is actively enrolled with another provider if they receive a “DUPLICATE_SUBSCRIBER” error when trying to enroll or verify a consumer in the EBB Program using NLAD. In this case, they should perform a transfer to enroll that subscriber with their company.

REMINDER: A provider must obtain a consumer’s consent to transmit their information to NLAD. EBB Program rules require that, before obtaining consent, the provider must describe to the consumer using clear, easily understood language, the specific information being transmitted, that the information is being transmitted to ensure the proper administration of the EBB Program and that failure to consent will result in the consumer being denied the Emergency Broadband Benefit.

Transfer Process

Standard Batch Template/API Submission Process

Using the standard [NLAD batch upload process](#) or the [NLAD API process](#), service providers should complete the required fields:

- transactionType: Transfer
- transactionEffectiveDate
- sac
- lastName
- firstName
- last4 SSN OR tribalId (for consumers who used alternative identity verification, use 0000)
- phoneNumber OR consumerEmail
- dob
- serviceType
- primaryAddress1

- primaryCity
- primaryState
- primaryZipCode
- mailing address (if applicable)
- serviceInitializationDate
- ebbpTribalBenefitFlag (for consumers that qualify for the enhanced Tribal benefit)
- deviceReimbursementDate (if applicable)
- deviceType (if applicable)
- devicemake (if applicable)
- certind
- repid OR repNotAssisted

If the consumer qualified through a benefit qualifying person, the service provider must also include the following fields to complete the transfer process (only if using the standard enrollment process, not the Application ID enrollment process):

- bqpLastName
- bqpFirstName
- bqpDob
- bqpLast4ssn OR bqpTribalId (for BQPs who used alternative identity verification use 0000)

Application ID Batch Template/API Submission Process

Service providers who choose to transfer consumers in [NLAD using the Application ID](#) should complete the following fields:

- applicationID
- transactionType: Transfer
- transactionEffectiveDate
- sac
- lastName
- firstName
- phoneNumber OR consumerEmail
- dob
- serviceType
- serviceInitializationDate
- ebbpTribalBenefitFlag (for consumers that qualify for the enhanced Tribal benefit)
- deviceReimbursementDate (if applicable)
- deviceType (if applicable)
- devicemake (if applicable)
- certind
- repid OR repNotAssisted

Office Hours

USAC will host EBB Program office hours on Thursday, July 22 at 3 p.m. ET to answer questions related to EBB Program NLAD transactions including transfers.

[Register](#) to attend the office hours.

Need Help? Contact Us!

For questions about the Emergency Broadband Benefit Program, service providers can visit [USAC.org](#) and consumers should visit [GetEmergencyBroadband.org](#). 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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