Lifeline Program Known System Issues and Resolution Status

Date Added	System	Issue	Expected Behavior	Impact	Status
3/1/2025	API	Some users experienced a **"Password has Expired"** error message affecting their NV API access.	API ID passwords should not expire or should never expire.	If you were impacted by this issue, please email LifelineProgram@usac.org with the following details: • API ID that needs a password reset link • Your company's SPIN(s) • Your company's ETC Administrator **Note:** Once we verify your information, we'll send you a password reset link. The link will be valid for 24 hours. **Important:** If you were not affected by the "Password has Expired" system issue, we will not provide you with a reset link.	Workaround Available

3/1/2025	NLAD	Some users may have trouble accessing the **'Tribal Lands Eligibility Verification'** tool under **'Tools & Resources'** in NLAD. Any provider with more than 100 ETC accounts linked to their SPIN will be impacted. The following error message will appear: **"*Access to nlad.universalservice.org was denied. You don't have the user rights to view this page.*"**	This tool should always function normally as long as you have access to NLAD **Tools & Resources**.	Workarounds for Affected Service Providers: • **Option 1:** USAC can assist by looking up addresses or coordinates to determine if they are tribal. If you'd like to use this option, email LifelineProgram@usac.org with the subject **"Tribal Address Verification."** • **Option 2:** Ask another NLAD user in your organization with fewer than 100 SPINs to access the tool.	Workaround Available
11/7/2024	LCS	497 Officers and Users may receive an email notification when a corrected Lifeline filing template becomes available for an opt-out state.	Only service providers in opt-out states (CA, TX, OR) should take action based on this notification, as it pertains to corrected Lifeline filing templates.	If you do not operate in an opt-out state, you can disregard the email notification.	Working on a Fix

4/3/2024	NLAD	Lifeline subscribers may be duplicated during enrollment or transfer-in, resulting in two subscriber IDs being assigned to the same consumer.	Each subscriber should only be enrolled once and assigned a single subscriber ID.	If a subscriber is duplicated during enrollment or transfer-in, please contact LifelineProgram@USAC.org for assistance.	Working on a Fix
10/31/2023	NLAD	When assigning notifications to a user through NLAD, the confirmation email may display an error.	Users should still receive an email confirming their successful registration for email notifications.	Despite the error message, users are successfully registered, and no further action is needed.	Working on a Fix
10/12/2023	API	Reports time out for large data sets	Providers should be able to retrieve larger data sets without issues.	Providers may utilize a workaround to pull larger reports. May use URL https://nlad.universalservice.org/ as an alternate URL, **ONLY** for reporting of large data sets.	Workaround Available

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