



Universal Service
Administrative Co.

USAC

Connectivity Issues in Lifeline and ACP Systems

November 3, 2023

USAC is aware that users are experiencing issues performing transactions in Lifeline and Affordable Connectivity Program (ACP) systems, including the National Verifier (NV) and National Lifeline Accountability Database (NLAD). The connectivity issues began around 12:50 p.m. ET.

USAC is actively working on resolving the issues and will share further updates as they become available. We apologize for any inconvenience this may cause.

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, email ACProgram@usac.org.

For questions about the Lifeline program, email LifelineProgram@usac.org.

The information contained in this electronic communication and any attachments and links to websites are intended for the exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, or the person responsible for delivering this communication to the intended recipient, be advised you have 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.