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.