

## Lifeline Program Known System Issues and Resolution Status

Date Added	System	Issue	Expected Behavior	Impact	Status
1/2/2025	API	Service Providers are experiencing an internal server error while attempting to retrieve the CE report through API.	Providers should be able to pull the CE report via API without failures.	In the meantime, users can try retrieving the CE report though the NLAD UI until the issue is resolved.	Fix expected 1/23/2025 (tentative)
11/7/2024	LCS	497 Officers and 497 Users may receive an email notification that a corrected Lifeline filing template is available for an opt-out state.	Only service providers operating in opt-out states (CA, TX, OR) should receive notification when a corrected Lifeline filing template is available.	If not operating in an opt-out state, users should disregard the email notification received.	Working on a fix
4/3/2024	NLAD	Lifeline subscribers may be duplicated upon enrollment or transfer-in, populating two subscriber IDs for the same consumer.	Subscribers should only be enrolled once, and receive one subscriber ID.	If subscribers are duplicated upon enrollment or transfer-in, contact <a href="mailto:LifelineProgram@USAC.org">LifelineProgram@USAC.org</a> .	Working on a Fix
10/12/2023	API	Reports time out for large data sets.	Providers should be able to pull larger data sets without failures.	Providers may utilize a workaround to pull larger reports. May use URL <a href="https://nlad.universalservice.org/">https://nlad.universalservice.org/</a> as an alternate URL, <b>only</b> for reporting of large data sets.	Workaround Available

10/31/2023	NLAD	When assigning notifications to a user via NLAD, the confirmation email displays an error.	Users should see an email confirming they've successfully been registered for email notifications.	Despite the error displayed in the email, users are successfully registered for email notifications and no further action is required.	Working on a Fix
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