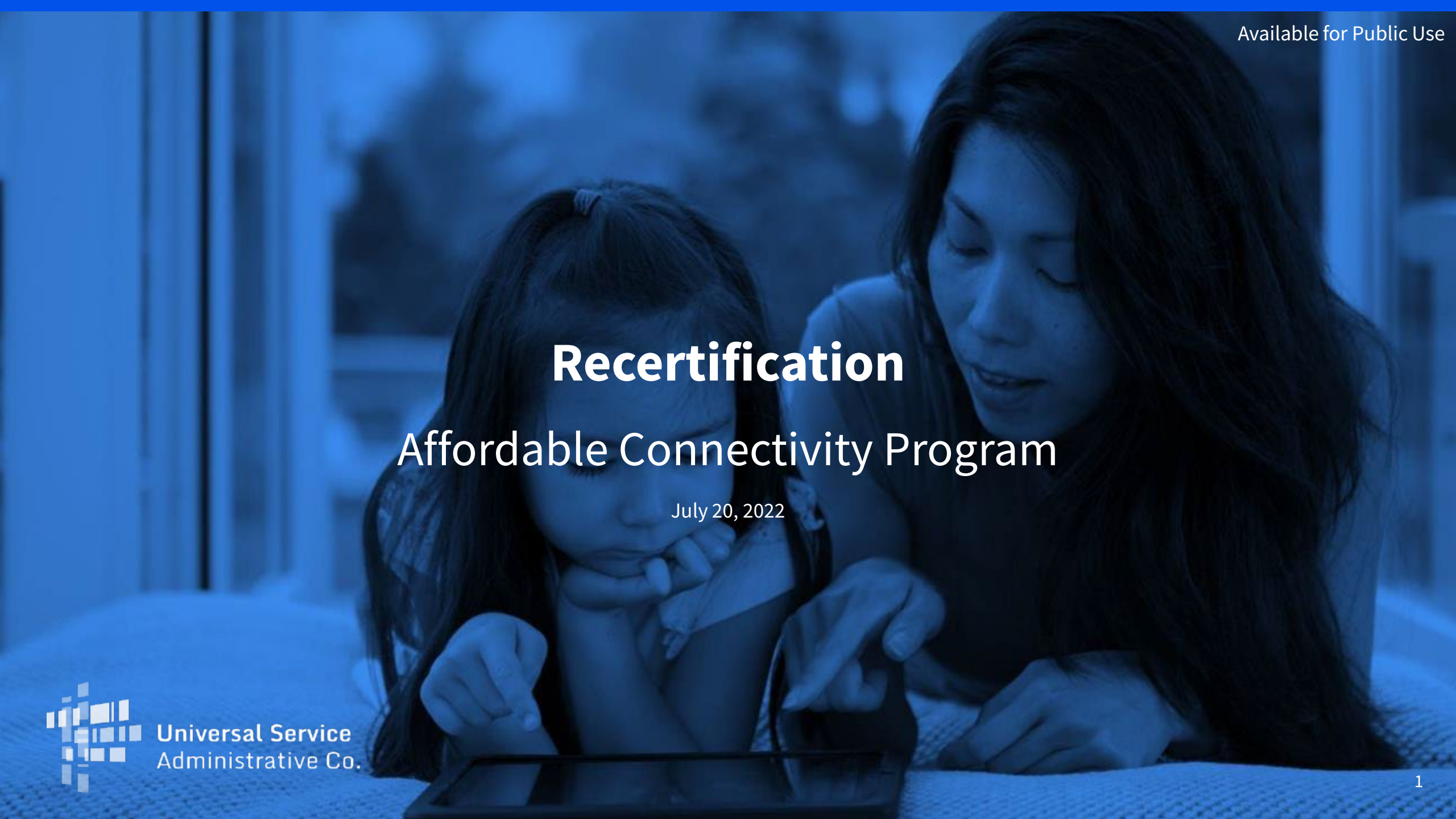


Recertification

Affordable Connectivity Program

July 20, 2022

Universal Service Administrative Co.

DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. This is a new feature we are testing out to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. We apologize in advance for any transcription errors or distractions. Thank you for your support.

Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- **Enter questions at any time using the "Questions" box**
  - We'll answer questions both verbally and through the questions feature
- If your audio or slides freeze, restart the webinar
- A copy of today's presentation is available in the handouts section

Meet Our Team

Elizabeth Dewey
Communications Specialist | Lifeline

Tiffany Johnson
Communications Manager | Lifeline

Joseph Ho
Senior Manager | Lifeline

Today's Objectives

- To provide an overview of the recertification process
- To provide an overview of the methods to recertify
- To review key elements of the recertification report

Agenda

- ACP Recertification
  - Overview and Process
  - Methods to Recertify
  - Recertification Outcome
  - Automatic De-Enrollment
  - Recertification FAQs

ACP Recertification

Recertification

Overview

- Recertification is an annual requirement for ACP subscribers
- For subscribers who enrolled via the National Verifier, USAC conducts the recertification process
- Where USAC conducts recertification the National Verifier first attempts to verify program or income eligibility by checking available automated eligibility databases
  - Subscribers who pass the automated check do not need to take any action
    - These eligibility databases include federal and state database checks (CMS, HUD, and any state connections)
- Subscribers whose continued eligibility cannot be verified through the automated check have a 60-day recertification window to recertify their benefit
- Subscribers who fail to timely recertify their benefit are de-enrolled from the program

Recertification

- Subscribers will only be recertified once in the calendar year 2022, including:
  - ACP subscribers who enrolled prior to December 31, 2021
    - This includes Emergency Broadband Benefit Program (EBB) subscribers who transitioned to the ACP
    - Subscribers' whose eligibility was reverified in 2022 due to the removal of the substantial loss of income and participation in a providers' COVID-19 Program eligibility will not need to be recertified in 2022
  - ACP subscribers who also participate in Lifeline and enrolled in the ACP prior to December 31, 2021
    - Subscribers who participate in ACP and Lifeline that pass the Lifeline recertification process will not need to undergo a separate ACP recertification process for ACP

Recertification Process

1. Subscriber record checked against automated data sources to verify subscriber's eligibility
2. Outcome of database check populated in National Lifeline Accountability Database (NLAD) Recertification Subscriber Status Report
3. 60-day recertification window begins for subscribers who fail the database check
4. Failed/non-responsive subscribers sent de-enrollment notification and automatically de-enrolled from NLAD

Recertification

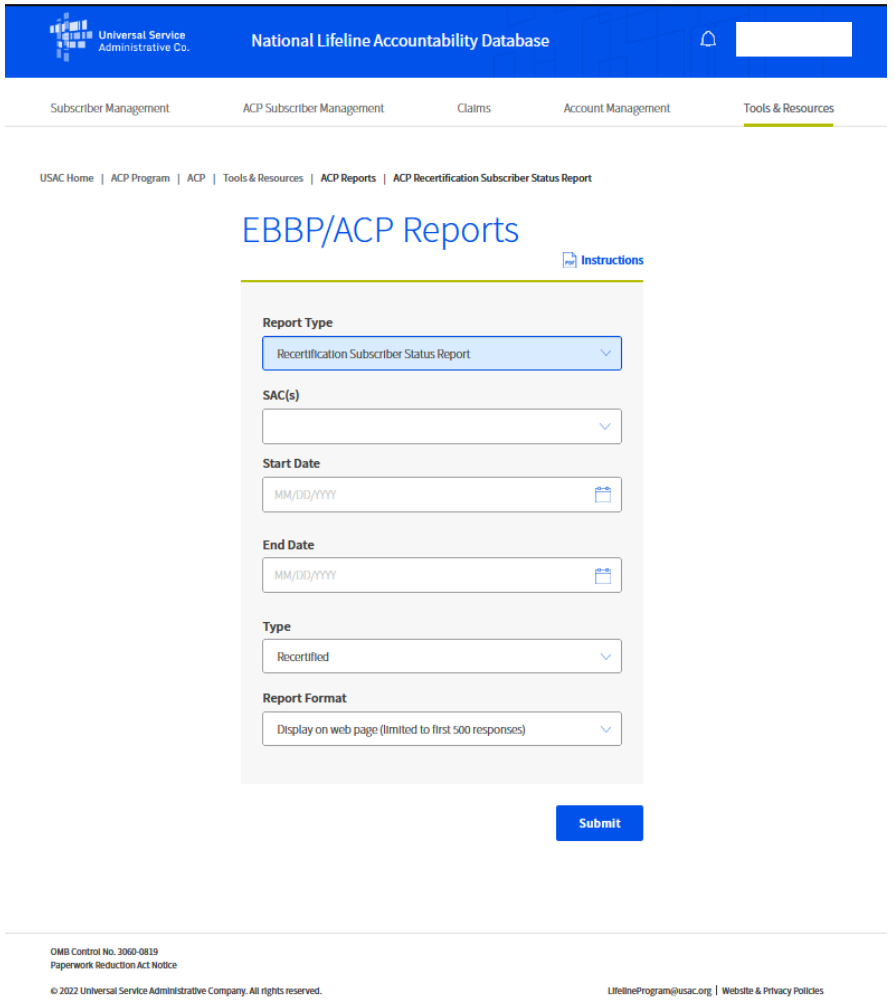
Step 1: Eligibility Database Check

- For recertification, every subscriber whose continued eligibility has not been recertified through the Lifeline process will go through an automated eligibility check that will verify the subscriber's eligibility
  - Subscribers who **pass** the automated check do NOT need to take any action to retain their ACP benefit
  - Subscribers who **fail** the automated check are required to recertify their ACP eligibility
    - Subscribers who **fail** the recertification eligibility check and **failed** their previous (most recent) automated eligibility check are required to complete the ACP Recertification Form
    - Subscribers who **fail** the recertification eligibility check, but **passed** their previous (most recent) automated eligibility check are required to complete the ACP Recertification Form **AND** provide proof of eligibility

Recertification

Step 2: Recertification Report Populates in NLAD

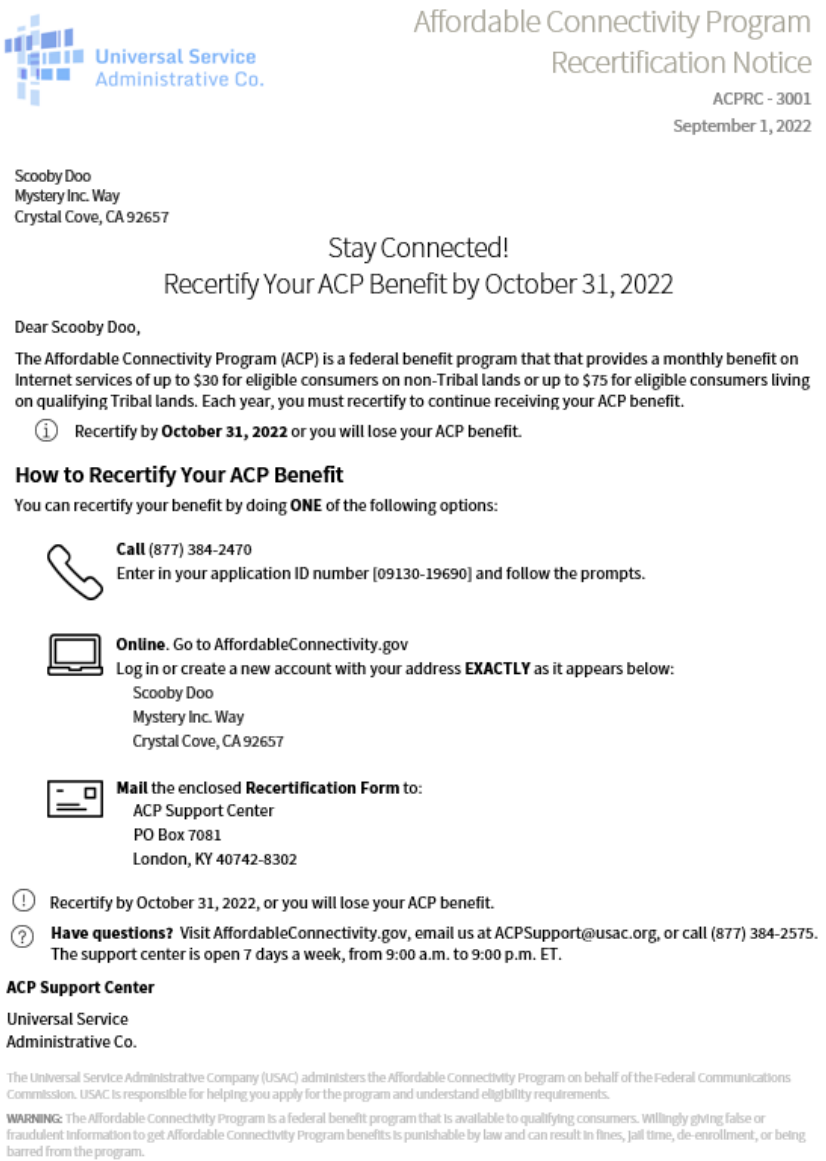
- Service providers will be able to see which subscribers are currently undergoing recertification via the **Recertification Subscriber Status Report** in NLAD
- This is the only report for ACP Recertification, providers can filter the report by type:
  - Recertified
  - In Progress
  - De-enrolled – Failed Recertification
  - All



Recertification

Step 3: 60-Day Recertification Window

- USAC will conduct outreach to subscribers whose eligibility could not be confirmed via the automated check to inform them of the recertification requirement
- The initial mailing to subscribers to initiate the recertification window will include:
  - A letter notifying them of their recertification requirement (English & Spanish), and
  - A copy of the ACP Recertification Form (English & Spanish)



Universal Service Administrative Co.

Affordable Connectivity Program
Recertification Notice
ACPRC - 3001
September 1, 2022

Scooby Doo
Mystery Inc. Way
Crystal Cove, CA 92657

Stay Connected!
Recertify Your ACP Benefit by October 31, 2022

Dear Scooby Doo,

The Affordable Connectivity Program (ACP) is a federal benefit program that that provides a monthly benefit on Internet services of up to $30 for eligible consumers on non-Tribal lands or up to $75 for eligible consumers living on qualifying Tribal lands. Each year, you must recertify to continue receiving your ACP benefit.

Recertify by **October 31, 2022** or you will lose your ACP benefit.

How to Recertify Your ACP Benefit

You can recertify your benefit by doing **ONE** of the following options:

Call (877) 384-2470
Enter in your application ID number [09130-19690] and follow the prompts.

Online. Go to AffordableConnectivity.gov
Log in or create a new account with your address **EXACTLY** as it appears below:
Scooby Doo
Mystery Inc. Way
Crystal Cove, CA 92657

Mail the enclosed **Recertification Form** to:
ACP Support Center
PO Box 7081
London, KY 40742-8302

Recertify by October 31, 2022, or you will lose your ACP benefit.

Have questions? Visit AffordableConnectivity.gov, email us at ACPSupport@usac.org, or call (877) 384-2575. The support center is open 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.

ACP Support Center

Universal Service
Administrative Co.

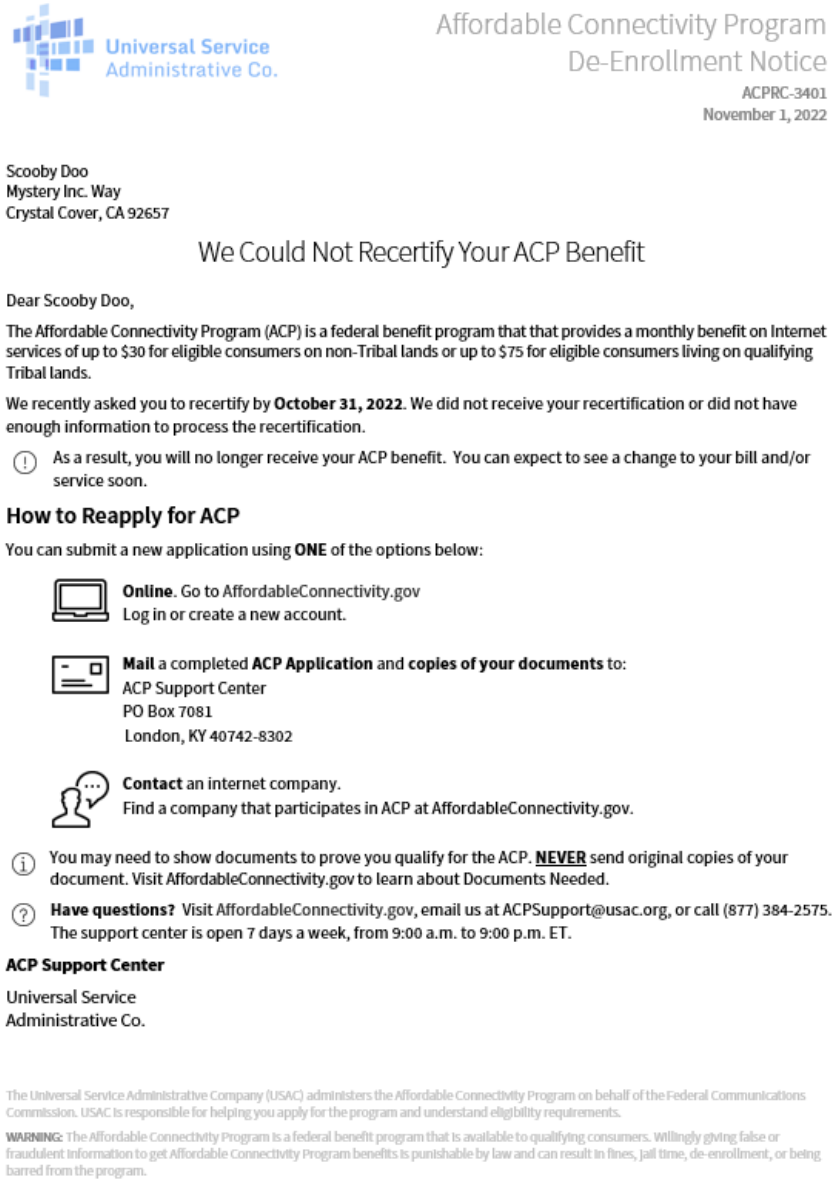
The Universal Service Administrative Company (USAC) administers the Affordable Connectivity Program on behalf of the Federal Communications Commission. USAC is responsible for helping you apply for the program and understand eligibility requirements.

WARNING: The Affordable Connectivity Program is a federal benefit program that is available to qualifying consumers. Willingly giving false or fraudulent information to get Affordable Connectivity Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Recertification

Step 4: Automatic De-Enrollment

- If a subscriber does not successfully recertify within their 60-day window, USAC will
  - Notify the subscriber via mail within 2-3 business days after their window closes, and
  - Automatically de-enroll the subscriber from NLAD five (5) business days after the conclusion of their recertification window
- After the de-enrollment has occurred, NLAD will send an automated email to notify the service provider and the **Recertification Subscriber Status Report** in NLAD will be updated
  - Service providers can filter the report to see only de-enrollments if they prefer



Universal Service Administrative Co.

Affordable Connectivity Program
De-Enrollment Notice
ACPRC-3401
November 1, 2022

Scooby Doo
Mystery Inc. Way
Crystal Cover, CA 92657

We Could Not Recertify Your ACP Benefit

Dear Scooby Doo,

The Affordable Connectivity Program (ACP) is a federal benefit program that that provides a monthly benefit on Internet services of up to $30 for eligible consumers on non-Tribal lands or up to $75 for eligible consumers living on qualifying Tribal lands.

We recently asked you to recertify by **October 31, 2022**. We did not receive your recertification or did not have enough information to process the recertification.

As a result, you will no longer receive your ACP benefit. You can expect to see a change to your bill and/or service soon.

How to Reapply for ACP

You can submit a new application using **ONE** of the options below:

Online. Go to AffordableConnectivity.gov
Log in or create a new account.

Mail a completed **ACP Application** and **copies of your documents** to:
ACP Support Center
PO Box 7081
London, KY 40742-8302

Contact an internet company.
Find a company that participates in ACP at AffordableConnectivity.gov.

You may need to show documents to prove you qualify for the ACP. **NEVER** send original copies of your document. Visit AffordableConnectivity.gov to learn about Documents Needed.

Have questions? Visit AffordableConnectivity.gov, email us at ACPSupport@usac.org, or call (877) 384-2575. The support center is open 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.

ACP Support Center

Universal Service
Administrative Co.

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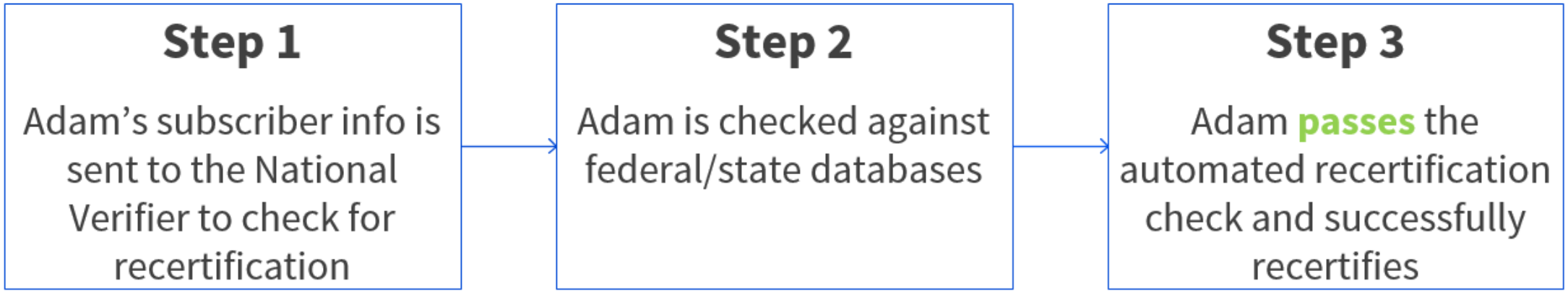
Recertification

Successful Recertification Eligibility Database Check

Adam's Example – No Consumer Action Required



Subscribers who pass the automated recertification check DO NOT have to take any action and will NOT receive any outreach from USAC

Recertification

S-Applications

Sarah's Example -Self-Certification Required

Step 1

Sarah's subscriber info is sent to the National Verifier to check for recertification

Step 2

Sarah is checked against federal/state databases

Step 3

Sarah **fails** the automated recertification check. She also **failed** her prior federal/state database check.

Step 4

Sarah must complete the **ACP Recertification Form**

Recertification

K-Applications

Kevin's Example – Recertification Form and Documentation Required

Step 1

Kevin's subscriber info is sent to the National Verifier to check for recertification

Step 2

Kevin is checked against federal/state databases

Step 3

Kevin **fails** the automated recertification check. However, he **passed** the previous federal/state database check.

Step 4

Kevin must complete the **ACP Recertification Form** and provide **documentation of eligibility**

Questions?

Recertification
Methods to Recertify

Recertification Methods to Recertify

S-Application (Self Certify)

An S-Application **only** requires completion of the **ACP Recertification Form**

Mail

Consumers can recertify by Mail

Online

Consumers can recertify online through the National Verifier Consumer Portal

IVR

Consumers can recertify via Interactive Voice Response (IVR)

Recertification Methods to Recertify

K-Application (Document Upload Required)

A K-Application requires completion of the **ACP Recertification Form** and **documentation**

Mail

Consumers can recertify by Mail

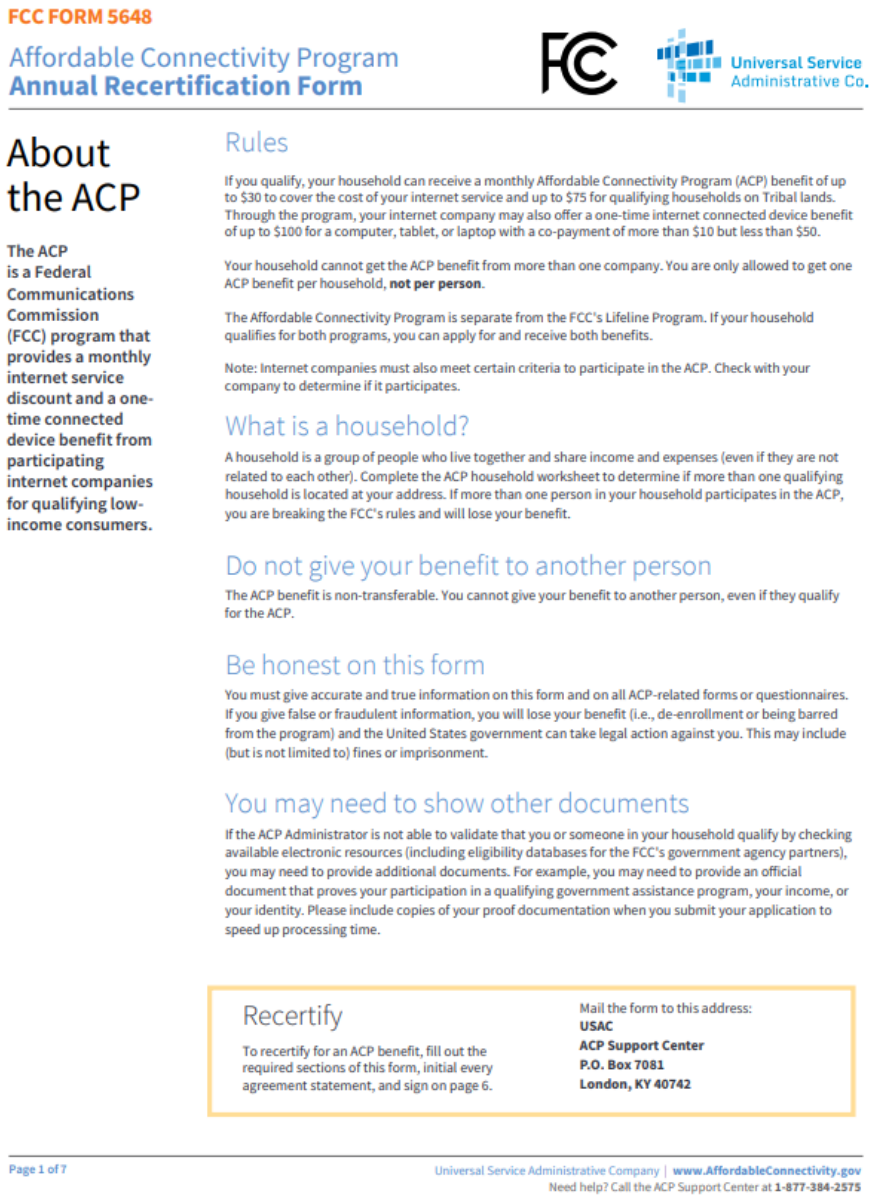
Online

Consumers can recertify online through:

1. National Verifier Consumer Portal
2. National Verifier Service Provider Portal
3. National Verifier Eligibility Check API

Recertification Method #1:
Recertify by Mail

- Subscribers who were not recertified through an automated database check will receive an ACP Recertification Form from USAC to submit via mail
  - Subscribers can call the ACP Support Center for updates on the status or service providers can reference the **Recertification Subscriber Status Report** in NLAD
  - USAC will mail a notification confirming the subscriber's continued eligibility to receive the ACP benefit shortly after the successful recertification attempt



FCC FORM 5648

Affordable Connectivity Program
Annual Recertification Form

Universal Service Administrative Co.

About the ACP

The ACP is a Federal Communications Commission (FCC) program that provides a monthly internet service discount and a one-time connected device benefit from participating internet companies for qualifying low-income consumers.

Rules

If you qualify, your household can receive a monthly Affordable Connectivity Program (ACP) benefit of up to $30 to cover the cost of your internet service and up to $75 for qualifying households on Tribal lands. Through the program, your internet company may also offer a one-time internet connected device benefit of up to $100 for a computer, tablet, or laptop with a co-payment of more than $10 but less than $50.

Your household cannot get the ACP benefit from more than one company. You are only allowed to get one ACP benefit per household, **not per person**.

The Affordable Connectivity Program is separate from the FCC's Lifeline Program. If your household qualifies for both programs, you can apply for and receive both benefits.

Note: Internet companies must also meet certain criteria to participate in the ACP. Check with your company to determine if it participates.

What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other). Complete the ACP household worksheet to determine if more than one qualifying household is located at your address. If more than one person in your household participates in the ACP, you are breaking the FCC's rules and will lose your benefit.

Do not give your benefit to another person

The ACP benefit is non-transferable. You cannot give your benefit to another person, even if they qualify for the ACP.

Be honest on this form

You must give accurate and true information on this form and on all ACP-related forms or questionnaires. If you give false or fraudulent information, you will lose your benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal action against you. This may include (but is not limited to) fines or imprisonment.

You may need to show other documents

If the ACP Administrator is not able to validate that you or someone in your household qualify by checking available electronic resources (including eligibility databases for the FCC's government agency partners), you may need to provide additional documents. For example, you may need to provide an official document that proves your participation in a qualifying government assistance program, your income, or your identity. Please include copies of your proof documentation when you submit your application to speed up processing time.

Recertify

To recertify for an ACP benefit, fill out the required sections of this form, initial every agreement statement, and sign on page 6.

Mail the form to this address:
USAC
ACP Support Center
P.O. Box 7081
London, KY 40742

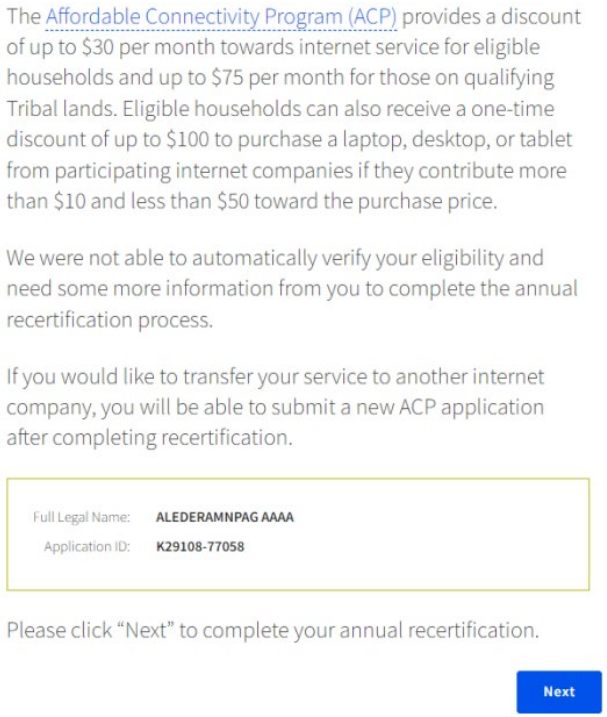
Page 1 of 7

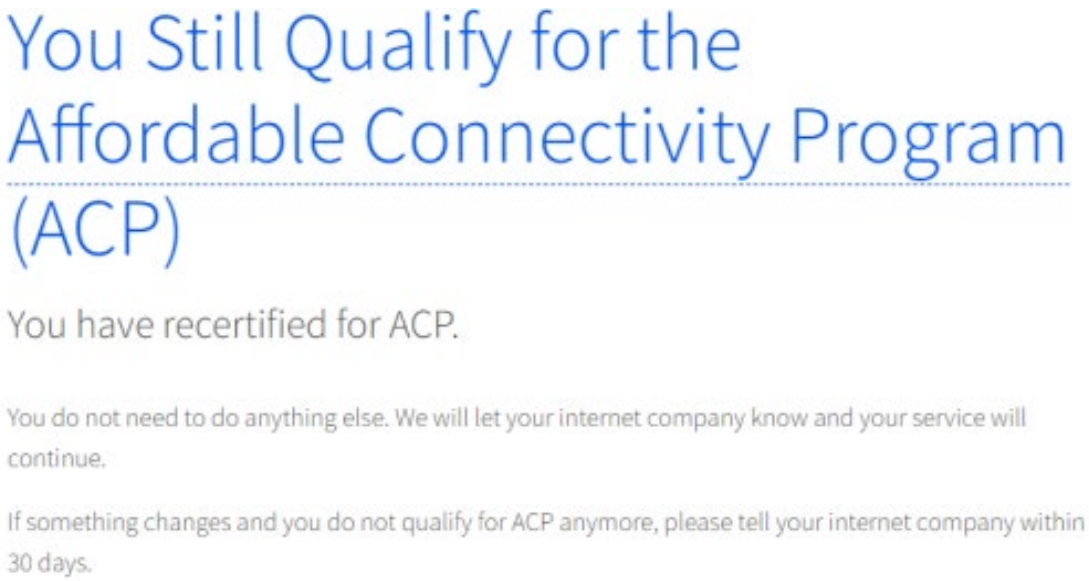
Universal Service Administrative Company | **www.AffordableConnectivity.gov**
Need help? Call the ACP Support Center at **1-877-384-2575**

Recertification Method #2

Recertify Online

- Subscribers who must complete a recertification form can recertify online at AffordableConnectivity.gov
- Subscribers can find out immediately whether they pass/fail





Recertification Method #3:

Recertify via IVR - Only available for S-Apps (self-certification required)

- Subscriber can complete recertification through an interactive voice response (IVR) system
- Subscriber calls IVR number and follows the prompts
  - English and Spanish language support available
- Takes approximately 10-12 minutes to complete
- Subscriber finds out immediately whether they pass/fail
- ***Subscribers will need their Application ID (provided on the recertification letter) to enter the IVR system***
  - Application ID is also available on the Recertification Subscriber Status Report in NLAD

Recertification Reminders

Outreach Via Pre-Recorded Messages & Postcards

- During the 60-day period, subscribers may receive up to three (3) pre-recorded phone messages and a reminder postcard
    - Subscribers will receive scheduled reminders until they successfully recertify
- Pre-recorded messages inform subscribers:
    - That it is time to recertify their benefit,
    - Their deadline to recertify, and
    - That they can continue immediately to recertify using the IVR (only available for S-Apps (self-certification but no documentation required)), recertify online, or complete and return the mailed recertification form

Available for Public Use

Questions?

Available for Public Use

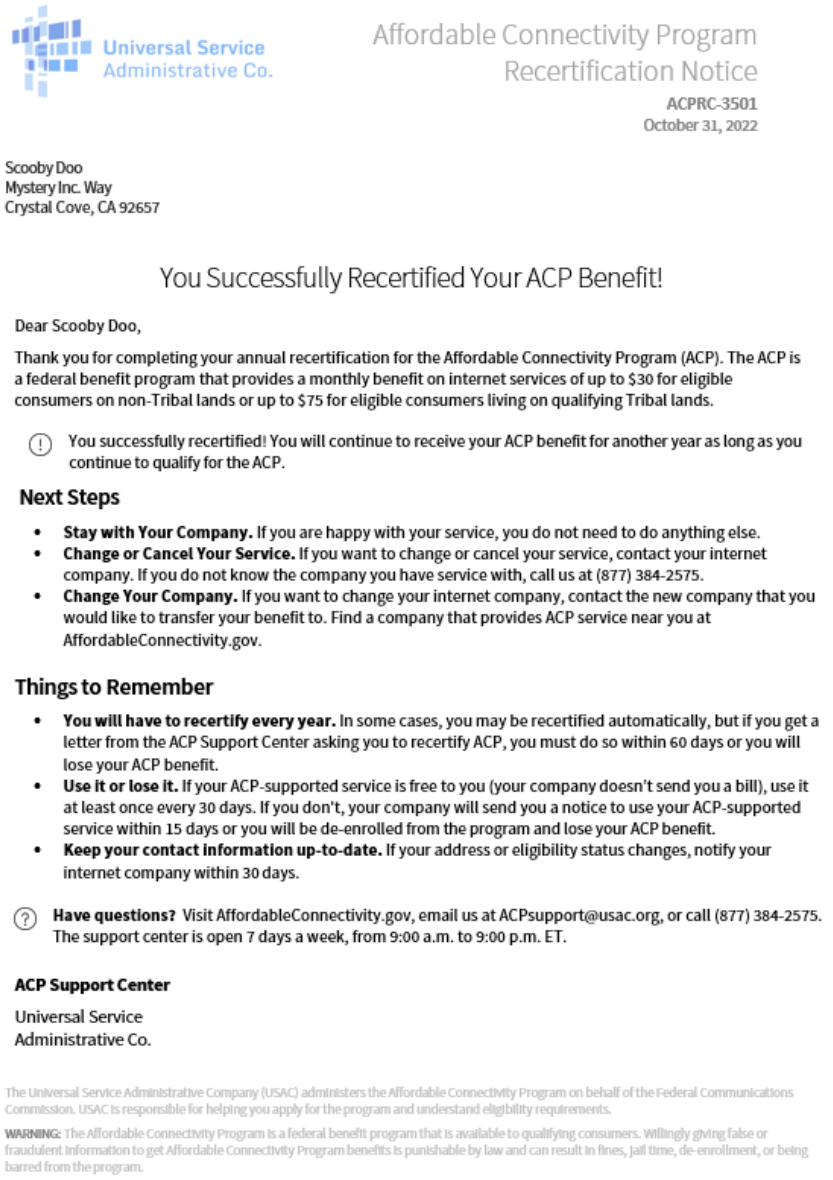
Recertification
Outcome

Recertification Outcome

Notification from USAC

- Subscribers will be notified of their successful recertification status depending on how they choose to recertify
  - Via IVR or Web: Immediate confirmation after submission
  - Via Mail: A mailed notification will be sent shortly after the successful recertification attempt

Only subscribers that are required to recertify manually will be sent the confirmation outreach listed above



Universal Service Administrative Co.

Affordable Connectivity Program
Recertification Notice
ACPRC-3501
October 31, 2022

Scooby Doo
Mystery Inc. Way
Crystal Cove, CA 92657

You Successfully Recertified Your ACP Benefit!

Dear Scooby Doo,

Thank you for completing your annual recertification for the Affordable Connectivity Program (ACP). The ACP is a federal benefit program that provides a monthly benefit on internet services of up to $30 for eligible consumers on non-Tribal lands or up to $75 for eligible consumers living on qualifying Tribal lands.

You successfully recertified! You will continue to receive your ACP benefit for another year as long as you continue to qualify for the ACP.

Next Steps

- **Stay with Your Company.** If you are happy with your service, you do not need to do anything else.
- **Change or Cancel Your Service.** If you want to change or cancel your service, contact your internet company. If you do not know the company you have service with, call us at (877) 384-2575.
- **Change Your Company.** If you want to change your internet company, contact the new company that you would like to transfer your benefit to. Find a company that provides ACP service near you at AffordableConnectivity.gov.

Things to Remember

- **You will have to recertify every year.** In some cases, you may be recertified automatically, but if you get a letter from the ACP Support Center asking you to recertify ACP, you must do so within 60 days or you will lose your ACP benefit.
- **Use it or lose it.** If your ACP-supported service is free to you (your company doesn't send you a bill), use it at least once every 30 days. If you don't, your company will send you a notice to use your ACP-supported service within 15 days or you will be de-enrolled from the program and lose your ACP benefit.
- **Keep your contact information up-to-date.** If your address or eligibility status changes, notify your internet company within 30 days.

Have questions? Visit AffordableConnectivity.gov, email us at ACPsupport@usac.org, or call (877) 384-2575. The support center is open 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.

ACP Support Center

Universal Service
Administrative Co.

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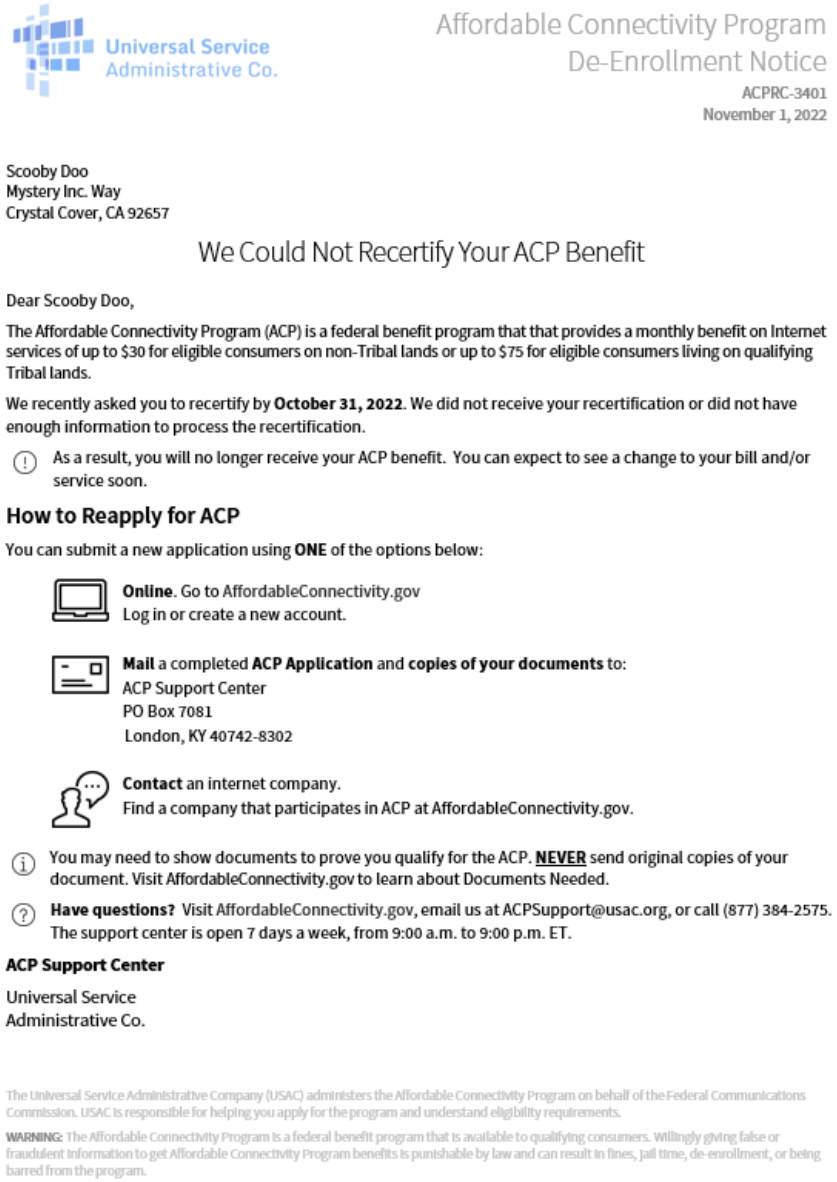
Recertification Outcome

Notification from USAC

- Subscribers will be notified if they *do not* successfully recertify within their window
  - A mailed notification will be sent within 2-3 business days after a subscriber's window closes



Universal Service Administrative Co.

Affordable Connectivity Program
De-Enrollment Notice

ACPRC-3401
November 1, 2022

Scooby Doo
Mystery Inc. Way
Crystal Cover, CA 92657

We Could Not Recertify Your ACP Benefit

Dear Scooby Doo,

The Affordable Connectivity Program (ACP) is a federal benefit program that that provides a monthly benefit on Internet services of up to $30 for eligible consumers on non-Tribal lands or up to $75 for eligible consumers living on qualifying Tribal lands.

We recently asked you to recertify by **October 31, 2022**. We did not receive your recertification or did not have enough information to process the recertification.

As a result, you will no longer receive your ACP benefit. You can expect to see a change to your bill and/or service soon.

How to Reapply for ACP

You can submit a new application using **ONE** of the options below:

Online. Go to AffordableConnectivity.gov
Log in or create a new account.

Mail a completed **ACP Application** and **copies of your documents** to:
ACP Support Center
PO Box 7081
London, KY 40742-8302

Contact an internet company.
Find a company that participates in ACP at AffordableConnectivity.gov.

You may need to show documents to prove you qualify for the ACP. **NEVER** send original copies of your document. Visit AffordableConnectivity.gov to learn about Documents Needed.

Have questions? Visit AffordableConnectivity.gov, email us at ACPSupport@usac.org, or call (877) 384-2575. The support center is open 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.

ACP Support Center

Universal Service
Administrative Co.

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Recertification
Automatic De-Enrollment

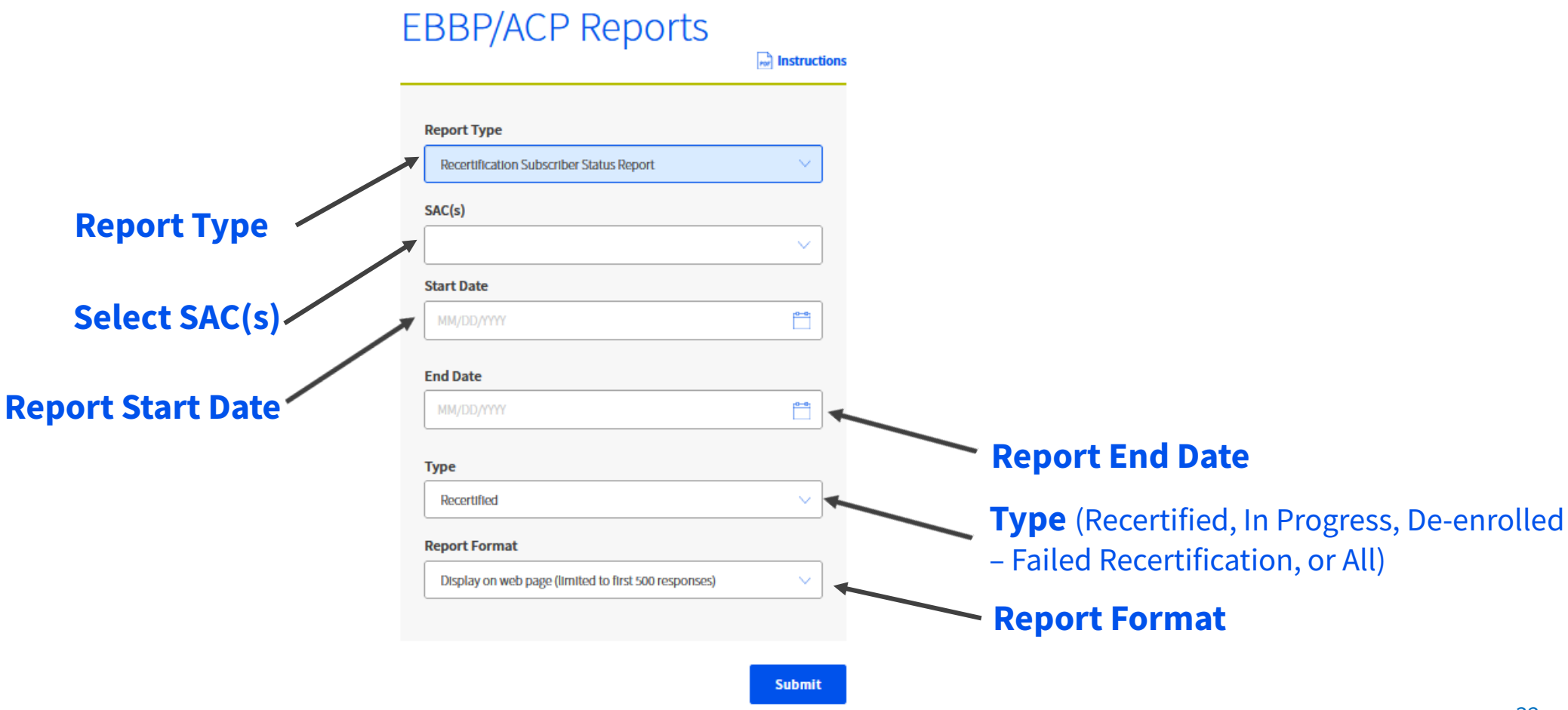
Recertification

Automatic De-enrollment

- If a subscriber does not successfully recertify by the end of their 60-day recertification window, they will be automatically de-enrolled from NLAD five (5) business days after their recertification window closes
- Service providers will be ***notified via an automated email*** (sent to ETC Administrator user role) of all de-enrollments for failed/non-responsive subscribers through the **Recertification Subscriber Status Report** in NLAD
  - The email notification will indicate de-enrollments have occurred in one or more of the service provider's SACs and that the service provider must check the Recertification Subscriber Status Report for more information

Recertification

NLAD Recertification Subscriber Status Report



Recertification
FAQs

Recertification FAQs – General Questions

When will ACP recertification start?

ACP recertification will begin in August 2022.

How long do consumers have to recertify?

Consumers will have 60 days to recertify their ACP benefit. If they do not recertify their benefit within this 60-day window they will be de-enrolled from the program and lose their benefit.

What address will subscribers receive mail outreach to?

Mail outreach will be sent to a subscriber's mailing address if one exists. If a mailing address is not available, the outreach will be sent to the physical home address.

Recertification FAQs – General Questions

Can a subscriber receive assistance from a service provider to recertify through the National Verifier service provider portal?

Subscribers can receive assistance only if they are required to provide documentation (K- app). Subscribers who are only required to self-certify (S-app) cannot be recertified via the service provider portal or the National Verifier eligibility check API.

How will consumers know when their recertification window ends?

USAC will send mail outreach that will show the date consumers will need to recertify by. Consumers will also receive pre-recorded messages and a postcard reminding them to recertify if they have not already done so.

Recertification FAQs – De-Enrollment

When will consumers be de-enrolled from the program?

If a consumer does not recertify their benefit within their 60 day window, they will be de-enrolled 5 business days after their recertification window closes.

How will service providers know what consumers have been de-enrolled?

Service providers will need to check the **Recertification Subscriber Status Report** in NLAD to see what consumers have been de-enrolled. USAC recommends checking the list daily for service providers to remain up to date on which consumers have been de-enrolled.

Once a consumer is de-enrolled from the program can they reapply?

Yes. If a consumer does not recertify their benefit within the 60 day recertification window, or believes they still qualify for the ACP they can reapply at any time.

Recertification FAQs – Lifeline and ACP Subscribers

If a subscriber receives both Lifeline and ACP benefits do they have to recertify twice?

No. If a subscriber **passes** the Lifeline recertification process, it satisfies their ACP recertification requirement and they will NOT need to undergo a separate ACP recertification.

If a subscriber does not pass Lifeline recertification will they be de-enrolled from ACP?

No. If a subscriber does not successfully complete the Lifeline recertification process they will be de-enrolled from Lifeline. They will then need to complete ACP recertification.

Recertification FAQs – NLAD Reports

Will there be a Failed Recertification De-enroll Report like there is for Lifeline?

No, for ACP recertification there will be only one report (the Recertification Subscriber Status Report). Service providers can filter the report to just show de-enrollments due to failed recertification.

How do service providers know what subscribers are de-enrolled?

Service providers will need to check the Recertification Subscriber Status Report in NLAD. Service providers can filter the report to just show de-enrollments due to failed recertification.

Available for Public Use

Questions?

Stay Informed

- Sign up for ACP email updates and upcoming events
- Visit USAC's website for service provider updates
- Find upcoming trainings and other resources on the ACP Learn page
- **Questions?** Email ACProgram@usac.org

Thank You!

Universal Service
Administrative Co.