

# Affordable Connectivity Program

Wind-Down Office Hours

March 12, 2024

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- Handouts Panel:** Shows "Handouts: 1 of 5" with a PDF icon and the file name "Handout.pdf". Below this is a red text prompt "Ask questions here!" and a "Choose a file" button.
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# Meet Our Team

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# Agenda

- ACP Wind-Down
- Consumer Support and Required Notices
- Revised Claims Process
- What Happens Next for Service Providers
- Frequently Asked Questions
- Resources

# ACP Wind-Down

# ACP Wind-Down

## Overview

### Wind-Down Order

- On January 11, 2024, due to a lack of additional funding from Congress, the FCC released an [Order](#) announcing steps to wind down the Affordable Connectivity Program (ACP), including important dates, and the impacts on consumers and providers.
  - The last day for consumers to enroll in the program was February 7, 2024, at 11:59 p.m. ET.

### Public Notice

- **On March 4, 2024, the FCC issued a [Public Notice](#) announcing the last fully funded month for the ACP is April 2024.**
  - Payments in May will be on a reduced pro-rata basis. FCC expects to issue additional guidance about the partial payments in March 2024.

# ACP Wind-Down

## Important Dates

Below are key dates and actions for ACP Wind-Down:

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Date	Action
<b>March 4, 2024</b>	<ul style="list-style-type: none"><li>• The FCC released a public notice announcing April as the last fully funded month and that partial reimbursement of claims will be paid out to service providers on a pro-rata basis in May 2024</li></ul>
<b>March 19, 2024</b>	<ul style="list-style-type: none"><li>• Deadline for providers to send the second notice to consumers about the end of the ACP and the impact to their bill</li></ul>
<b>April 2024</b>	<ul style="list-style-type: none"><li>• The last fully funded month of the ACP</li><li>• The third notice must be sent to consumers that coincides with the last bill or billing cycle, in which the full ACP benefit will be applied and inform consumers of the impact to their bill</li></ul>
<b>May 2024</b>	<ul style="list-style-type: none"><li>• Last service month for which providers can seek reimbursement for ACP benefits passed through to consumers</li><li>• Service providers will receive partial claims reimbursements</li></ul>

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# Consumer Support and Required Notices

# Consumer Support and Required Notices

## Provider Notices to ACP Subscribers

- Providers must send ACP subscribers **at least 3 notices** with information related to the end of the ACP. If feasible, providers are encouraged to send additional notices.
  - The first notice was due by January 25 and informed consumers of the possibility of the end of the ACP and potential impact to consumers' bills.
  - The second notice is due by **March 19**.
  - The third required notice must coincide with the last bill or billing cycle in which the full ACP benefit is applied.
- **The second and third notices** must communicate the following:
  - That the ACP is ending,
  - The impact on their bill,
  - The date of their last bill that they will receive the ACP benefit on, and
  - That they may change their service or opt out of continuing service after the end of the ACP.

**Questions?**

# Revised Claims Process

# Revised Claims Process

## Expedited Timeline

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 • The submission timeline for claims has been revised to a **two-month** window to submit original claims or upward revisions.
  - Providers will have until the 1st of the second month after the snapshot date to submit claims.
  - There is no time restriction on downward revisions.
  - **Reimbursement claims submitted after the filing deadline will not be processed.**

Data Month	Filing Deadline
September 2023	4/1/2024
October 2023	4/1/2024
November 2023	4/1/2024
December 2023	4/1/2024
January 2024	4/1/2024
February 2024	5/1/2024
March 2024	6/3/2024
April 2024 (Last Fully Funded Month)	7/1/2024
May 2024 (Partial Reimbursements Available)	8/1/2024

# What Happens Next for Service Providers

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## Election Notice Updates

- Service providers are still required to maintain up-to-date election notices.
  - Any change to the information provided on the [election form](#) must be updated within ten business days of the change in the information.
  - To submit a change in election information, please submit an updated election form to [ACProgram@usac.org](mailto:ACProgram@usac.org).

# What Happens Next for Service Providers

## Maintaining Program Integrity

- All participating service providers in the ACP are required to adhere to program rules and guidelines, as outlined in the ACP rules ([47 CFR § 54.1800 – 54.1814](#)).
- Service providers should review their benefit application processes to ensure that they do not conflict with program rules.
- The FCC remains committed to ensuring the program integrity of the ACP and will use its authority to address non-compliance through the wind-down phase.

**Questions?**

# Frequently Asked Questions

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## Reimbursement Claims

### What are the deadlines for submitting reimbursement claims in the Affordable Connectivity Claims System?

- Below are the submission deadlines for submitting reimbursement claims:

<b>Data Month</b>	<b>Filing Deadline</b>
September 2023	4/1/2024
October 2023	4/1/2024
November 2023	4/1/2024
December 2023	4/1/2024
January 2024	4/1/2024
February 2024	5/1/2024
March 2024	6/3/2024
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# Frequently Asked Questions

## Program Updates

### **What happens if Congress provides additional funding for the ACP?**

- If Congress provides additional funding for the ACP, the FCC will issue further guidance on the program.

### **What happens if a consumer is accidentally de-enrolled during the enrollment freeze?**

- If a consumer is de-enrolled from the ACP during the enrollment freeze, the consumer will not be able to re-apply or re-enroll in the ACP.

# Frequently Asked Questions

## Program Updates

### How many notices are service providers required to send to ACP subscribers?

- Service providers are required to send at least three (3) written notices to households enrolled in the ACP in a manner accessible to persons with disabilities and are encouraged to send these notices in households' preferred language and by either email, text, or in the mail along with their bill.
- The first notice informed households about the possible end of ACP and its potential impact to the ACP households' bills. The second and third notices must inform the ACP household of the following:
  - (1) That the ACP is ending,
  - (2) The amount that the household will be billed for the service once the full ACP benefit is no longer available or that the household will be subject to the provider's undiscounted rates and general terms and conditions after the end of the ACP
  - (3) The date of the last bill they will receive that includes the ACP benefit, and
  - (4) That they may change their service or opt out of continuing service after the end of the ACP.
- Service providers are required to send the second notice to subscribers by **March 19, 2024**.

# Frequently Asked Questions

## Program Updates

### **Is USAC also planning to send notices to ACP subscribers?**

- Yes, USAC is sending out notices to consumers informing them about the program winding down. Outreach began in February and is ongoing through April.
- These consumer notices will include information about the program's end date and will refer consumers to various resources, including [AffordableConnectivity.gov](https://www.AffordableConnectivity.gov) and their service providers, to learn more about how the program winding down will affect them.

# Frequently Asked Questions

## ACP Systems

### **What transactions can service providers perform in NLAD, after the enrollment freeze?**

- Service providers can still access NLAD through [One Portal](#) and perform all transaction types in NLAD **except ‘Enroll’**.
- Service providers can perform verify, transfer, update, and de-enroll transactions in NLAD after the enrollment freeze.

### **Are benefit transfers still allowed after the enrollment freeze?**

- Yes, service providers can, but are not required to, perform transfer transactions after the February 8 enrollment freeze. During the enrollment freeze, active subscribers can transfer to a new provider. They are not be required to requalify before transferring.
- Service providers are still required to obtain consumer consent before completing this transaction and all rules related to transfer limits will still apply.

# Frequently Asked Questions

## ACP Systems

### How can address and duplicate household failures be resolved after the enrollment freeze?

- Providers who encounter an address and/or duplicate household error on an update or transfer transaction in NLAD should inform subscribers that they must confirm their address online or by mail.
  - **Confirm Online:** Providers should direct subscribers to [GetInternet.gov/update](https://GetInternet.gov/update) (or [Accedealnternet.gov/actualizer](https://Accedealnternet.gov/actualizer) for Spanish-speaking subscribers) to confirm their address or household. Subscribers will create an ACP application to resolve the address and/or duplicate address error.
    - After confirming their address and/or household, subscribers should select the “Next” button in the portal to proceed to the end of the application and will not need to resolve any other errors.
  - **Confirm by Mail:** Subscribers can complete this process by mail by submitting a completed [ACP Application](#) and proof of their address and/or a completed [ACP Household Worksheet](#).

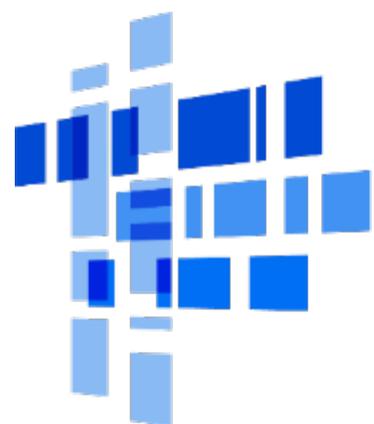
# Resources

# Resources

- Visit [USAC's website](#) and the [FCC's ACP page](#) to learn more about ACP Wind-Down
  - USAC's [Learn](#) page has additional resources including a recording of the [ACP Wind-Down webinar](#) and previous [ACP Wind-Down Office Hours](#), as well as our [Bulletin Announcing the ACP Wind Down](#).
  - The FCC's ACP page contains an [ACP Wind-Down Fact Sheet](#) and [FAQs](#) in both English and several other languages, including Spanish, and summarizes key dates and questions service providers may receive from consumers.
- [Sign up](#) for ACP email updates.
- **Questions?** Email [ACProgram@usac.org](mailto:ACProgram@usac.org).

**Thank You!**





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