

ACP Enrollment Freeze Begins February 8

February 05, 2024

On February 8, 2024, applications and enrollments for the Affordable Connectivity Program (ACP) will no longer be accepted. The enrollment freeze is a part of the steps for ACP Wind-Down outlined in the FCC [Order](#) released on January 11. The Order announced the procedures for the wind-down of ACP due to a lack of additional funding from Congress. Funding for the program is anticipated to run through April 2024. For more information on the Order's requirements for service providers, please refer to the bulletin USAC released on [January 11](#).

Providers are encouraged to review the following bulletin and the FCC's Order carefully for detailed information on notice requirements to households, updates on claims deadlines, and other wind-down procedures and requirements. If the program receives additional funding, USAC and the FCC will provide further information later.

ACP Enrollment Freeze

Service providers must enroll newly qualified consumers in the National Lifeline Accountability Database (NLAD) before February 7, 2024, at 11:59 p.m. ET for consumers to receive the current benefit. **Enrollments for the ACP after February 7 at 11:59 p.m. ET will not be permitted.** Consumers enrolled in the program before February 8 will remain eligible to receive the current monthly benefit and one-time device benefit through the continuation of the program. For all consumers currently enrolled in NLAD no further action is required.

USAC will remove the ability to apply through the ACP application portal and the link to the paper application from [AffordableConnectivity.gov](https://www.fcc.gov/affordable-connectivity) immediately after the enrollment deadline.

ACP Enrollments in NLAD

Any qualifying consumer who is enrolled in NLAD by February 7, 2024, at 11:59 p.m. ET will continue to remain eligible to receive the ACP benefit and one-time device benefit through the remainder of the program. Please note that consumers must be enrolled in NLAD by February 7 at 11:59 p.m. ET to continue to receive the benefit. If a consumer has qualified **but has NOT enrolled in NLAD by February 7 at 11:59 p.m. ET, they will NOT be eligible to receive the benefit nor the one-time device benefit. Consumers who are de-enrolled after February 7 will also be unable to re-enroll.**

Service providers with FCC-approved alternative verification processes (AVP) will also need to enroll consumers by February 7 at 11:59 p.m. ET. **The enrollment deadline applies for ALL service providers**, not just service providers that utilize the National Verifier (NV).

If a consumer is de-enrolled in NLAD after February 7 at 11:59 p.m. ET, **they will NOT be able to re-enroll in the program.** After February 7 if a service provider attempts to enroll a consumer, they will receive the following error message explaining that the transaction is no longer available: "SERVICE_NOT_AVAILABLE".

If providers wish to stop accepting new enrollments prior to February 7, then they must send an email to ACProgram@usac.org to learn more about the withdrawal process and additional requirements.

Update Transactions

Service providers will still be able to perform update transactions after the February 7 enrollment freeze. After February 7, 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 or household online using the National Verifier consumer portal or by mail. Regardless of the method a subscriber chooses, they will not receive outreach from USAC, so providers are encouraged to stay in communication with affected subscribers and attempt the update transaction after receiving notice that the consumer has confirmed their information using one of the methods below.

Confirm Online

Providers should direct consumers to [GetInternet.gov/update](https://getinternet.gov/update) (or [AccedealInternet.gov/actualizar](https://accedealinternet.gov/actualizar) for Spanish-speaking consumers) to confirm their address or household. Consumers will create an ACP application to resolve the address and/or duplicate address error.

- **Address Error:** Consumers can confirm their address by dropping a pin on the mapping tool to locate their home address.
- **Duplicate Household Error:** Consumers can confirm their household by answering the required questions and completing the certification (if applicable).

After confirming their address and/or household, subscribers should select the “Next” button in the portal to proceed to the next page of the application. Once complete, they can close out of the application. Subscribers will not need to resolve any other errors (e.g., confirm identity, eligibility, age) they may encounter on their ACP application and do not need to complete the final signature page.

Confirm by Mail

Subscribers who would like to complete this process by mail must submit a completed [ACP application](#) and proof of their address and/or a completed [ACP Household Worksheet](#). Incomplete applications will not be accepted.

Transfers

Service providers will still be able, but not required, to perform transfer transactions after the February 7 enrollment freeze. After the enrollment freeze begins, any active subscriber will be able to transfer to a new provider regardless of the age of their ACP application. They will not be required to requalify before transferring. However, **consumers who are de-enrolled will NOT be able to re-enroll and all rules related to transfer limits will still apply.**

Verify Transactions

The verify transaction will not be affected by the enrollment freeze and will still confirm if a consumer is eligible. There will be no changes to the existing functionality in the UI or API. If a provider performs a verify transaction and the consumer passes all validations, the provider will receive a success message. If the consumer fails a validation, they will receive the appropriate error message.

Revised Claims Process

Beginning with the February 1, 2024 snapshot, service providers will have a two-month window to submit claims for reimbursement or upward revisions. Providers will have until the 1st of the second month after the snapshot date to certify and submit claims. For example, all claims and upward revisions for the February 1, 2024 snapshot date must be submitted no later than April 1, 2024. In addition, all claims and upward revisions for all preceding months must be submitted no later than April 1, 2024.

Reimbursement claims submitted after the deadline will not be processed, however, downward revisions will continue to be accepted. Providers are encouraged to submit all remaining claims and revisions as soon as possible to facilitate efficient wind down of the ACP.

Recertification

Recertification for the 2023 calendar year will continue even with the enrollment freeze. ACP subscribers will need to complete the recertification process if they receive outreach from USAC. If a subscriber does NOT recertify by their designated deadline, they will not be able to reapply for the ACP after February 7 at 11:59 p.m. ET.

Resources

For more information on the ACP Wind-Down, please review any of the following resources:

- USAC’s [ACP Wind-Down Webinar](#)
- USAC’s [ACP Wind-Down Office Hours](#)
- USAC’s [Bulletin Announcing the ACP Wind Down](#)

- The FCC's [ACP Wind-Down Fact Sheet](#)
- The FCC's [ACP Wind-Down FAQs](#)

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](#), and consumers should [AffordableConnectivity.gov](#). Consumers can apply for the ACP at [GetInternet.gov](#), and Spanish-speaking consumers can apply at [AccedealInternet.gov](#). For general program support, service providers should email [ACProgram@usac.org](#) and consumers should email [ACPSupport@usac.org](#). Both providers and consumers may also call the ACP Support Center at (877) 384-2575 for assistance.

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