



Universal Service
Administrative Co.

ACP Newsletter - February 2024

February 29, 2024

ACP Enrollment Freeze

As of February 7, 2024, the Affordable Connectivity Program stopped accepting applications and enrollments. The enrollment freeze is one 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 (this is an estimate and may change). For further details on the enrollment freeze, service providers can refer to the bulletin USAC released on [February 5](#). Common NLAD transactions and ACP Wind-Down resources are listed below for easy reference.

Update Transactions

Service providers can still perform update transactions during 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 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 subscribers 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:** Subscribers can confirm their address by dropping a pin on the mapping tool to locate their home address.
- **Duplicate Household Error:** Subscribers 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. Subscribers are strongly encouraged to confirm online, if at all possible.

Transfers

Service providers can still perform transfer transactions. Active subscribers can transfer to a new provider regardless of the age of their ACP application. Subscribers will not be required to requalify before transferring. However, subscribers who are de-enrolled will NOT be able to re-enroll and all FCC rules related to transfer limits will still apply. Service providers must continue to comply with the transfer notice and consent requirements in the FCC rules, as well as any transfer processes implemented by USAC.

Verify Transactions

The verify transaction is not affected by the enrollment freeze and still confirms if a subscriber is eligible. There are 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.

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

Claims for August 2023 Data Month Due by March 1, 2024

Providers must submit and certify original claims or revisions for the August 2023 data month (snapshot taken on September 1, 2023) by **11:59 p.m. ET on March 1, 2024**.

Beginning with the February 1, 2024, snapshot (January 2024 data month) and all future

data months, providers are given 2 months to submit an original or upward revised filing (i.e., the January 2024 data month snapshot final submission date is April 1, 2024).

As a reminder, all prior data months (September - December 2023) must be submitted no later than 11: 59 p.m. ET on April 1, 2024.

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



March Maintenance Schedule

As part of continual system improvements, USAC conducts regular system maintenance. Scheduled maintenance dates are available on the [National Lifeline Accountability Database \(NLAD\)](#) Maintenance Schedule and the [National Verifier \(NV\)](#) Maintenance Schedule pages.

System Maintenance

March 22

NV, NV Carrier API, NLAD, Lifeline Claims System (LCS), Representative Accountability Database (RAD), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to scheduled monthly maintenance from Friday, March 22 at 10:00 p.m. until 3:00 a.m. ET on Saturday, March 23.

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](#), and consumers should visit [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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