ACP Recertification

May 18, 2023

Recertification is an annual requirement for Affordable Connectivity Program (ACP) subscribers. Service providers with FCC-approved alternative verification processes or that use a school-based eligibility verification process for the national school lunch or breakfast program must conduct recertification for those subscribers. For all other ACP subscribers, USAC conducts recertification to ensure that ACP subscribers are still eligible for the benefit.

Subscribers who participate in Lifeline and ACP that **pass** the USAC-conducted Lifeline recertification process will not need to undergo a separate ACP recertification process.

Starting in June, and over the course of the next few months, USAC will initiate automated eligibility database checks to verify the eligibility of ACP subscribers due for recertification in 2023.

- Subscribers who **pass** the automated check will complete the 2023 recertification requirement and will not need to take any further action to confirm their continued eligibility now or later this year.
- Subscribers who **fail** the automated check will be required to recertify their continued eligibility. USAC will conduct outreach to those subscribers. Each subscriber will have a 60-day window to recertify.

What this Means for Service Providers

Service providers should check the data on the "Recertification Subscriber Status Report" in the National Lifeline Accountability Database (NLAD), which will indicate if a subscriber is currently undergoing recertification, if they successfully recertified, or if they failed recertification and have been de-enrolled from the program.

There will also be a new report for service providers called the "ACP Recertification Not Processed Report". This report will tell service providers why a subscriber is not currently undergoing ACP recertification (ex. A subscriber is currently undergoing Lifeline recertification). The report will also indicate whether a subscriber is eligible to undergo ACP recertification this calendar year. USAC encourages service providers to check this report often because it will be updated throughout the recertification process.

USAC encourages service providers to educate their ACP subscribers on the recertification process, inform them that USAC may contact them about recertification, and remind them that they should timely respond to any notifications they receive about the need to recertify their eligibility. Providers are encouraged to remind their subscribers to respond to USAC's outreach.

For more information on the ACP Recertification process, providers can reference the recertification training on our [Webinars](#) page and visit USAC's [Recertification](#) page. USAC will host a training on June 6 for ACP Recertification. Register [here](#) to attend.

What this Means for Subscribers

Starting in June, USAC will conduct outreach to subscribers who fail the automated eligibility checks. Subscribers will have a 60-day window to recertify.

If a subscriber receives a letter in the mail from USAC, they will need to take action to recertify their benefit. Subscribers will need to complete the ACP Recertification Form (English and Spanish). There are Recertification Form Instructions available for consumers in 10 different languages if they need assistance completing the form. Some subscribers will need to provide income or eligibility documentation to prove their continued eligibility for the program. Subscribers will be notified in the outreach from USAC if they need to provide documentation.

Subscribers can also visit the Recertify page on the AffordableConnectivity.gov consumer site for additional information on how to recertify their benefit. They will be able to access the ACP Recertification Form, the Recertification Form Instructions, and information on how to complete recertification on this page.

Need Help? Contact Us!
For questions about the Affordable Connectivity Program, service providers can visit USAC.org, and consumers should visit AffordableConnectivity.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.