

FCC Releases Limited Waiver of ACP Non-Usage Rules

April 25, 2022

On April 15, the Federal Communications Commission (FCC) [released a waiver](#) to give service providers additional time to implement the necessary changes to comply with the Affordable Connectivity Program (ACP) non-usage rules.

This limited 60-day waiver delays the effective date of the ACP non-usage rules until June 14.

Service providers that participate in the ACP must still comply with the Emergency Broadband Benefit (EBB) Program non-usage rules during this waiver period. Under those rules, service providers may not claim support for ACP subscribers that have not used their ACP service during the service month (which corresponds to calendar month) if the provider does not assess or collect a monthly fee from the subscriber.

Beginning June 14, 2022 (the end of the 60-day waiver period), providers must comply with the ACP requirements and start tracking subscriber usage over a rolling, consecutive 30-day period if the provider does not assess or collect a monthly fee from the subscriber.

- For an ACP-only subscriber, June 14 will be day 1 of starting the clock for tracking usage over a rolling 30-day period.

If a subscriber receives both Lifeline and ACP on the same service, the service provider must align the subscriber's non-usage and related cure period for ACP with the subscriber's Lifeline non-usage and related cure period, as of June 14. The ACP rules do not extend the non-usage or cure period for subscribers who receive ACP and Lifeline support on the same service.

- For example, if a Lifeline and ACP subscriber last used their supported service on May 8, as of June 14 the subscriber would be in the 7th day of their cure period for *both* ACP and Lifeline; or
- If a Lifeline and ACP subscriber last used their supported service on June 8, as of June 14 the subscriber would be in the 6th day of the rolling, consecutive 30-day non-usage period for *both* ACP and Lifeline.

For the June service month claims process, with the July 1 snapshot and actual claim occurring after the ACP non-usage rules are in effect, service providers must follow the ACP non-usage claims rules (not EBB Program rules).

Outreach & Trainings

USAC will continue to distribute bulletins and conduct trainings to help service providers and other program participants understand the ACP Order and its effect on current and new program processes. USAC will also continue to update its [ACP service provider web content](#) to reflect updated ACP rules and processes. Find upcoming trainings and other resources on the [ACP Learn page](#) on USAC's website.

Need Help? Contact Us!

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