

ACP Recertification

June 6, 2023



Universal Service
Administrative Co.

DISCLAIMER

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Housekeeping

- Audio is available through your computer's speakers
- The audience will remain on mute
- **Enter questions at any time using the “Questions” box**
 - We'll answer questions both verbally and through the questions feature
- If your audio or slides freeze, restart the webinar
- A copy of today's presentation is available in the handouts section

Meet Our Team

Elizabeth Dewey

Communications Specialist | Lifeline

Tiffany Johnson

Advisor | Lifeline

Today's Objectives



- To provide an overview of the recertification process
- To provide an overview of the methods to recertify
- To review key elements of the recertification reports

Agenda

- Program Updates
- ACP Recertification
 - Overview and Process
 - Methods to Recertify
 - Recertification Outcome
 - Automatic De-Enrollment
 - Reports
 - Recertification FAQs

Program Updates

Program Updates

ACP

- New automated database connection with U.S. Department of Education for Pell Grant verification
 - Visit our [Database Connections](#) page for more information
- Transitioned the ACP landing page to [GetInternet.gov](#)
 - New Spanish URL available at [AccedealInternet.gov](#)
- Over 18 million households have enrolled in ACP

ACP Recertification

Recertification

Overview

- Recertification is an annual requirement for ACP subscribers
- For subscribers who enrolled via the National Verifier, USAC conducts the recertification process
- When USAC conducts recertification the National Verifier first attempts to verify program or income eligibility by checking available automated eligibility databases
 - Subscribers who pass the automated check do not need to take any action
 - These eligibility databases include federal and state database checks
 - Subscribers whose continued eligibility cannot be verified through the automated check have a 60-day recertification window to recertify their benefit
 - Subscribers who fail to timely recertify their benefit are de-enrolled from the program

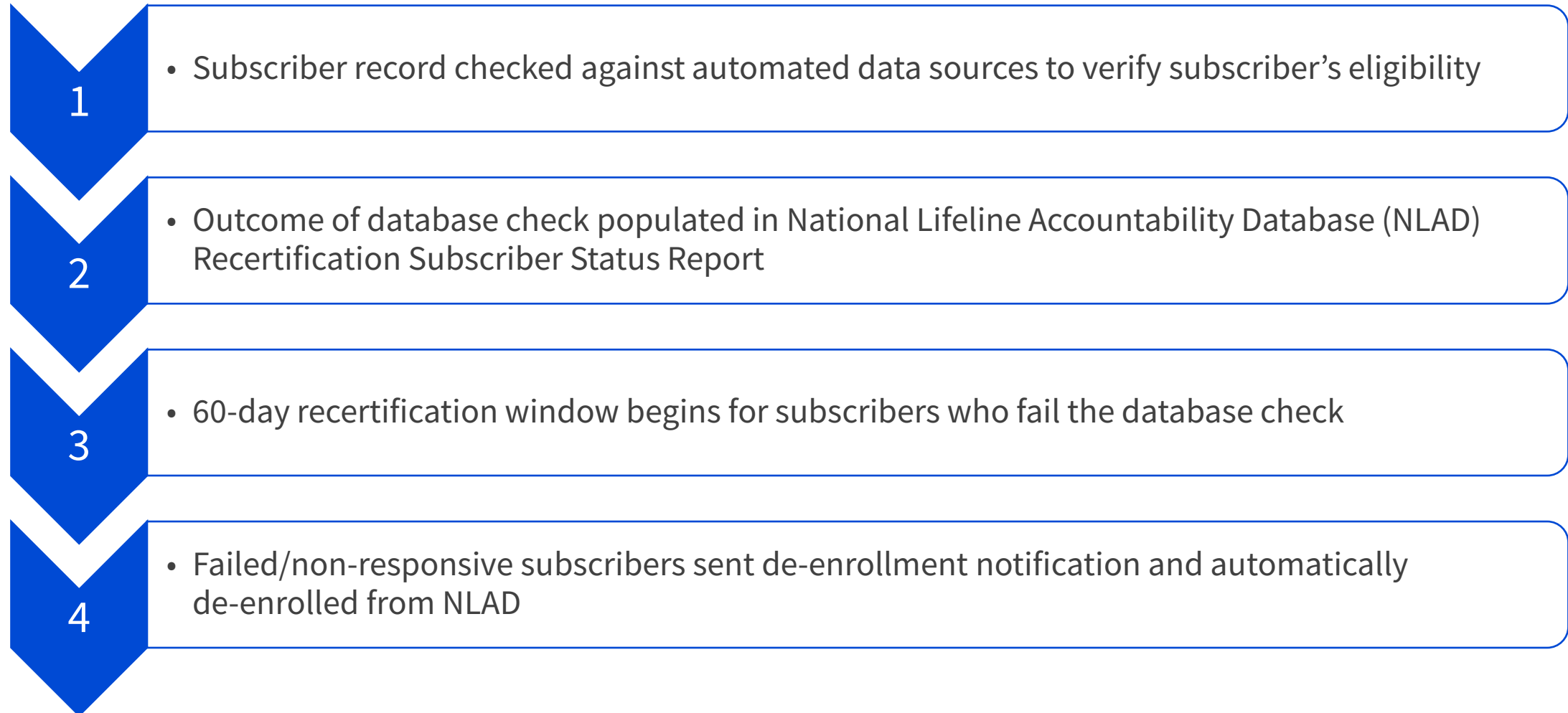
Recertification

Overview

- Subscribers will only be recertified once in the 2023 calendar year, including:
 - ACP subscribers who enrolled prior to January 1, 2023
 - ACP subscribers who also participate in Lifeline and enrolled in the ACP prior to January 1, 2023
 - Subscribers who participate in ACP and Lifeline that pass the Lifeline recertification process will not need to undergo a separate recertification process for ACP

Recertification

Process



Recertification

Step 1: Eligibility Database Check

- For recertification, every subscriber whose continued eligibility has not been recertified through the Lifeline process will go through an automated eligibility check that will verify the subscriber's eligibility
 - Subscribers who **pass** the automated check do **NOT** need to take any action to retain their ACP benefit
 - Subscribers who **fail** the automated check are required to recertify their ACP eligibility
 - Subscribers who **fail** the recertification eligibility check and **failed** their previous (most recent) automated eligibility check are required to complete the ACP Recertification Form
 - Subscribers who **fail** the recertification eligibility check, but **passed** their previous (most recent) automated eligibility check are required to complete the ACP Recertification Form **AND** provide proof of eligibility

Recertification

Step 2: Recertification Report Populates in NLAD

- Service providers will be able to see which subscribers are currently undergoing recertification via the **Recertification Subscriber Status Report** in NLAD
- Providers can filter the report by type:
 - Recertified
 - In Progress
 - De-enrolled – Failed Recertification
 - All

The screenshot displays the NLAD interface for generating reports. The header includes the Universal Service Administrative Co. logo and the title 'National Lifeline Accountability Database'. A navigation menu contains 'Subscriber Management', 'ACP Subscriber Management', 'Claims', 'Account Management', and 'Tools & Resources'. The breadcrumb trail shows the path: 'USAC Home | ACP Program | ACP | Tools & Resources | ACP Reports | ACP Recertification Subscriber Status Report'. The main heading is 'EBBP/ACP Reports' with an 'Instructions' link. The form fields are as follows:

- Report Type:** Recertification Subscriber Status Report (highlighted)
- SAC(s):** [Empty dropdown]
- Start Date:** MM/DD/YYYY [Calendar icon]
- End Date:** MM/DD/YYYY [Calendar icon]
- Type:** Recertified
- Report Format:** Display on web page (limited to first 500 responses)

A blue 'Submit' button is located at the bottom right of the form area.

Recertification

Step 2 (cont.): Recertification Report Populates in NLAD

- Service providers will be able to see which subscribers are **NOT** currently undergoing recertification via the **ACP Recertification Not Processed Report** in NLAD
- This report indicates:
 - Why a subscriber is not currently undergoing ACP recertification at the time the report is pulled
 - If a subscriber is eligible to go through ACP recertification this year
- This report will update any time a subscriber is run through ACP recertification

The screenshot displays the National Lifeline Accountability Database (NLAD) interface. At the top, the header includes the Universal Service Administrative Co. logo and the text "National Lifeline Accountability Database". Below the header, there are navigation links for "Subscriber Management", "ACP Subscriber Management", and "Tools & Resources". The main content area shows a breadcrumb trail: "USAC Home | ACP Program | ACP | Tools & Resources | ACP Reports | ACP Recertification Not Processed Report". The title "EBBP/ACP Reports" is prominently displayed, with a link to "Instructions". The form contains three dropdown menus: "Report Type" (set to "ACP Recertification Not Processed Report"), "SAC" (empty), and "Not Processed Reason" (set to "All"). Below these is a "Report Format" dropdown set to "Display on web page (limited to first 500 responses)". A blue "Submit" button is located at the bottom right of the form.

Recertification

Step 3: 60-Day Recertification Window

- USAC will conduct outreach to subscribers whose eligibility could not be confirmed via the automated check to inform them of the recertification requirement
- The initial mailing to subscribers to initiate the recertification window will include:
 - A letter notifying them of their recertification requirement (English & Spanish), and
 - A copy of the ACP Recertification Form ([English](#) & [Spanish](#))



Affordable Connectivity Program
Recertification Notice

ACPRC - 3001
September 1, 2023

Scooby Doo
Mystery Inc Way
Crystal Cove, CA 92657

Stay Connected!
Recertify Your ACP Benefit by October 31, 2023

Dear Scooby Doo,

The Affordable Connectivity Program (ACP) is a federal benefit program that provides a monthly benefit on Internet services of up to \$30 for eligible consumers on non-Tribal lands or up to \$75 for eligible consumers living on qualifying Tribal lands. Each year, you must recertify to continue receiving your ACP benefit.

! Recertify by **October 31, 2023** or you will lose your ACP benefit.

How to Recertify Your ACP Benefit

You can recertify your benefit by doing **ONE** of the following options:



Call (877) 384-2470

Enter in your application ID number [09130-19690] and follow the prompts.
Call (877) 384-2575 to recertify using your Tribal ID number



Online. Go to AffordableConnectivity.gov

Log in or create a new account with your address **EXACTLY** as it appears below:
Scooby Doo
Mystery Inc Way
Crystal Cove, CA 92657



Mail the enclosed Recertification Form to:

ACP Support Center
PO Box 9100
Wilkes-Barre, PA 18773

! Recertify by October 31, 2023, or you will lose your ACP benefit.

? **Have questions?** Visit AffordableConnectivity.gov, email us at ACPSupport@usac.org, or call (877) 384-2575. The support center is open 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.

ACP Support Center

Universal Service
Administrative Co.

The Universal Service Administrative Company (USAC) administers the Affordable Connectivity Program on behalf of the Federal Communications Commission. USAC is responsible for helping you apply for the program and understand eligibility requirements.

WARNING: The Affordable Connectivity Program is a federal benefit program that is available to qualifying consumers. Willingly giving false or fraudulent information to get Affordable Connectivity Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Recertification

Step 4: Automatic De-Enrollment

- If a subscriber does not successfully recertify within their 60-day window, USAC will:
 - Notify the subscriber via mail within 2-3 business days after their window closes, and
 - Automatically de-enroll the subscriber from NLAD within five (5) business days after the conclusion of their recertification window
- After the de-enrollment has occurred, NLAD will send an automated email to notify the service provider and the **Recertification Subscriber Status Report** in NLAD will be updated
 - Service providers can filter the report to see only de-enrollments if they prefer



Affordable Connectivity Program
De-Enrollment Notice

ACPRC-3401
November 1, 2023

Scooby Doo
Mystery Inc Way
Crystal Cove, CA 92657

We Could Not Recertify Your ACP Benefit

Dear **Scooby Doo**,

The Affordable Connectivity Program (ACP) is a federal benefit program that provides a monthly benefit on Internet services of up to \$30 for eligible consumers on non-Tribal lands or up to \$75 for eligible consumers living on qualifying Tribal lands.

We recently asked you to recertify by **October 31, 2023**. We did not receive your recertification or did not have enough information to process the recertification.

- ⓘ As a result, you will no longer receive your ACP benefit. You can expect to see a change to your bill and/or service soon.

How to Reapply for ACP

You can submit a new application using **ONE** of the options below:



Online. Go to AffordableConnectivity.gov
Log in or create a new account.



Mail a completed **ACP Application** and **copies of your documents** to:
ACP Support Center
PO Box 9100
Wilkes-Barre, PA 18773



Contact an internet company.
Find a company that participates in ACP at AffordableConnectivity.gov.

- ⓘ You may need to show documents to prove you qualify for the ACP. **NEVER** send original copies of your document. Visit AffordableConnectivity.gov to learn about Documents Needed.
- ❓ **Have questions?** Visit AffordableConnectivity.gov, email us at ACPSupport@usac.org, or call (877) 384-2575. The support center is open 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.

ACP Support Center

Universal Service
Administrative Co.

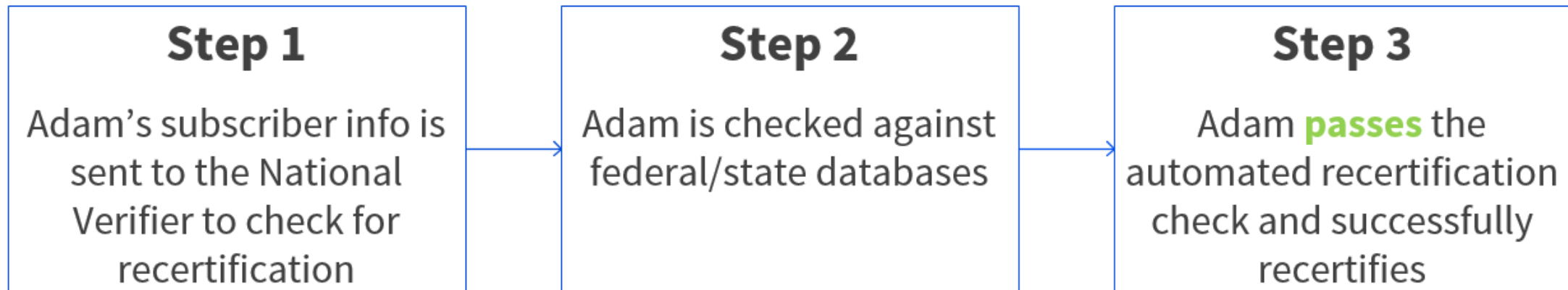
The Universal Service Administrative Company (USAC) administers the Affordable Connectivity Program on behalf of the Federal Communications Commission. USAC is responsible for helping you apply for the program and understand eligibility requirements.

WARNING: The Affordable Connectivity Program is a federal benefit program that is available to qualifying consumers. Willingly giving false or fraudulent information to get Affordable Connectivity Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Recertification

Successful Recertification Eligibility Database Check

Adam's Example – No Consumer Action Required

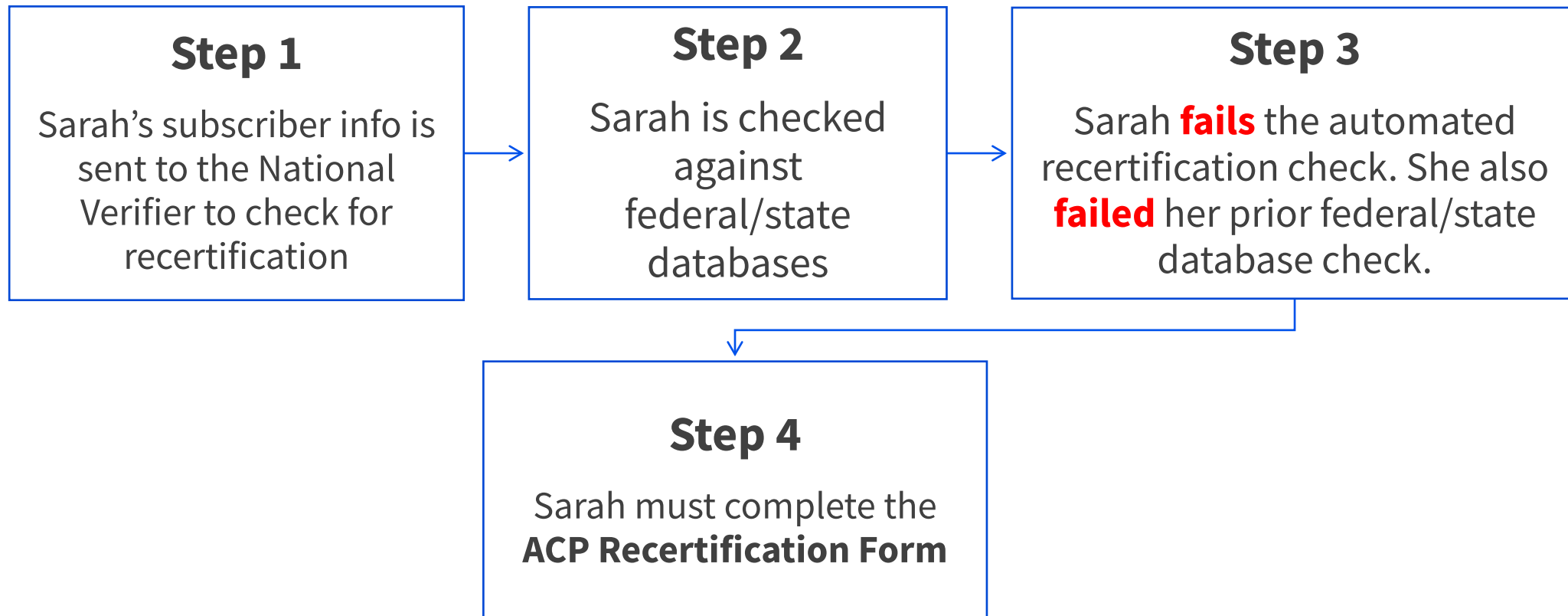


Subscribers who pass the automated recertification check DO NOT have to take any action and will NOT receive any outreach from USAC. They will show as Recertified on the Recertification Subscriber Status Report in NLAD.

Recertification

S-Applications

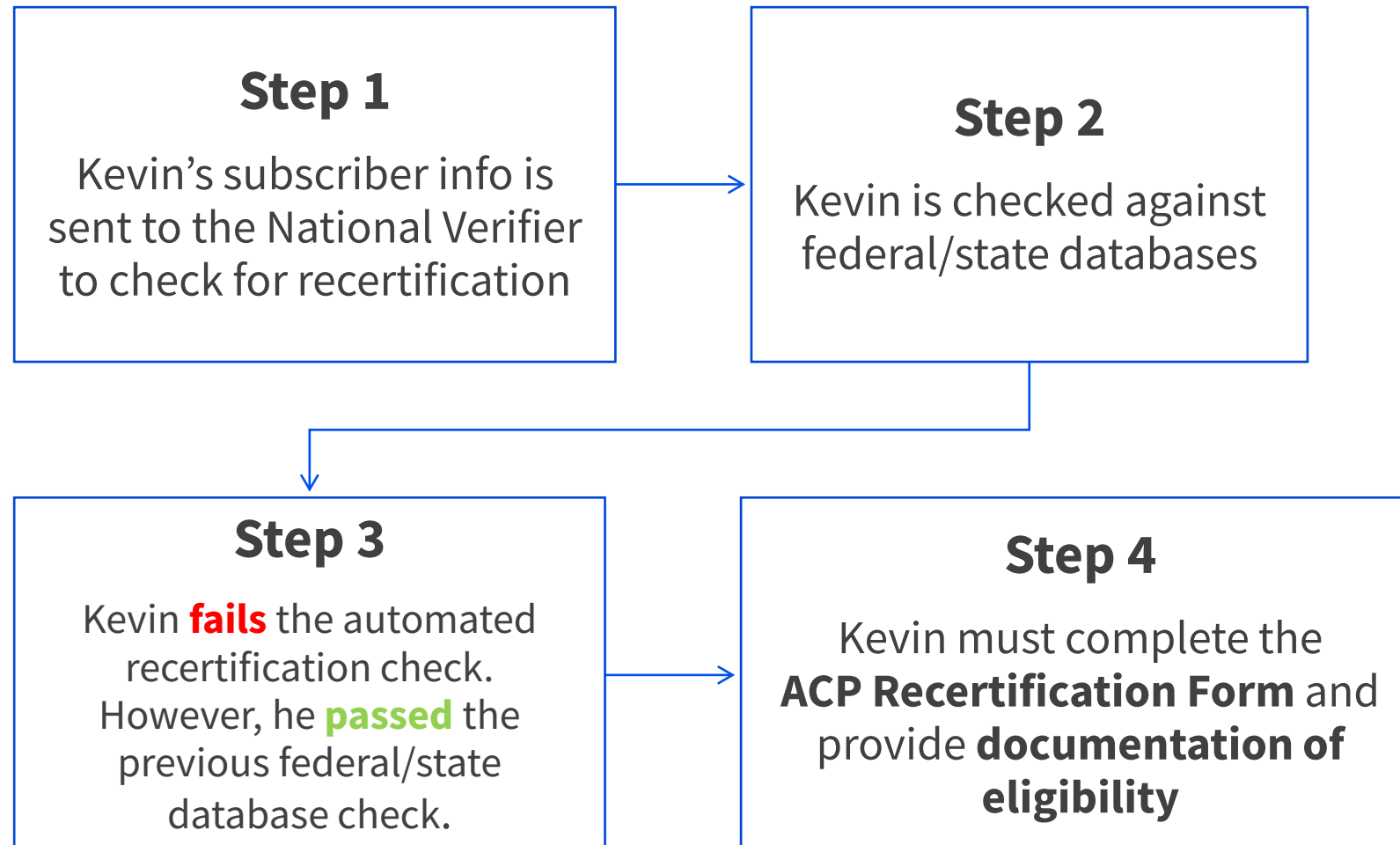
Sarah's Example - Self-Certification Required



Recertification

K-Applications

Kevin's Example – Recertification Form and Documentation Required

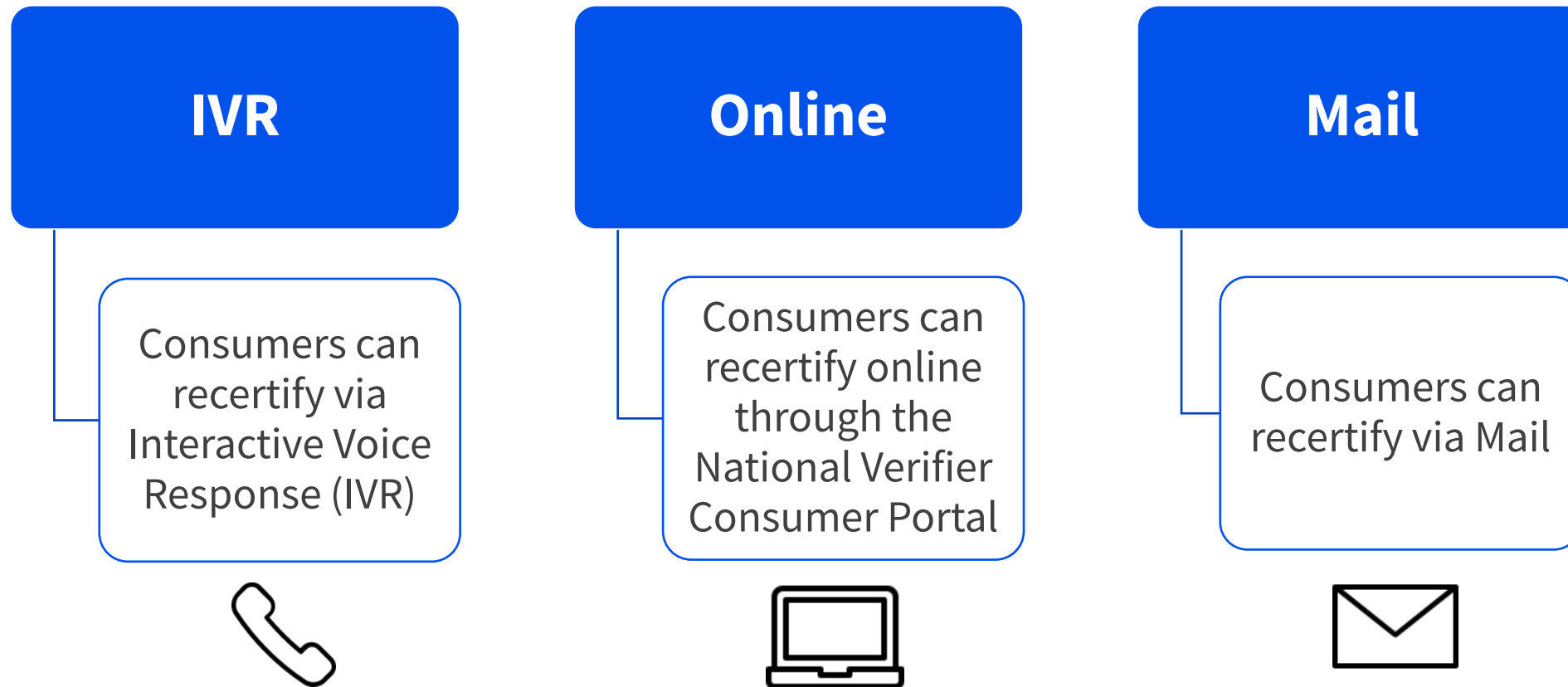


Questions?

Methods to Recertify

Recertification Methods to Recertify S-Application (Self Certify)

An S-Application **only** requires completion of the **ACP Recertification Form**



Recertification Methods to Recertify K-Application (Document Upload Required)

A K-Application requires completion of the **ACP Recertification Form** and **documentation**

Online



Consumers can recertify online through:

1. National Verifier Consumer Portal
2. National Verifier Service Provider Portal
3. National Verifier Eligibility Check API

Mail



Consumers can
recertify via Mail

Recertification Method #1:

Recertify via IVR - Only available for S-Apps (self-certification required)

- Subscriber can recertify through an interactive voice response (IVR) system
- Subscriber calls IVR number and follows the prompts
 - The prompts are available in English or Spanish
- Takes approximately 10-12 minutes to complete
- Subscriber finds out immediately whether they pass/fail
- ***Subscribers will need their Application ID (provided on the recertification letter) to enter the IVR system***
 - Application ID is also available on the Recertification Subscriber Status Report in NLAD, or consumers can locate their Application ID in their National Verifier account

Recertification Method #2

Recertify Online

- Subscribers can recertify online at AffordableConnectivity.gov by clicking the “Recertify” button on the homepage
- Subscribers can find out immediately whether they successfully recertify

The [Affordable Connectivity Program \(ACP\)](#) provides a discount of up to \$30 per month towards internet service for eligible households and up to \$75 per month for those on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop, or tablet from participating internet companies if they contribute more than \$10 and less than \$50 toward the purchase price.

We were not able to automatically verify your eligibility and need some more information from you to complete the annual recertification process.

If you would like to transfer your service to another internet company, you will be able to submit a new ACP application after completing recertification.

Full Legal Name: **ALEDERAMNPAG AAAA**
Application ID: **K29108-77058**

Please click “Next” to complete your annual recertification.

Next

You Still Qualify for the Affordable Connectivity Program (ACP)

You have recertified for ACP.

You do not need to do anything else. We will let your internet company know and your service will continue.

If something changes and you do not qualify for ACP anymore, please tell your internet company within 30 days.

Recertification Method #3: Recertify by Mail

- Subscribers can recertify by mail by completing the ACP Recertification Form ([English](#) and [Spanish](#)) and sending it along with copies of proof documentation (if required)
 - Subscribers can call the ACP Support Center for updates on the status or service providers can reference the **Recertification Subscriber Status Report** in NLAD
 - [Recertification Form Instructions](#) are available in multiple languages
 - USAC will mail a notification confirming the subscriber's continued eligibility to receive the ACP benefit shortly after the successful recertification attempt

FCC FORM 5648

Affordable Connectivity Program
Annual Recertification Form

About the ACP

The ACP is a Federal Communications Commission (FCC) program that provides a monthly internet service discount and a one-time connected device benefit from participating internet companies for qualifying low-income consumers.

Rules

If you qualify, your household can receive a monthly Affordable Connectivity Program (ACP) benefit of up to \$30 to cover the cost of your internet service and up to \$75 for qualifying households on Tribal lands. Through the program, your internet company may also offer a one-time internet connected device benefit of up to \$100 for a computer, tablet, or laptop with a co-payment of more than \$10 but less than \$50.

Your household cannot get the ACP benefit from more than one company. You are only allowed to get one ACP benefit per household, **not per person**.

The Affordable Connectivity Program is separate from the FCC's Lifeline Program. If your household qualifies for both programs, you can apply for and receive both benefits.

Note: Internet companies must also meet certain criteria to participate in the ACP. Check with your company to determine if it participates.

What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other). Complete the ACP household worksheet to determine if more than one qualifying household is located at your address. If more than one person in your household participates in the ACP, you are breaking the FCC's rules and will lose your benefit.

Do not give your benefit to another person

The ACP benefit is non-transferable. You cannot give your benefit to another person, even if they qualify for the ACP.

Be honest on this form

You must give accurate and true information on this form and on all ACP-related forms or questionnaires. If you give false or fraudulent information, you will lose your benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal action against you. This may include (but is not limited to) fines or imprisonment.

You may need to show other documents

If the ACP Administrator is not able to validate that you or someone in your household qualify by checking available electronic resources (including eligibility databases for the FCC's government agency partners), you may need to provide additional documents. For example, you may need to provide an official document that proves your participation in a qualifying government assistance program, your income, or your identity. Please include copies of your proof documentation when you submit your application to speed up processing time.

Recertify

To recertify for an ACP benefit, fill out the required sections of this form, initial every agreement statement, and sign on page 6.

Mail the form to this address:
USAC
ACP Support Center
P.O. Box 9100
Wilkes-Barre, PA 18773

Recertification Reminders

Outreach Via Pre-Recorded Messages & Postcards

- During the 60-day period, subscribers may receive up to three (3) pre-recorded phone messages and a reminder postcard
 - Subscribers will receive scheduled reminders until they successfully recertify
- Pre-recorded messages inform subscribers:
 - That it is time to recertify their benefit,
 - Their deadline to recertify, and
 - That they can continue immediately to recertify using the IVR (only available for S-Apps (self-certification but no documentation required)), recertify online, or complete and return the mailed recertification form

Questions?

Recertification Outcome

Recertification Outcome

Notification from USAC

- Subscribers will be notified of their successful recertification status depending on how they choose to recertify
 - Via IVR or Web: Immediate confirmation after submission
 - Via Mail: A mailed notification will be sent shortly after the successful recertification attempt

Only subscribers that are required to recertify manually will be sent the confirmation outreach listed above



Affordable Connectivity Program Recertification Notice

ACPRC-3501
October 31, 2023

Scooby Doo
Mystery Inc Way
Crystal Cove, CA 92657

You Successfully Recertified Your ACP Benefit!

Dear **Scooby Doo**,

Thank you for completing your annual recertification for the Affordable Connectivity Program (ACP). The ACP is a federal benefit program that provides a monthly benefit on internet services of up to \$30 for eligible consumers on non-Tribal lands or up to \$75 for eligible consumers living on qualifying Tribal lands.

- ① You successfully recertified! You will continue to receive your ACP benefit for another year as long as you continue to qualify for the ACP.

Next Steps

- **Stay with Your Company.** If you are happy with your service, you do not need to do anything else.
- **Change or Cancel Your Service.** If you want to change or cancel your service, contact your internet company. If you do not know the company you have service with, call us at (877) 384-2575.
- **Change Your Company.** If you want to change your internet company, contact the new company that you would like to transfer your benefit to. Find a company that provides ACP service near you at AffordableConnectivity.gov.

Things to Remember

- **You will have to recertify every year.** In some cases, you may be recertified automatically, but if you get a letter from the ACP Support Center asking you to recertify ACP, you must do so within 60 days or you will lose your ACP benefit.
- **Use it or lose it.** If your ACP-supported service is free to you (your company doesn't send you a bill), use it at least once every 30 days. If you don't, your company will send you a notice to use your ACP-supported service within 15 days or you will be de-enrolled from the program and lose your ACP benefit.
- **Keep your contact information up-to-date.** If your address or eligibility status changes, notify your internet company within 30 days.

- ② **Have questions?** Visit AffordableConnectivity.gov, email us at ACPSupport@usac.org, or call (877) 384-2575. The support center is open 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.

ACP Support Center

Universal Service
Administrative Co.

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Recertification Outcome

Notification from USAC

- Subscribers will be notified if they *do not* successfully recertify within their window
 - A mailed notification will be sent within 2-3 business days after a subscriber's window closes



Affordable Connectivity Program De-Enrollment Notice

ACPRC-3401
November 1, 2023

Scooby Doo
Mystery Inc Way
Crystal Cove, CA 92657

We Could Not Recertify Your ACP Benefit

Dear **Scooby Doo**,

The Affordable Connectivity Program (ACP) is a federal benefit program that provides a monthly benefit on Internet services of up to \$30 for eligible consumers on non-Tribal lands or up to \$75 for eligible consumers living on qualifying Tribal lands.

We recently asked you to recertify by **October 31, 2023**. We did not receive your recertification or did not have enough information to process the recertification.

- ⓘ As a result, you will no longer receive your ACP benefit. You can expect to see a change to your bill and/or service soon.

How to Reapply for ACP

You can submit a new application using **ONE** of the options below:



Online. Go to AffordableConnectivity.gov
Log in or create a new account.



Mail a completed **ACP Application** and **copies of your documents** to:
ACP Support Center
PO Box 9100
Wilkes-Barre, PA 18773



Contact an internet company.
Find a company that participates in ACP at AffordableConnectivity.gov.

- ⓘ You may need to show documents to prove you qualify for the ACP. **NEVER** send original copies of your document. Visit AffordableConnectivity.gov to learn about Documents Needed.
- ❓ **Have questions?** Visit AffordableConnectivity.gov, email us at ACPSupport@usac.org, or call (877) 384-2575. The support center is open 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.

ACP Support Center

Universal Service
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Automatic De-Enrollment

Recertification

Automatic De-Enrollment

- If a subscriber does not successfully recertify by the end of their 60-day recertification window, they will be automatically de-enrolled from NLAD within five (5) business days after their recertification window closes
- Service providers will be ***notified via an automated email*** (sent to the ETC Administrator user role) of all de-enrollments for failed/non-responsive subscribers
 - The email notification will indicate de-enrollments have occurred in one or more of the service provider's SACs and that the service provider must check the **Recertification Subscriber Status Report** for more information

Reports

Reports

Recertification Subscriber Status Report

- Date parameters of the report must be filtered correctly
 - Providers should set the **Report Start Date** to June (when recertification begins) and the **Report End Date** to the current day the report is pulled
- If providers do not filter the report dates, they may not see all subscriber data accurately

EBBP/ACP Reports [Instructions](#)

Report Type → Recertification Subscriber Status Report

Select SAC(s) →

Start Date → MM/DD/YYYY **Report Start Date**

End Date → MM/DD/YYYY **Report End Date**

Type → Recertified **Type** (Recertified, In Progress, De-enrolled – Failed Recertification, or All)

Report Format → Display on web page (limited to first 500 responses)

Submit

Reports

Recertification Subscriber Status Report

- ACP subscribers can satisfy the recertification requirement in multiple ways
 - Ex. A subscriber recently completed Lifeline Recertification and has a qualified Lifeline Recertification Application (R/D app)
- The Application ID on the Recertification Subscriber Status Report indicates the app type that was used to recertify the subscriber

	A	B	C	D	E	F	G	
1	Application ID	Recertification Sta	Study Area Coc	Subscriber ID	ETC General Use	Last Name	First Name	Telephor
2	S44354-87894	In-Progress	999999	12345ABCDE		PETER	LANE	
3	K52058-37397	In-Progress	999999	23456ABCDE		TAMMY	TAM	
4	Q78189-34765	Recertified	999999	ABCDE12345		CHENG	ALLICE	
5	R51866-34087	Recertified	999999	ABCDE23456		FONG	GREG	
6	B32657-11025	Recertified	999999	111AAA123		SAVAGE	TOMMY	
7	D57697-11989	Recertified	999999	222BBB321		RUBY	RUPERT	
8								

Reports

Application Types

- The below application types could appear on the Recertification Subscriber Status Report to indicate that a subscriber has successfully recertified their ACP Benefit

Application Type	Description
S/K Application	Subscriber has a qualified ACP Recertification application
R/D Application	Subscriber has a qualified Lifeline Recertification application
B Application	Subscriber has a qualified ACP application
G Application	Subscriber has a qualified ACP Continued Eligibility application with an eligibility resolution
Q Application	Subscriber has a qualified Lifeline application
C Application	Subscriber has a qualified Lifeline Continued Eligibility application with an eligibility resolution
V Application	Subscriber has a qualified Lifeline Reverification application

Reports

ACP Not Yet Processed Report

- The new **ACP Not Yet Processed Report** identifies why subscribers in a SAC may not be undergoing ACP recertification at the time the report is pulled
- The report will have the below fields:
 - Subscriber ID
 - Study Area Code (SAC)
 - Exemption Reason/Not Processed Reason
 - Last Updated
 - Recertification Required

EBBP/ACP Reports

[Instructions](#)

The screenshot shows a form titled "EBBP/ACP Reports" with a "Submit" button at the bottom right. The form contains four dropdown menus, each with a label and an arrow pointing to it:

- Report Type** points to a dropdown menu with the selected option "ACP Recertification Not Processed Report".
- Select SAC(s)** points to an empty dropdown menu.
- Not Processed Reason** points to a dropdown menu with the selected option "All".
- Report Format** points to a dropdown menu with the selected option "Display on web page (limited to first 500 responses)".

Reports

Not Processed Reason Codes

Code	Description
AVP or School Lunch Subscriber	If a subscriber was determined eligible by a provider through an FCC-approved alternative verification process (AVP) or through provider review of Free and Reduced-Price School Lunch Program or School Breakfast Program documentation, the service provider is responsible for recertifying their subscribers by the end of each calendar year
Undergoing Lifeline Recertification	Subscriber is currently undergoing the Lifeline recertification process
Undergoing Lifeline Continued Eligibility	Subscriber is currently undergoing the Lifeline continued eligibility process
Undergoing Lifeline Reverification	Subscriber is currently undergoing the Lifeline reverification process
Undergoing ACP Continued Eligibility	Subscriber is currently undergoing the ACP continued eligibility process
USAC Exclusion	USAC has excluded these subscribers for other reason at this time
Tribal Exclusion	Tribal subscribers are excluded for other reason at this time

FAQs

Recertification FAQs – General Questions

When will ACP recertification start?

ACP recertification will begin in June 2023.

How long do consumers have to recertify?

Consumers will have 60 days to recertify their ACP benefit. If they do not recertify their benefit within this 60-day window they will be de-enrolled from the program and lose their benefit.

What address will subscribers receive mail outreach to?

Mail outreach will be sent to a subscriber's mailing address if one exists. If a mailing address is not available, the outreach will be sent to the physical home address.

Recertification FAQs – General Questions

Can a subscriber receive assistance from a service provider to recertify through the National Verifier service provider portal?

Subscribers can receive assistance only if they are required to provide documentation (K- app). Subscribers who are only required to self-certify (S-app) cannot be recertified via the service provider portal or the National Verifier eligibility check API.

How will consumers know when their recertification window ends?

USAC will send mail outreach that will show the date consumers will need to recertify by. Consumers will also receive pre-recorded messages and a postcard reminding them to recertify if they have not already done so.

Recertification FAQs – De-Enrollment

When will consumers be de-enrolled from the program?

If a consumer does not recertify their benefit within their 60-day window, they will be de-enrolled by USAC within 5 business days after their recertification window closes.

How will service providers know what consumers have been de-enrolled?

Service providers will need to check the **Recertification Subscriber Status Report** in NLAD to see what consumers have been de-enrolled. USAC recommends checking the list daily for service providers to remain up to date on which consumers have been de-enrolled.

Once a consumer is de-enrolled from the program can they reapply?

Yes. If a consumer does not recertify their benefit within the 60-day recertification window, or believes they still qualify for the ACP they can reapply at any time.

Recertification FAQs – Lifeline and ACP Subscribers

If a subscriber receives both Lifeline and ACP benefits, do they have to recertify twice?

No. If a subscriber **passes** the Lifeline recertification process, it satisfies their ACP recertification requirement, and they will **NOT** need to undergo a separate ACP recertification.

If a subscriber does not pass Lifeline recertification, will they be de-enrolled from ACP?

No. If a subscriber does not successfully complete the Lifeline recertification process, they will only be de-enrolled from Lifeline. They will then need to complete ACP recertification.

Questions?

Resources

- Service providers can visit the [Recertification](#) page on USAC.org
- Consumers can visit the [Recertify](#) page on AffordableConnectivity.gov
- [Sign up](#) for ACP email updates and upcoming events
- Find upcoming trainings and other resources on the [ACP Learn page](#)
- **Questions?** Email ACProgram@usac.org

Thank You!





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