System Changes
Affordable Connectivity Program

December 21, 2021

Universal Service
Administrative Co.

Housekeeping

- USAC will walk through some slides and then take questions

- We'll answer questions both verbally and through the questions feature

- We'll answer as many questions as we can during today's session

Timeline
EBB Program to ACP Transition

November	November 15	President Biden signed the Infrastructure Investment & Jobs Act
	November 18	FCC released a [Public Notice](), opening the 20-day public comment period on the ACP
December	December 16	USAC hosts ACP system training/office hours
	December 21	USAC hosts ACP system training/office hours
	December 30 at 6PM EST	EBB Program enrollments close
	December 31	ACP enrollments begin; start of 60-day transition period for legacy EBB Program households
January	Mid-January	FCC expected to issue rules for ACP
March	March 1	60-day EBB Program transition ends

FAQs

General Questions

Can consumers have both the Lifeline and ACP benefits?

Yes, consumers who qualify for both benefits can receive them both.

When can we expect the FCC Order?

We anticipate the Order will be released in mid-January

Can non-EBB Service providers participate in the ACP?

Yes, the ACP election process begins December 27. USAC will share information about that process next week.

Verify and Transfer Transactions

Which certification – the certInd or the acpCertInd – should we use during a Verify request?

Providers should always use the acpCertInd during a Verify request for batch and API. Only the ACP Certification will be available when performing an individual enrollment on the NLAD website.

On a batch or API request, can providers provide a "1" value for both the "certInd" (for EBB) and "acpCertInd" fields?

No. Only one certification indicator can have a "1" value. The opposite indicator should always have a "0" value and should not be left blank.

Enrollments can only accept a "1" value in the "acpCertInd" field.

Transfers and Updates will accept a "1" value in either the "certInd" or acpCertInd" field.

De-enrolls do not need the certification indicator field.

Verify and Transfer Transactions

If we perform a Verify request and receive a "Duplicate Subscriber" error, does this mean the consumer is already enrolled in the ACP or are they already enrolled in the EBB Program?

At this time, the duplicate subscriber error is general and only informs whether the subscriber is enrolled in either the ACP or the EBB Program. During the 60-day EBB transition period, USAC recommends defaulting ALL transfers to use the certInd (for EBB) rather than the acpCertInd as the majority of transfers during this period will be for consumers previously receiving the EBB benefit prior to 12/31.

What should providers do if an error is returned on a transfer due to having the wrong certification indicator?

If a transfer fails due to having the wrong certification indicator, the provider should update the transaction to use the correct indicator instead.

If error is returned due to having "certInd" value of "1," provider should update the "certInd" value to "0" and update the "acpCertInd" value to "1."

Verify and Transfer Transactions

During the 60-day EBB transition period, how will providers know whether a consumer is eligible for the $50 EBB benefit or the $30 ACP benefit?

All new enrollments after 12/31 will apply for ACP. Please refer to the available reports, Detail Active Subscriber, Detail Transaction, and Detail Subscriber Snapshot reports to confirm which benefit the subscriber is eligible for. If the subscriber is eligible for the $30 ACP rate, the "acpCertInd" value will be "1." If the subscriber was enrolled in the EBB Program prior to 12/31, or transferred their EBB benefit during the 60-day transition period and thus is eligible for the $50 EBB rate, the "acpCertInd" field will be blank.

Can we test this new transition functionality in the staging environment?

The new transition functionality is expected to be available in the staging environment for testing on 12/29 around noon ET.

Other Questions

Will ACP applications begin with the letter B, the way EBB Program applications did?

Yes.

If a consumer submitted and NV application before 12/30 and they qualified, can their application be used to enroll them in ACP?

Yes, with one exception. If they qualified on or before 12/30 and the eligibility program selected was Substantial Loss of Income, they will need to submit a new application.

If a consumer qualifies for the EBB Program before 12/30 but the provider is not able to enroll them on or before that date (due to holiday office closures, for example), can the provider enroll the consumer in the EBB Program on or after 12/31?

No. All new enrollments on or after 12/31 will be into the ACP.

Other Questions

If a subscriber transfers benefits from one provider to another, will the original provider get a notification that the subscriber transferred their benefits?

For both the ACP and the EBB Program, information on subscribers who transfer out is available in the Detail Transaction Report. Notices are not sent automatically at this time, but USAC is working to prioritize an automated notice to providers.

Can we enroll and manage ACP subscribers through individual transactions, or do we have to use batch or API?

You can manage ACP subscribers individually through the NLAD website. To access these options log into NLAD, select the ACP Subscriber Management tab, and then choose the link for the type of transaction you want to perform.

Can we perform ACP and EBB Program transactions in the same batch file?

Yes, you can use a single file to perform transactions for both programs. For example, a batch file could contain ACP enrollments and updates for subscribers enrolled in the EBB Program.

Other Questions

Will the Lifeline system be available during the outage for the EBB Program to ACP transition from 6 p.m. ET on December 30 to 12 a.m. ET on December 31?

Yes, Lifeline systems will be available during that period. Providers and consumers will be able to submit new Lifeline applications in the portal or by API. Providers can perform all Lifeline transactions (verify, enroll, transfer, update, de-enroll) and pull reports during that time as well.

Where can we find the new batch template?

The new template is posted on USAC's website.

Will the API URLs change?

No, the URLs will not change, but there are changes to the request fields, some new validations, and new errors. Please review the updated API Specifications for details.

Other Questions

Will providers receive new SACs for ACP?

No, providers already participating in the EBB Program will retain their SACs.

If we pull reports by API and include the optional parameter for "includeAcpCertInd" and a value of 1 for that field, what will the new column returned be called?

The new column will be labeled ACPCertInd.

Questions?

Launch Week Service Provider Support

Open Call Hours

M, W & F @ 11 AM ET

https://usac.webex.com/usac/j.php?MTID=m09ab8f624a4209b9b2b1285ce02ef2cb

1-844-740-1264

Access code: 2315 263 8995

T & Th @ 3 PM ET
https://usac.webex.com/usac/j.php?MTID=m1e3b45cb4c36761d292157a3c4af9a8c

1-844-740-1264

Access code: 2307 373 6932

Service Providers: Stay Informed About ACP

- Visit USAC.org to follow ACP updates

- Sign up for ACP updates and select the information you'd like to receive

- Visit the FCC website for additional program information and to submit comments on the ACP

- FCC guidance orders:
    - 11/26: https://www.fcc.gov/document/wcb-issues-guidance-transition-affordable-connectivity-program
    - 12/8: https://www.fcc.gov/document/fcc-issues-further-guidance-affordable-connectivity-program

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