

Affordable Connectivity Program

Wind-Down Office Hours

January 18, 2024



Universal Service
Administrative Co.

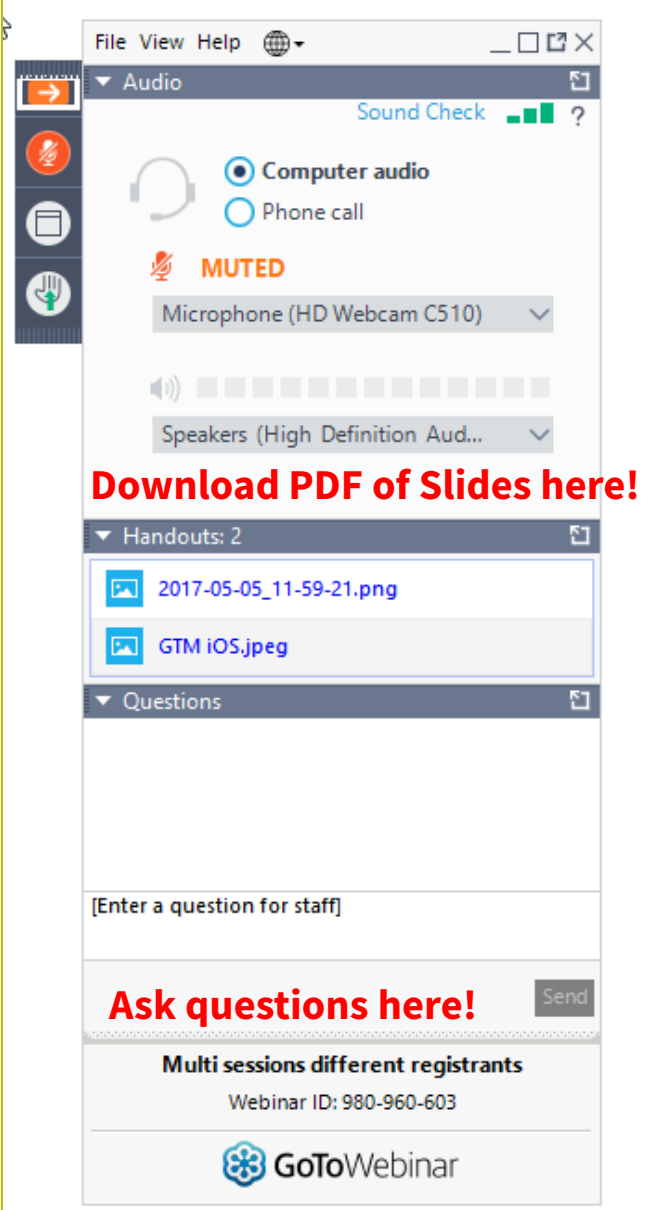
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Meet Our Team

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Agenda

- ACP Wind-Down
- Consumer Support and Required Notices
- Revised Claims Process
- What Happens Next for Service Providers
- Resources

ACP Wind-Down

ACP Wind-Down

Overview

On January 11, 2024, due to a lack of additional funding from Congress, the FCC released an [Order](#) announcing steps to wind down the Affordable Connectivity Program, including wind-down, important dates, and the impacts on consumers and providers.

- The last day for consumers to enroll is on February 7, 2024
 - **New consumers must apply and enroll with a service provider by 11:59 p.m. ET on February 7, 2024**
 - During the enrollment freeze, service providers will be unable to help consumers apply through the National Verifier (NV) or enroll consumers through the National Lifeline Accountability Database (NLAD)
- **The last fully funded month for the ACP is projected to be April 2024. This is an estimate and may change.**

ACP Wind-Down

Important Dates (1/2)

Below are a list of key dates for the ACP Wind-Down:

Date	Action
January 11, 2024	<ul style="list-style-type: none"> FCC Order announcing enrollment freeze in the ACP Service providers begin consumer outreach informing consumers of the possibility of the end of the program and how it will affect their monthly bill
January 25, 2024	<ul style="list-style-type: none"> Deadline for providers to send the first notice to consumers informing consumers about the possible end of the ACP and potential impact to their bill The first notice must be sent within 14 days after the Order
February 1, 2024	<ul style="list-style-type: none"> Revised claims reimbursement timeline is implemented Providers will have two months from the snapshot to file claims instead of six
February 7, 2024	<ul style="list-style-type: none"> New consumers must apply and enroll with a service provider by 11:59 p.m. ET, to receive the ACP benefit FCC and USAC will stop processing provider applications and new election notices by 6 p.m. ET
February 8, 2024	<ul style="list-style-type: none"> USAC implements enrollment freeze and stops accepting new consumer applications Service providers will not be able to enroll new consumers USAC will stop accepting new service providers into the ACP Providers who need to update their election notices can do so, but will not be able to add new jurisdictions

ACP Wind-Down

Important Dates (2/2)

Below are a list of key dates for the ACP enrollment freeze:

Date	Action
TBD	<ul style="list-style-type: none">• The FCC gives its 60-day notice of the end of the last fully funded month of the ACP<ul style="list-style-type: none">• Should April 2024 be the last fully funded month, FCC anticipates that this notice will be released in late February• Service providers begin consumer outreach informing consumers of the end of the program and how it will affect their monthly bill
April 2024	<ul style="list-style-type: none">• Currently projected as the last fully funded month of the Affordable Connectivity Program

Consumer Support and Required Notices

Consumer Support and Required Notices

Provider Notices to ACP Subscribers (1/3)

- Providers must send subscribers **at least 3 notices** with information related to the end of the ACP. If feasible, Providers are encouraged to send additional notices.
 - The **first required notice** must be sent no later than 14 days after the release of the FCC Order (by January 25)
 - This first notice must generally advise ACP consumers about the possibility of program termination and the potential impact on their broadband service and bills
 - The **second required notice** must be sent after the FCC issues the 60-day notice, announcing the last fully funded month of the ACP
 - This notice must be sent no later than 15 days after the FCC releases the 60-day announcement and must provide the last month the benefit will be on the consumer's bill
 - The **third required notice** must coincide with the last bill or billing cycle in which the full ACP benefit is applied

Consumer Support and Required Notices

Provider Notices to ACP Subscribers (2/3)

- The first notice must preview the possibility of the end of the ACP and potential impact to consumers' bills
- The second and third notices must inform consumers of the following:
 - That the ACP is ending
 - The impact on their bill
 - The date of their last bill that they will receive the ACP benefit on
 - That they may change their service or opt-out of continuing service after the end of the ACP

Consumer Support

Provider Notices to ACP Subscribers (3/3)

- There is no prescribed format or specific wording for these consumer notices
- Providers must send notices to consumers in writing and are encouraged to do so in the manner consistent with consumer preferences for receiving information from their provider
 - Notices should be sent as **emails, text messages** or as **paper mail** to the email, phone number or mailing address the consumer receives monthly bills or communications
 - Notices must be accessible to consumers with disabilities
- Notices should be sent to consumers in their preferred language
- Service providers are encouraged to share information about alternative broadband service plans
- Subscribers who participate in the ACP should also be encouraged to see if they qualify for the [Lifeline Program](#)

Questions?

Revised Claims Process

Revised Claims Process

Expedited Timeline

- ! • The submission timeline for claims has been revised to ensure an accurate forecast of remaining program funds
- Starting February 1, 2024, providers will have a **two-month** window to submit original claims or upward revisions
 - Providers will have until the 1st of the second month after the snapshot date to submit claims
 - For example, for the January 2024 data month (February 1 snapshot), providers must certify their claims by April 1, 2024
 - There is no time restriction on downward revisions, but providers should make every effort to ensure that their reimbursement claims are complete and accurate, particularly as the ACP enters the wind-down phase
 - Providers are permitted to seek reimbursement for connected devices provided after February 8 if the consumer was enrolled prior to February 8 and had not previously received a device
- **Reimbursement claims submitted after the filing deadline will not be processed**

What Happens Next for Service Providers

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Election Notice Updates

- Starting February 8, new providers will not be accepted into the program and existing providers will not be able to add new jurisdictions
 - This also applies to non-ETC service providers
- Service providers will still be required to maintain up-to-date election notice information on file with USAC
 - Any change to the information provided on the election form must be updated within ten business days of the change in the information
 - All updated elections must be fully completed and include a valid electronic signature and date
 - To submit a change in election information, please submit an updated election form to ACProgram@usac.org

What Happens Next for Service Providers

Maintaining Program Integrity

- All participating service providers in the Affordable Connectivity Program are required to adhere to program rules and guidelines, as outlined in ACP rules ([47 CFR § 54.1800 – 54.1814](#))
- Service providers are required to apply the ACP benefit to a consumer's bill on or before the start of the consumer's next billing cycle
 - Consumers **do not** have to use their service for a month before having the benefit applied to their consumer bill
- Service providers should review their benefit application processes to ensure that they do not conflict with program rules
- The FCC remains committed to ensuring the program integrity of the ACP and will use its authority to address non-compliance through the wind-down phase

Questions?

Resources

Resources

- Visit [USAC's website](#) and the [FCC's ACP page](#) to learn more about ACP Wind-Down
 - USAC's [Learn](#) page has additional resources including a recording of the [ACP Wind-Down webinar](#)
 - The FCC's ACP page contains an [ACP Wind-Down Fact Sheet](#) and [FAQs](#) in both English and Spanish, and summarize key dates and questions service providers may receive from consumers
- [Sign up](#) for ACP email updates
- **Questions?** Email ACProgram@usac.org

Thank You!





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