

Affordable Connectivity Program

Wind-Down Office Hours

January 30, 2024



Universal Service
Administrative Co.

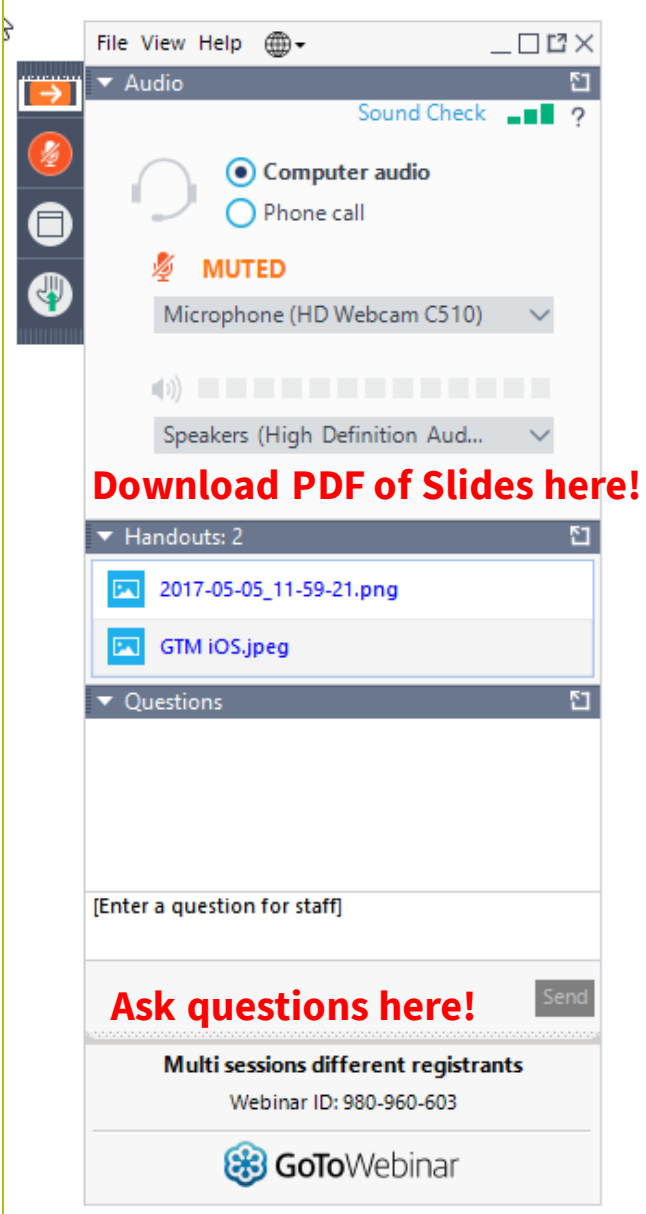
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- The audience will remain on mute
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The screenshot displays the GoToWebinar control panel. At the top, there is a menu with 'File', 'View', and 'Help'. Below this is the 'Audio' section, which includes a 'Sound Check' indicator and two options: 'Computer audio' (selected) and 'Phone call'. A microphone icon is shown with the word 'MUTED' in red. Below the microphone, a dropdown menu shows 'Microphone (HD Webcam C510)'. A volume slider is visible, and another dropdown menu shows 'Speakers (High Definition Aud...'. To the right of the audio section, a red text overlay reads 'Download PDF of Slides here!'. Below the audio section is the 'Handouts: 2' section, which contains two items: '2017-05-05_11-59-21.png' and 'GTM iOS.jpeg'. Below the handouts is the 'Questions' section, which is currently empty. At the bottom of the panel, there is a text input field with the placeholder '[Enter a question for staff]' and a 'Send' button. A red text overlay reads 'Ask questions here!'. Below the input field, the text 'Multi sessions different registrants' and 'Webinar ID: 980-960-603' is displayed. At the very bottom, the GoToWebinar logo and name are shown.

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
- Frequently Asked Questions
- 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 date 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 ACP wind-down procedures and dates, including enrollment freeze date, released 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 release of 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 The 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 stops accepting election notices for 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"><li data-bbox="570 568 1849 602">• 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"><li data-bbox="665 611 2397 645">• Should April 2024 be the last fully funded month, FCC anticipates that this notice will be released in late February<li data-bbox="570 654 2423 733">• 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"><li data-bbox="570 801 1956 835">• 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

- Providers must send ACP 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 notice should have been sent by January 25** and informed consumers of the possibility of the end of the ACP and potential impact to consumers' bills.
- The **second and third notices**, must be sent to consumers after the FCC issues a 60-day notice, and communicate 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, and
 - That they may change their service or opt-out of continuing service after the end of the ACP.
- USAC will send further communication to providers about the second and third notices once the FCC issues the 60-day notice.



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 7 if the consumer was enrolled prior to the enrollment freeze and had not previously received a device.
- **Reimbursement claims submitted after the filing deadline will not be processed.**

What Happens Next for Service Providers

What Happens Next for Service Providers

Election Notice Updates

- Starting February 8, new providers will not be permitted to participate in 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 ACP 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?

Frequently Asked Questions

Frequently Asked Questions

Program Updates

What happens if Congress provides additional funding for the ACP?

- If Congress provides additional funding for the ACP, the FCC will issue further guidance on the program.

Are providers required to continue advertising and enrolling subscribers in the program?

- Providers must continue to comply with all rules regarding enrollments and advertising until February 8.
- If a provider wishes to stop enrolling households in the ACP before the 8th, they must relinquish their election to participate in the ACP and should contact USAC at ACProgram@usac.org. Relinquishing an election triggers the voluntary withdrawal requirements of [47 CFR 54.1801\(e\)](#). Providers with enrolled ACP households who wish to relinquish their election will still need to continue to provide service and wind-down notices to households.

Frequently Asked Questions

Program Updates

How many notices are service providers required to send ACP subscribers?

- Service providers are required to send at least three (3) written notices to households enrolled in the ACP in a manner accessible to persons with disabilities and are encouraged to send these notices in the same way they normally communicate with households – in their preferred language and by either email, text, or in the mail along with their bill.
- The first notice informed households about the possible upcoming end of ACP and its potential impact to the ACP households' bills. The second and third notices must inform the ACP household of the following:
 - (1) That the ACP is ending,
 - (2) The impact on their bill,
 - (3) The date of the last bill they will receive that includes the ACP benefit, and
 - (4) That they may change their service or opt-out of continuing service after the end of the ACP.

Frequently Asked Questions

Program Updates

Is USAC also planning to send notices to ACP subscribers?

- Beginning in early February and continuing through April, USAC will be sending out notices to consumers informing them about the program winding down. The timing and release of these notices is subject to change if the projected last fully funded month is no longer April 2024.
- These consumer notices will include information about the program's expected end date and will refer consumers to various resources, including [AffordableConnectivity.gov](https://www.AffordableConnectivity.gov) and their service providers, to learn more about how the program winding down will affect them.

Frequently Asked Questions

ACP Systems

What transactions can service providers perform in NLAD, after the enrollment freeze?

- Service providers can still access NLAD through [One Portal](#) and will be able to perform all transaction types in NLAD **except 'Enroll'**.
- Service providers can perform verify, transfer, update, and de-enroll transactions in NLAD after the enrollment freeze.

Are benefit transfers still allowed after the enrollment freeze?

- Yes, service providers will still be able, but not required, to perform transfer transactions after the February 7 enrollment freeze. After the enrollment freeze begins, any active subscriber will be able to transfer to a new provider. They will not be required to requalify before transferring.
- Service providers are still required to obtain consumer consent before completing this transaction and all rules related to transfer limits will still apply.

Frequently Asked Questions

ACP Systems

How can address and duplicate household failures be resolved after the enrollment freeze?

- Providers who encounter an address and/or duplicate household error on an update or transfer transaction in NLAD should inform subscribers that they must confirm their address using one of the available methods below.
- Subscribers will be able to complete this process online using the National Verifier consumer portal or by mail. USAC will provide additional details on this process as soon as possible.

What happens if a consumer is accidentally de-enrolled after February 8?

- If a consumer is de-enrolled from the ACP after the enrollment freeze, the consumer will not be able to re-apply or re-enroll in the ACP.

Frequently Asked Questions

Reimbursement Claims

What are the deadlines for submitting reimbursement claims in the Affordable Connectivity Claims System?

- Beginning with the **February 1, 2024, snapshot (January 2024 data month) and all future data months**, service providers have up to two months to submit original claims or upward revisions of previous claims.
 - For example, claims must be submitted for the January 2024 data month by April 1, 2024.
 - **Claims for all prior data months (September – December 2023) must be submitted no later than April 1, 2024.**
- Providers are encouraged to submit any remaining claims for reimbursement or revisions as soon as possible to facilitate the efficient wind-down of the ACP.

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](#) and previous [ACP Wind-Down Office Hours](#), as well as our [Bulletin Announcing the ACP Wind Down](#)
 - The FCC's ACP page contains an [ACP Wind-Down Fact Sheet](#) and [FAQs](#) in both English and several other languages, including Spanish, and summarizes key dates and questions service providers may receive from consumers
- [Sign up](#) for ACP email updates
- **Questions?** Email ACPProgram@usac.org

Thank You!





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