

Affordable Connectivity Program

Wind-Down Office Hours

May 7, 2024

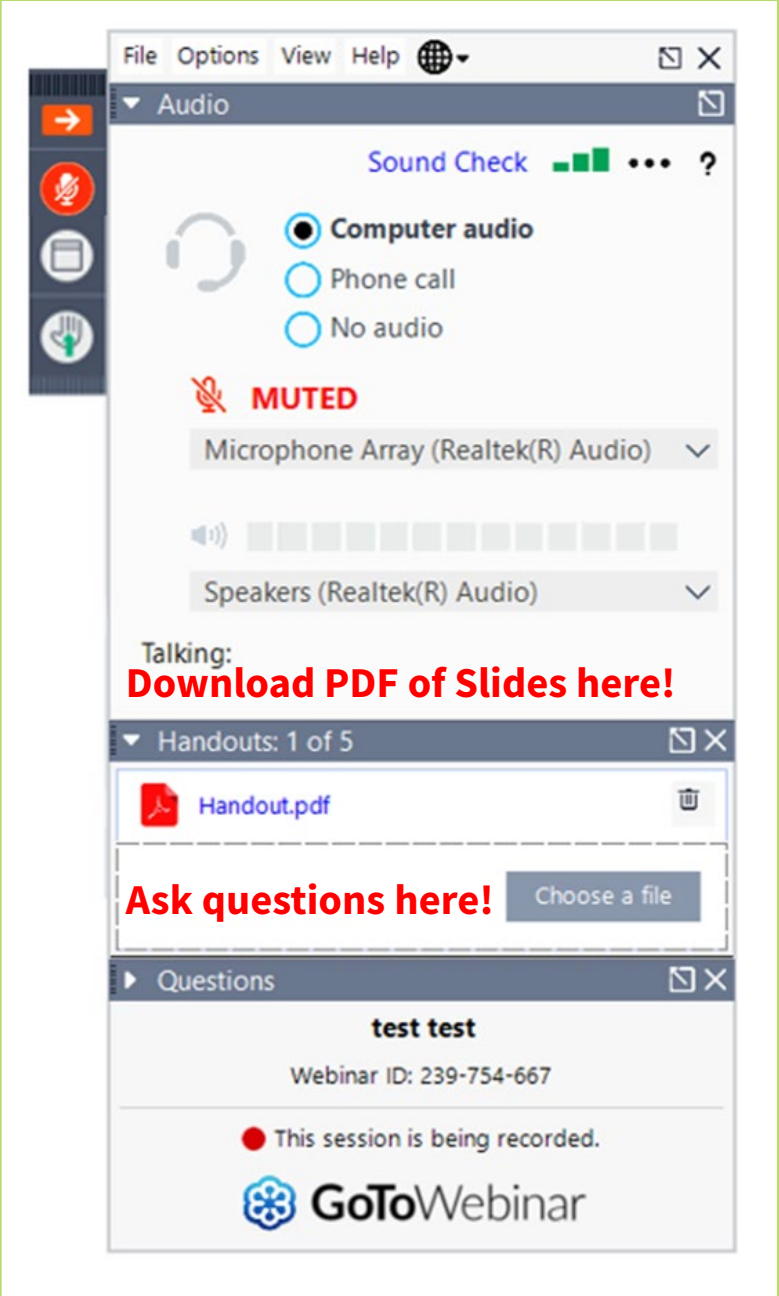
DISCLAIMER

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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
- If your audio or slides freeze, restart the webinar
- A copy of the slide deck is in the “**Handouts**” section of webinar panel



The screenshot displays the GoToWebinar interface with several panels:

- Audio Panel:** Shows "Sound Check" with a green bar and a question mark. It has three radio buttons: "Computer audio" (selected), "Phone call", and "No audio". A red "MUTED" indicator is present. Below are dropdown menus for "Microphone Array (Realtek(R) Audio)" and "Speakers (Realtek(R) Audio)".
- Handouts Panel:** Shows "Handouts: 1 of 5" with a PDF icon and the text "Handout.pdf". Below is a red text prompt "Ask questions here!" and a "Choose a file" button.
- Questions Panel:** Shows a question "test test" and the "Webinar ID: 239-754-667".
- Status Bar:** At the bottom, it says "This session is being recorded." and features the GoToWebinar logo.

Meet Our Team

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Agenda

- ACP Wind-Down
- Partial Reimbursements Claims Process
- What Happens Next for Service Providers
- Frequently Asked Questions
- Resources

ACP Wind-Down

ACP Wind-Down

Overview

Wind-Down Order

- 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 (ACP).

Public Notices Issued by the FCC:

- February 6 [Public Notice](#) announcing the enrollment freeze beginning February 8, 2024
- March 4 [Public Notice](#) announcing the last fully funded month for the ACP is April.
- March 19 [Public Notice](#) announcing reimbursement rate estimates for May.
- April 9 [Public Notice](#) announcing the maximum partial reimbursement amounts for May 2024.

ACP Wind-Down

Program Reminders

- Service providers were required to send at least three notices to consumers informing them of the end of the ACP and the impact of the consumer's bill.
- Service providers passing through partial benefits for the May 2024 service month are required to notify subscribers who have opted in to continue to receive and pay for broadband service after the full ACP benefit is no longer applied. If this information was not included in the third required notice, providers must send an additional notice to consumers that communicates the following:
 - That the benefit amount that will be applied to the May bill may be less than the full ACP benefit the household has been receiving,
 - And that the household will be subject to the provider's fully undiscounted rates and general terms and conditions after the last bill that the partial benefit is applied.

Partial Reimbursement Claims Process

Partial Reimbursement Claims Process

ACCS Updates

- ! • On May 23, 2024, USAC will implement minor changes to the Affordable Connectivity Claims System (ACCS), to prevent service providers from claiming more than the maximum partial reimbursement amounts for the May 2024 data month.
- The filing process will remain the same except for changes to the default rate and error messages.
 - The **rate** field will be updated for the May 2024 data month. It will be blank in the claims filing template.
 - The **error messages** for rate and device claims will be updated to reference the maximum partial reimbursement amounts.
- **Partial claims will only be allowed for the May 2024 service month (June 1 snapshot) and must be filed by August 1, 2024, at 11:59 p.m. ET.**

Partial Reimbursement Claims Process

ACCS Updates

- **Default Rate:** When a provider downloads the claims filing template for the May 2024 service month, the rate field will be blank.
- **Service providers will need to manually enter in the rate amount for each subscriber they will claim for the May 2024 service month.**
 - Service providers should plan for this step when filing their claims for the May 2024 service month.

Subscriber ID	Rate	Reason Code	Device Benefit	SPIN	SAC	Last Name	First Name	Street Address	City	State	ZIP	Phone Number	ETC General	Service Type	Tribal Benefit Flag	Eligible for Device	Eligible for Rate
1401227B2	0	U8		200012345	845018	LASTUSAC	JOHNUSAC		BEAR	DE	19701			FIXEDWIRELES	0	1	0
14RCN5BRO	0	U8		200006789	845018	LASTUSAC	TELAHUSAC		BEAR	DE	19701			FIXEDWIRELES	0	1	0
WJOWA0267	0	U8		200011223	845018	SMITH	JOHN		BEAR	DE	19701			FIXEDWIRELES	0	1	0

Partial Reimbursement Claims Process

ACCS Updates

- **Error Messages:** Service providers will receive updated error messages for rate and device claims if they attempt to claim more than the maximum partial reimbursement amounts.
 - **Rate Error Message:** “Rate cannot exceed \$14.00 for non-tribal subscriber or exceed \$35.00 for tribal subscriber”
 - **Device Error Message:** “Device Benefit cannot exceed \$47.00”

Note: *For the April 2024 service month and prior service months, providers will continue to receive the previous error messages (ex. Rate cannot exceed \$30.00 for non-tribal subscribers or exceed \$75.00 for tribal subscriber or Device cannot exceed \$100.00).*

Partial Reimbursement Claims Process

Filing Claims in ACCS



Review Claims

Download and review list of subscribers eligible for reimbursement.



Complete Claims Template

Populate and submit claims template with necessary information about each subscriber.



Certify Claims

Certify claims submission within two months of the snapshot date (taken on 1st of the month).

Partial Reimbursement Claims Process

Filing Claims in ACCS – Log In

- Log in to [One Portal](#)
 - Select **Affordable Connectivity Claims System (ACCS)** under the Lifeline section of the dashboard.
 - **Reminder:** ACCS users must have 497 Officer or 497 User entitlements to access the system.

Upcoming Dates

06/12
2024 **June 2024
Monthly
Webinar**

07/10
2024 **July 2024
Monthly
Webinar**

08/14
2024 **August 2024
Monthly
Webinar**

[see full calendar](#)

Lifeline

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.

National Lifeline Accountability Database Staging Environment - The NLAD staging environment allows Lifeline and ACP providers to test system features.

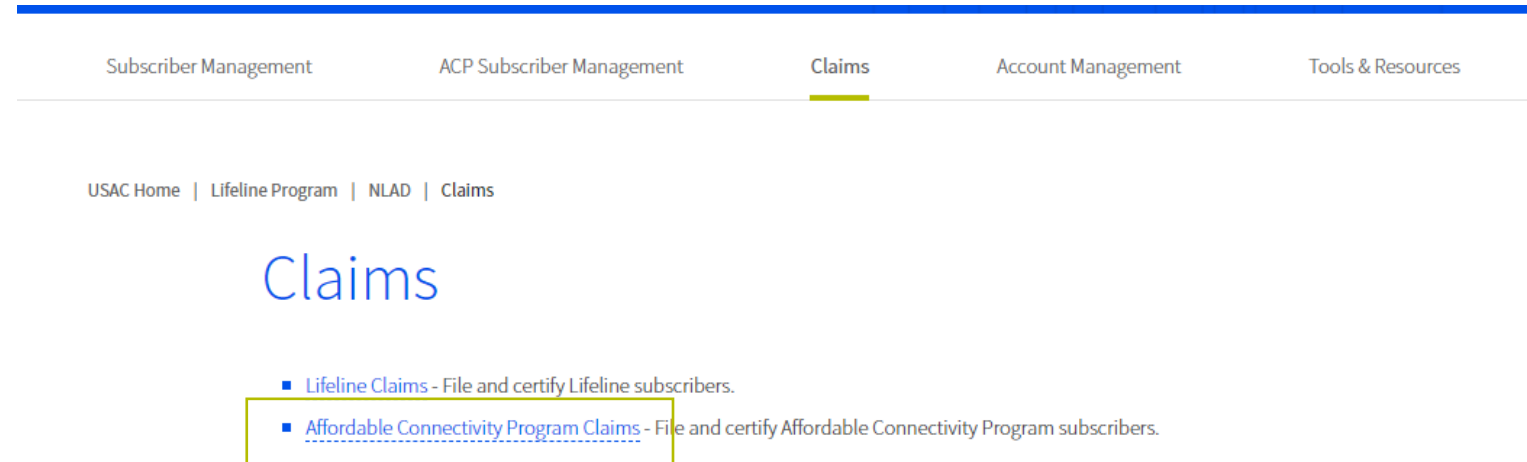
Lifeline Claims System (LCS) - Lifeline service providers file monthly reimbursement claims using the Lifeline Claims System.

Affordable Connectivity Claims System (ACCS) - Affordable Connectivity Program service providers file monthly reimbursement claims using the ACCS.

Partial Reimbursement Claims Process

Filing Claims in ACCS – Log In

- Under the Claims section of NLAD, select the **Affordable Connectivity Program Claims** link.



The screenshot displays the NLAD interface. At the top, a navigation bar includes 'Subscriber Management', 'ACP Subscriber Management', 'Claims' (highlighted with a yellow underline), 'Account Management', and 'Tools & Resources'. Below this, a breadcrumb trail reads 'USAC Home | Lifeline Program | NLAD | Claims'. The main heading is 'Claims'. A list of options is shown: 'Lifeline Claims - File and certify Lifeline subscribers.' and 'Affordable Connectivity Program Claims - File and certify Affordable Connectivity Program subscribers.', with the latter link highlighted by a yellow box.

Partial Reimbursement Claims Process

Filing Claims in ACCS – Download Claims (1/2)

On the **ACP File or Revise Claim** page of ACCS, providers can file an original claim or a revision.

- Select the data month, year, and filing type.
 - Search results will generate in the **SAC Status** section based on the applied filters.
 - Click **Continue** to begin filing.

Note: The claims template is typically available for download after 11:30 a.m. ET on the 1st of the month.

Affordable Connectivity Program

USAC Home | ACP Program | ACP | ACP Claims

ACP File or Revise Claim | ACP Certify Claim | Filing History

ACP File or Revise Claim [Instructions](#)

Select a month to file or revise a claim.

Month: Year: Filing Type:

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SAC Status	
Not Started	3
Uploaded	0
Ready to Certify	0
Certified	0

[Continue](#)

Partial Reimbursement Claims Process

Filing Claims in ACCS – Download Claims (2/2)

- To download the filing template, click on the **Download a new filing template** link.
 - This list includes subscriber data from the NLAD subscriber snapshot report, which is taken on the 1st of the month.
 - Subscriber data can be pulled for a specific SPIN/SAC.
- Click **Download** to review list of subscribers eligible for reimbursement.

February 2024
Filing Data

Upload Data
File format must be .csv

[Download original filing template](#)

[Upload File](#)

Subscriber Counts
Displaying 1 to 5 of 65 records

SPIN	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Devices Claimed
				2	0	0	0	2	0	0
				3	0	0	0	3	0	0
				2	0	0	0	2	0	0
				3	0	0	0	3	0	0
				2	0	0	0	2	0	0

Show 5 records/page < 1 > of 13 pages

[Download to review uploaded data](#)

[Back to Search](#) [View Support Summary](#)

Partial Reimbursement Claims Process

Complete Claims Template (1/5)

Populate claims template with necessary information for each subscriber:

- **Rate** – enter the dollar amount for each subscriber that should be claimed or unclaimed.
 - **Unlike previous data months, the rate field will be blank and must be entered manually for each subscriber.**
- **Reason Code** – enter a reason code for each unclaimed subscriber record.
- **Device Benefit** – enter rate for one-time device benefit (if applicable), which should equal the market rate minus the co-pay amount. The rate cannot exceed the maximum reimbursement amount.
 - This should correspond to the information in NLAD and the [ACP Device Information Form](#).

Subscriber ID	Rate	Reason Code	Device Benefit
1401227B2	0	U8	
14RCN5BRO	0	U8	
WJOWA0267	0	U8	

Partial Reimbursement Claims Process

Complete Claims Template (2/5)

- Save as a **.csv file**.
- Select **Upload File** to submit claims template.

February 2024
Filing Data

Upload Data [Download original filing template](#)

File format must be .csv

Upload File

Subscriber Counts

Displaying 1 to 5 of 65 records

SPIN	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Devices Claimed
				2	0	0	0	2	0	0
				3	0	0	0	3	0	0
				2	0	0	0	2	0	0
				3	0	0	0	3	0	0
				2	0	0	0	2	0	0

Show 5 records/page < 1 > of 13 pages

[Download to review uploaded data](#)

[Back to Search](#) [View Support Summary](#)

Partial Reimbursement Claims Process

Complete Claims Template (3/5)

- For a successful upload, users receive a success message.
- The **Subscriber Counts** table updates to reflect the latest uploaded claims template.
- Users can view a detailed report by clicking on the **Download to review uploaded data** link.

February 2024 Filing Data

Upload Data [Download original filing template](#)

File format must be .csv

[Upload File](#)

Subscriber Counts

Displaying 1 to 5 of 65 records

Type a keyword to search

SPIN	SAC	Name	Status	Non-Tribal Reported	Non-Tribal Claimed	Tribal Reported	Tribal Claimed	Total Reported	Total Claimed	Devices Claimed
				2	0	0	0	2	0	0
				3	0	0	0	3	0	0
				2	0	0	0	2	0	0
				3	0	0	0	3	0	0
				2	0	0	0	2	0	0

Show 5 records/page

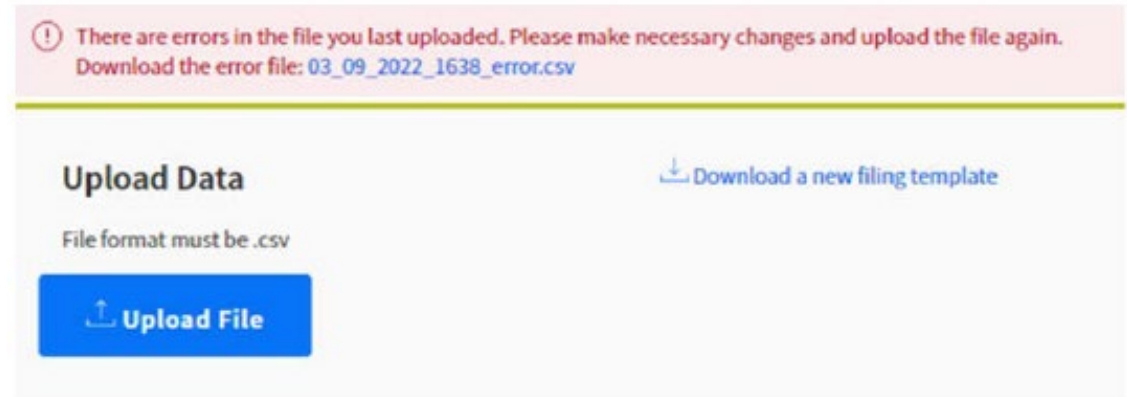
1 of 13 pages

[Download to review uploaded data](#)

Partial Reimbursement Claims Process

Complete Claims Template (4/5)

- For an unsuccessful upload, users receive an error message and can download the error file to review the failures.
 - To correct a submission, make the required changes and upload the claims file (containing all subscriber records, which includes the records that passed as well as those that failed) again.



Partial Reimbursement Claims Process

Complete Claims Template (5/5)

- After successfully uploading a claim, select the **View Support Summary** link to review a summary of claims before submitting the filing to the 497 Officer to certify.
- From the **Support Summary** page, users can select filings to submit to the 497 Officer to certify.
 - Select the claims that are ready to be submitted and enter required contact information.
 - Click **Submit to Officer to Certify**

File Claim Instructions

February 2024
Support Summary

Displaying 1 to 1 of 1 records

Select All Filter claims by Uploaded Type a keyword to search

Ready to Submit	SPIN	SAC	Name	Status	ACP	One-Time Device Benefit	Total Support	Support Details
<input checked="" type="checkbox"/>				Uploaded				View

Show 5 records/page < 1 > of 1 pages

You selected **1 claims** to submit for certification.

Please fill out the following information in case we need to contact you with any questions about your claim.

Contact Name Contact Phone Number

Contact E-mail Address

Address 1

Address 2

City State Zip

[Home](#)
[Back to Subscriber Counts](#)
[Submit to Officer to Certify](#)

Partial Reimbursement Claims Process

Certify Claims (1/3)

- As a 497 Officer, log in to USAC's [One Portal](#) to access the ACCS.
 - In NLAD, click the **Affordable Connectivity Program Claims** link under the Claims section.
 - Under the **ACP Certify Claim** page, select the Month and Year to certify original claims and revisions.
 - Click **Continue** to begin certifying the claim(s).

The screenshot shows the 'ACP Certify Claim' page within the USAC One Portal. The page has a blue header with the USAC logo and the text 'Affordable Connectivity Program'. Below the header is a breadcrumb trail: 'USAC Home | ACP Program | ACP | ACP Claims'. There are three navigation tabs: 'ACP File or Revise Claim', 'ACP Certify Claim' (which is highlighted with a green underline), and 'Filing History'. The main heading is 'ACP Certify Claim' with an 'Instructions' link to its right. The primary instruction is 'Select a month to certify.', followed by two dropdown menus: 'Month' (with 'Select a Month' and a downward arrow) and 'Year' (with 'Select a Year' and a downward arrow). At the bottom of the page, there is a footer with copyright information: '© 1997- 2022 Universal Service Administrative Company. All Rights Reserved.' and contact information: '(877)-384-2575 | ACProgram@usac.org | Website & Privacy Policies | Website Feedback'.

Partial Reimbursement Claims Process

Certify Claims (2/3)

- Select the claims that are ready to certify.
- Select **View** under the Support Details column to confirm the information.

The screenshot displays the 'EBBP/ACP Certify Claim' interface. At the top right, there is an 'Instructions' link. The main heading is 'February 2024 Claims to Certify'. Below this, it states 'Displaying 1 to 1 of 1 records'. The interface includes a 'Select All' checkbox, a 'Filter claims by' dropdown menu set to 'Ready to Certify', and a search bar with the placeholder text 'Type a keyword to search'. A table with the following columns is shown: 'Ready to Certify', 'SPIN', 'SAC', 'Name', 'Status', 'ACP', 'One-Time Device Benefit', 'Total Support', and 'Support Details'. A single row is visible with a checked checkbox in the 'Ready to Certify' column and a 'View' button in the 'Support Details' column. At the bottom, there is a 'Show 5 records/page' dropdown and a pagination control showing '1 of 1 pages'. A summary message at the bottom reads 'You selected 1 claims to certify.'

Ready to Certify	SPIN	SAC	Name	Status	ACP	One-Time Device Benefit	Total Support	Support Details
<input checked="" type="checkbox"/>				Ready to Certify				View

Partial Reimbursement Claims Process

Certify Claims (3/3)

- Review the **Certify and Sign** page:
 - Sign at the bottom of the page,
 - Select **Certify Claims**,
 - A success message is displayed – *“Claim has now been successfully certified.”*

Note: Claims **must be certified** (not just uploaded) by the 15th to receive payment at the end of the same month.

Certify and Sign

I certify, under penalty of perjury, that:

- 1) I am an officer authorized to submit the reimbursement request on behalf of the participating provider;
- 2) I have read the instructions relating to the reimbursements and the funds sought in the reimbursement request are for services and/or devices that were provided in accordance with the purposes and objectives set forth in the statute, rules, requirements, and orders governing the Affordable Connectivity Program;
- 3) The participating provider is in compliance with and satisfied all of the rules set forth in 47 CFR Part 54, Subpart R, the statute, requirements, and orders governing the Affordable Connectivity Program reimbursement, and the provider acknowledges that failure to be in compliance and remain in compliance with Affordable Connectivity Program statutes, rules, and orders may result in the denial of reimbursement, cancellation of funding commitments, and/or recoupment of past disbursements;
- 4) The participating provider has obtained valid certification and application forms as required by the rules in 47 CFR Part 54, Subpart R for each of the subscribers for whom it is seeking reimbursement;
- 5) The amount for which the participating provider is seeking reimbursement from the Affordable Connectivity Fund is not more than the amount charged to the eligible household and the discount has already been passed through to the household;
- 6) Each eligible household for which the participating provider is seeking reimbursement for providing an Internet service offering discounted by the affordable connectivity benefit has not been and will not be charged for the amount the provider is seeking for reimbursement;
- 7) Each eligible household for which the participating provider is seeking reimbursement for providing an Internet service offering discounted by the affordable connectivity benefit: 1) will not be required to pay an early termination fee if such eligible household elects to enter into a contract to receive such Internet service offering if such household later terminates such contract; 2) was not, after the date of the enactment of the Consolidated Appropriations Act, 2021, as amended by the Infrastructure Investment and Jobs Act, subject to a mandatory waiting period for such Internet service offering based on having previously received broadband Internet access service from such participating provider; and 3) will otherwise be subject to the participating provider's generally applicable terms and conditions as applied to other customers;
- 8) Each eligible household that is receiving a supported service offering that does not require the participating provider to assess and collect a monthly fee from the household has used the supported service, as usage is defined by 47 CFR § 54.407(c)(2), at least once during the service month being claimed;
- 9) Each eligible household for which the participating provider is seeking reimbursement for supplying such household with a connected device was charged by the provider and paid more than \$10.00 but less than \$50.00 for such connected device, and that no such household had already received a reimbursable connected device from the participating provider or any other participating provider when the connected device was distributed to the household;
- 10) If seeking reimbursement for a connected device, the connected device meets the Commission's requirements, the representations regarding the devices made on the provider's website and promotional materials are true and accurate, that the reimbursement claim amount reflects the market value of the connected device less the amount charged to and paid by the eligible household, and the connected device has been delivered to the household;
- 11) If seeking reimbursement for a connected device, the provider has retained the relevant supporting documents that demonstrate the connected devices requested are eligible for reimbursement and submitted the required information;

- 14) The provider has not offered, promised, received, or paid kickbacks, as defined by 41 U.S.C. § 8701, in connection with the Affordable Connectivity Program;
- 15) The information contained in this form is true, complete, and accurate to the best of the officer's knowledge, information, and belief, and is based on information known to the officer or provided to officer by employees responsible for the information being submitted;
- 16) The officer is aware that any false, fictitious, or fraudulent information, or the omission of any material fact on this request for reimbursement or any other document submitted by the provider, may subject the provider and the officer to punishment by fine or forfeiture under the Communications Act (47 U.S.C. §§ 502, 503(b), or 1606), or fine or imprisonment under Title 18 of the United States Code (18 U.S.C. §§ 1001, 286-87, 1343), or can lead to liability under the False Claims Act (31 U.S.C. §§ 3729-3733, 3801-3812);
- 17) No service costs or devices sought for reimbursement have been waived, paid, or promised to be paid by another entity, including any federal or state program;
- 18) No Federal subsidy made available through a program administered by the Commission that provides funds to be used for the capital expenditures necessary for the provision of advanced communications services has been or will be used to purchase, rent, lease, or otherwise obtain, any covered communications equipment or service, or maintain any covered communications equipment or service previously purchased, rented, leased, or otherwise obtained, as required by 47 CFR § 54.10;
- 19) For each ACP claim, the provider certifies it did not require enrollment in the ACP as a condition for enrolling in Lifeline or some other purpose, or imply such a condition existed. Evidence that a household claimed for ACP reimbursement was enrolled without the household's consent or as a requirement of receiving Lifeline service may lead to denial of support claims, as well as other penalties and referral to law enforcement;
- 20) All enrollments and transfers completed by the provider were bona fide, requested and consented by the subscriber household after receiving the disclosures required under § 54.1810(a) and (b), and made pursuant to program rules; and
- 21) The provider used the National Lifeline Accountability Database as a tool for enrollment, reimbursement calculations, and duplicate checks in all states, territories, and the District of Columbia, and checked their records in accordance with § 54.1806(a)(4).

Date
04/21/2022

Officer Name

Officer Title

[Back to Search](#)

[Certify Claims](#)

Partial Reimbursement Claims Process

Maximum Partial Reimbursements

ⓘ **Service providers will not be reimbursed beyond the maximum reimbursement figures announced by FCC's April 9 [Public Notice](#).**

Benefit Type	Statutory Maximum	Maximum Reimbursement Amount for May 2024
Non-Tribal Service Benefit	\$30 per month	\$14
Tribal Lands Service Benefit	\$75 per month	\$35
ACP Connected Device Benefit	\$100 per device	\$47

What Happens Next for Service Providers

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 the ACP rules ([47 CFR § 54.1800 – 54.1814](#)).
- Service providers remain subject to consumer protection requirements of the Commission's rules, except for those related to new ACP enrollments. The remaining will continue to apply for as long as subscribers receive the ACP benefit.
- The FCC remains committed to ensuring the integrity of the ACP and will use its authority to address non-compliance through the wind-down phase.

What Happens Next for Service Providers

Alternative Low-Income Programs

- The FCC encourages service providers to keep ACP consumers connected by sharing information about alternative low-income internet programs.
 - Providers who already offer low-income internet programs are encouraged to help interested ACP consumers enroll in these programs.
 - Providers that do not currently offer low-income internet programs are encouraged to develop such programs.
- As an alternative, subscribers who participate in the ACP should also be encouraged to see if they qualify for the [Lifeline Program](#).
 - Eligible consumers can get up to \$9.25 off the cost of phone, internet, or bundled services (up to \$34.25 if they live on qualifying Tribal lands).
 - Consumers can apply for the Lifeline program at LifelineSupport.org.

Questions?

Frequently Asked Questions

Frequently Asked Questions

Reimbursement Claims

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

Data Month	Filing Deadline
March 2024	6/3/2024
April 2024 (Last Fully Funded Month)	7/1/2024
May 2024 (Partial Reimbursements Available)	8/1/2024

Frequently Asked Questions

Program Updates

Are service providers required to notify subscribers if they intend to pass through a partial benefit in May 2024?

- Service providers are required to notify subscribers if they are passing through a partial benefit in May 2024, if subscribers have opted in to continue to receive and pay for broadband service after the full ACP benefit is no longer applied.
- If this information was not included in the third required notice, providers must send an additional notice to consumers that communicates to subscribers that the benefit amount applied to the May bill may be less than the full ACP benefit the household has been receiving and that the household will be subject to the provider's fully undiscounted rates and general terms and conditions after the last bill that the partial benefit is applied.

Frequently Asked Questions

Program Updates

Can service providers claim partial reimbursements for service and devices offered in May 2024?

- Yes, service providers offering ACP-supported service and devices in May 2024 can claim reimbursement for benefits passed through to ACP subscribers, up to the following maximum amounts announced by the FCC April 9 [Public Notice](#):

Benefit Type	Statutory Maximum	Maximum Reimbursement Amount for May 2024
Non-Tribal Service Benefit	\$30 per month	\$14
Tribal Lands Service Benefit	\$75 per month	\$35
ACP Connected Device Benefit	\$100 per device	\$47

- If service providers decide to pass through benefits to ACP households in May 2024, they will **not** be reimbursed beyond the maximum reimbursement figures announced by the FCC.

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 online or by mail.
 - **Confirm Online:** Providers should direct subscribers to GetInternet.gov/update (or Accedealnternet.gov/actualizer for Spanish-speaking subscribers) to confirm their address or household. Subscribers will create an ACP application to resolve the address and/or duplicate address error.
 - After confirming their address and/or household, subscribers should select the “Next” button in the portal to proceed to the end of the application and will not need to resolve any other errors.
 - **Confirm by Mail:** Subscribers can complete this process by mail by submitting a completed [ACP Application](#) and proof of their address and/or a completed [ACP Household Worksheet](#).

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](#).
 - Additional information on filing claims is available on USAC's [Reimbursement Claims](#) page.
 - The FCC's ACP page contains an [ACP Wind-Down Fact Sheet](#) and [FAQs](#) in 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 ACProgram@usac.org.

Thank You!





Universal Service
Administrative Co.