

Update: Transition of Emergency Broadband Benefit Program Subscribers to Affordable Connectivity Program

March 1, 2022

On December 11, [USAC released a bulletin](#) informing service providers that they would need to move existing Emergency Broadband Benefit (EBB) Program subscribers to the Affordable Connectivity Program in the NLAD using a new update transaction.

Service Provider Action No Longer Required to Update Legacy EBB Subscribers in NLAD to ACP

On March 8, USAC will be updating NLAD records to indicate ACP for all legacy EBB subscribers into ACP. Service providers do not need to update these subscriber records in NLAD to make this change.

In addition, after March 8, service providers will no longer need to identify whether a subscriber is a legacy EBB subscriber or an ACP subscriber when performing transfer transactions because all subscribers will be designated as ACP subscribers in NLAD. Similar to verify and enroll transactions, all transfer transactions will be within the ACP, and will require the use of the ACP Cert Indicator.

USAC has been performing a review of legacy EBB subscribers who enrolled via the National Verifier and qualified based on substantial loss of income since February 29, 2020 or a service provider's approved COVID-19 program to confirm their continued eligibility to receive an ACP benefit after the transition period ends. USAC has reached out directly to affected service providers regarding the status of USAC-conducted outreach and upcoming de-enrollments.

USAC has also separately notified FCC-approved Alternative Verification Process (AVP) providers of their need to reverify the continued eligibility of legacy EBB subscribers who qualified under these eligibility criteria that no longer qualify for the ACP. Service providers were required to de-enroll the impacted subscribers who did not reverify by March 8 and provide USAC with confirmation of any de-enrollments by March 14.

Reminder: Legacy EBB Subscriber Transition

In the [ACP Report and Order](#), released on January 21, 2022 the FCC adopted a hybrid transition approach for legacy EBB subscribers to meet the unique concerns and needs of each legacy EBB subscriber category.

Providers were not required to take any additional action to transition to the ACP legacy EBB subscribers who would not experience a bill change as a result of the reduction of the non-Tribal monthly discount to \$30. Legacy EBB subscribers who previously demonstrated a willingness or ability to pay for broadband and would experience increased out-of-pocket costs as a result of the reduction are not required to opt-in to the ACP, but may opt-out of the ACP.

For legacy EBB subscribers that would experience a bill increase under the reduced \$30 non-Tribal benefit and have **not** expressed a willingness or an ability to pay for broadband service, providers had multiple transition options:

1. Switch the household to an internet service that costs \$30 or less per month after providing notice in advance of this change;
2. Continue to provide the current level of service without increasing the household's bill if the provider has internet service options priced at \$30 per month or less; or

3. Obtain the consumer's opt-in to continue to receive its current service with the \$30 benefit level before the first increased bill after the March 1, 2022, end of the transition period. For this option, providers are required to de-enroll subscribers who fail to opt-in within 30 days from the provider's opt-in request.

In the ACP Report and Order, the Commission encouraged providers to continue to disseminate information about program changes to legacy EBB households for at least one month after the transition period ends on March 1, 2022, especially for households whose out of pocket costs increase as a result of the reduction of the non-Tribal monthly benefit to \$30. The Commission encouraged providers to disseminate the following information: (1) a reminder that the non-Tribal ACP benefit is \$30 per month, (2) a reminder that the household has the right to cancel or change its service, or switch providers without incurring an early termination fee; and (3) a reminder that the household has the right to opt out of the Affordable Connectivity Program at any time.

Sign Up for Outreach

If this email was forwarded to you and you have not signed up for ACP outreach, please visit [USAC's subscription center](#) to select the ACP outreach you would like to receive.

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](#) and consumers should visit [ACPBenefit.org](#). For general program support, service providers should email ACProgram@usac.org and consumers should email ACPSupport@usac.org. Both providers and consumers may also call ACP Support Center at (877) 384-2575 for assistance.

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