

ACP Annual Certification Process for Participating Providers

September 13, 2023

Participating providers in the Affordable Connectivity Program (ACP) must complete an annual certification process through the Affordable Connectivity Claims System (ACCS) to certify that they comply with all ACP rules and regulations. Beginning today, September 13, those registered as 497 Officers will be able to access and complete this certification through the ACCS.

Every calendar year, 497 Officers who oversee the business activities for the ACP must read and complete the annual officer certification to confirm the Service Provider Identification Numbers (SPINs) they oversee have policies and procedures in place to comply with all ACP rules and procedures. Once completed, the requirement will be met for the calendar year and will not be required again until the next calendar year.

Only officers registered as a 497 Officer will be able to access and sign the annual certification. **Officers that oversee ACP business activities must complete the 2023 certification by January 2, 2024.** This requirement applies to all ACP participating providers. Further details on the annual certification requirement are outlined in [47 C.F.R Section 54.1801\(f\)](#) of the ACP rules.

For more information on the annual certification process, service providers can visit the [Annual Requirements](#) page on USAC.org.

How to Certify:

1. Login to [One Portal](#)
2. Select “Affordable Connectivity Claims System (ACCS)” under the Lifeline section of the dashboard
3. Select “Affordable Connectivity Program Claims”
4. Click the link to the 2023 ACP Provider Annual Officer Certification in the yellow notification banner in the ACCS
 - o The 497 Officer will be the only user role who can complete the annual certification
5. Review and certify that the participating provider(s) comply with all ACP rules, orders, and certification procedures by entering the 497 Officer’s name, title, email, and phone number
6. Click “Certify”

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](#), and consumers should visit [AffordableConnectivity.gov](#). Consumers can apply for the ACP at [GetInternet.gov](#), and Spanish speaking consumers can apply at [AccedealInternet.gov](#). 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 the ACP Support Center at (877) 384-2575 for assistance.

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