

## ACP - August 2023 Newsletter

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August 29, 2023

### ACP Reaches Over 20 million Consumers

On [August 14](#), the Federal Communications Commission (FCC) announced that more than 20 million households have enrolled in the Affordable Connectivity Program (ACP). The program initially launched on December 31, 2021 and is helping households across the county connect to the internet. This milestone is a huge accomplishment for not only USAC and the FCC, but all the service providers who help people gain access to this crucial benefit. The program aims to help bridge the digital divide, and today millions of households can connect to internet service because of all the hard work associated with the ACP.

### Relief to ACP Participants Affected by Hawaii Wildfires

On August 18, the Wireline Competition Bureau (WCB) released an [Order](#) that temporarily waives the non-usage, de-enrollment for non-usage, and annual recertification requirements under the ACP rules for ACP subscribers in Hawaii affected by the wildfires.

The waiver period under this Order is through October 31, 2023. After the end of the waiver period, ACP recertification efforts will resume. At the end of the waiver period, ACP subscribers who reside in the impacted area and who are subject to the non-usage rule will have 30 days (beginning November 1, 2023) to use their ACP service. If the subscriber does not use their ACP service during the 30-day period, the 15-day notice period will begin on December 1, 2023.

### ACP Transparency Data Collection

The ACP Transparency Data Collection is a mandatory annual data collection for service providers who participate in the ACP. Participating providers are required to complete the annual data collection process through the ACP Data Collection System. This process collects data related to the price and subscription rates of providers' internet service offerings. Providers should submit data based on subscribers as of the August 1, 2023 snapshot file from the National Lifeline Accountability Database (NLAD). The 2023 annual submission window opens on **September 8, 2023. All data updates and revisions must be completed by 11:59 p.m. ET on November 9, 2023.**

On August 18, USAC opened the ACP Data Collection System [staging environment](#) for service providers to test the system. For more information providers can refer to the bulletin released on [August 11](#).

### FCC Releases Report and Order for Consumers in Certain High-Cost Areas

On August 4, 2023, the Wireline Competition Bureau (WCB) released a report and order ([FCC-23-62](#)) that adopts rules to establish an enhanced discount for monthly broadband services in certain high-cost areas for ACP consumers. Service providers in certain high-cost areas, designated by NTIA, can provide up to a \$75 monthly benefit to ACP eligible households, if the provider is able to show they would experience particularized economic

hardship that would prevent the provider from maintaining or operating its broadband network at the \$30 monthly benefit level. This enhanced high-cost area benefit will help maximize service provider participation in the ACP and help ACP providers experiencing an economic hardship in high-cost areas to continue participation in the program. Providers can refer to the report and order for further information, the Commission will also be releasing a Public Notice within 90-days of the publication of the Order with instructions and information relating to the hardship filing process. Additional information about the eligible high-cost areas is available at [InternetForAll.gov](https://www.fcc.gov/InternetForAll).

## National Verifier Legacy URLs

On May 4, 2023, USAC transitioned the National Verifier portal from [nv.fcc.gov](https://nv.fcc.gov) to [GetInternet.gov](https://GetInternet.gov). At the end of August, USAC will retire legacy National Verifier URLs to the online applications for the Lifeline Program and ACP. Consumers can access the online application for the ACP at [GetInternet.gov](https://GetInternet.gov). This site can also be accessed in Spanish at [AccedealInternet.gov](https://AccedealInternet.gov).

## August Enhancements to the Online Consumer Application

In August, USAC released enhancements to the online consumer application to make the application and enrollment process easier for consumers. These changes build upon updates released in recent months and incorporate feedback from navigators and other stakeholders. Specifically, USAC updated the experience for consumers who need to provide proof of their eligibility. Consumers will now see new unique pages when providing documentation for SNAP, Medicaid, Supplemental Security Income (SSI), Federal Pell Grant, etc. These new pages help consumers better understand the document submission requirements and common examples of documentation, how to upload documents, and what to do if they don't have proof of their eligibility to participate in ACP. For more information on these enhancements, providers can refer to the bulletin released on [August 3](#).

## Updated Tools Page of [AffordableConnectivity.gov](https://AffordableConnectivity.gov)

USAC released updates to the [Tools](#) page of [AffordableConnectivity.gov](https://AffordableConnectivity.gov) to make it easier for non-English speakers to find translated content. All instructions and forms are now listed in the same language that the form is written. For example, the Spanish instructions are now listed as "Instrucciones-Español" to make it easily identifiable for Spanish-speaking consumers. The remaining languages (Arabic, Simplified Chinese, French, Korean, Portuguese, Russian, Tagalog, Vietnamese) follow the same format.

## ACP Support Center P.O. Box Transition

The ACP and Lifeline Support Centers have transitioned their P.O. Box mailing address for both the ACP and Lifeline to a new address. Mail sent to the old P.O. Box mailing address will continue to be forwarded for a period to ensure that there is no interruption in application/document processing. However, service providers should begin using the new P.O. Box as soon as possible.

### **New P.O. Box mailing address:**

ACP Support Center  
PO Box 9100  
Wilkes-Barre, PA 18773-9100

USAC has released updated versions of the ACP application and recertification forms, with the new P.O. Box mailing address, on our website. The new P.O. Box has also been updated on all USAC web content. Service providers should update their consumer outreach materials that contain the current ACP and Lifeline Support Centers' mailing address. For more information, please refer to the bulletin USAC released on March 28.

## Claims for February 2023 Data Month Due by September 1

Providers must submit and certify original claims or revisions for the February 2023 data month (snapshot taken on March 1, 2023) by **11:59 p.m. ET on September 1, 2023**. As a reminder, the 6-month filing period for claims began with the March 2022 data month. Original claims or upward revisions submitted or certified after 11:59 p.m. ET on September 1, 2023, for the February 2023 data month will not be accepted. For more information on the claims deadline, providers can refer to the bulletin USAC released on [September 15, 2022](#).

# September Maintenance Schedule

As part of continual system improvements, USAC conducts regular system maintenance. Scheduled maintenance dates are available on the [National Lifeline Accountability Database \(NLAD\) Maintenance Schedule](#) and [National Verifier Maintenance Schedule](#) pages.

## **National Verifier and NLAD System Update, August 31**

National Lifeline Accountability Database (NLAD) and National Verifier users may encounter intermittent disruption due to scheduled system maintenance starting 10 p.m. ET on Thursday, August 31 until 4 a.m. ET on Friday, September 1.

## **NLAD System Update, Week of September 4**

Beginning the week of September 4, service providers will no longer be able to use the transfer exception code TE3 – Rules Violation. Providers can refer to the [Transfer Consumers in NLAD](#) page for more information on transfers.

## **General System Maintenance, September 8**

All ACP systems, excluding the Affordable Connectivity Claims System (ACCS), will be unavailable due to scheduled system maintenance starting 10 p.m. ET on Friday, September 8 until 8 a.m. ET on Saturday, September 9.

## **NLAD System Maintenance, September 15**

The National Lifeline Accountability Database (NLAD), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to scheduled monthly maintenance starting 10 p.m. ET on Friday, September 15 until 2 a.m. ET on Saturday, September 16.

National Verifier will be available for use during this time.

## **National Verifier System Maintenance, September 22**

National Verifier will be unavailable due to scheduled monthly maintenance starting 10 p.m. ET on Friday, September 22 until 3 a.m. ET on Saturday, September 23.

## **Need Help? Contact Us!**

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

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