

Affordable Connectivity Program: Consumer Transfers

April 6, 2022

Consumers enrolled in the Affordable Connectivity Program (ACP) can choose to [transfer their ACP benefit](#) to a different service provider. When a consumer who already receives ACP service wants to enroll with a new service provider, that provider should perform a “transfer” transaction in the National Lifeline Accountability Database (NLAD) to enroll the consumer with their company. The consumer’s current service provider DOES NOT have to de-enroll the consumer or take other steps in NLAD for the new service provider to transfer the customer’s ACP benefit.

Service providers will know if a consumer is actively enrolled with another provider if they receive a “DUPLICATE_SUBSCRIBER” error when trying to enroll or verify a consumer in ACP using NLAD. In this case, they should perform a transfer to enroll that subscriber with their company.

Consumer Transfer Limit

Beginning April 15, ACP subscribers will be limited to one benefit transfer per service month (which corresponds to calendar month). Service providers who attempt to transfer a subscriber who has already transferred within that the service month will receive the error: “INELIGIBLE_FOR_TRANSFER: Date eligible for transfer: mm/dd/yyyy” error. If a provider attempts to enroll a subscriber who is already in NLAD and has already transferred once that service month (which corresponds to calendar month), then the provider will receive two error messages: one that indicates the transfer function should be used and a second that shows the subscriber’s next eligible transfer date. If the subscriber is eligible for a transfer exception, the service provider may proceed with the transfer by having the subscriber complete the [Transfer Exception Worksheet](#) and, once the form is completed, providing the transfer limit exception reason with the transfer transaction in NLAD. Providers can also use their own method to gather confirmation of a transfer exception, however, signature from the consumer, either electronic or on paper, must be obtained **prior** to performing the transfer exception in NLAD.

If the Transfer Exception Worksheet is used, it must be completed every time a transfer is sought if the transfer exceeds the once-per-month limit, and providers must retain the completed form as proof pursuant to the ACP document retention requirements. The exception reasons and corresponding codes are:

- TE1 – Improper Transfer (used to reverse prior improper transfer)
- TE2 – Operations Ceased (used if the transfer-out provider ceased operations or fails to provide service)
- TE3 – Rules Violation (used if the transfer-out provider violated ACP rules, and the rules violation impacted the consumer’s service)
- TE4 – Moved Outside Service Area (used if the consumer moved out of the transfer-out provider’s ACP service area)

Obtain Consumer Consent to Transfer

Providers seeking to transfer an existing ACP subscriber must obtain the required consumer consent either orally or in writing before initiating a transfer in the NLAD. This consent must indicate that the household reviewed the required transfer disclosures and consents to transfer its benefit to the transfer-in provider. Documentation of the subscriber’s affirmative consent must clearly identify the ACP subscriber name, acknowledge the subscriber was provided the required disclosure language and that the subscriber gave its informed consent to transfer its benefit, and the date consent was given consistent with ACP rules. Providers must retain documentation or recordings related to the required disclosures and necessary consents for ACP benefit transfers consistent with the document retention requirements.

Consent is required **every time a transfer is initiated**, and providers may not rely on older consent given for a previous transfer. Each time a provider initiates a transfer-in transaction for an ACP subscriber, it must first provide the subscriber with the required disclosures and obtain consent, even if the subscriber previously received an Emergency Broadband Benefit (EBB) Program or ACP-supported service from the provider.

Effective April 15, providers must use disclosure and consent language that meets the requirements of section 54.1810 of the ACP rules.

Outreach & Trainings

USAC will continue to distribute bulletins and conduct trainings to help service providers and other program participants understand the ACP Order and its effect on current and new program processes. USAC will also continue to update its [ACP service provider web content](#) to reflect updated ACP rules and processes. Find upcoming trainings and other resources on the [ACP Learn page](#) on USAC's website.

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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