



Universal Service
Administrative Co.

ACP

ACP - December 2023 Newsletter

December 28, 2023

ACP Annual Certification

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. Only officers registered as 497 Officers can access and sign the annual certification, which **must be completed by 11:59 p.m. ET on January 2, 2024.**

More information on the annual certification process can be found on USAC's [Annual Requirements](#) page.

Consumer Consent Fields Now Required in NLAD

ACP service providers are now required to enter in the National Lifeline Accountability Database (NLAD) the date and time they collected a consumer's consent to enroll or transfer them. These changes were implemented in the production environment on December 7 and will prevent improper consumer transfers by ensuring the most recent consent from the consumer is properly documented.

The consent timestamp is required on all verify, enroll, and transfer transactions. If these fields are not entered service providers will receive an error message.

For more information on the required consent fields, please refer to the bulletin released on [November 1](#).

System Enhancements and Fixes

USAC released a new error message in NLAD for Lifeline and ACP on December 7. Service providers can now receive an **APPLICATION_PENDING_CERTS** error on a verify, enroll, or transfer transaction. This error indicates that a consumer did not certify and sign each statement in their online application to successfully finish their application. This enhancement will help reduce the number of "internal server errors" that service providers receive.

Claims for June 2023 Data Month Due by January 2

Providers must submit and certify original claims or revisions for the June 2023 data month (snapshot taken on July 1, 2023) by 11:59 p.m. ET on January 2, 2024. For more information on the claims deadline, providers can refer to the bulletin USAC released on [September 15](#).

Support Center: Operating Schedule Through Year-End

The ACP Support Center will be closed on January 1, 2024. ACP applications requiring manual review will not be reviewed and approved on this day.

Reminder: ACP Support Center P.O. Box

The ACP and Lifeline Support Centers transitioned to a new P.O. Box mailing address in March 2023. Mail sent to the old mailing address will be forwarded temporarily to guarantee uninterrupted application and document processing.

For more information, please refer to the bulletin USAC released on [March 28](#).

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 \(NV\) Maintenance Schedule](#) pages.

Systems Maintenance, January 19

NV, NV Carrier API, NLAD, Lifeline Claims System (LCS), Representative Accountability Database (RAD), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to scheduled monthly maintenance from Friday, January 19 at 10:00 p.m. until 3:00 a.m. ET on Saturday, January 20.

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 [Accedealnternet.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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