



## ACP – December 2022 Newsletter

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December 22, 2022

### Annual Certification Process - December 31 Deadline

On November 15, USAC released a [bulletin](#) announcing the Affordable Connectivity Program (ACP) annual certification that participating providers will need to complete through the Affordable Connectivity Claims System (ACCS). Every calendar year, officers that 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. **Officers that oversee ACP business activities must complete the 2022 certification by December 31, 2022.**

This requirement applies to all ACP participating providers. For further information on how to complete the certification, providers can refer to the [Annual Requirements](#) page on USAC.org.

### System Enhancements

*On December 7, USAC made enhancements to the consumer portal of the National Verifier to help improve the consumer experience. These enhancements include the following:*

#### **Redesign of the Consumer Homepage**

USAC streamlined information on the new homepage to help consumers understand the differences between the Lifeline and Affordable Connectivity Programs. There is now a *Need Help?* option that allows consumers to see frequently asked questions (FAQs) about the application process. The FAQs include questions like, “Can I receive benefits for ACP and Lifeline?” and “What does my application status mean?”. When consumers click on the + sign of a question they will be able to see the response to that question.

#### **Companies Near Me on the You Qualify Page**

The [Companies Near Me](#) tool is now embedded on the You Qualify Page of the National Verifier consumer portal. This now allows consumers to easily find a service provider without leaving the National Verifier. Instead of clicking a link that would redirect them to the tool, they can now access it directly on the You Qualify Page.

#### **“Fix It” Functionality Added to Eligibility Document Upload Page**

USAC added functionality that allows consumers to update their information in the National Verifier consumer portal if they entered it incorrectly. This functionality was already available on the identity and address error pages and has been added to the eligibility failure page as well. If a consumer enters in their information incorrectly, they can click the “fix it here” language on the page. A pop-up window will appear to confirm the consumer would like to update their information. Once they select “continue”, they will be taken back to the Your Information page and can edit their information. This functionality will be added to the ACP service provider portal on December 28.

#### **Needs More Documents and Failed Manual Review Reminder Emails**

To encourage consumers to complete their application or resolve documentation issues, additional reminder emails will be sent if a consumer creates an application but needs to take action to resolve errors.

- USAC currently sends an email notifying a consumer that more documentation is needed if they do not take any action on their application after 5 days. In addition to this email, a new reminder email will be sent to consumers if they do not take action after 20 days.
- If a consumer submits documentation that fails the manual review process, USAC currently sends the consumer an email notifying them that their documentation was insufficient and that more documentation is needed. In addition to this email, a new reminder email will be sent to consumers if they do not submit new documentation after 5 days.

### **Enrollment Deadline Added to You Qualify Page on Service Provider Portal**

The enrollment deadline has been added to the You Qualify page for ACP applications in the National Verifier service provider portal. Service providers can now see the date consumers must enroll in the program by, and are encouraged to communicate this date to the consumer when indicating next steps. The additional language states, "If they do NOT sign up with an internet provider by mm/dd/yyyy, they will have to reapply for the Affordable Connectivity Program benefit."

*On December 28, USAC will make additional updates to the National Verifier. These enhancements include the following:*

### **Updated Error Messages and Rejection Reasons**

USAC updated several error messages for required fields throughout the portal to provide more detail on the action needed from consumers. Previously, some error messages were too vague, and they have been revised to improve clarity. USAC also updated rejection reason language in both the consumer portal and in emails consumers receive to provide more detail on why submitted documentation is rejected. These updates aim to improve overall consumer experience and help consumers submit accurate documentation.

### **New Email for Consumers Who Create an Account but Do Not Create an Application**

A new email is now sent to consumers if they create an account in the National Verifier, but do not create an application within 2 days. This email includes information about each program (Lifeline and ACP) and directs the consumer back to the National Verifier portal to complete an application.

### **Consumer Protection Language Added to Your Information Page**

USAC added language to the Your Information pages of the National Verifier consumer portal to outline how we use the information consumers provide. The additional text not only informs consumers on why their information is needed, but also assures them that USAC and the FCC are committed to protecting their information.

## **Companies Near Me Tool - Updating Information**

Providers have an obligation to maintain up-to-date information with USAC, including information on where they offer ACP-supported service. This information is used in USAC's [Companies Near Me](#) tool to help consumers find providers that offer service in their area. Consumers can use the tool to find a list of every service provider that participates in the program for a given state. Each provider listing includes the provider's website, customer support phone number, type of service offered, if they offer a \$0 plan with the ACP benefit, and if they offer a discounted device.

In order to update information on the Companies Near Me tool, providers should send an email to [ACProgram@usac.org](mailto:ACProgram@usac.org) with the subject line "Companies Near Me Updates". If a service provider needs to update the ZIP codes where they offer ACP-supported service, they can complete and return this [template](#). If a provider needs to update the website, phone number, or device information on the Companies Near Me tool they should send an email to [ACProgram@usac.org](mailto:ACProgram@usac.org) with the requested updates.

## **Claims for June 2022 Data Month Due by January 3**

Providers must submit original claims or revisions for the June 2022 data month (snapshot taken on July 1, 2022) by **11:59 p.m. ET on January 3, 2023**. As a reminder, the 6-month filing period for claims began with the March 2022 data month. Original claims or upward revisions submitted after 11:59 p.m. ET on January 3, 2023, for the June 2022 data month will not be accepted. For more information on the claims deadline, providers can refer to the bulletin USAC released on [September 15](#).

## **Lifeline & ACP Support Centers Holiday Hours**

The Lifeline and Affordable Connectivity Program (ACP) Support Centers will close two hours early at 7:00 p.m. ET on Saturday, December 24 in observance of Christmas Eve and will be closed on Sunday, December 25, 2022 in observance of the Christmas holiday. In addition, the Support Centers will be closed on Sunday, January 1, 2023 in observance of New Year's Day.

### **Outreach & Trainings**

USAC will continue to distribute bulletins and conduct trainings to help service providers and other program participants understand all ACP Orders and their effect on current and new program processes. USAC will also continue to update its [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 [AffordableConnectivity.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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