



Universal Service  
Administrative Co.

USAC

## ACP – February 2023 Newsletter

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February 28, 2023

### ACP Support Center P.O. Box Transition

The ACP and Lifeline Support Centers will be transitioning their P.O. Box mailing address for both 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. USAC will share further details on the P.O. Box address later in March. For now, service providers should anticipate having to update their consumer outreach materials that contain the current ACP and Lifeline Support Centers' mailing address.

### Claims for August 2022 Data Month Due by March 1

Providers must submit and certify original claims or revisions for the August 2022 data month (snapshot taken on September 1, 2022) by **11:59 p.m. ET on March 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 March 1, 2023, for the August 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](#).

### Service Providers Must Keep Companies Near Me Information Up to Date

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.

### National Verifier System Enhancements

On February 13, USAC made enhancements to the consumer portal of the National Verifier to help improve the consumer experience. These updates included simplified language around identity verification, errors, document upload, and automatic-sign in. Consumers will no longer need to sign back into their account after they create one. Now, once consumers create an account on the National Verifier portal, they will be automatically directed to the consumer homepage. For more information on the enhancements, providers can refer to the bulletin USAC released on [February 14](#).

## WCB Extends Partial COVID-19 Waiver for Tribal Subscribers

On January 30, WCB released a [waiver](#) to provide necessary relief for Tribal subscribers impacted by the COVID-19 pandemic. This waiver extends the previous Lifeline waiver set to expire on January 31, 2023, through April 30, 2023. WCB anticipates that this will likely be the final extension of these waivers.

The extension of the waiver of the recertification requirement will prevent the de-enrollment of Tribal Lifeline subscribers who otherwise would have been required to certify their continued eligibility to the National Verifier (NV) during the waiver period. The order also extends the limited waiver of the reverification requirement for Tribal Lifeline subscribers. USAC will not begin direct outreach to Tribal subscribers required to complete the recertification or reverification requirement until after April 30, 2023.

The order also extends the waiver of ACP recertification for Lifeline Tribal subscribers who participate in Lifeline and ACP. ACP recertification will commence for these subscribers after they have had an opportunity to complete the Lifeline recertification process. This waiver only applies to manual recertification efforts that require consumer outreach. USAC will complete automated recertification if it can confirm a subscriber's eligibility to participate in these programs via its database connections without consumer outreach. USAC will commence direct consumer outreach to Tribal subscribers after April 30, 2023.

### 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 [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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