

ACP – June 2022 Newsletter

June 29, 2022

Non-Usage Waiver for Small Service Providers

On June 14, the Federal Communications Commission (FCC) released a [limited duration waiver](#) to give small broadband service providers that serve Tribal Affordable Connectivity Program (ACP) customers additional time to implement the necessary changes to track subscriber usage on a rolling thirty-day basis. This waiver applies only to small broadband service providers that have 100,000 or fewer broadband connections that serve Tribal ACP subscribers. USAC released a bulletin on [June 28](#) with further details on the waiver.

The limited waiver grants an extension for small broadband service providers to track usage for ACP subscribers who receive a fully covered service plan until September 15, 2022. If small service providers want to use the waiver, they must send an email by July 14, 2022 to ACProgram@usac.org with the subject line “ACP Non-Usage Rule – Request to Use Waiver”. They must also include the relevant company name(s), specific Study Area Codes, and Service Provider Identification Number(s) (SPINs) in the email. As explained in the Order, providers availing themselves of this waiver may not claim support for subscribers who have not used their service during a given service month, and must issue 15-day cure notices within one business day of the snapshot date for the prior service month and disenroll subscribers who do not timely cure their non-usage.

System Enhancements - Device Claims Updates

On June 28, USAC made changes to the National Lifeline Accountability Database (NLAD) and the Affordable Connectivity Claims System (ACCS) that affect the one-time connected device benefit. Providers are no longer able to claim more than the market value of a connected device minus the co-pay that a household paid for the device reported in NLAD. The new changes also ensure that the first provider to give a subscriber a device is able to claim reimbursement, even if the subscriber transfers to another provider prior to the snapshot (taken on the 1st of the month).

For more details on the new NLAD changes please refer to the bulletin released on [June 14](#) and the training on [June 16](#).

Batch State Data Sources Available for ACP

On June 28, USAC turned on the available state connections in Connecticut, Kentucky, North Carolina, South Carolina, and Tennessee for ACP. These states offer daily batch connections that provide eligibility responses within 1 to 3 days and will function as they do for the Lifeline program.

Consumers who submit ACP applications in these states will undergo an eligibility check against available federal databases that offer real-time responses. If a consumer’s eligibility cannot be confirmed through the federal database checks, USAC will take a “batch” file of all the consumer applications that come in for the day and send the file to the state database for verification. Consumers will be informed they will need to wait up to 1-3 days so USAC

can confirm their eligibility for ACP. If applying via the National Verifier API, providers will receive the “Pending Eligibility” status. If consumers have eligibility documentation on-hand, they will have the option to upload them immediately. The documentation will be manually reviewed if they are eventually not found in the state database after 1-3 days. This will ensure a streamlined experience and may reduce return visits to submit eligibility documentation.

Non-ETC Affiliate Reminder

The ACP rules require entities seeking reimbursement from the ACP to file their own election notice (see [47 C.F.R. §54.1801\(c\)](#)).

Eligible telecommunications carriers (ETCs) that listed an affiliate company in the Non-ETC Affiliate section of their Emergency Broadband Benefit (EBB) or ACP [election notice](#) may have been assigned separate SACs and SPINs for these affiliate companies. In accordance with the FCC’s [ACP Order](#), affiliate elections are no longer permitted and each participating provider must file an election notice to better track payments within the program.

USAC conducted outreach on May 10 to service providers that must take action by either sending an election notice to ACProgram@usac.org or by having the Company Officer email ACProgram@usac.org to remove the affiliate company SAC and SPIN number(s).

Service providers who received an email on May 10 can refer to the email titled “Action Required for Non-ETC Affiliate Company SACs/SPINs”. The deadline to either file an election notice or email USAC to have the affiliate company SACs/SPINs removed is July 30, 2022. Service providers who did not receive the email outreach on May 10 may disregard this deadline.

Election Notice Reminders

To participate in the ACP service providers must file an [election notice](#) with USAC. Below are some reminders and common errors that USAC receives when processing election forms:

1. Providers must have an active SAM registration status

- If you log in to SAM.gov and your registration status says “Submitted” this means that your application has been received but is not yet active
- SAM.gov will reach out to you via email when you have officially passed all validations and have an “Active” status for your registration

2. Non – ETCs must include their FCC approval number

- If you are a Non-ETC or a provider expanding your service area to a new jurisdiction, you must provide your FCC approval number
- All FCC approval numbers begin with EBBA000, followed by a four-digit number
- Once you have passed the validation process after submitting your application on FCC.gov, you will receive an email from the FCC that features this number next to where it says “Application Number”

3. Include a valid signature at the end of your application

- A valid signature can be hand signed or a digital/electronic signature
- The signature can NOT be typed

4. Only enter a letter for the “Business Type” field

- You only need to enter a letter based on the codes provided to you in the hyperlinked text on the election form
- Click “Business Type” on the election form and the chart will all of the business types will appear, then enter the corresponding letter into the “Business Type” field

5. Select state/territory, type of service offered, and provider type in Section C

- You must select all states that you will offer ACP service

- You must select “Fixed” or “Mobile” and “ETC” or “Non-ETC”

Your study area code (SAC) assignment for the ACP will cover the entire state you are approved for. This means that there will not be more than once SAC for the same state. For questions on the election process, email ACProgram@usac.org with the subject line “Election Notice Question”.

Outreach & Trainings

On July 20, at 3 p.m. ET USAC will host a training on the ACP Recertification Process. [Register here](#) if you would like to attend the webinar.

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 our June trainings on the [Webinar](#) page, and other resources on the [ACP Learn](#) page of USAC’s website.

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](https://www.usac.org) and consumers should visit [AffordableConnectivity.gov](https://www.AffordableConnectivity.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 ACP Support Center at (877) 384-2575 for assistance.

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