ACP - March 2023 Newsletter

March 31, 2023

ACP Support Center P.O. Box Transition

The ACP and Lifeline Support Centers have transitioned their P.O. Box mailing address for both the 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. However, service providers should begin using the new P.O. Box as soon as possible.

New P.O. Box mailing address:

ACP Support Center
P.O. Box 9100
Wilkes-Barre, PA 18773-9100

USAC has released updated versions of the ACP application and recertification forms, with the new P.O. Box mailing address, on our website. The new P.O. Box has also been updated on all USAC web content. Service providers should update their consumer outreach materials that contain the current ACP and Lifeline Support Centers' mailing address. For more information, please refer to the bulletin USAC released on March 28.

Enhancements to the Online Consumer Application

USAC released enhancements to the online consumer application on March 30th to make the application and enrollment process easier for consumers. Key updates include streamlining the qualification question, sharing the results of database checks earlier in the process, simplifying the certification language, and providing specific instructions for how to enroll with a participating provider. USAC and the FCC will continue making improvements to the ACP system to better serve consumers.

USAC created several new resources to help navigate the enhancements:

- Video demonstration of the new consumer application
- Screenshots of different workflows in the new consumer application
- English online application instructions (updated translations in 9 other languages are coming soon)

If navigators or service providers would like to update their consumer outreach materials, USAC recommends referring to the "Apply Now" button on AffordableConnectivity.gov to ensure consumers can access the updated application workflow.

More details on the enhancements are available in the bulletin USAC released on March 29 and the recorded webinar from March 29. USAC will also host office hours on the upcoming enhancements on April 5 and April 13 at 3 p.m. ET.

ACP Outreach Grant Program Recipients and ACP Pilot Programs Grant Recipients Announced

On March 10, the FCC announced target funding allocations of $66 million for the ACP Outreach Grants Program. As part of the grant program, the FCC is enlisting partners nationwide to serve as trusted community messengers and provide those partners with funding and resources to reach eligible ACP consumers and help them apply for the program.

On March 15, the FCC announced the recipients and funding allocation for the ACP Pilot Program Grants. These grants total over $7 million in funding for the ACP Pilot Programs. The ACP Pilot Programs consist of the Your Home, Your Internet (YHYI) Pilot Program, which is focused on ACP outreach and application support for recipients of federal housing assistance; and the ACP Navigator Pilot Program, which provides selected authorized users access to the National Verifier to help households complete and submit their ACP application. Each of these one-year pilot programs will help implement innovative outreach strategies to reach eligible communities and inform them about the ACP.

Adjusted ACP Income Qualifications for 2023

The U.S. Department of Health and Human Services (HHS) released the 2023 Federal Poverty Guidelines (FPG). These guidelines are used to determine if a consumer can qualify for the ACP based on their income. Service providers should update their forms and systems as soon as possible.

USAC has updated its income standards to reflect that a consumer is eligible for the ACP when their income is at or below 200% of the 2023 FPG.

- Service providers may review the updated standards on the How to Prove Income page
- Consumers may review the updated income standards on the Do I Qualify? page
- USAC has also updated the National Verifier online portal and the paper forms

Helping Consumers Apply - Representative ID Required

Service providers may help consumers apply for the ACP by mail or online using the National Verifier service provider portal or the Eligibility Check Application Programming Interface (API). Service provider representatives are required to register in the Representative Accountability Database (RAD) and include their representative ID when performing transactions in the National Verifier or National Lifeline Accountability Database (NLAD), including when assisting a consumer to apply for the ACP. Providers are also reminded that they are responsible under the Commission's rules for ensuring that representatives use their own representative ID when performing transactions. If assisting a consumer with the paper application, representatives must complete page 8 ("Representative Information") of the paper ACP Application form.

Claims for September 2022 Data Month Due by April 3

Providers must submit and certify original claims or revisions for the September 2022 data month (snapshot taken on October 1, 2022) by **11:59 p.m. ET on April 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 or certified after 11:59 p.m. ET on April 3, 2023, for the September 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.

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 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 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 the ACP Support Center at (877) 384-2575 for assistance.