



USAC

## ACP – May 2022 Newsletter

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May 25, 2022

### ACP Consumer Site Transitions to [AffordableConnectivity.gov](https://AffordableConnectivity.gov)

The ACP consumer site officially transitioned to [AffordableConnectivity.gov](https://AffordableConnectivity.gov) on May 6, 2022. ACPbenefit.org will automatically redirect to [AffordableConnectivity.gov](https://AffordableConnectivity.gov) for one year. The primary change is in the URL, and there is a new [Community Resources](#) page to help consumers learn about the program, determine if they qualify, and apply. The FCC and USAC developed several resources to help consumers including a brochure ([digital](#) and [print](#)), [flyer](#), [consumer toolkit](#), and a pre-screening widget that companies can add to their website. This interactive widget includes questions that a consumer can answer to determine if they may qualify for the ACP. Visit the [Community Resources](#) page for more details.

### Consumer Fee Field Deadline Extended to June 3

On April 29, USAC released a [bulletin](#) announcing the extension of the May 1 deadline to backfill the consumer fee field in the National Lifeline Accountability Database (NLAD). The extension was granted due to connectivity issues in NLAD that are now resolved. **The new date to complete the consumer fee field is Friday, June 3.** For more details on completing the consumer fee field please refer to the bulletins released on [April 21](#) (which includes a detailed guide on updating subscribers enrolled prior to March 31), and [March 30](#).

### Reminder on Non-Usage Waiver

On April 15, the FCC [released a waiver](#) to give service providers additional time to implement the necessary changes to comply with the ACP non-usage rules. This limited 60-day waiver delays the effective date of the ACP non-usage rules until June 14. Service providers must still comply with the Emergency Broadband Benefit (EBB) Program non-usage rules during this waiver period. For more information on the non-usage waiver, please refer to the bulletin USAC released on [April 25](#).

### ACP Device Information Form

Under the ACP, service providers may offer a one-time device discount of up to \$100 for a laptop, tablet, or desktop computer (with a co-payment of more than \$10 but less than \$50) to subscribers. Providers who offer a one-time device discount were required to complete the [ACP Device Information Form](#) by May 1 for all intended device offerings to consumers.

Providers must complete the Device Information Form for any device for which they submit a reimbursement claim. Instructions on how to complete the form can be found [here](#). USAC will not send a confirmation of approval for devices, but will reach out to providers if a submitted device is ineligible to be claimed. Please see the bulletin released on [March 18](#) for more information on connected devices.

## System Enhancements

### Transfer Emails

Beginning May 25, service providers will receive email notifications for subscribers who transfer in or out of their ACP study area code (SAC). NLAD will generate an automated email daily for each SAC notifying providers that a transfer has occurred and to check the Detail Transaction Report for more information.

By default, transfer notices will go to the ETC Administrator user role. The ETC Administrator will be able to manage who can receive the transfer notifications. On the “Manage Email Recipients” page in NLAD (this is located in the Account Management section) the ETC Administrator can add or remove email recipients.

### “Show Password” Option Now Available for National Verifier Consumer Login/Account Creation

On April 20, USAC released an enhancement allowing consumers who are creating a National Verifier account, signing into the National Verifier or resetting their password to view their password entry. The “Show Password” option gives users the option to review their password entry to make sure they have entered it correctly and will reduce unnecessary password resets.

## Non-ETC Affiliate Company SACs

The Affordable Connectivity Program (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](mailto:ACProgram@usac.org) or by having the Company Officer email [ACProgram@usac.org](mailto: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.

### 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 [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](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](mailto:ACProgram@usac.org) and consumers should email [ACPSupport@usac.org](mailto:ACPSupport@usac.org). Both providers and consumers may also call ACP Support Center at (877) 384-2575 for assistance.

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