



ACP Newsletter - April 2024

April 30, 2024

FCC Public Notice for May 2024 Maximum Partial Reimbursement Amounts

On April 9, 2024, the FCC released a [Public Notice](#) announcing the maximum partial reimbursement amounts for service providers planning to seek reimbursement for the May 2024 service month. Service providers should review the Public Notice if they plan to seek partial reimbursement in May.

April 2024 will be the last fully funded month of the Affordable Connectivity Program (ACP) if Congress does not provide additional funding. Service providers can refer to the bulletin USAC released on [April 10](#) for more information.

Below are the maximum partial reimbursement amounts for each ACP benefit type:

Benefit Type	Statutory Maximum	Maximum Reimbursement Amount for May 2024
Non-Tribal Service Benefit	\$30 per month	\$14
Tribal Lands Service Benefit	\$75 per month	\$35
ACP Connected Device Benefit	\$100 per device	\$47

De-Enrollments

Service providers who elect to not pass through any benefits to ACP households after April 2024 should not de-enroll subscribers from the National Lifeline Accountability Database (NLAD) unless required by program rules.

Reminder: Partial Claims Filing Process for May 2024 Service Month

USAC released a bulletin on [April 29](#) informing service providers about the minor changes to the Affordable Connectivity Claims System (ACCS) for providers planning to seek reimbursement for the May 2024 service month. The process to file ACP reimbursement claims will remain the same except for changes to the default rate and error messages.

Partial claims will only be allowed for the May 2024 service month (June 1 snapshot) and these claims must

be filed by August 1, 2024, at 11:59 p.m. ET. USAC will hold office hours on [May 7 at 3 p.m. ET](#) to review ACP Wind-Down items including the partial claims filing process for May 2024. For more information on the specific changes please refer to the bulletin referenced above.

Service Providers Encouraged to Offer Low-Income Internet Plans

On January 11, the FCC issued an [Order](#) announcing the wind-down procedures for the ACP due to a lack of additional funding from Congress. The Order mentioned that some participating service providers currently make low-income internet programs available to their households. The FCC encouraged these providers to help ACP consumers transition to these programs if they did not already participate in them. The FCC also encouraged providers who do not offer low-income internet programs to create similar programs to help ACP consumers remain connected after the end of the program. USAC and the FCC both encourage service providers to continue to develop low-income internet plans and help ACP consumers enroll in these programs before the end of the ACP to ensure that they stay connected.

February 2024 Claims Filing Deadline is May 1, 2024

As of February 1, 2024, providers have a two-month window to submit original claims or upward revisions. Providers must submit and certify original claims or revisions for the February 2024 data month (snapshot taken on March 1, 2024) by 11:59 p.m. ET on May 1, 2024.

Service providers can refer to the table below for an outline of data months and corresponding filing deadlines:

Data Month	Filing Deadline
February 2024	5/1/2024
March 2024	6/3/2024
April 2024 (Last Fully Funded Month)	7/1/2024
May 2024 (Partial Claims Available)	8/1/2024

April is the Last Fully Funded Month of the ACP

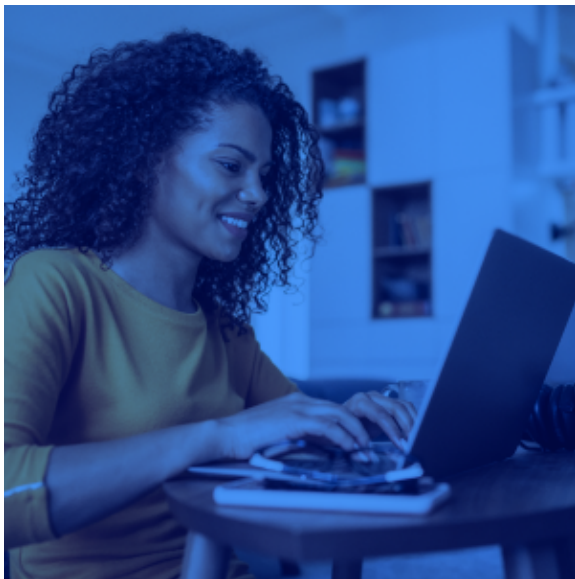
On March 4, 2024, the Federal Communications Commission (FCC) issued a [Public Notice](#) announcing that the last fully funded month of the Affordable Connectivity Program (ACP) is April 2024, triggering notification responsibilities for providers. The FCC also announced that, absent additional funding from Congress, the program can only provide a partial reimbursement for May 2024, and ACP service providers have the option to seek reimbursement for ACP-supported service provided to enrolled households.

Service Provider Outreach Responsibilities

Service providers must send at least three notices to consumers about upcoming program changes, in writing, and in a manner that is accessible to people with disabilities.

The first notice was due by January 25, 2024, and the second notice was due by March 19, 2024. The **third notice** must coincide with the last bill or billing cycle in which the full ACP benefit is applied and communicate the following:

- That the ACP is ending
- The impact on the consumers' bill (i.e., the amount that the household will be billed for the service once the full ACP benefit is no longer available and/or that the household will be subject to the provider's undiscounted rates and general terms and conditions after the end of the ACP)
- The date of the last bill on which the full ACP benefit will be applied
- That the consumer may change their service or opt-out of continuing service after the end of the ACP
- The service provider's participation in partial reimbursement for the month of May, if applicable
- Note that providers may also choose to fulfill this requirement by a separate additional written notice



May Webinar: ACP Wind-Down Office Hours

Join us on **May 7 at 3 p.m. ET** for our next ACP webinar where USAC will share important information on ACP wind-down items including the partial claims filing process for May 2024.

[Register](#)



May Maintenance Schedule

As part of continual system improvements, USAC conducts regular system maintenance. Scheduled maintenance dates are available on the [National Lifeline Accountability Database \(NLAD\) Maintenance Schedule](#) and the [National Verifier \(NV\) Maintenance Schedule](#) pages.

System Maintenance

May 24

NV, NV Carrier API, NLAD, Lifeline Claims System (LCS), Representative Accountability Database (RAD), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to scheduled monthly maintenance from Friday, May 24 at 10 p.m. until 3 a.m. ET on Saturday, May 25.

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

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