ACP Non-Usage Rules Effective June 14

June 13, 2022

On April 15, the Federal Communications Commission (FCC) released a waiver to give service providers additional time to implement the necessary changes to comply with the Affordable Connectivity Program (ACP) non-usage rules. This limited 60-day waiver delays the effective date of the ACP non-usage rules until June 14.

Beginning June 14, 2022 (the end of the 60-day waiver period), providers must comply with the ACP requirements and start tracking subscriber usage over a rolling, consecutive 30-day period if the provider does not assess or collect a monthly fee from the subscriber.

- For an subscriber who only participates in ACP (not Lifeline), June 14 will be the first day (Day 1) to start tracking usage over a rolling 30-day period.

If a subscriber receives both Lifeline and ACP on the same service, the service provider must align the subscriber's non-usage and related cure period for ACP with the subscriber's Lifeline non-usage and related cure period, as of June 14. The ACP rules do not extend the non-usage or cure period for subscribers who receive Lifeline and ACP support on the same service.

- For example, if a Lifeline and ACP subscriber last used their supported service on May 8, as of June 14 the subscriber would be in the 7th day of their cure period for *both* ACP and Lifeline; or
- If a Lifeline and ACP subscriber last used their supported service on June 8, as of June 14 the subscriber would be in the 6th day of the rolling, consecutive 30-day non-usage period for *both* ACP and Lifeline.

For the June service month claims process, with the July 1 snapshot and actual claim occurring after the ACP non-usage rules are in effect, service providers must follow the ACP non-usage claims rules (not EBB Program rules).

Outreach & Trainings

On Thursday, June 16 at 3 pm ET USAC will host a device claims training to go over updates to the device claims process. Service providers who offer devices are encouraged to attend this training. Register here to sign up for the training.

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

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