

## ACP - November 2023 Newsletter

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November 29, 2023

### ACP Transparency Data Collection - Deadline Extended to November 30

The ACP [Transparency Data Collection](#) is a mandatory annual data collection for service providers that participate in the Affordable Connectivity Program (ACP) with subscribers enrolled in ACP on the August 1, 2023 snapshot. The 2023 annual submission window opened on September 8, 2023, and **data must be submitted and certified by 11:59 p.m. ET on November 30, 2023.** The deadline will not be extended beyond November 30.

USAC encourages providers to submit and certify their data ahead of the extended deadline. This will help ensure users have adequate time to submit their data and receive support to troubleshoot any technical issues before the submission window closes. Service providers can email [ACPdatacollection@fcc.gov](mailto:ACPdatacollection@fcc.gov) for program and policy questions or [ACPdatacollection@usac.org](mailto:ACPdatacollection@usac.org) for technical questions about the ACP Data Collection System.

#### Training and Resources

USAC recorded a [system walkthrough](#) to help service providers complete the annual data collection process. More information on the ACP Transparency Data Collection can be found on USAC's [Annual Requirements](#) page.

### Additional HUD Connection

Earlier this month, the Federal Communications Commission (FCC) and USAC implemented a federal connection between the National Verifier (NV) and the U.S. Department of Housing and Urban Development (HUD) to verify participation in additional federal housing assistance programs, such as project-based rental assistance.

Consumers applying for the ACP will continue to benefit from the NV federal connections with:

- U.S. Department of Education to verify participation in the Federal Pell Grant program,
- Centers for Medicare and Medicaid Services to verify participation in Medicaid,
- HUD to verify participation in federal housing assistance programs such as public housing and housing choice voucher programs, and
- U.S. Department of Veteran Affairs to verify participation in qualifying Veterans Pension and Survivors Benefit Programs.

To review all available connections visit the [ACP Database Connection](#) webpage. To learn more about implementing a connection with USAC, please email [ACPGovPartners@usac.org](mailto:ACPGovPartners@usac.org).

### Consumer Consent Fields in NLAD - Required in Production Environment December 7

ACP service providers will soon be required to enter in the National Lifeline Accountability Database (NLAD) the date and time that they collected a consumer's consent to enroll or transfer them. **These changes will be required in the production environment as of Thursday, December 7.** These enhancements have been available in the staging

environment as of Friday, October 27.

This enhancement will help prevent improper consumer transfers by ensuring the most recent consent from the consumer is properly documented. This consent timestamp will be required on all verify, enroll, and transfer transactions. Service providers will need to enter two fields in NLAD, the date and time they received consent, and the time zone related to the entered date. If these fields are not entered service providers will receive an error message. For more information on the required consent fields please refer to the bulletin released on [November 1](#).

## Enhancements to the Online Consumer Application

On November 28, USAC released enhancements to the online consumer application to make the enrollment process easier for consumers. Consumers will now see new pages when resolving duplicate household and address errors. Service providers can see screenshots of the new workflow on our [Community Resources](#) page of [AffordableConnectivity.gov](#). These new pages include:

- Additional tooltip guidance to aid with page navigation
- Language clarity to strengthen consumer understanding
- Instructions for using the map widget when resolving address errors
- Graphics that show consumers how to use the mapping tool with either a tablet or desktop computer (ex. one graphic shows consumers how to zoom in on a specific area on the map when using a tablet)

## ACP Annual Certification

Participating providers in the ACP must complete an annual certification process through the Affordable Connectivity Claims System (ACCS) to certify that they comply with all ACP rules and regulations. Only officers registered as 497 Officers can access and sign the annual certification, which **must be completed by 11:59 p.m. ET on January 2, 2024**.

More information on the annual certification process can be found on USAC's [Annual Requirements](#) page.

## Hurricane Idalia Recertification and Non-Usage Waiver Expires December 1

On September 1, the Wireline Competition Bureau (WCB) released an [Order](#) that temporarily waived the non-usage, de-enrollment for non-usage, and annual recertification requirements under the ACP rules for subscribers in Florida & South Carolina in the Affected Disaster Areas through November 30, 2023.

USAC will resume ACP recertification efforts for impacted subscribers in early December.

## Claims for May 2023 Data Month Due by December 1

Providers must submit and certify original claims or revisions for the May 2023 data month (snapshot taken on June 1, 2023) by **11:59 p.m. ET on December 1, 2023**. For more information on the claims deadline, providers can refer to the bulletin USAC released on [September 15](#).

## Support Center: Operating Schedule Through Year-End

The ACP Support Center will be closed on December 25, 2023, and January 1, 2024. Additionally, ACP applications requiring manual review will not be reviewed and approved on these days.

## Reminder: ACP Support Center P.O. Box

The ACP and Lifeline Support Centers transitioned to a new P.O. Box mailing address in March 2023. Mail sent to the old mailing address will be forwarded temporarily to guarantee uninterrupted application and document processing.

For more information, please refer to the bulletin USAC released on [March 28](#).

## 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 [National Verifier \(NV\) Maintenance Schedule](#) pages.

### **Systems Maintenance, December 15**

NLAD, Lifeline Claims System (LCS), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to a scheduled monthly maintenance starting at 10 p.m. ET on Friday, December 15 until 8 a.m. ET on Saturday, December 16.

NV will still be accessible but certain functionalities will be impacted.

### **National Verifier (NV) System Maintenance, December 20**

NV will be unavailable due to scheduled monthly maintenance starting at 10 p.m. ET on Wednesday, December 20 until 3 a.m. ET on Thursday, December 21.

NLAD, LCS, ACCS, and the Representative Accountability Database (RAD) staging and production environments will be available for use during this time.

### **Need Help? Contact Us!**

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](#), and consumers should [AffordableConnectivity.gov](#). Consumers can apply for the ACP at [GetInternet.gov](#), and Spanish-speaking consumers can apply at [AccedealInternet.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 the ACP Support Center at (877) 384-2575 for assistance.

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