

## ACP – November 2022 Newsletter

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November 29, 2022

### Annual Certification Process - December 31 Deadline

On November 15, USAC released a [bulletin](#) announcing the Affordable Connectivity Program (ACP) annual certification that participating providers will need to complete through the Affordable Connectivity Claims System (ACCS). Every calendar year, officers that oversee a participating provider's business activities for the ACP must read and complete the annual officer certification to confirm the Service Provider Identification Numbers (SPINs) they oversee have policies and procedures in place to comply with all applicable ACP rules and procedures. **Officers that oversee ACP business activities must complete the 2022 certification by December 31, 2022.** This requirement applies to all ACP participating providers. For further information on how to complete the certification, providers can refer to the [Annual Requirements](#) page on USAC.org.

### New Federal Database Connection with Department of Veteran Affairs

On November 7, USAC implemented an automated database connection between the National Verifier and the U.S. Department of Veteran Affairs. Consumers applying for the Lifeline program or the ACP may now benefit from the National Verifier's connection to the Department of Veteran Affairs to verify participation in qualifying Veterans Pension and Survivors Benefit programs. For a review of all available connections and federal assistance programs that qualify consumers for the ACP, please visit the [ACP Database Connection](#) webpage.

### Hurricane Fiona and Hurricane Ian Waivers Expire on December 1

The waivers issued to ACP participants affected by Hurricane Fiona and Hurricane Ian end as of December 1, 2022. After the end of the waiver period, ACP recertification efforts will resume.

On September 22, the Wireline Competition Bureau (WCB) of the Federal Communications Commission (FCC) released Order ([DA 22-998](#)) that temporarily waived the non-usage and de-enrollment for non-usage and annual recertification requirement and related deadlines under the ACP rules for ACP subscribers in Puerto Rico.

On October 4, WCB released Order ([DA 22-1063](#)) that temporarily waived the non-usage and de-enrollment for non-usage and annual recertification requirement and related deadlines under the ACP rules for ACP participants in the impacted disaster areas in Florida, North Carolina, and South Carolina. This Order applied to ACP subscribers in the impacted disaster areas in Florida, North Carolina, and South Carolina as of October 4, 2022.

ACP subscribers who reside in the impacted areas and who are subject to the non-usage rule will have 30 days (beginning on December 1, 2022) to use their ACP service. If the subscriber does not use their ACP service during the 30-day period, the 15-day notice period will begin on December 31, 2022.

### Updating Contact Information on Election Notice

Service providers are required to maintain up-to-date [election notice](#) information on file with USAC. Any change to the information provided on the election form must be updated within ten business days of the change in the information. All updated elections must be fully completed and include a valid electronic signature and date. In order to update contact information, a new election notice must be submitted. To submit a change in election information, please submit an updated election form to [ACProgram@usac.org](mailto:ACProgram@usac.org) with the subject line “Election Notice Update”.

## Representative ID Required When Performing Transactions

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). Providers are responsible under the Commission’s rules to ensure that representatives use their own representative ID when performing transactions. If a representative assists a consumer with the application, they must include their representative ID where asked (e.g., page 8 of the ACP paper application).

## De-Enrolling Subscribers in NLAD

Service providers are required to keep subscriber records in NLAD up to date. When a service provider de-enrolls a subscriber from the ACP, they must update NLAD within one business day of de-enrollment. When providers complete a de-enroll transaction in NLAD, they must provide the date of de-enrollment and the reason for the de-enrollment. Providers must provide a reason for the de-enrollment from one of the below options:

- **Leaving ACP:** The subscriber has opted out of the program, or is no longer eligible for benefits.
- **Non-Usage:** The subscriber is being de-enrolled for not using their service. This reason should be used if the subscriber is subject to the non-usage rules (they are not assessed or do not pay a monthly fee for their ACP service) and did not use their service in 45 days (30 days plus a 15-day cure period).
- **Subscriber is deceased:** The subscriber is found to be deceased after completing a verification check.

Providers must select the reason for the de-enrollment and ensure it accurately reflects why the subscriber is being de-enrolled from the program.

## Claims for May 2022 Data Month Due by December 1

Providers must submit original claims or revisions for the May 2022 data month (snapshot taken on June 1, 2022) by **11:59 p.m. ET on December 1, 2022**. As a reminder, the 6-month filing period for claims began with the March 2022 data month. Original claims or upward revisions submitted after 11:59 p.m. ET on December 1, 2022 for the May 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](#).

## ACP Online Application Instructions Available in 10 Languages

The [Tools](#) page on [AffordableConnectivity.gov](https://AffordableConnectivity.gov) now has online application instructions in 10 languages to help consumers obtain the ACP benefit. Consumers can now read instructions to complete the online ACP application in the below languages:

- English
- Spanish
- Arabic
- Simplified Chinese
- French
- Korean
- Portuguese
- Russian
- Tagalog
- Vietnamese

## 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](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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