



## ACP - October 2023 Newsletter

---

October 31, 2023

### ACP Transparency Data Collection - Deadline November 9

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 9, 2023.** 497 Officers and Agents cannot make submissions, revisions, or certifications once the 60-day submission window has closed.

#### Training and Resources

USAC recorded a [system walkthrough](#) to help service providers complete the annual data collection process. USAC will hold office hours on [November 2 at 3 p.m. ET](#) where we will review the ACP Data Collection System functions and answer audience questions.

More information on the ACP Transparency Data Collection can be found on USAC's [Annual Requirements](#) page.

### Required Consumer Consent Fields in NLAD

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 are currently available for providers to test in the staging environment as of Friday, October 27.

**The system enhancements timeline has been extended from November 13 to December 7, to give providers additional time to implement changes.** USAC will provide further details on the enhancement in a bulletin that will be released later this week.

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.

### 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.

## Hawaii Recertification and Non-Usage Waiver Expires October 31

On August 18, 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 Hawaii affected by the wildfires through October 31, 2023.

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

## Connected Devices Reminder

If a service provider wants to offer a connected device to consumers, or if they no longer provide connected devices, they must submit an updated [ACP Election Notice](#) to [ACProgram@usac.org](mailto:ACProgram@usac.org) indicating the change. This will ensure that their [Companies Near Me](#) listing is updated accordingly.

Service providers must complete an [ACP Device Information Form](#) for each device model that they offer to consumers. To update an existing device, or to add a new device, service providers must complete a new form. For help on how to complete the ACP Device Information Form, providers can refer to the [instructions](#). The service provider must submit screenshots of the device specifications and device specifications of three comparable devices for each device they intend to offer to consumers.

Every device offered through the ACP must support the following:

- Video Conferencing Platforms
- Software essential to ensure full participation in online learning
- Wi-Fi enabled
- Video and Camera functions
- Accessible by those with disabilities

Providers cannot offer devices from a manufacturer on the [List of Equipment](#) and [Services Covered by Section 2 of the Secure Networks Act](#). To remove a device that is no longer being offered, or for any questions on devices, providers should send an email to [ACProgram@usac.org](mailto:ACProgram@usac.org).

## 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](#).

## Claims for April 2023 Data Month Due by November 1

Providers must submit and certify original claims or revisions for the April 2023 data month (snapshot taken on May 1, 2023) by **11:59 p.m. ET on November 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 the following days: November 23 and December 25, 2023, and January 1, 2024. Additionally, ACP applications will not be reviewed and approved on these days.

## Maintenance Schedule - Additional November 10 Date Added

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. Additional system maintenance was added for November 10.

**Additional Systems Maintenance, November 10**

NV, NLAD, and the Representative Accountability Database (RAD), will be unavailable due to an additional monthly maintenance that has been scheduled starting 10:00 p.m. ET on Friday, November 10 until 8 a.m. ET on Saturday, November 11.

**Systems Maintenance, November 17**

NLAD, Lifeline Claims System (LCS), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to scheduled monthly maintenance starting 8:30 p.m. ET on Friday, November 17 until 6 a.m. ET on Saturday, November 18.

**National Verifier (NV) System Maintenance, November 22**

NV will be unavailable due to scheduled monthly maintenance starting 8:30 p.m. ET on Wednesday, November 22 until 6 a.m. ET on Thursday, November 23.

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](https://www.usac.org), and consumers should [AffordableConnectivity.gov](https://www.AffordableConnectivity.gov). Consumers can apply for the ACP at [GetInternet.gov](https://www.GetInternet.gov), and Spanish-speaking consumers can apply at [AccedealInternet.gov](https://www.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.

The information contained in this electronic communication and any attachments and links to websites are intended for the exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, or the person responsible for delivering this communication to the intended recipient, be advised you have received this communication in error and that any use, dissemination, forwarding, printing, or copying is strictly prohibited. Please notify the sender immediately and destroy all copies of this communication and any attachments.