

## ACP Recertification

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August 10, 2022

Recertification is an annual requirement for Affordable Connectivity Program (ACP) subscribers. Service providers with FCC-approved alternative verification processes or that use a school-based eligibility verification process for the national school lunch or breakfast program must conduct recertification for their own subscribers. For all other ACP subscribers, USAC conducts recertification to ensure that active ACP subscribers are still eligible for the benefit.

Subscribers who participate in Lifeline and ACP that **pass** the USAC-conducted Lifeline recertification process will not need to undergo a separate ACP recertification process.

Starting in August, and over the course of the next few months, USAC will initiate automated eligibility database checks to verify the eligibility of ACP subscribers due for recertification in 2022.

- Subscribers who **pass** the automated check will complete the 2022 recertification requirement and will not need to take any further action to confirm their continued eligibility now or later this year.
- Subscribers who **fail** the automated check will be required to recertify their continued eligibility. USAC will conduct outreach to those subscribers. Each subscriber will have a 60-day window to recertify.

### ***What this Means for Service Providers***

Service providers should check the data on the “Recertification Subscriber Status Report” in the National Lifeline Accountability Database (NLAD), which will indicate if a subscriber is currently undergoing recertification, if they successfully recertified, or if they failed recertification and have been de-enrolled from the program.

USAC encourages service providers to educate their ACP subscribers on the recertification process, inform them that USAC may contact them about recertification, and remind them that they should timely respond to any notifications they receive about the need to recertify their eligibility. Providers are welcome to encourage and remind their subscribers to respond to USAC’s outreach.

For more information on the ACP Recertification process, providers can reference the recertification training on our [Webinars](#) page and visit USAC’s [Recertification](#) page.

### ***What this Means for Subscribers***

Starting in August, USAC will conduct outreach to subscribers who fail the automated eligibility checks. Subscribers will have a 60-day window to recertify.

If a subscriber receives a letter in the mail from USAC, they will need to take action to recertify their benefit. Subscribers will need to complete the ACP Recertification Form ([English](#) and [Spanish](#)). Some subscribers will need to provide income or eligibility documentation to prove their continued eligibility for the program. Subscribers will be notified in the outreach from USAC if they need to provide documentation.

Subscribers can also visit the [Recertify](#) page on the [AffordableConnectivity.gov](#) consumer site.

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

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