

ACP - September 2023 Newsletter

September 28, 2023

ACP Transparency Data Collection – Production Environment Available

The ACP [Transparency Data Collection](#) is a mandatory annual data collection for service providers that participate in the Affordable Connectivity Program (ACP). Participating providers are required to complete the annual data collection process through the ACP Data Collection System, where they can upload, submit, certify, access, and download service plan data. Users with 497 Officer and Agent access can log into the ACP Data Collection System using their existing [One Portal](#) credentials, to complete the annual submission. Providers must submit data based on subscribers as of the August 1, 2023, snapshot date for the July 2023 service month.

The 2023 annual submission window opened on **September 8, 2023, and must be completed by 11:59 p.m. ET on November 9, 2023.** 497 Officers and Agents cannot make submissions or revisions once the 60-day submission window has closed.

Training and Resources

Join USAC on October 5, 2023, at 3 p.m. ET to participate in office hours, where we will review the ACP Data Collection System functions and answer questions. Register [here](#) to attend.

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

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. 497 Officers who manage 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 ACP rules and procedures. Once completed, the requirement will be met for the 2023 calendar year and will not be required again until the next calendar year (2024).

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.

Further details on the annual certification requirement are outlined in [47 C.F.R Section 54.1801\(f\)](#) of the ACP rules. More information on the annual certification process can be found on USAC's [Annual Requirements](#) page.

September Enhancements to the Online Consumer Application

On September 26, USAC released enhancements to the online consumer application to make the application and enrollment process easier for consumers.

Application Landing Page Updates

USAC released updates to the landing page of the ACP online application at [GetInternet.gov](https://www.getinternet.gov) to align with the FCC's nationwide public awareness campaign. Consumers will now see updated branding and messaging associated with the FCC's outreach efforts.

Proof of Identity Updates

USAC released additional updates to simplify the experience for consumers who need to provide proof of their identity. Consumers will now see new unique pages when providing documentation related to any of the identity information below:

- Date of birth
- Social Security Number (last 4 digits)
- Tribal ID number
- Proof of life

These new pages help consumers better understand the document submission requirements and offer common examples of acceptable documentation, information about how to upload documents, and information about what consumers can do if they don't have proof of their identity.

Visit our [Community Resources](#) page for the latest screenshots of the online consumer application.

Upcoming System Enhancements

Beginning in November, ACP service providers will 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. This consent timestamp will be required in NLAD 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.

Updated Timeline:

The system enhancements timeline has been extended to give providers additional time to implement changes.

Under the updated timeline, providers will have the opportunity to test the new features in the staging environment towards late October, with the production release slated for mid-November. USAC will notify providers with further details on the release of the staging and production environments.

For additional information on the specific system enhancements, including error codes, please refer to the bulletin released on [September 18](#).

Typhoon Mawar Waiver Expired September 1

On June 30, 2023, WCB released an Order ([DA-23-571](#)) that temporarily waived the non-usage, de-enrollment for non-usage, and annual recertification requirements under the ACP rules for ACP subscribers in Guam and the Northern Mariana Islands through August 31, 2023.

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

Hawaii Wildfire Relief Update

On [August 25](#), the FCC adopted Order [23-67A1](#) temporarily waiving the Lifeline eligibility requirements in section 54.409(a)-(b) to ensure that consumers who are participating in [FEMA's Individuals and Households Program \(IHP\)](#), as a result of the Hawaii wildfires, can apply and enroll in the Lifeline program through February 25, 2024.

Consumers applying for Lifeline under this waiver are not permitted to enroll in the Affordable Connectivity Program (ACP). Consumers who can qualify to participate in Lifeline without having to rely on this waiver are able to enroll in ACP, as would typically be the case.

On September 26, USAC released enhancements to NLAD that ensure consumers who qualify for Lifeline through the FEMA's IHP eligibility program code cannot use that Lifeline qualification to enroll in ACP.

For more information, please refer to the bulletin released on [September 18](#).

Relief to ACP Participants Affected by Hurricane Idalia

On September 1, 2023, the Wireline Competition Bureau (WCB) of the Federal Communications Commission (FCC) released an Order ([DA 23-805](#)) that temporarily waives the non-usage, de-enrollment for non-usage, and annual recertification requirements under the ACP rules for participants in Florida and South Carolina in the Affected Disaster Areas.

The waiver period under this order is through November 30, 2023. At the end of the waiver period, recertification efforts for impacted subscribers will resume. Subscribers in the Affected Disaster Areas and who are subject to the non-usage rule will have 30 days (beginning on December 1, 2023) to use their ACP service. If they do not use their service during the 30-day period, the 15-day notice period will begin on December 31, 2023.

For more information, please refer to the bulletin released on [September 1](#).

ACP Support Center P.O. Box Transition

The ACP and Lifeline Support Centers have transitioned their P.O. Box mailing address for both the ACP and Lifeline to a new address. Mail sent to the old P.O. Box mailing address will continue to be forwarded for a period to ensure that there is no interruption in application/document processing. However, service providers should begin using the new P.O. Box as soon as possible.

New P.O. Box mailing address:

ACP Support Center
PO Box 9100
Wilkes-Barre, PA 18773-9100

USAC has released updated versions of the ACP application and recertification forms that include the new P.O. Box mailing address on our website. The new P.O. Box has also been updated on all USAC web content. Service providers should update their consumer outreach materials that contain the current ACP and Lifeline Support Centers' mailing address. For more information, please refer to the bulletin USAC released on [March 28](#).

Claims for March 2023 Data Month Due by October 2

Providers must submit and certify original claims or revisions for the March 2023 data month (snapshot taken on April 3, 2023) by 11:59 p.m. ET on October 2, 2023. As a reminder, the 6-month filing period for claims began with the March 2022 data month. Original claims or upward revisions submitted or certified after 11:59 p.m. ET on October 2, 2023, for the March 2023 data month will not be accepted. For more information on the claims deadline, providers can refer to the bulletin USAC released on [September 15, 2022](#).

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.

National Verifier System Maintenance, September 29

The originally scheduled NV maintenance for September 22 was postponed to September 29. The NV will be unavailable starting Friday, September 29 from 10 p.m. until Saturday, September 30 at 3 a.m. ET. This maintenance will also impact enrollments in NLAD that require NV.

NV staging and production environments will not be available for use during this time.

System Maintenance, October 13

The NLAD, Affordable Connectivity Claims System (ACCS), and Lifeline Claims System (LCS) will be unavailable due to scheduled monthly maintenance starting at 10 p.m. ET on Friday, October 13 until 6 a.m. ET on Saturday, October 14.

NV and the Representative Accountability Database (RAD) will be available for use during this time.

National Verifier System Maintenance, October 20

The NV will be unavailable due to scheduled monthly maintenance starting at 10 p.m. ET on Friday, October 20 until 3 a.m. ET on Saturday, October 21.

NLAD, ACCS, LCS and 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 visit [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 and consumers should email ACPSupport@usac.org. Both providers and consumers may also call the ACP Support Center at (877) 384-2575 for assistance.

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