



Universal Service
Administrative Co.

USAC

ACP – September 2022 Newsletter

September 30, 2022

Claims for March 2022 Data Month Due by October 3

Providers must submit original claims or revisions for the March 2022 data month (snapshot taken on April 1, 2022) by **11:59 p.m. ET on October 3, 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 October 3, 2022 for the March 2022 data month will not be accepted. For more information on the March 2022 claims deadline, providers can refer to the bulletin USAC released on [September 15](#).

System Enhancements*

**All system enhancements will be effective October 4, 2022, except updates to the Companies Near Me tool which will be live September 30, 2022.*

Companies Near Me

The [Companies Near Me \(CNM\) tool](#) was updated this month in order to clearly differentiate between the Lifeline Program and the Affordable Connectivity Program. Consumers now have the ability to select between the ACP or Lifeline when searching for a service provider near them. If a consumer selects the ACP, they will be shown results specific to the ACP, but an asterisk will show up next to the name if that company offers both Lifeline and ACP.

Two new columns will be added to the search results to indicate which service providers offer discounted devices and service plans that are fully covered by the ACP discount. The “Discounted Devices” column will show service providers that offer an ACP-discounted laptop, desktop computer, or tablet. The “\$0 with ACP” column will show that a service provider offers one or more plans that are fully covered by the ACP discount. If service providers wish to [update their information](#) on Companies Near Me, they can send an email to ACProgram@usac.org.

Federal Public Housing Assistance

To make applications more consumer friendly, USAC is adding the names of four Federal Public Housing Assistance sub-programs to the ACP application, National Verifier portal, and carrier API. The following four sub-programs will be displayed in the online portal for consumers to choose once they select Federal Public Housing Assistance Programs:

- Housing Choice Voucher (HCV) Program (Section 8 Vouchers)
- Project-Based Rental Assistance (PBRA)/202/811
- Public Housing
- Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians

Address Matching System (AMS) Mapping Tool

The Address Matching System (AMS) Map is a tool consumers can use to identify where their address is on a map if an address cannot be found or validated. They can use the AMS tool to drop a pin on a map in order to locate their address. This pin drop tool was more challenging for consumers in U.S. Territories (American Samoa, U.S. Virgin

Islands, Guam, Puerto Rico, and Northern Mariana Islands) because it would default to a central point in the continental United States if the consumer's address was not recognized. Previously, a consumer had to scroll to their territory of residence on the map, and then drop a pin to identify their location on the map.

USAC is updating the tool to make it more consumer friendly. The pin drop tool will display the territory of residence that the consumer entered on their application, and a consumer can easily drop a pin to identify their address on the map.

Recertification Certification

A new certification will be added to the ACP Application that a consumer must complete prior to submitting the application. This certification specifies that USAC or a consumer's service provider may verify that the consumer still qualifies for the ACP benefit at any time. The certification is listed below:

"The ACP Administrator or my service provider may have to check whether I still qualify at any time. If I need to recertify my ACP benefit, I understand that I have to respond by the deadline or I will be removed from the Affordable Connectivity Program and my ACP benefit will stop."

Reminder Email Outreach for More Documents Needed

If a consumer applied for the ACP and has been asked to resolve an error within their application, they will now receive an email reminder after 5 days if the errors have not been addressed. This email will list out the errors the consumer needs to resolve, the documentation required to resolve those errors and provide information on how the consumer can resolve them.

Device Selections in NLAD Staging Environment for Provider Testing

USAC is required to collect information on device offerings from all ACP providers that offer the one-time device benefit. Providers are able to offer the ACP discount for devices that meet program requirements. USAC is implementing a device drop-down menu in NLAD that allows service providers to choose from a list of their offered devices. Service providers may test this functionality in the staging environment after the release on October 4.

Service providers can test the enroll, transfer, or update transaction functionality in the test environment. If a one-time device reimbursement date is entered, providers must select the applicable Device Make, Model & Model Number from the drop-down menu. The drop-down menu lists all USAC reviewed devices for the service provider's SPIN. If a provider plans to offer a new device, they need to [submit this information to USAC](#), and it will then be added to the drop down list.

There is a new report in NLAD that will describe offered devices. Within the staging environment, service providers can open the Device Offerings Report to view or download test data in a CSV file. They can then use this test data to perform testing on their API and/or batch processes. To access the report, an ETC Admin can login to the NLAD Management page, then select *Tools and Resources*. They will then select *ACP Reports* and select *Device Offerings Report* from the dropdown menu.

Reminder – Non-Usage Waiver Ended September 14

On June 14, the FCC released a [waiver](#) to give small broadband service providers that serve Tribal ACP customers additional time to implement the necessary changes to track subscriber usage on a rolling thirty-day basis. For more information about the waiver, please refer to the bulletin released on [June 28](#). For ACP-only subscribers, small service providers needed to track usage on a rolling thirty-day basis starting on September 15, 2022. For ACP/Lifeline subscribers who receive both the ACP and Lifeline benefit on the same free-to-the-end-user service, the same rolling 30-day period must be used to track usage for that service for both programs.

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](https://www.usac.org) and consumers should visit [AffordableConnectivity.gov](https://www.AffordableConnectivity.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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