

## EBB Transition to ACP: EBB Enrollment Deadline is December 30, 2021

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December 10, 2021

On December 8, 2021, the FCC issued guidance detailing the transition from the Emergency Broadband Benefit (EBB) Program to the Affordable Connectivity Program (ACP)

### **EBB Program Enrollment Deadline**

Enrollment for the EBB Program will end on December 30, 2021. Any consumers enrolled in the EBB Program before 6 p.m. ET on December 30, 2021 will continue to receive their current monthly benefit during the 60-day transition period, which ends on March 1, 2022. After the transition period, the maximum monthly benefit will change from \$50 per month to \$30 per month for households not located on qualifying Tribal lands. The monthly benefit will remain at up to \$75 per month for households on qualifying Tribal lands.

Service providers must [enroll qualifying consumers](#) in the National Lifeline Accountability Database (NLAD) before 6:00 p.m. ET on December 30, 2021 for consumers to continue receiving their current benefit during the 60-day transition period. Service providers that assist consumers with submitting [paper applications](#) by mail should send in applications and any supporting documentation as soon as possible.

USAC will remove the link to the EBB Program application portal and the paper application from GetEmergencyBroadband.org at 6 p.m. ET on December 30, 2021.

### **ACP Enrollment**

The online and paper application for the ACP will be available on December 31, 2021. Any qualifying consumer who is enrolled in NLAD on or after December 31, 2021 will receive the ACP benefit. Legacy EBB households that seek to transfer during the transition period will retain their EBB Program benefit level until the transition period ends.

### **Service Provider Outreach Responsibilities**

The FCC directed service providers with EBB Program households to share the upcoming program changes to their consumers. Specifically, service providers must communicate:

- The change in program name from EBB Program to ACP;
- The December 31, 2021 launch date for ACP;
- The continued discount during the 60-day transition period;
- The beginning and end dates of the transition period (December 31, 2021 through March 1, 2022);
- The discount amount available under ACP after the transition period;
- Subscribers' option to switch service offerings at any time; and

- The fact that subscribers will receive additional information if they need to take steps to retain their benefit after the transition period.

### **Pending EBB Applications on and after December 31, 2021**

All pending EBB program applications, except those qualifying through significant loss of income or a provider's COVID-19 program, will roll over for ACP enrollment beginning on December 31, 2021.

### **NLAD and National Verifier Downtime**

NLAD and the National Verifier systems will be unavailable for enrolling new subscribers from 6 p.m. ET until approximately 11:59 p.m. ET on December 30 to allow the transition from the EBB Program to ACP. When the system returns on December 31, it will allow consumers to complete ACP applications and service providers to transfer legacy EBB subscribers and enroll new subscribers for the ACP benefit. During this downtime, service providers can continue to de-enroll subscribers and review records in the NLAD.

### **Reverification of Certain Subscribers**

Legacy EBB Program subscribers who qualified based on substantial loss of income since February 29, 2020 or a service provider's approved COVID-19 program will need to reverify their continued eligibility in order to receive an ACP benefit after the transition period ends. USAC will conduct reverifications for these subscribers who were qualified through the National Verifier or through an approved service provider alternative verification plan that the service provider no longer intends to use for the ACP. Service providers will be responsible for reverifying all other subscribers whose eligibility was verified through a service provider approved alternative verification process. USAC will issue additional guidance on the reverification process.

### **ACP Service Provider Elections**

USAC will stop accepting EBB Program service provider elections on December 20, 2021. USAC will begin accepting new service provider election notices to participate in the ACP on December 27, 2021. Service providers that currently participate in the EBB Program do not need to send a new election notice or provide supplemental or updated information to participate in the ACP during the interim period between the start of the ACP and the adoption of Commission rules for the ACP. USAC will send a bulletin detailing the ACP election process next week.

### **Need Help? Contact Us!**

For questions about the Emergency Broadband Benefit Program, service providers can visit [USAC.org](https://www.usac.org) and consumers should visit [GetEmergencyBroadband.org](https://www.usac.org/get-emergency-broadband). For general program support, service providers should email [EBBElection@usac.org](mailto:EBBElection@usac.org) and consumers should email [EBBHelp@usac.org](mailto:EBBHelp@usac.org). Both providers and consumers may also call the Emergency Broadband Support Center at 833-511-0311 for assistance.

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