

FCC Announces ACP Wind-Down Requirements for Providers and the Last Day for New Enrollments

January 11, 2024

On January 11, 2024, the FCC issued an [Order](#) announcing requirements and guidance for the wind-down of the Affordable Connectivity Program (ACP) due to a lack of additional funding from Congress. Funding for the program is anticipated to run through April 2024. The Order requires providers send notices to their enrolled households about the end of the program and sets the last day of enrollments into the ACP. Providers are encouraged to review the following bulletin and the FCC's Order carefully as it contains specific requirements regarding frequent notices to households and updates on the claims deadlines, among other things.

USAC will host a webinar on [January 16](#) at 2 p.m. ET and hold an office hours session on [January 18](#) at 3 p.m. ET for service providers. These sessions will cover information on ACP wind-down and go over requirements for service providers outlined in the Order.

Service Provider Outreach Responsibilities

The FCC has directed service providers with ACP households to share the upcoming program changes with their consumers. **Service providers must send at least three notices to consumers about the upcoming program changes, as shown below, in writing in a manner that is accessible to persons with disabilities.**

- 1. The first required notice must be sent no later than 14 days after the release of the [Order](#) (January 25).**
This first required notice must generally advise ACP households about the possibility of program termination and the potential impact on their broadband service and bills.
- 2. The FCC will release a notice approximately 60 days before the last fully funded month of the ACP. The second required notice from providers to their ACP households must be sent no later than 15 days after the last fully funded month of the ACP is announced by the FCC.**
- 3. The third notice must coincide with the last bill or billing cycle in which the full ACP benefit is applied.**

Specifically, for the second and third notices, service providers must communicate:

- That the ACP is ending
- The impact on the consumers' bill
- The date of the last bill that the consumer will receive the ACP benefit on
- That the consumer may change their service or opt-out of continuing service after the end of the ACP

While service providers are required to send at least three notices to consumers, they are encouraged to send more and are encouraged to include information on any low-cost plans and/or how to obtain information on low-cost plans. Providers are also encouraged to send these notices in (1) a format (e.g., email, text message, or paper mail) consistent with consumer's expressed preferences to the same email/phone number/ mailing address as monthly bills/other notices and (2) the consumer's preferred language.

ACP Enrollment Freeze

Service providers must enroll newly qualified consumers in the National Lifeline Accountability Database (NLAD) before February 7, 2024, at 11:59 p.m. ET for consumers to receive the current benefit. **Enrollments for the ACP after February 7 at 11:59 p.m. ET will not be permitted.** Consumers enrolled in the program before February 8 will

remain eligible to receive the current monthly benefit and one-time device benefit through the continuation of the program. For all consumers currently enrolled in NLAD no further action is required.

Service providers that assist consumers with submitting [paper applications](#) by mail should send in applications and any supporting documentation as soon as possible to allow time for an eligibility determination to be made *and* for consumers to enroll with a provider. USAC will remove the ability to apply through the ACP application portal and the link to the paper application from AffordableConnectivity.gov immediately after the enrollment deadline.

Revised Claims Process

Beginning with the February 1, 2024 snapshot, service providers will have a two-month window to submit claims for reimbursement or upward revisions. Providers will have until the 1st of the second month after the snapshot date to certify and submit claims. For example, all claims and upward revisions for the February 1 uniform snapshot date and for the preceding months must be submitted no later than April 1, 2024.

Reimbursement claims submitted after the deadline will not be processed, however, downward revisions will continue to be accepted. Providers are encouraged to make every effort to ensure that their reimbursement claims are complete and accurate, particularly as the ACP enters the wind-down phase.

ACP Enrollments in NLAD

Any qualifying consumer who is enrolled in NLAD by February 7, 2024, at 11:59 p.m. ET will continue to remain eligible to receive the ACP benefit and one-time device benefit through the remainder of the program. Please note that consumers must be enrolled in NLAD by February 7 at 11:59 p.m. ET to continue to receive the benefit. If a consumer has qualified **but has NOT enrolled in NLAD by February 7 at 11:59 p.m. ET, they will NOT be eligible to receive the benefit nor one-time device benefit. Consumers who are de-enrolled after February 7 will also be unable to re-enroll.**

Service providers with FCC-approved alternative verification processes (AVP) will need to enroll consumers by February 7 at 11:59 p.m. ET. **The enrollment deadline applies for ALL service providers**, not just service providers that utilize the National Verifier (NV).

If a consumer is de-enrolled in NLAD after February 7 at 11:59 p.m. ET, **they will NOT be able to re-enroll in the program.**

Recertification

Recertification will continue even with the enrollment freeze. ACP subscribers will need to complete the recertification process if they receive outreach from USAC. If a subscriber does NOT recertify by their designated deadline, they will not be able to reapply for the ACP after February 7 at 11:59 p.m. ET.

Transfers

Service providers will still be able, but not required, to perform transfer transactions after the February 7 enrollment freeze. After the enrollment freeze begins, any active subscriber will be able to transfer to a new provider. They will not be required to requalify before transferring. However, **consumers who are de-enrolled will NOT be able to re-enroll and all rules related to transfer limits will still apply.**

NLAD and NV Downtime

USAC will have regularly scheduled maintenance in January. All systems are expected to undergo maintenance from **January 19 at 10 p.m. ET to January 20 at 3 a.m. ET.**

USAC will share more information as it becomes available.

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit USAC.org, and consumers should AffordableConnectivity.gov. Consumers can apply for the ACP at GetInternet.gov, and Spanish-speaking consumers can apply at 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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