



Universal Service  
Administrative Co.

ACP

## Relief to ACP Participants Affected by Typhoon Mawar

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July 5, 2023

On June 30, 2023, the Wireline Competition Bureau (WCB) of the Federal Communications Commission (FCC) released an Order ([DA-23-571](#)) that temporarily waives 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. This Order applies to ACP subscribers in Guam and the Northern Mariana Islands as of June 30, 2023.

The waiver period under this order is through August 31, 2023. After the end of the waiver period, ACP recertification efforts will resume. At the end of the waiver period, ACP subscribers who reside in the impacted area and who are subject to the non-usage rule will have 30 days (beginning on September 1, 2023) to use their ACP service. If the subscriber does not use their ACP service during the 30-day period, the 15-day notice period will begin on October 1, 2023.

### Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](#), and consumers should visit [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](mailto:ACProgram@usac.org) and consumers should email [ACPSupport@usac.org](mailto:ACPSupport@usac.org). Both providers and consumers may also call the ACP Support Center at (877) 384-2575 for assistance.

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