Important Reminders for ACP Providers

May 24, 2022

Helping Consumers Apply - Representative ID Required
Service providers may help consumers apply for the Affordable Connectivity Program (ACP) by mail or online using the National Verifier [service provider portal](#) or the Eligibility Check Application Programming Interface (API).

Service provider representatives are required to register in the [Representative Accountability Database](#) (RAD) and include their representative ID when performing transactions in the National Verifier or National Lifeline Accountability Database (NLAD), including when assisting a consumer to apply for the ACP. Providers are also reminded that they are responsible under the Commission's rules for ensuring that representatives use their own representative ID when performing transactions.

If assisting a consumer with the paper application, representatives must complete page 8 ("Representative Information") of the paper [ACP Application form](#).

De-Enrolling Subscribers in NLAD
The FCC's ACP rules require participating service providers to keep subscriber records in the National Lifeline Accountability Database (NLAD) up to date (47 CFR § 54.1806).

Service providers are required to de-enroll ACP subscribers from NLAD within one business day of de-enrollment. When performing a de-enroll transaction in NLAD, providers are required to provide the date of the de-enrollment and the reason for the de-enrollment.

Below are the current de-enrollment reasons in NLAD for the ACP:

- **Leaving ACP**: The subscriber opts out of the program, or is no longer eligible for benefits.
- **Non-Usage**: The subscriber is being de-enrolled for not using their service. This reason should be used if the subscriber is subject to the non-usage rules (they are not assessed or do not pay a monthly fee for their ACP service) and did not use their service in 45 days (30 days plus a 15-day cure period).
- **Subscriber is deceased**: The subscriber is deceased.

Providers must select the reason for the de-enrollment and ensure it accurately reflects why the subscriber is being de-enrolled from the ACP. For example, if a subscriber is de-enrolled for non-usage the provider must select the "Non-Usage" de-enrollment reason when performing the de-enroll transaction in NLAD.

Need Help? Contact Us!
For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](#) and consumers should visit [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 ACP Support Center at (877) 384-2575 for assistance.

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