USAC Automates the ACP Continued Eligibility Process

January 19, 2023

On January 17, 2023, USAC automated the process to confirm existing subscribers' continued eligibility for the Affordable Connectivity Program (ACP). USAC will use this process if there is reason to believe that a subscriber no longer qualifies for their ACP benefit.

USAC will conduct outreach to affected subscribers notifying them to verify their continued eligibility for the ACP. Subscribers can confirm their eligibility using the National Verifier consumer portal, National Verifier service provider portal, Eligibility Check API, or via mail. USAC will de-enroll subscribers who do not successfully complete the continued eligibility process within five business days after the end of their 30-day resolution window.

Service providers will receive an email that notifies them when subscribers in their Study Area Code (SAC) fail any of the assigned continued eligibility checks (Identity, Deceased, State/Fed, Duplicate Address) and are required to provide additional documentation to USAC. Service providers will also receive an email notifying them when subscribers are de-enrolled for failing to complete the ACP continued eligibility process.

Service providers can access the ACP Continued Eligibility Subscriber Status Report in NLAD to see which of their subscribers are undergoing the process. The report updates daily, based on data received from the National Verifier, and provides details for each subscriber, including the contact information, Application ID, expiration date, and errors to be resolved. Subscriber de-enrollment information is also listed (if applicable).

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.