ACP - May 2023 Newsletter

June 1, 2023

Connected Device Selections

Service providers are required to fill out an [ACP Device Information Form](#) for each device model prior to offering the device to consumers. To update an existing device or add a new device, a service provider must complete a new [ACP Device Information Form](#). To remove a device that is no longer being offered, a service provider must notify USAC by sending an email to ACProgram@usac.org.

If a service provider that is not offering devices wishes to offer a device, or if a service provider that offers devices wishes to no longer offer any devices, they must submit an updated [ACP Election Notice](#) to ACProgram@usac.org indicating the change.

Service providers can see a list of their available device offerings, based on their [ACP Device Information Forms](#), in the NLAD staging and production environments. Once logged into NLAD, navigate to the Tools and Resources tab, and select ACP Reports. From the drop-down menu, select the Device Offerings Report and choose to display on the web page or download into a CSV file. The following user roles can access the Device Offerings Report in NLAD: ETC Admin, ETC Analyst, and ETC Operations.

Starting in October 2022, when providers add a device to a subscriber record in the NLAD staging environment, they must select a device from a drop-down menu that contains their device offerings. This drop-down menu includes the device make, model, and model number fields. Market value was not a required field. Providers can refer to the [September 2022 Newsletter](#) for further details on the device selection functionality.

On June 7th, the NLAD staging environment will continue to require providers to select the device from a drop-down menu. However, market value will now be a required field. After this release, when providers add or issue a device to a subscriber record in NLAD, they must select the device from a drop-down menu that contains device offerings, and this will pre-populate with specifications based on the selected device and the service provider's device submission forms. At this time, they will also input the market value amount of the device they are issuing, since this field will be required, however it will not be pre-populated with an amount.

On June 29th, the NLAD production environment will be updated, and these device fields will be required for every transaction (enroll, transfer, update, etc.) in which a device is issued to a subscriber.

GetInternet.gov URL Transition

USAC recently transitioned the URL for the Affordable Connectivity Program (ACP) online application from nv.fcc.gov to [GetInternet.gov](#). This page hosts a new ACP application landing page to make the application and enrollment process easier for consumers. The site can also be accessed in Spanish at [AccedeaInternet.gov](#). Service providers are encouraged to update their consumer-facing materials to reference the new URL. For more information on the URL transition, please refer to the bulletin released on [May 4](#).

Service providers should also note that the Representative Accountability Database (RAD) Document Upload URL

has changed because of the URL transition. As a reminder, this [site](#) is used by service provider representatives to upload documentation to confirm their identity when requesting a Representative ID. Service provider representatives are required to register in RAD and include their representative ID when performing transactions in the National Verifier or National Lifeline Accountability Database (NLAD), including when assisting consumers applying for the ACP or enrolling them in the NLAD.

ACP Recertification

ACP Recertification will begin in June. Recertification is an annual requirement for Affordable Connectivity Program (ACP) subscribers. Service providers with FCC-approved alternative verification processes or that use a school-based eligibility verification process for the national school lunch or breakfast program must conduct recertification for those subscribers that are qualified through those methods. For all other ACP subscribers, USAC conducts recertification to ensure that ACP subscribers are still eligible for the benefit. Subscribers who participate in Lifeline and ACP that pass the USAC-conducted Lifeline recertification process will not need to undergo a separate ACP recertification process.

USAC will host a training on June 6 at 3 p.m. ET for ACP Recertification. [Register here](#) to attend. For more information on ACP Recertification, please refer to the bulletin released on [May 18](#).

Connection with the Department of Education

On May 22, 2023, the FCC and USAC implemented a federal connection between the National Verifier and the U.S. Department of Education to verify participation in the Federal Pell Grant program. An ACP applicant who received a Federal Pell Grant during the current award year and who applies online via the National Verifier may now benefit from this connection. Service providers can refer to the bulletin released on [May 23](#) for more information. To review all available connections and federal assistance programs that qualify consumers for the ACP please visit the ACP [Database Connections](#) webpage.

ACP Form Updates

Election Notice Form
The [ACP Election Notice](#) form has been updated to include the new field "Election Type". This field allows providers to specify if they are submitting an election notice for the first time or are updating an existing election notice. If a provider sends an updated election form, they must include a summary of all changes being made to the form. [Instructions](#) are available on how to complete the form. Service providers are required to maintain up-to-date election notice information on file with USAC. Any change to the information provided on the ACP Election Notice must be updated within ten business days of the change in information. To submit a change in election information, please submit an updated form to ACProgram@usac.org.

Device Submission Form
All providers who offer a connected device with the ACP must complete an [ACP Device Information Form](#). Providers are required to include documentation of all device specifications for each device. The documentation provided must match the information entered into NLAD for the offered device and include the following specifications:

- Make/Brand
- Model and Model Number
- Processor Speed (GHz)
- RAM/ROM
- Front and Rear Camera Resolution (only applicable for Tablets)
- Market Value

[Instructions](#) are available on how to complete the device submission form. Service providers are responsible for keeping their device information up to date, and thus they must submit a new device form if they start offering a new device or the specifications of an existing offered device change.

ACP Support Center P.O. Box Transition

The ACP and Lifeline Support Centers have transitioned their P.O. Box mailing address for both the ACP and Lifeline to a new address. Mail sent to the old P.O. Box mailing address will continue to be forwarded for a period to ensure that there is no interruption in application/document processing. However, service providers should begin using the new P.O. Box as soon as possible.

New P.O. Box mailing address:
ACP Support Center
PO Box 9100
Wilkes-Barre, PA 18773-9100

USAC has released updated versions of the ACP application and recertification forms, with the new P.O. Box mailing address, on our website. The new P.O. Box has also been updated on all USAC web content. Service providers should update their consumer outreach materials that contain the current ACP and Lifeline Support Centers' mailing address. For more information, please refer to the bulletin USAC released on March 28.

Claims for November 2022 Data Month Due by June 1

Providers must submit and certify original claims or revisions for the November 2022 data month (snapshot taken on December 1, 2022) by **11:59 p.m. ET on June 1, 2023**. As a reminder, the 6-month filing period for claims began with the March 2022 data month. Original claims or upward revisions submitted or certified after 11:59 p.m. ET on June 1, 2023, for the November 2022 data month will not be accepted. For more information on the claims deadline, providers can refer to the bulletin USAC released on September 15.

Outreach & Trainings
USAC will continue to distribute bulletins and conduct trainings to help service providers and other program participants understand all ACP Orders and their effect on current and new program processes. USAC will also continue to update its ACP service provider web content to reflect updated ACP rules and processes. Find upcoming trainings and other resources on the ACP Learn page on USAC's website.

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 speakers can apply at AccedeaInternet.gov. For general program support, service providers should email ACPProgram@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.