



ACP - April 2023 Newsletter

April 27, 2023

Enhancements to the ACP Claims System

On April 18, USAC improved the upload process for the ACP Claims system for service providers. When providers upload a claims template they are no longer required to include all subscribers for a given Study Area Code (SAC) in their claims upload. They can now upload smaller batches of subscribers. Now all rows in a claims template that successfully pass validations are saved, and no longer need to be resubmitted if other rows have errors or if the system encounters an error before the file completes processing. This new process is called the “partial upload process”. A new download template is available so that providers can identify which subscribers are missing a rate, and a new SAC status called “Partially Uploaded” will indicate if some, but not all subscribers in a SAC have a rate. The new functionality is optional, and providers can continue to file ACP claims using the same process they were already using. The following key features of the ACP Claims system remain unchanged:

- A SAC must be in "Uploaded" status in order to be submitted for certification
 - All subscribers in a SAC must have a rate or reason code in order to be certified
- All subscribers in a SAC can be included for every upload
- The use and meaning of existing SAC statuses is not changing
- No changes were made to the revisions process

The Lifeline claims process will not be impacted by this release.

Training & Resources

On May 11 at 3 p.m. ET, USAC will host a webinar on the enhancements to the ACP claims process. Register [here](#) to attend.

Transparency Data Collection

On March 27, the FCC released a [public notice](#) announcing the proposed data fields that will be collected under the Affordable Connectivity Program (ACP) Transparency Data Collection. Annually, participating ACP providers will submit data related to the price and subscription rates of their internet service offerings as required by [§ 54.1813](#) of the rules.

The FCC and USAC are developing an online portal where participating ACP providers will submit the required data. Comments on the proposed data fields are due to the FCC by May 15, 2023.

April Enhancements to the Online Consumer Application

In April, USAC has made additional enhancements to the online consumer application to make the application and enrollment process easier for consumers. These changes improved the functionality of the consumer application for those accessing the application from a mobile device.

These changes incorporate feedback from navigators and other stakeholders, and USAC and the FCC will continue making improvements to the ACP system based on future feedback.

Resources for March Enhancements to the Online Consumer Application

USAC released enhancements to the online consumer application on [March 30](#) to make the application and enrollment process easier for consumers. Key updates included streamlining the qualification question, sharing the results of database checks earlier in the process, simplifying the certification language, and providing specific instructions for how to enroll with a participating provider.

USAC created several new resources to help navigate the enhancements:

- [Video demonstration](#) of the new consumer application
- [Screenshots](#) of different workflows in the new consumer application
- English online [application instructions](#) (updated translations in 9 other languages are coming soon)

If navigators or service providers would like to update their consumer outreach materials, USAC recommends referring to the “Apply Now” button on [AffordableConnectivity.gov](#) to ensure consumers can access the updated application workflow.

More details on the enhancements are available in the bulletin USAC released on [March 29](#) and the [recorded webinar](#) from March 29.

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
P.O. 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 October 2022 Data Month Due by May 1

Providers must submit and certify original claims or revisions for the October 2022 data month (snapshot taken on November 1, 2022) by **11:59 p.m. ET on May 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 May 1, 2023, for the October 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](#).

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](#), and consumers should [AffordableConnectivity.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.

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