



Universal Service
Administrative Co.

ACP

FCC Announces April as the Last Fully Funded Month for ACP

March 4, 2024

On March 4, the Federal Communications Commission (FCC) issued a [public notice](#) announcing that the last fully funded month of the Affordable Connectivity Program (ACP) is April 2024 triggering notification responsibilities for providers. The FCC also announced that, absent additional funding from Congress, the program can only provide a partial reimbursement for May 2024, and ACP service providers have the option to claim and pass on that partial reimbursement amount to enrolled households.

USAC will host an office hours session on [March 12](#) at 3 p.m. ET for service providers. This session will cover information outlined in the public notice and go over service provider outreach responsibilities.

Service Provider Outreach Responsibilities

Service providers must send at least three notices to consumers about upcoming program changes, in writing, and in a manner that is accessible to people with disabilities.

The initial required notice must have been sent by January 25, 2024, advising ACP households about the possibility of program termination and its potential impact on their broadband service and bills.

Service providers must now send the required second and third outreach notices outlined in the January 2024 FCC [Order](#). **The second outreach notice must be sent no later than 15 days after the release of the FCC's notice (March 19).** The third notice must coincide with the last bill or billing cycle in which the full ACP benefit is applied.

The second and third notices must communicate the following:

- That the ACP is ending
- The impact on the consumers' bill
- The date of the last bill that the consumer will receive the ACP benefit on
- That the consumer may change their service or opt-out of continuing service after the end of the ACP

Partial Reimbursements

The FCC will provide further details about partial reimbursements in March. To help providers wind down their participation in the program, providers can choose to forego partial reimbursements for ACP benefits passed through to households after the announced last fully funded month. Providers are not obligated to pass through to ACP subscribers more than the amount eligible for reimbursement under a partial month.

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-speaking consumers can apply at [AccedealInternet.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 the ACP Support Center at (877) 384-2575 for assistance.

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