



Universal Service  
Administrative Co.

# ACP Newsletter - May 2024

May 30, 2024

## Affordable Connectivity Program Wind-Down

Due to lack of funding from Congress, the Affordable Connectivity Program (ACP) will end, for now, on June 1, 2024, and ACP consumers will no longer receive this benefit.

### Keeping Consumers Connected

Service providers are encouraged to keep ACP consumers connected by sharing information about alternative low-income internet programs. Providers who already offer low-income internet programs are encouraged to help interested ACP consumers enroll in these programs. Providers that do not currently offer low-income internet programs are encouraged to develop such programs.

### National Lifeline Accountability Database (NLAD) Updates

On June 1, 2024, USAC will implement system changes in NLAD, which will prevent service providers from performing de-enrollment, verify, transfer, and update transactions. Service providers will receive a **TRANSACTION\_NOT\_AVAILABLE** error message if they attempt any of these transactions. Service providers can still access NLAD reports.

## Reminder: March 2024 Service Month Claims Filing Deadline is June 3, 2024

As of February 1, 2024, providers have a two-month window to submit original claims or upward revisions. Providers must submit and certify original claims or revisions for the March 2024 service month (snapshot taken on April 1, 2024) by 11:59 p.m. ET on June 3, 2024.

Service providers can refer to the table below for an outline of service months and corresponding filing deadlines:

Data Month	Filing Deadline
March 2024	6/3/2024
April 2024 (Last Fully Funded Month)	7/1/2024
May 2024 (Partial Claims Available)	8/1/2024

## Reminder: Maximum Partial Reimbursement Amounts

As a reminder, on April 9, the FCC released a [Public Notice](#) announcing the maximum partial reimbursement amounts for service providers planning to seek reimbursement for the May 2024 service month. Below are the maximum partial reimbursement amounts for each ACP benefit type:

Benefit Type	Statutory Maximum	Maximum Reimbursement Amount for May 2024
Non-Tribal Service Benefit	\$30 per month	\$14
Tribal Lands Service Benefit	\$75 per month	\$35
ACP Connected Device Benefit	\$100 per device	\$47

For further information about maximum reimbursement, please review USAC's bulletin published on [April 29](#).



### June Maintenance Schedule

As part of continual system improvements, USAC conducts regular system maintenance. Scheduled maintenance dates are available on the [National Lifeline Accountability Database \(NLAD\) Maintenance Schedule](#) and the [National Verifier \(NV\) Maintenance Schedule](#) pages.

### System Maintenance

June 21

NV, NV Carrier API, NLAD, Lifeline Claims System (LCS), Representative Accountability Database (RAD), and the Affordable Connectivity Claims System (ACCS) will be unavailable due to scheduled monthly maintenance from Friday, June 21, at 10 p.m. until 3 a.m. on Saturday, June 22.

## 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](mailto:ACProgram@usac.org). Both providers and consumers may also call the ACP Support Center at (877) 384-2575 for assistance.

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