Partial Claims Filing Process for May 2024 Service Month

April 29, 2024

On April 9, 2024, 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. USAC will implement minor changes to the Affordable Connectivity Claims System (ACCS) on May 23, 2024, to ensure that service providers do not claim more than the maximum partial reimbursement amounts. **Service providers will need to manually enter in the rate amount for each subscriber and should plan for this step when filing their claims for the May 2024 service month.**

The process to file ACP reimbursement claims will remain the same except for changes to the default rate and error messages. Partial claims will only be allowed for the May 2024 service month (June 1 snapshot) and **these claims must be filed by August 1, 2024, at 11:59 p.m. ET**. USAC will hold office hours on [May 7 at 3 p.m. ET](#) to review ACP Wind Down items including the partial claims filing process for May 2024.

Below are the specific changes that will be made to the ACCS:

1. **Default Rate**

The rate field for the May 2024 service month will be blank in the claims filing template. Service providers will need to enter in the rate amount for each subscriber they will claim for the May 2024 service month. When a provider downloads a claims filing template for the April 2024 service month and prior service months, the rate field automatically populates with the subscriber's default rate. This functionality will no longer be in place for the May 2024 service month.

2. **Error Messages**
The error messages service providers may receive for rate and device claims will be updated to reference the maximum partial reimbursement amounts. If a service provider attempts to claim more than the maximum partial reimbursement amounts, they will receive an error message.

- **Rate Error Message** - "Rate cannot exceed $14.00 for non-tribal subscriber or exceed $35.00 for tribal subscriber"
- **Device Error Message** - "Device Benefit cannot exceed $47.00"

  Note: For the April 2024 service month and prior service months, providers will continue to receive the previous error messages (ex. Rate cannot exceed $30.00 for non-tribal subscribers or exceed $75.00 for tribal subscriber or Device cannot exceed $100.00).

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

Service providers can refer to the [File ACP Reimbursements Claims](#) page to review the claims process and refer to the bulletin USAC released on [April 10](#) to learn more about the maximum partial reimbursement amount for the May 2024 service month.

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 [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.