

# AFFORDABLE CONNECTIVITY PROGRAM (ACP) SMALL PROVIDER PARTICIPATION OVERVIEW AND GUIDE

The ACP provides discounts to lower internet costs, including up to \$30/month (or \$75/month on Tribal lands) off internet bills, as well as a one-time discount of **up to** \$100 off of a laptop, tablet, or computer for eligible households. The program leverages the same framework as the Emergency Broadband Benefit (EBB) Program (inactive) and the Lifeline Program (active). ACP was funded by the Bipartisan Infrastructure Law (BIL) with \$14.2 billion as of January 1, 2022 and can act as a supplement to help make broadband affordable alongside other BIL grant programs. It is run by the Federal Communications Commission (FCC) and administered by the Universal Service Administrative Company (USAC).

## HOW PROVIDERS CAN PARTICIPATE IN ACP

Please see USAC [Participate in ACP](#) and FCC [ACP tabs](#).

If the service provider previously participated in the EBB Program, they should already be considered a participant. List of participating Internet Service Providers (ISPs) [here](#).

Existing Eligible Telecommunications Carriers (ETCs) can use their ETC designation status to [elect](#) to participate. ETCs may move forward with submitting an election notice to USAC. See other participation requirements below.

Non-ETCs, or ETCs who would be operating in states outside of their designation, must receive FCC approval before submitting an ACP election notice to [USAC](#).

USAC will assign the provider an ACP Study Area Code(s) (SACs), a unique identifier that is assigned to each state the provider operates or gives service in.



## PROVIDER PARTICIPATION PROCESS

- **Provider Participated in EBB;** Prior EBB providers are automatically considered ACP participants.
- **Provider is a non-ETC;** must receive [FCC approval](#) and submit an ACP [election notice](#) to USAC.
- **Provider is an ETC;** submit an ACP [election notice](#) to USAC.
- **USAC Elections processed.**
- **Other Approvals;** Connected Device Benefit [forms](#) must be completed for each unique device offered to subscribers.
- **Location Tool;** provider should submit zip codes where ACP will be offered using [this form](#) and [emailing](#).

## TO PARTICIPATE, ALL PROVIDERS MUST...

- ❑ Register in [SAM.gov](#). USAC cannot process reimbursement without an **active registration**. If registered, providers should confirm that the account is still active.
- ❑ Obtain a [Federal Communications Commission Registration Number \(FRN\)](#), if not already registered.
- ❑ The ACP Election Notice must be maintained with up-to-date information; updated election [forms](#) may be [emailed](#).
- ❑ Providers can access USAC's IT systems and trainings once their election form is processed and ACP SAC(s) are assigned.
- ❑ Need visual guidance? Check out USAC's handy [Getting Started for Small Service Providers Webinar](#).

# RESOURCES AND REMINDERS FOR ACP PROVIDERS

Providers are encouraged to participate in the ACP by electing to (see page 1). Here are some additional resources and reminders to help smaller provider participants support the ACP.



## [HELPING CONSUMERS APPLY – REPRESENTATIVE ID REQUIRED](#)

Service providers may [help consumers apply](#) by [mail](#) or [online](#) using the National Verifier [service provider portal](#) or the Eligibility Check Application Programming Interface (API).

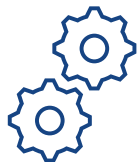
Service provider representatives are required to [register](#) in the [Representative Accountability Database \(RAD\)](#) and must include their ID when performing transactions, including assisting consumers in applying.

If assisting a consumer with a paper application, representatives must complete page 8 of the [ACP Application form](#).



## [DE-ENROLLING SUBSCRIBERS IN THE NATIONAL LIFELINE ACCOUNTABILITY DATABASE \(NLAD\)](#)

FCC rules require that service providers keep subscriber records in [NLAD](#) up-to-date ([47 CFR § 54.1806](#)). When subscribers stop using ACP, providers must de-enroll them from NLAD within 1 business day, providing the date and reason (leaving ACP, non-usage, or deceased).



## [CONSUMER OUTREACH TOOLKIT](#)

Service providers are encouraged to provide consumer outreach when electing to participate in the ACP. As households struggle to pay for Internet service, this program can help make broadband affordable to households. Making subscribers aware that they may be eligible for discounts may help providers to retain their subscriber-base.

This toolkit includes information about ACP, enrollment, multi-lingual handouts and flyers, social media images, and more. Complementary USAC community resources are also available [here](#), including the option to add an ACP pre-screening widget to the service provider website.

## More Resources



### [VIDEO RESOURCES](#)

Review slides or watch past webinars for providers. See the [Get Started for Small Service Providers](#) training video.



### [FREQUENTLY ASKED QUESTIONS](#)

Review USAC's FAQs to answer quick questions and navigate to the [Participate in ACP](#) page. Review other FAQs at FCC [here](#).



### [ACP BULLETINS](#)

Review past ACP content and bulletins, including [Important Reminders](#); subscribe to new bulletins [here](#).



### [HELP](#)

The ACP Support Center serves those supporting consumers, as well as consumers. Service providers can also visit [USAC.org](#).



Questions? Email [ACPSupport@usac.org](mailto:ACPSupport@usac.org) or call (877) 384-2575, 9 a.m. to 9 p.m. ET.