

Affordable Connectivity Outreach Program Post-Award Frequently Asked Questions (FAQs)

Purpose:

As the Affordable Connectivity Outreach Grant Program (ACP Outreach Grant Program) grant recipients have begun to transition into the post-award phase, the Consumer and Governmental Affairs Bureau (CGB) has developed a Post-Award Frequently Asked Questions (FAQs) document to assist in addressing recurring questions pertaining to the implementation of their approved ACP awareness and enrollment projects, managing quarterly program and budget reporting, and beyond. The FCC Grants Team has supplied guidance based on recurring grantee questions within the following areas:

FAQs: ACP Outreach and Enrollment	1
FAQs: ACP Household Eligibility	3
FAQs: Contacts for ACP Grant Recipients	4
FAQs: Payment Management Services (PMS).....	6
FAQs: GrantSolutions System	7
FAQs: Program and Budget Modifications in GrantSolutions	7
FAQs: Performance and Financial Reporting	8
FAQs: ACP Funding Wind-down Process	9

For additional questions, we recommend grant recipients contact their designated Grants Management Specialist and/or send an email to ACPGrants@fcc.gov. To stay informed of updates regarding the ACP Grants Program visit www.fcc.gov/acp-grants.

FAQs: ACP Outreach and Enrollment

1. Where to find a list of ACP grant recipients?

A point of contact for each grant recipient can be found by utilizing the [Grants Recipients Directory](https://www.fcc.gov/acp-grants-management) at <https://www.fcc.gov/acp-grants-management>. The directory was developed to encourage collaborative efforts towards ACP awareness and enrollment and is updated monthly to ensure that each POC is current and accurate.

2. Where are ACP Outreach Toolkit materials located?

Grant recipients are encouraged to take advantage of the pre-existing [ACP Toolkit materials](https://www.affordableconnectivity.gov/community-resources/), available in various formats and languages at <https://www.affordableconnectivity.gov/community-resources/>. The FCC updates the ACP Outreach Toolkit as new materials become available that grant and non-grant funded partners can use when assisting consumers with the ACP.

3. Where are the ACP Logos located?

ACP logos are available at <https://www.fcc.gov/acp-grants-management>. While grant recipients are allowed to include their organizations logo on ACP outreach materials, the display of the official ACP logos is required on all new or pre-existing ACP outreach materials distributed to the public.

4. Are grant recipients allowed to request free copies of ACP toolkit materials? If so, how should grantees submit a print request to the FCC?

The FCC has a process to provide free copies of ACP toolkit materials to non-grantee organizations who wish to promote ACP awareness to communities. However, upon approval, grant recipients may be allowed to utilize this process only if their need for printed materials exceed what was approved and funded as part of their grant award. Grant recipients should contact their designated Grants Management Specialist (GMS), for consideration. If approved, grant recipients will need to provide the following information to process their print request:

- Description of the Outreach Document
- # of copies and if applicable, in which languages
- Shipping Address (Not a PO Box)
- Requestors' Contact Information

5. Are grant recipients able to request FCC speakers to participate in ACP-related meetings and events? If so, where should grantees submit speaking/meeting requests? Can the speaking engagement be virtual or in-person?

The FCC Grants Team has designated a team of National Community Impact Managers (NCIM) to help support grant recipients with their approved ACP outreach awareness and enrollment program. This support includes participating in ACP discussions and speaking engagements to provide encouragement and guidance on navigating efforts towards ACP awareness, enrollment and the grantee program reporting processes. NCIM participation in events hosted by grant recipients can include audiences comprised of potential ACP applicants, participating internet providers, state and local representatives and/or engaging directly with grant recipient staff and partners. Grant recipients who wish to request a NCIM speaker, should email their assigned Grants Management Specialist and include the following information:

Email Subject:

- Grant Recipient, [insert org. name], Request Speaker on [insert date of event]

Email Body:

- Organization Name:
- Contact Information:
- Event Date & Time:
- Request for In-person or virtual speaker:
- Event location or platform:
- Description of the event and audience:
- Length of Presentation

Virtual engagements are preferable and most efficient. In-person events will require additional approval and coordination. Please submit all speaking requests, at least a month in advance.

6. Can grant recipients assist ACP applicants remotely?

Assisting eligible households with completing and submitting their ACP application **MUST** be done in-person. However, entities may provide process assistance to eligible households remotely such as explaining and guiding the eligible household through the ACP enrollment process.

7. What types of documentation is required for households during the ACP enrollment process?

Refer to the [Acceptable Documentations Guide](#) for a list of acceptable documentation households may use to provide proof of identity, address and eligibility when submitting an ACP application. The Acceptable Documentation Guide can be viewed and downloaded in English and Spanish at <https://www.affordableconnectivity.gov/help/tools/>.

8. Who should grant recipients contact for help with the ACP application during enrollment assistance?

For assistance with completing the ACP application, contact the ACP Support Center by email at ACPSupport@usac.org or ACProgram@usac.org or by phone at 877-384-2575.

9. Are there opportunities for grant recipients to share lessons learned, outreach materials and Consumer stories/feedback (including photos) with others?

Yes, the FCC Grants Team has established the ACP Grants Program Engagement Hub, a central location for voluntarily sharing ACP outreach events and program feedback such as lessons learned, success stories, recommended grant program improvements with the FCC. Grantees can also download ACP outreach materials and resources from the Grantee Resource Hub, or upload their own ACP outreach materials to share via the Resource Hub Upload Form which will in turn be available to the broader ACP Outreach Grant Program grant recipients.

FAQs: ACP Household Eligibility

10. How can ACP applicants check the status of their application or benefit?

Applicants can check the status of their ACP application or benefit by contacting the ACP Support Center by email at ACPSupport@usac.org or ACProgram@usac.org or by phone at 877-384-2575. Please note that the FCC Grants Team does not have access to this information and will not be able to assist or conduct outreach on behalf of the ACP applicant.

11. Who should consumers contact for additional ACP questions after enrollment?

For questions about Internet billing, consumers should contact their internet service providers. For questions regarding ACP eligibility, the application and benefit status, contact the ACP Support Center by email at ACPSupport@usac.org or ACProgram@usac.org or by phone at 877-384-2575.

12. What documents are needed to prove ACP eligibility for consumers?

For help with understanding which supporting documents will be needed to submit with the ACP application, please refer to USAC's [Acceptable Documentation Guide](#). The Acceptable Documentation Guide can be viewed and downloaded in English and Spanish at <https://www.affordableconnectivity.gov/help/tools/>.

13. Will a Supplemental Nutrition Assistance Program (SNAP) card be sufficient proof of ACP eligibility?

Submitting a copy of a SNAP card will not be enough to prove ACP eligibility. Applicants with SNAP are required to submit additional information that will not be found on the SNAP card.

14. Is there an automated database connection to verify household eligibility?

The National Verifier has automated database connections to verify consumer eligibility for the Affordable Connectivity Program (ACP). If a consumer's information is not found in the available databases, the consumer can provide additional information for verification. For guidance regarding other documents that can be submitted for proof of eligibility, refer to USAC's [Acceptable Documentation Guide](#) at <https://www.affordableconnectivity.gov/help/tools/>. For more information regarding the National Verifier's automated database, visit <https://www.usac.org/about/affordable-connectivity-program/acp-processes/check-consumer-eligibility/database-connections/>.

15. Can households qualify for the ACP benefit through Social Security Disability Insurance (SSDI)?

No, Social Security Disability Insurance (SSDI) does not qualify households for the ACP benefit. However, households with one person receiving Supplemental Security Income (SSI) can qualify for the ACP benefit.

16. Can non-Tribal households living on Tribal lands receive the \$75 monthly internet discount?

Households must live on federally recognized Tribal lands to be eligible to receive the \$75 monthly internet discount. For more information about the Tribal Benefit, visit <https://www.affordableconnectivity.gov/do-i-qualify/enhanced-tribal-benefit/>.

17. Other than Tribal households living on tribal lands, who else is eligible to receive the \$75 monthly internet discount?

On August 4, 2023, the FCC released a [Sixth Report and Order](#) adopting rules to establish an enhanced benefit of \$75 monthly internet discount to eligible households for broadband services provided in high-cost areas, defined as an area in which the cost of building out broadband service is higher compared to the average cost of building out in unserved areas in the United States. The areas in which the high-cost area benefit will apply are the same high-cost areas that the National Telecommunications and Information Administration (NTIA) is charged with establishing for its Broadband Equity, Access, and Deployment (BEAD) grant program.

18. Can households participate in both the Lifeline and ACP benefits at the same time?

Yes. Eligible households can receive both the Lifeline and ACP monthly benefits at the same time. In fact, if someone in the household is already receiving the Lifeline benefit, this will qualify the household for the ACP benefit. Each program has its own individual application that should be submitted separately. Applicants who wish to participate in both programs are not required to submit the applications in any particular order. To access more information about the Lifeline Program, visit www.LifelineSupport.gov or call 800-234-9473. To access more information about the ACP, visit www.GetInternet.gov. To contact the Help Center for either program, contact 877-384-2575.

19. How should grant recipients engage with service providers participating in the ACP?

Grant recipients must maintain neutrality among participating service providers or groups of service providers when conducting grant-funded outreach activities. Eligible households can be directed to the [Companies Near Me Tool](#) at www.GetInternet.gov or be shown a copy of the list of ACP provider(s) serving the area. If there is only one service provider serving the area, the grant or subgrant recipient may inform the eligible household of that lone provider's information. Service providers may attend grant-funded outreach events to provide eligible households information on the available service offerings to which they may apply their ACP benefit. Other service providers in the area where the outreach is conducted must have the same opportunity to attend and provide information on their services to which the ACP benefit can be applied. (See the Grants Manual for more information.)

FAQs: Contacts for ACP Grant Recipients

20. Who should ACP grant recipients contact for grant-related questions at the FCC?

The FCC has assigned each grantee a MS, Grants Program Officer (PO), Grants Management Officer (GMO) and the National Community Impact Manager (NCIM) who is available for assistance throughout the period of performance to reach project goals.

- The Grants Management Specialist (GMS) is available as day-to-day contact for questions related to program requirements and award terms and conditions.
- The Grants Program Officer (PO) will assist with programmatic performance matters, while
- The Grants Management Officer (GMO) will assist with financial monitoring matters.

Grantees should refer to page 1 of their Notice of Award agreement for the contact information to their assigned CGB Grants Team.

- The National Community Impact Manager (NCIM) is available to help provide support and guidance with performing ACP outreach awareness and enrollment activities.

Grantees should contact their assigned Grants Management Specialist to access ACP awareness and enrollment related support.

21. Who should grant recipients contact for ACP programmatic and policy questions?

For questions regarding the ACP Grant Program, grantees should contact their assigned GMS or Grants Program Officer (GPO) for guidance.

22. Who should grant recipients contact for technical assistance in GrantSolutions?

For technical questions regarding the GrantSolutions system, contact the GrantSolutions Helpdesk at help@GrantSolutions.gov or call 1-866-577-0771. The helpdesk is opened from 8 a.m. to 6 p.m. EST Monday-Friday.

23. Who should grantees contact for assistance with Payment Management Services (PMS)?

FCC grant recipients can reach directly to the assigned PMS representative, Regenia Mitchell (regenia.mitchell@psc.hhs.gov) with registration and payment processing questions. The PMS Help Desk also provides technical assistance to all system users. Support is available Monday – Friday from 7 a.m. to 9 p.m. ET (except [Federal Holidays](#)).

- Call 1-877-614-5533
- Email: PMSSupport@psc.hhs.gov
- FAQs: [Self-Help Portal](#)

The PMS Help Desk is available to:

- Respond to questions regarding the PMS application
- Assist users having difficulty navigating through PMS application system menus and processes
- Reset PMS user passwords

Grantees can submit a ticket online and access more services using the Self-Help Web Portal at https://gditshared.servicenowservices.com/hhs_pms.

24. Is there available training on how to use the PMS system?

For training on how to navigate the PMS System, visit <https://pms.psc.gov/training/pms-user-guide.html>.

25. How should grant recipients update their contact information with the FCC Grants Team?

Personnel-related changes to grant recipients organization and/or designated staff should be updated in GrantSolutions and a notification should be emailed to ACPgrants@fcc.gov.

FAQs: Payment Management Services (PMS)

26. What is Payment Management Services?

The FCC has selected the Health and Human Services (HHS) PMS as its grants payment management system for approved, reimbursable expenses. Refer to the [“FCC Getting Started Guide for Grant Recipients”](#) for detailed instructions on how to request PMS access and submit the organization’s banking information.

27. Where can grant recipients access the Welcome Guide with the PMS letter?

The Welcome Guide was sent to the Authorized Organization Representative (AOR) and Principal Investigator/ Program Director (PI/PD) via the ACPgrants@fcc.gov email address. Please contact ACPgrants@fcc.gov to receive this information again.

28. What will be needed to access PMS?

You will need a PMS PIN (also known as the PAN) or PMS EIN and the organization name as registered in PMS (same as SAM.org).

29. Where can grantees find their PMS PIN?

The PIN for PMS is listed in a personalized letter that accompanied the Welcome Guide. Grant recipients can also send an email to their designated Grants Management Specialist to request for the PMS code to be re-sent to them.

30. Who can access PMS?

Everyone in your organization who needs access to PMS must submit their own request. Contact your designated PMS Representative, Regenia Mitchell (Regenia.Mitchell@psc.hhs.gov) to inquire about the number of individuals that can have access to the PMS account and further instructions.

31. How to submit banking documentations?

Refer to the [“FCC Getting Started Guide for Grant Recipients”](#) for instructions on how to download, complete and upload the [SF-1199A form](#). Note: The individual(s) having signature authority for the bank account should sign and date. This form should be submitted to the User Account Maintenance section of the PMS dashboard. When a banking establishment or change request is submitted, all users associated with that PMS Account Number will receive an email notification, that the request has been entered.

32. Who is authorized to submit payment requests?

Payment requests are submitted through PMS. While logged into PMS, if the Payment menu node is not available, then you do not have access. To gain access to submit payment requests, you will need to submit an “Update Privileges” request. Login to PMS → select "Menu" → User Account Maintenance → Update Privileges.

Anyone in your organization who needs access to PMS, should have submitted their own request. Contact your designated GMS to inquire about the number of individuals that can have access to the PMS account and further instructions.

33. How to submit a payment request in PMS?

Login to PMS → Select “Menu” → payment and access the [Payment Request User Guide](#). Also, refer to <https://pms.psc.gov/grant-recipients/funding-request-formula.html>.

34. What are the types of payment request and how long does it take to process payment request?

Payment requests can be made on a reimbursement basis for cost incurred. Once a payment request has been made the grant recipient should receive the funds within two business days. Payment requests may be made as often as needed including daily, weekly or monthly. For more guidance, refer to the [Types of Payment Requests](#) guide at <https://pms.psc.gov/grant-recipients/funding-request-formula.html>.

35. Is there available training on how to use the PMS system?

For training on how to navigate the PMS System, visit <https://pms.psc.gov/training/pms-user-guide.html>.

FAQs: GrantSolutions System

36. How to request an account in GrantSolutions?

If you did not receive a Welcome to GrantSolutions email. Please complete the [Recipient User Account Request Form](#). Email the completed and signed form to the GrantSolutions Help Desk at help@grantsolutions.gov. <mailto:help@grantsolutions.gov>

37. How to gain access to your GrantSolutions?

After the Welcome to GrantSolutions Email has been received, please complete the following steps. Once all steps have been completed, you will have access to your GrantSolutions.gov account. Step 1: [Create a Login.gov Account](#) Step 2: [Log into GrantSolutions through Login.gov](#).

If you have used a different email address login to Login.gov, you may encounter an Access Restricted error when trying to log into GrantSolutions. Follow the instructions on how to [resolve the Access Restricted error](#).

38. Who should I contact for technical difficulties in GrantSolutions?

For technical questions regarding the GrantSolutions system contact the GrantSolutions Helpdesk at help@GrantSolutions.gov or call 1-866-577-0771. The helpdesk is opened from 8 a.m. to 6 p.m. EST Monday-Friday.

39. Where would I find who is listed as the AOR and the PD/PI?

The AOR and PI/PD will be listed on Page 1 of the NOA or contact your assigned GMS.

40. How to change the designated AOR and the PD/PI?

To change the AOR and PI/PD for your program, the request must be made by the prospective user's supervisor or other authorized representative. Please complete and sign the [Recipient User Account Request Form](#). Email the completed, signed form to the GrantSolutions Help Desk at help@grantsolutions.gov <mailto:help@grantsolutions.gov>.

41. Can the AOR and the PD/PI be the same person?

Yes, but the Grants Team recommends there be more than one POC when trying to contact organizations to ensure there is not a single point of failure so there be unexpected personnel changes or prolonged absence.

FAQs: Program and Budget Modifications in GrantSolutions

42. What should the grant recipient do if there is a need to modify the grant program scope?

The recipient must obtain prior written approval from the FCC GMS for certain proposed programmatic change requests, unless otherwise provided by the terms and conditions of an FCC award. Requests for

prior approval for changes to program plans must be submitted to the FCC GMS electronically through GrantSolutions. Requests requiring prior FCC approval are not effective unless and until approved in writing by the FCC.

Changes less than 10% of the final award amount:

Any changes that align with the original intent of the application and are less than 10% of the final award amount (meaning you would be moving less than 10% to another budget category or within the same category) do not require an award amendment – grantees can simply indicate the change via GrantSolutions Grants Note.

Changes more than 10% of the final award amount:

For any requested changes over the 10% threshold, grant recipients are required to submit an Amendment Request Form. Below are links to the form and instructions available on our ACP Grants webpage:

- Amendment Request Form:
https://www.fcc.gov/sites/default/files/acp_outreach_grant_amendment_request_form_aug2023.pdf
- Grantee Initiated Amendment Request Instructions:
https://www.fcc.gov/sites/default/files/acp_outreach_grantee_initiated_amendment_instructions_aug2023.pdf

FAQs: Performance and Financial Reporting

43. What is the performance reporting requirements for the ACP Outreach Grant Program?

The FCC has developed ACP Outreach Grant Program performance measures to assess progress toward the program’s goal and objectives through ongoing collection, analysis, and reporting of data. Quarterly progress reports will be used to collect grant recipients’ performance measurement data to ensure that ACP Outreach Grant Program funds are used for their intended purpose and achieve the stated outcomes in the grant application. At the program level, the aggregate of all grantee reporting will be used by the Grants Program Office to demonstrate program impact using structured data across recipients. Detailed information on the geographic location and timing of outreach activities should be retained and submitted as part of quarterly progress reports.

Performance progress reporting for FCC grants is a two-part submission: the standard Performance Progress Report form (SF-PPR) and FCC’s PPR-Supplemental which must be submitted in Microsoft Excel form. Both must be submitted electronically through www.GrantSolutions.gov. Recipients are required to attach the completed PPR-Supplemental to their PPR submission in GrantSolutions. Submissions will be reviewed and approved by the assigned Grants Management Specialist and returned to the recipient for edits, as needed. To locate the Excel-based PPR- Supplement template, refer to the Performance Progress Report Templates section of the FCC Grants Management webpage at <https://www.fcc.gov/acp-grants-management>.

44. What is the financial reporting requirements for the ACP Outreach Grant Program?

The financial report must be submitted electronically through <https://pmsapp.psc.gov/pms/app/login>. Obligations and expenditures must be reported, per the required reporting schedule identified in the award. The report must match the data as reported in PMS. The Grants Management Specialist will reconcile spending against progress reported in the corresponding progress report and monitor drawdowns and spend for unanticipated over or under-spending during the life of the award.

- For questions regarding data required to submit the PPR and FFR, contact your assigned Grants Management Specialist (GMS).

- For technical questions about the PRR, contact the GrantSolutions Helpdesk at help@GrantSolutions.gov or call 1-866-577-0771. The helpdesk is opened from 8 a.m. to 6 p.m. EST Monday-Friday.
- For technical questions about the FFR, contact the PMS Help Desk at PMSSupport@psc.hhs.gov or call 1-877-614-5533. The PMS help desk is opened from Monday – Friday from 7 a.m. to 9 p.m. ET (except [Federal Holidays](#)).

45. How should grant recipients resolve notices of delinquent or incomplete Performance and Financial Reports?

FCC utilizes an automatic reminder system to help prevent late reporting. Discuss all challenges as soon as possible with your Grants Management Specialist to keep your award in good standing. Grantees who receive notices of delinquency or need guidance regarding an incomplete Performance and Financial Report should contact their assigned GMS. If late reports are an on-going problem, the FCC may utilize additional oversight actions such as putting a hold in payment system until the late report(s) is received, reviewed, and approved. Future awards may be withheld if these reports are continuously delinquent.

FAQs: ACP Funding Wind-down Process

46. Is there an official date regarding when the ACP will deplete its funding?

No. The FCC has not issued a projected end date as to when the ACP funding will be depleted; however, we are monitoring the remaining funding and anticipating further directions from Congress.

47. In the event ACP funds are depleted, will grant recipients be reimbursed for contracted support such as hired employees, radio and print advertisements, reserved event space, etc.?

The FCC will communicate with all ACP Outreach Grant recipients when wind-down has been initiated and what is expected of grant recipients as a result of the wind-down process. Grantees may request and receive reimbursements for grant-funded outreach costs that were incurred prior to the wind-down.