



Affordable Connectivity Program Sign-up Manual

Updated
10-19-2023

CONTENTS

About This Manual	4
Other Resources.....	4
About the Affordable Connectivity Program	4
Internet Service Providers (ISPs) and ACP	5
Getting Started.....	5
1. Ask Whether They Are Already Approved for Lifeline	6
2. Ensure the Client Has an Email Address	7
Tips for helping a client create a strong password	7
3. Verify They Have a Legal Form of Identification with Their First and Last Name and Date of Birth	7
What to Tell Your Client.....	8
4. Ask Whether They Are Participating in a Qualifying Federal Program	8
What to Tell Your Client.....	9
Qualifying for ACP	9
Qualifying through the Free and Reduced-Price School Lunch or Breakfast Program	10
Tips on capturing an image of qualifying document.....	10
5. Ask About Their Household Size and Income	11
Income Guidelines for ACP.....	11
Acceptable Income Documents	11
What Is a Household?	12
What to Tell Your Client.....	12
Applying for ACP	12
IF THEY THINK THEY PARTICIPATE IN MEDICAID AND/OR SNAP	18
IF THEY WERE VERIFIED AUTOMATICALLY.....	21
IF THEY WERE NOT ABLE TO BE VERIFIED AUTOMATICALLY	24
IF THEY DO NOT PARTICIPATE IN MEDICAID AND/OR SNAP	25
IF THEY CHOSE TO QUALIFY THROUGH A PELL GRANT.....	28
IF THEY WANT TO QUALIFY THROUGH THEIR INCOME	29
IF THEY CHOOSE TO QUALIFY THROUGH A CHILD OR DEPENDENT.....	32
IF THEY QUALIFY THROUGH THEIR CHILD OR DEPENDENT’S PARTICIPATION IN THE FREE AND REDUCED-PRICE LUNCH OR BREAKFAST PROGRAM.....	41
Applying the Discount.....	45
Other Details to Note.....	46
ACP and Google Fiber.....	46
One-discount Limit.....	46
Taxes and Fees	46
Help for Remaining Balance	46
Disconnection for Nonpayment.....	46
Filing Complaints.....	46
Recertification.....	46

ABOUT THIS MANUAL

This manual was created to provide staff at community-based organizations, school districts, libraries and other institutions with a guide for helping people sign up for the Affordable Connectivity Program. We appreciate the valuable resources provided by NDIA, EducationSuperHighway, SA Digital Connects and many others, as well as the review by the California Emerging Technology Fund and ConnectLakeCounty staff, as we created it.

In addition, a variety of tools are available for download (with some in additional languages) at <https://www.affordableconnectivity.gov/help/tools/>. They include: the paper application, household worksheet and recertification forms with instructions in English and Spanish as well as documentation guidelines in English and Spanish. We also recommend [the resources from EducationSuperHighway](#), such as the [School District Toolkit](#) and [Enrollment Guide and Checklist](#).

While it is the hope this manual would be a comprehensive resource, there may be situations you encounter that require additional assistance. If this happens, you can refer consumers to the ACP Support Center.

The ACP Support Center can help with questions about:

- The status of an ACP application
- Documents needed to show they qualify
- Companies in their area
- Assistance with the ACP Household Worksheet
- Resetting or deleting an account

 **Hours:** 7 days a week, from 8 a.m. to 8 p.m. CT

 **E-mail:** ACPSupport@usac.org

 **Phone:** (877) 384-2575



USAC cannot provide assistance with internet account-related questions. The account holder will need to contact their internet company about device, service or billing issues. You can find their company's customer service number on their bill or online on the company's website.

If they are having issues with their internet company involving the ACP, they may want to file an informal consumer complaint with the FCC. If their issue is upselling, a billing or service issue, the FCC will send their complaint to their internet company and request an explanation. Learn more at: consumercomplaints.fcc.gov.

OTHER RESOURCES

Other training resources to help with the ACP sign-up process include EducationSuperHighway's [LearnACP](#) certification course and [various recordings of webinars hosted by USAC](#), including their [sign-up video](#).

ABOUT THE AFFORDABLE CONNECTIVITY PROGRAM

The Affordable Connectivity Program (ACP) helps families connect to the internet from home by providing a monthly benefit to help pay for an internet service plan. The ACP is a longer-term \$14.2 billion program of the Federal

Communications Commission (FCC), funded by the Infrastructure Investment and Jobs Act 2021. The ACP began December 31, 2021, replacing the Emergency Broadband Benefit (EBB) (a temporary program tied to the pandemic).

The ACP provides one monthly discount up to \$30 per eligible household for internet service with a provider of the consumer's choice. The participating internet service provider (ISP) will receive the funds directly. It is administered by USAC, an independent not-for-profit designated by the Federal Communications Commission (FCC), with oversight from the FCC. It also provides a one-time discount of \$100, with a co-payment of more than \$10 but less than \$50, toward the purchase of a connected device (laptop, desktop or tablet) through a participating provider. **The device must be purchased from the same ISP used for internet service. The larger ISPs often do not offer this part of the benefit.**

INTERNET SERVICE PROVIDERS (ISPs) AND ACP

You can search by city and state or ZIP code to find a list of participating providers at www.fcc.gov/affordable-connectivity-program-providers. The ISPs your client can choose from, including those offering landline and wireless services, will depend on where they live. Unlike the Emergency Broadband Benefit Program (the previous version of this program), all residential plans offered by participating providers to non-ACP customers are eligible for the ACP discount.



If the household currently has internet service, the ACP applicant must be the same as the internet service account holder. If not, the ISP will not be able to apply the ACP benefit to their account. If a household is setting up service for the first time, the account holder and ACP applicant names must match exactly.

Important things to note:

- The benefit is available to eligible new, prior and existing customers of participating providers, and applicants are able to work with the ISP of their choice.
- Qualified consumers with a past-due balance or a balance in collections **are eligible** for the benefit. They do not need to pay it off prior to applying or requesting the discount be applied to their bill.
- ISPs cannot run credit checks or charge early-termination fees.
- If your client lives in a multi-dwelling unit (for example, an apartment building) and pays the property manager/landlord a monthly fee for internet and qualifies for the Affordable Connectivity Program, advise them to talk to their property manager/landlord and ask that they work with their internet service provider to learn more about the benefits that might be available to them and other eligible residents.
- Some internet service providers offer their own application portal that has been approved by the FCC.
- Households are required to use the benefit in order to remain enrolled in ACP, but they do not need to apply or re-enroll monthly. If an ISP is requiring ACP participants to recertify monthly in order to keep the benefit, please help them file a complaint at https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=38824.
- A Social Security Number is not required.

GETTING STARTED

To get started with ACP enrollment assistance, you will want to first determine how the client will show they qualify.

1. ASK WHETHER THEY ARE ALREADY APPROVED FOR LIFELINE

Lifeline is a federal program that lowers the monthly cost of phone or internet service by \$9.25 for households with an income of 135% or less than the Federal Poverty Guidelines. Since ACP is 200% or less than the Federal Poverty Guidelines (for a household of 4, Lifeline maximum income is \$40,500, and ACP maximum income is \$60,000, for example), a household will meet the income qualification for ACP if they qualify for Lifeline. The programs are similar, and both are administered by USAC. A client can also qualify if they are participating in any one of the following federal programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Supplemental Security Income (SSI) (This is **not** Social Security income based on retirement.)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Free and Reduced-Price School Lunch Program or School Breakfast Program, including at U.S. Department of Agriculture (USDA) Community Eligibility Provision (CEP) schools in the current school year or school year immediately preceding the application
- Received a Federal Pell Grant in the current award year

If a household qualifies for Lifeline first, they are pre-qualified for ACP and can get both benefits. They can choose to combine the benefits or apply them separately (one to their cell phone and one to their home or mobile internet). If they are **currently enrolled in the Lifeline program, they do not have to apply for the ACP.** It is not required to apply for Lifeline before ACP, but you should be aware that the income threshold for Lifeline is lower than ACP. That means not everyone who is approved for ACP will be approved for Lifeline. Everyone who qualifies for Lifeline is qualified for ACP.



Not all companies are participating in both Lifeline and ACP, so you will need to check to see whether the companies where the client would like to apply their Lifeline and ACP benefit accept them.



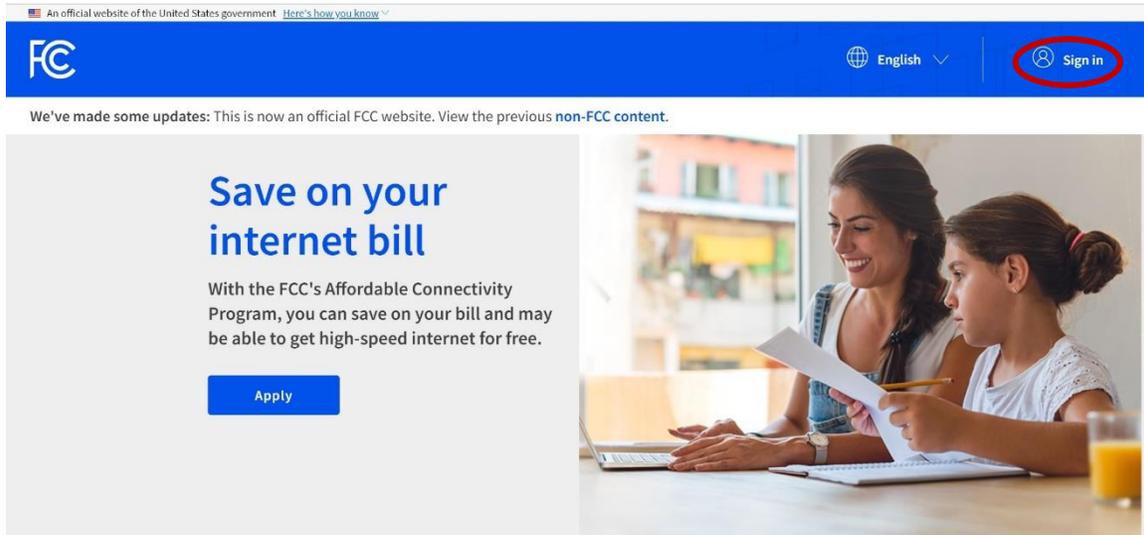
A video giving a step-by-step overview of the Lifeline application process is available here:
<https://www.lifelinesupport.org/video/community-education/how-to-apply-for-lifeline-online/index.html>.

For more information on qualifications for Lifeline, please visit <https://www.lifelinesupport.org/do-i-qualify/>. The process is similar to ACP, and USAC also processes Lifeline applications. If they are having trouble getting approved for Lifeline because of unacceptable documents, the client will likely have the same issue with ACP. Note the documents needed, depending on how they are attempting to qualify, to determine how you can help them successfully apply.

The Lifeline and ACP benefit can be applied to the same or separate services. (Lifeline for phone service and ACP for internet or both benefits toward their internet, for instance.) ACP cannot be used for landline phone service but can be used to pay for the data portion of their cell service or home internet.

Next step

If the client has been approved for Lifeline, ask them to sign into their account on the ACP website and find their Lifeline Application ID. If they do not know their login information, you will need to help them recover it. This can be a frustrating and time-consuming process for both the applicant and the organization.



2. ENSURE THE CLIENT HAS AN EMAIL ADDRESS

If they don't, help them set up a free one. USAC will send communications regarding their application via email, and it is required as part of the application process. They could use one from a trusted friend or family member but would be unable to access the emails USAC sends without contacting that person to request they retrieve the information for them.

Tips for helping a client create a strong password

Never use personal information, such as their name, birthday, user name or email address.

- Use a password six characters long or longer with a mix of upper- and lower-case letters, numbers and symbols.
- Avoid using words that can be found in the dictionary.
- Record the user name and password for the client and remind them to store it in a safe place.

3. VERIFY THEY HAVE A LEGAL FORM OF IDENTIFICATION WITH THEIR FIRST AND LAST NAME AND DATE OF BIRTH

They can verify their identity **ONE** of the following ways:

- Social Security Number
- Tribal ID number or driver's license (any country but must be current)
- Military ID
- Passport (any country but must be current)
- Taxpayer identification number (ITIN) or

- Other government ID. This includes a consular ID or foreign passport number.



If they select to use a method other than Social Security Number, they will need to upload a picture of the ID or document. The legal name must match the official document, for example, Social Security card or state ID. A nickname cannot be use.

Some document examples:

- Valid government, military, state or Tribal ID
- Birth Certificate
- U.S. driver's license
- Passport
- Certificate of U.S. Citizenship or Naturalization
- Permanent Resident Card or Green Card
- Government assistance program document
- Individual Taxpayer Identification Number (ITIN) document (does not need to include date of birth)
- School ID if applicant is a minor

What to Tell Your Client

-
- *A Social Security Number is required to apply for Lifeline but not for the ACP.*
 - *If they're applying for Lifeline based on their income, it must be at or below the 135% of federal poverty amount for them to qualify. They can still qualify for the ACP if their income is too high for Lifeline but still at 200% or below federal poverty. Check [here](#) for the most current income levels.*
 - *They can participate in both Lifeline and ACP and use funds from both programs. **To get the additional \$9.25/month and make it easier to qualify for ACP, they should apply for Lifeline first.** They can apply it to phone OR internet service.*
 - *If they're already approved for Lifeline, they can talk to their Lifeline provider about what they're offering as part of the ACP, including options to apply the discounts to their existing Lifeline service. **It's important to note that not all Lifeline providers are participating in the ACP.***
 - *They can also keep their Lifeline benefit for their phone and contact a home internet company participating in the ACP to apply the ACP benefit to a separate home internet service.*
 - *Finally, they can apply the Lifeline benefit to their wireless (cell phone) data bill if their provider is participating in the ACP. Keep in mind, going online through a phone only restricts the kinds of activities for which the client can use the internet.*
-

4. ASK WHETHER THEY ARE PARTICIPATING IN A QUALIFYING FEDERAL PROGRAM

If your client is not already approved for Lifeline, does not qualify or does not wish to apply, they can get ACP if they (or someone in their household) participate in one of these programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Supplemental Security Income (SSI) (This is **not** Social Security income based on retirement.)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit

- Free and Reduced-Price School Lunch Program or School Breakfast Program, including at U.S. Department of Agriculture (USDA) Community Eligibility Provision (CEP) schools in the current school year or school year immediately preceding the application
- Received a Federal Pell Grant in the current award year

What to Tell Your Client

The Community Eligibility Provision (CEP) allows the nation's highest poverty schools and districts to serve breakfast and lunch at no cost to all enrolled students without collecting household applications after 25% of parents/guardians have submitted and been approved using an application. It's important to note that if a school is offering lunch or breakfast free to all students regardless of income based on a program other than the Community Eligibility Provision, then the household would not be eligible through the free and reduced-price school lunch program or school breakfast program. See below for more information about the CEP.

Qualifying for ACP



Depending on the state and program, the client may be approved without needing to provide documentation. For example, in Kansas, the National Verifier automatically verifies a consumer's participation in the following programs:

- Medicaid
- Federal Public Housing Assistance program (FPHA)
- Veterans Pension

For Missouri, however, the National Verifier automatically verifies:

- SNAP
- Medicaid (state and federal databases)
- FPHA
- Veterans Pension
- Pell Grant

You can see the full list of states' automatic and manual verification [here](#).

If they are not automatically qualified, for all programs except the free and reduced-price school lunch program or school breakfast program, they will need a copy of one of the following documents to verify they qualify for program participation:

- Benefit award letter
- Approval letter
- Statement of benefits
- Benefit verification letter
- For Federal Pell Grants, documents should be from the current academic year and can include screenshots of a StudentAid.gov dashboard.

Documentation must include:

- Applicant's (or their qualifying dependent's) first and last name
- The name of the qualifying program, such as SNAP

- The name of the government, Tribal entity, program administrator, school or university or college that issued the document
- An issue date within the last 12 months or a future expiration date

For a detailed explanation of acceptable documents **to show participation in a qualifying government program**, please see the ACP Acceptable Documentation Guide (available in English and Spanish) located [here](#).



Qualifying through the Free and Reduced-Price School Lunch or Breakfast Program

- If their child attends a Community Eligibility Provision (CEP) school where all students qualify for the Free and Reduced Price Lunch or Breakfast Program because of the high percentage of students who qualify based on income, when applying online select “Free and Reduced Price School Lunch or Breakfast Program” on the “Confirm You Qualify” page. The client selects the name of the school and uploads documentation that demonstrates that their child is enrolled at that school. If they have more than one child, they should apply using the information of their youngest school-aged child/dependent so that they remain eligible for the longest period of time. You can look up whether the school participates in CEP using the FRAC CEP Database at <https://frac.org/community-eligibility-database/>. **Please note that this database may not include your client’s school due to the lag in adding it that sometimes occurs. If that’s the case, you should ask them to get a letter from their school indicating that it is a CEP school.**

The documentation must include:

- The student’s (benefit-qualifying person’s) name
- Name and address of the school or of the school district
- A date that coincides with the current school year or school year immediately preceding the application

Examples of acceptable documentation include a child’s report card or a letter from the school or school district indicating the child’s enrollment. Generic school notices that do not include the benefit-qualifying person’s name and name and address of the school will not be accepted to enroll in the program based on the CEP.

- If the client has separately applied for and been approved to receive benefits under the free and reduced-price school lunch program or school breakfast program, they can also apply online by selecting “Free and Reduced Price School Lunch or Breakfast Program.” They will also be required to submit documentation, such as a letter from a school or school district confirming that the household’s child or dependent is approved to receive free and reduced-price school lunch or school breakfast.

If the dependent graduates, the household will need to reapply using a different eligibility criterion. If the dependent is attending a post-secondary school (college or university) and receives a Pell Grant, then they may use their award letter to continue to receive the benefit. If the household moves and the dependent is still attending a CEP school or is eligible for the free and reduced meal program at another school, then they will need to reapply and show their child is receiving that benefit at the new school.

Tips on capturing an image of qualifying document

If the client does not have a PDF or image file of their document, they can take a picture with a mobile phone. There are also phone apps, such as the iPhone Notes app, that can scan a document and save it as an image or PDF file. **If they use the mobile version of the site, they will only have to take a picture of the document to have it uploaded by the site.** This makes it easier for the client and you as you won’t need to help them get

access to the file via email or other means or delete their personally identifiable information (PII) from the device you're using to sign them up.

- Ensure the document is flat with no wrinkles or folds and that it is easy to read.
- Make sure it is well lit, in focus and that it can be read when enlarged to see the text.
- Ensure the file size is below 10 MB. You may have to help the client save it as a .jpg file to reduce the file size before it can be uploaded.

5. ASK ABOUT THEIR HOUSEHOLD SIZE AND INCOME

If a household does not qualify through their Lifeline or federal program participation, they can still get the ACP benefit if their gross income (before taxes and other deductions) is 200% or less than the Federal Poverty Guidelines (see the table below). The guideline is based on their household size. Please note the higher amount allowed for Alaska and Hawaii.

Income Guidelines for ACP

The table below reflects 200% of the 2023 Federal Poverty Guidelines.

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	\$29,160	\$36,420	\$33,540
2	\$39,440	\$49,280	\$45,360
3	\$49,720	\$62,140	\$57,180
4	\$60,000	\$75,000	\$69,000
5	\$70,280	\$87,860	\$80,820
6	\$80,560	\$100,720	\$92,640
7	\$90,840	\$113,580	\$104,460
8	\$101,120	\$126,440	\$116,280
For each additional person, add:	\$10,280	\$12,860	\$11,820

Source: FCC (acpbenefit.org)



Acceptable Income Documents

Documentation to prove income must include:

- Applicant (or their dependent's) first and last name
- Their annual income

Document examples:

- Prior year's state, federal, or Tribal tax return
- Current income statement from your employer or a paycheck stub (three consecutive months dated within the last 12 months)

- A Social Security statement of benefits
- Veterans Administration statement of benefits
- Unemployment or Worker’s Compensation statement of benefits
- Divorce decree, child support award, or a similar official document showing their income
- A retirement/pension statement of benefits

For a detailed explanation of acceptable documents **to show participation in a qualifying government program**, please see the ACP Acceptable Documentation Guide (available in English and Spanish) located here.

What Is a Household?

Only one monthly service discount and one connected device discount are allowed per household.

- A household is a group of people who live together and share money even if they are not related to each other.
- If they live together and share money, they are one household. If they either don’t live together or they don’t share money, they are two or more households.

What to Tell Your Client



They may have to answer questions about their household during the application process. To verify whether they are a household, please visit <https://acpbenefit.org/do-i-qualify/what-is-a-household/> and fill out the worksheet.

APPLYING FOR ACP

There are three ways to apply for the ACP.

Through their internet company

Ask your internet company if they participate in the ACP or use the FCC’s online tool to find a participating company near you. Participating companies can help them apply through their company’s application process.

By mail

Print an application: [English](#) [Spanish](#) ([Application Instructions](#))

USAC recommends including a Household Worksheet with their application: [English](#) [Spanish](#) ([Household Worksheet Instructions](#))

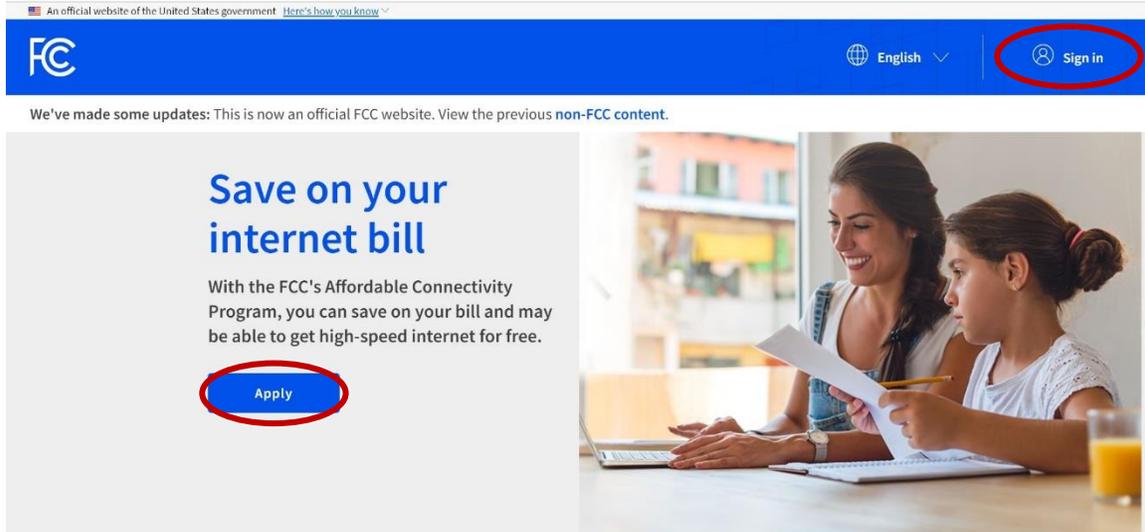
Complete the application and Household Worksheet and send them, along with copies of their proof documentation, to:

ACP Support Center
PO Box 9100
Wilkes-Barre, PA 18773-9100

Online

1. Go to getinternet.gov and click **Apply**. Please note that if the client is already enrolled in Lifeline, they just need to sign in to their Lifeline account at lifelinesupport.org, retrieve their application ID and provide it to their internet service provider to receive the ACP discount.

See the Other Details to Consider section for information about how to apply the discount to a Google Fiber account. Your client can also check with their provider to see whether they have their own application portal that has been approved by USAC. If so, they only have to fill out that one.



2. The client will then enter their address information for where they will be getting internet service. They cannot enter a PO box here. If they have a different mailing address, they will select the **My mailing address is different than my home address** checkbox and enter their mailing address. This can be a PO box. Please note that they may have to drop a pin on a map if their address is not found. They can also find their longitude and latitude coordinates by going to Google Maps, typing in their address and then right-clicking on the red pin that indicates their address.



Fill out your information

We will only use this information to see if you are eligible for a discount on your internet.

Home address where you will get internet

It cannot be a P.O. Box.

Street Number and Name

Apartment, Unit, etc.

City or Town

State or Territory

Zip Code

My mailing address is different than my home address.

3. They will then need to enter their email address and a phone number, if they choose, and click **Next**.

Contact information

Please provide the best email address to receive important reminders about your application.

Email Address

Phone (optional)

By providing a phone number, you consent to letting USAC contact you at that phone number via artificial or prerecorded voice message or text for important reminders and updates about your Affordable Connectivity Program benefit. For text messages, message and data rates may apply. Text STOP to end messages.

[Back](#)

[Next](#)

4. Next, they will need to verify their identity. If they choose to use their Social Security Number, they will select **Yes, use the last four digits of my Social Security Number.** and then click **Next.** On the next screen, they will enter the last four digits of their Social Security Number. There is no impact on their credit to apply for the ACP.



A Social Security Number is required to apply for Lifeline but not for the ACP.

An official website of the United States government [Here's how you know](#) ▼

FC English ▼ Sign in

Fill out your information

We'll use this information to see if you are eligible. It won't affect your credit.

Would you like to use your Social Security Number?

Providing a Social Security Number may speed up the process and reduce the need to provide documentation, but is not required.

Yes, use the last four digits of my Social Security Number.

No, I want to provide an official document (Driver's License, Passport, etc.) or use my Tribal ID number.

[Back](#) [Next](#)

If they select to use a method other than Social Security Number, they will need to upload a scanned copy or picture of the ID or document. This includes a driver's license, military ID, passport, individual taxpayer identification number (ITIN) letter or other government ID, such as a consular ID or foreign passport number (if it is current).

An official website of the United States government [Here's how you know](#)

FCC English Sign in

Fill out your information

We'll use this information to see if you are eligible. It won't affect your credit.

Would you like to use your Social Security Number?

Providing a Social Security Number may speed up the process and reduce the need to provide documentation, but is not required.

Yes, use the last four digits of my Social Security Number.

No, I want to provide an official document (Driver's License, Passport, etc.) or use my Tribal ID number.

[Back](#) [Next](#)

An official website of the United States government [Here's how you know](#)

FCC English Sign in

Fill out your information

What form of identification would you like to use?

You can use your Tribal ID number or any valid Government ID issued by the United States or other country as long as it has your full name, date of birth, and is not expired.

Other Government Identification

Please choose one from the list:

Select

- Driver's License
- Military ID
- Passport
- Taxpayer Identification Number
- Tribal Identification Number
- Other Government ID

[Next](#)

[FCC.gov](#) [Accessibility](#) [FOIA](#) [Inspector General](#) [No Fear Act Data](#) [Privacy Policy](#) [Website Policies & Notices](#)

Fill out your information

What form of identification would you like to use?

You can use your Tribal ID number or any valid Government ID issued by the United States or other country as long as it has your full name, date of birth, and is not expired.

Other Government Identification

Please choose one from the list:

Driver's License

Attach photo of the ID

Please attach a scanned copy or picture of your form of identification. Files must be less than 10MB and one of the following file types: .jpg, .jpeg, .png, .pdf, or .gif.

Select photo

- Photo Library
- Take Photo or Video
- Choose File

Next

Note: The file size of the identification document cannot be larger than 10 MB. If the client gets an error when trying to upload the file due to file size, you will need to help them reduce the file size using a free online tool like [reduceimages.com](https://www.reduceimages.com) and then have the client upload the smaller file. You can also try to save the file as a .jpg file to reduce the file size.

If they select **Tribal Identification Number**, they will enter it instead of uploading a file.

Fill out your information

What form of identification would you like to use?

You can use your Tribal ID number or any valid Government ID issued by the United States or other country as long as it has your full name, date of birth, and is not expired.

Other Government Identification

Please choose one from the list:

Select

- Driver's License
- Military ID
- Passport
- Taxpayer Identification Number
- Tribal Identification Number
- Other Government ID

Next

5. They will then enter their name as it appears on their identity documentation (must match exactly) and date of birth and click **Next**.

An official website of the United States government Here's how you know

FC English Sign in

Fill out your information

We'll use this information to see if you are eligible. It won't affect your credit.

Full name as it appears on your identification

Enter the name you have on your official documents like Social Security Card or Government ID. This should be your full legal name, not a nickname.

First Name
Jose Yosef

Middle Name (optional)
Middle

Last or Family Name
Ortega

Date of Birth

Date of Birth

Month	Day	Year
01	17	1990

Back **Next**

6. Next, they will indicate how they will qualify, either through Medicaid or SNAP, through another federal program or through their child or dependent.

IF THEY THINK THEY PARTICIPATE IN MEDICAID AND/OR SNAP

They will select **Yes, I think I participate in Medicaid and/or SNAP** and click **Next**.

An official website of the United States government Here's how you know

FC English Sign in

Confirm your program participation

Do you participate in Medicaid or the Supplemental Nutrition Assistance Program (SNAP)?

If you do not participate in either of these programs you may still be eligible. We'll just need to ask a few more questions.

Yes, I think I participate in Medicaid and/or SNAP.

No, I do not think I participate in Medicaid and/or SNAP and want to qualify another way.

Back **Next**

They will review the information they entered to ensure it's correct and MATCHES EXACTLY. **This is the last place to change any information listed here.** If the client uses their middle initial on one program and their full name on the ACP application, the system will see it as an error. The full legal name and date of birth need to match exactly. Additionally, the internet account needs to match this information, as well. **They will NOT be able to change this information later and will need to contact the ACP Support Center to request the application be closed and then reapply with the corrections needed to their information.**

Once it is correct, they will click **Check my eligibility** to prompt the National Verifier site to verify their eligibility for the ACP.

An official website of the United States government [Here's how you know](#)

FC English Sign in

Review your information

Please review the information you provided and make any edits.

Your Information

[Edit](#)

Name
Jose Yosef Ortega

Home Address
123 Street Ave
Silver Spring, MD 20910

Mailing Address
Same

Date of Birth
01/17/1990

Phone (optional)
Not Provided

Email Address
email@email.com

Your ID

Last four digits of your Social Security Number
xxx-xx-4540

The information you provided will be used to check if you are eligible for the Affordable Connectivity Program (ACP).

By submitting this form, you agree to the [National Verifier terms and conditions](#) and consent that all information you are providing (including any information you may be providing on behalf of another member of your household) may be collected, used, shared, and retained for the purpose of applying for and/or receiving the Affordable Connectivity Benefit.

[Back](#) [Check my eligibility](#)

If there are any errors or differences, they can click **Edit** and make the needed changes. When the information is correct, they will click **Save**.

Review your information

Please review the information you provided and make any edits.

Your Information



First Name

Middle Name (optional)

Last or Family Name

Street Number and Name

Apartment, Unit, etc.

City or Town

State

Zip Code

Mailing Address
 My mailing address is different than my home address.

Phone (optional)

Phone (optional)

Date of Birth

Month	Day	Year
<input type="text" value="01"/>	<input type="text" value="17"/>	<input type="text" value="1990"/>

Your ID

Last 4 digits of your Social Security Number

xxx - xx -



The information you provided will be used to check if you are eligible for the Affordable Connectivity Program (ACP).

By submitting this form, you agree to the National Verifier terms and conditions and consent that all information you are providing (including any information you may be providing on behalf of another member of your household) may be collected, used, shared, and retained for the purpose of applying for and/or receiving the Affordable Connectivity Benefit.

[Back](#)

[Check my eligibility](#)

Once it is correct, they will click **Check my eligibility** to prompt the National Verifier site to verify their eligibility for the ACP.



Depending on the state and program, the client may be approved without needing to provide documentation. For example, in Kansas, the National Verifier automatically verifies a client’s participation in the following programs:

- Medicaid
- Federal Public Housing Assistance program (FPHA)
- Veterans Pension

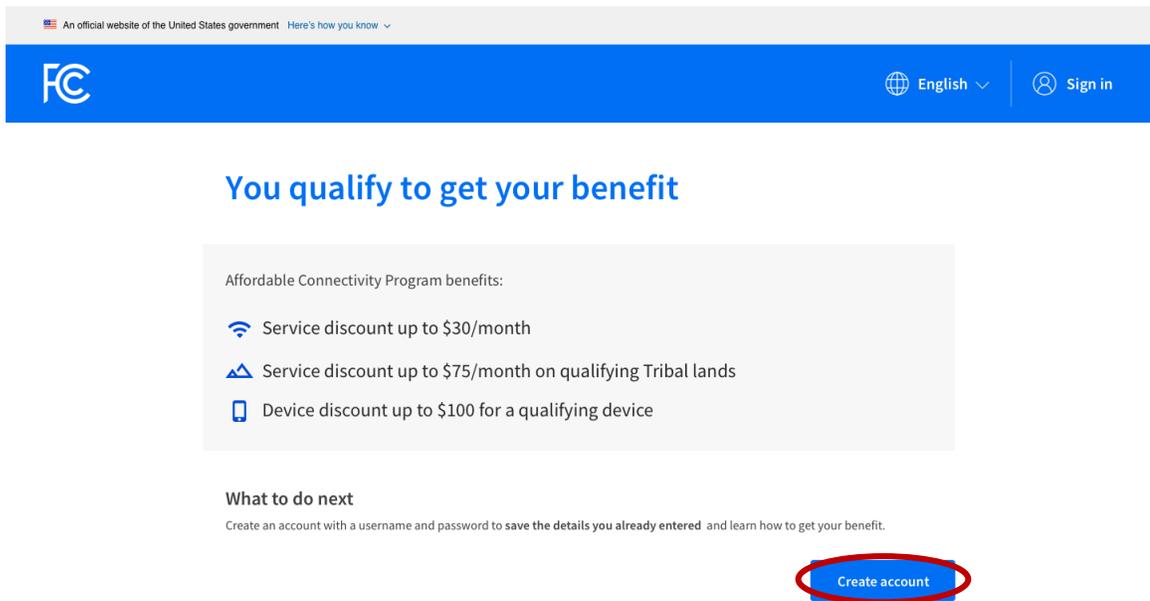
For Missouri, however, the National Verifier automatically verifies:

- SNAP
- Medicaid (state and federal databases)
- FPHA
- Veterans Pension
- Pell Grant

You can see the full list of states’ automatic and manual verification [here](#).

IF THEY WERE VERIFIED AUTOMATICALLY

They will see the following screen and will click **Create Account** to continue.



Next, they will create their account by entering a username and password. The email address they entered at the beginning of their application will autopopulate, but they can enter a different username if they prefer.



*Please note the password requirements as shown on the next screen. As the requirements are met, a green checkmark will appear. If they don’t meet them, they won’t be able to proceed with their application. You can select the **Show Password** checkbox to make it easier to match. It is very important that they record their password so they can access their account.*

They should take a picture of their log-in information or write it down. They will then click **Create account and sign in**.

You qualify to get your benefit

Affordable Connectivity Program benefits:

- Service discount up to \$30/month
- Service discount up to \$75/month on qualifying Tribal lands
- Device discount up to \$100 for a qualifying device

What to do next

Create an account with a username and password to **save the details you already entered** and learn how to get your benefit.

Create your account

You need to create an account to save your information and continue your application.

Username

This could be an email address or unique ID.

email@email.com

Create a password

Choose something that is a mix of letters, numbers, and symbols. Write down your password and keep it in a safe location because you will need to use it again.

- At least 8 characters long
- At least 1 capital letter
- At least 1 number (0-9)
- At least 1 special character (!@#%&*)
- No restricted phrases

.....

Show password

Confirm password

Type the same password again.

.....

Show password

Create account and sign in

The last step is to certify the information they provided was accurate and correct by typing their full legal name in the **Your Signature** box, selecting the box confirming they understand typing their name is the same as signing in pen and then clicking **Submit**.

By signing your name below, you agree with the following statements:

Qualifications

I or someone in my household currently gets benefits from a program that qualifies for the Affordable Connectivity Program, or my annual household income is 200% or less than the Federal Poverty Guidelines.

Internet company notification

I understand that I must tell my internet company within 30 days:

- if my household no longer qualifies for the Affordable Connectivity Program or
- if I move to a new address.

Only one benefit per household allowed

I understand that my household can only receive one monthly service benefit and one device discount (desktop, laptop, or tablet) through the Affordable Connectivity Program, and to the best of my knowledge, my household is not getting more than one service benefit and one device discount.

Potential impact on your bill if program ends

I understand that the Affordable Connectivity Program is a federal government benefit that reduces my internet service bill, and my household will be subject to the internet company's undiscounted general rates, terms, and conditions if my household continues to subscribe to the service after the conclusion of the Affordable Connectivity Program.

How your information will be used

I agree that all of the information I provide on this form may be collected, used, shared, and retained by the Affordable Connectivity Program Administrator (Universal Service Administrative Company) for the purposes of applying for and/or receiving the Affordable Connectivity Program benefit.

- I agree that my state or Tribal government may share information about my benefits for a qualifying program with the Affordable Connectivity Program Administrator if required by law and this information will be used only to help find out whether I can get an Affordable Connectivity Program benefit.

Check eligibility at any time

The Affordable Connectivity Program Administrator or my service provider may check whether I still qualify at any time.

Must meet recertification deadline

In order to confirm that I still qualify for the Affordable Connectivity Program benefit, I understand that I have to respond to a recertification request by the deadline or I will be removed from the Affordable Connectivity Program and my benefit will stop.

I certify, under penalty of perjury, that all of the information provided on this form is true and correct to the best of my knowledge. I know that willingly giving false or fraudulent information to get Affordable Connectivity Program benefits is punishable by fine and/or imprisonment under 18 U.S.C. §1001 and can result in being barred from the Affordable Connectivity Program.

Your Signature

Type your name below

Jane Smith



I understand this is a digital signature, and this is the same as if I signed my name with a pen.



[Return to top](#)

[Privacy Act Statement](#)

The system may need to confirm the applicant's address.

This is common with applicants who share an address with others, for example, in a homeless shelter, apartment building, or retirement home. The applicant has 45 days to confirm their address, after which they will need to submit a new application.

They will then see a screen that displays the Application ID they will provide to their internet service provider so that the benefit can be applied to their account. It is a good idea to take a picture of the Application ID or write it down in a safe place. This information will also be emailed to them.

The screenshot shows the FCC website interface. At the top, there is a blue header with the FCC logo on the left, a globe icon and the text "English" with a dropdown arrow in the center, and a user icon and the text "Sign in" on the right. Below the header, the main content area has a white background. A blue heading reads "Contact an internet company to get your benefit". Below this, a grey box contains the text "You're approved to get your benefit. Sign up by March 4, 2023." Another grey box titled "What to do next" provides instructions for users with and without internet access. Below this, a white box with a thin border displays application details: Application ID: B85789-99208, Full legal name: Jose Yosef Ortega, Address: A 123 Street Ave, Chicago, IL 60007, and Method of identity verification: Last 4 digits of SSN. Below the details box, a message states "We have sent this information to the email you provided on your application." There are two expandable sections: "Do you live on Tribal lands?" and "Need to find an internet company near you?", each with a plus sign icon. At the bottom, there is a "Need help?" section with contact information for the Affordable Connectivity Program (ACP), including a phone number (1-877-384-2575) and an email address (ACPSupport@usac.org). A "Return to top" link is located at the very bottom of the page.

IF THEY WERE NOT ABLE TO BE VERIFIED AUTOMATICALLY

They will see a message indicating why and will be prompted to create an account to save their information and continue with their application.

We need more information to see if you qualify

A few things happened:

- We couldn't find your address, so you'll need to show us where you live on a map.
- We couldn't confirm your eligibility, so you'll need to attach a photo of a document that shows you participate in a government assistance program or your income.

What to do next

It looks like you already have an account. **Sign in to save your information.** Then, we'll help you provide the extra information to see if you qualify.



IF THEY DO NOT PARTICIPATE IN MEDICAID AND/OR SNAP

They will select **No, I do not think I participate in Medicaid and/or SNAP and want to qualify another way.** and click **Next**. Then, they will need to select how they will qualify for the ACP.

Confirm your program participation

Do you participate in Medicaid or the Supplemental Nutrition Assistance Program (SNAP)?

If you do not participate in either of these programs you may still be eligible. We'll just need to ask a few more questions.

Yes, I think I participate in Medicaid and/or SNAP.

No, I do not think I participate in Medicaid and/or SNAP and want to qualify another way.

[Back](#)



Confirm your program participation

Which of the following programs do you participate in?

Check all that apply.

- Federal Pell Grant
- Veterans Pension and Survivors Benefit Programs
- Federal Housing Assistance ?
- Supplemental Security Income (SSI)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Tribal Specific Program (Only choose if you live on Tribal lands)
- I don't think I participate in any of these programs, I may qualify through my income.
- I don't participate in any of these, but I have a child or dependent who may.

[Back](#)

[Next](#)

For a detailed explanation of acceptable documents **to show participation in a qualifying government program**, please see the ACP Acceptable Documentation Guide (available in English and Spanish) located [here](#). Acceptable documents include:

- Benefit award letter
- Approval letter
- Statement of benefits
- Benefit verification letter

They will then upload their document. Depending on the program, there may be additional instructions to help them obtain the necessary documentation. If they don't have their documentation with them, they can return to upload it later. They have 45 days to provide their qualifying documentation or will need to start their application again from the beginning.



Share proof that you're enrolled in Medicaid

Your document must include:

1. Your name, or your child or dependent's name
2. The name of the program
3. The name of the government, Tribal entity, program administrator, or health insurance company that issued the document
4. An issue date within the last 12 months or expiration date in the future

Here are common examples

- A Medicaid card
- A benefit award letter
- A statement of benefits
- A benefit verification letter
- A screenshot of an online benefits portal

Common mistakes

- Some Medicaid cards do not include the required information. If yours does not, then it will not be accepted.

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry.
- Make sure your document is not cut off and we can see all four sides.
- Make sure you have good lighting.

Choose a file

Back

Next

What if I don't have proof that I'm enrolled in Medicaid?

- Contact your [local agency](#) to learn more about how to get proof that you're enrolled in Medicaid.
- You can share a document that shows you're in a [different qualifying program](#).

How can I edit my information or add a child or dependent?

Need Help? Contact the ACP Support Center at 1 (877) 384-2575 or email us at ACPSupport@usac.org

IF THEY CHOSE TO QUALIFY THROUGH A PELL GRANT

They will need to consent to allow USAC to check their receipt of a Pell Grant by typing their name and then clicking **Check my eligibility**.

An official website of the United States government [Here's how you know](#)

FC English Sign in

Review your information

Please review the information you provided and make any edits.

Your Information



Name
Jose Yosef Ortega

Home Address
123 Street Ave
Silver Spring, MD 20910

Mailing Address
Same

Date of Birth
01/17/1990

Phone (optional)
Not Provided

Email Address
email@email.com

Your ID

Last four digits of your SSN
xxx-xx-4540

Your Federal Pell program participation

Please read and sign this statement which allows us to check if you are a part of the program.

Consent to disclosure

An individual may establish household eligibility to participate in the Affordable Connectivity Program (ACP) if the individual receives a Federal Pell Grant during the current award year.[1] This form is used by an individual applicant to provide written consent for the disclosure of personally identifiable information from the applicant's records maintained by the U.S. Department of Education for purposes of verifying whether the applicant is the recipient of a Pell Grant.

I provide consent for the U.S. Department of Education to share with the Universal Service Administrative Company (USAC), USAC's contractors, the Federal Communications Commission (FCC), and FCC's contractors my status as a Pell Grant recipient in the current award year to verify my household's eligibility for benefits under the ACP. My consent is valid and, unless revoked by me, in writing, shall remain effective during the ACP application and review process and any subsequent ACP recertification processes conducted by USAC or the FCC to ensure my household remains eligible for benefits under the ACP as a result of my receipt of a Pell Grant. I understand that providing my consent is voluntary but that, if I do not provide consent, I may need to submit separate documentation to demonstrate eligibility for the ACP.

I provide consent for the U.S. Department of Education to share with the Universal Service Administrative Company (USAC), USAC's contractors, the Federal Communications Commission (FCC), and FCC's contractors my status as a Pell Grant recipient in the current award year to verify my household's eligibility for benefits under the ACP. My consent is valid and, unless revoked by me, in writing, shall remain effective during the ACP application and review process and any subsequent ACP recertification processes conducted by USAC or the FCC to ensure my household remains eligible for benefits under the ACP as a result of my receipt of a Pell Grant. I understand that providing my consent is voluntary but that, if I do not provide consent, I may need to submit separate documentation to demonstrate eligibility for the ACP.

[1] The award year is the school year for which financial aid is used to fund a student's education. Generally, this is the 12-month period that begins on July 1 of one year and ends on June 30 of the following year.

Your signature

Type your name below

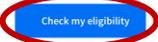
Jane Smith



I understand this is a digital signature, and this is the same as if I signed my name with a pen.

The information you provided will be used to check if you are eligible for the Affordable Connectivity Program (ACP).

By submitting this form, you agree to the National Verifier [terms and conditions](#) and consent that all information you are providing may be collected, used, shared, and retained for the purpose of applying for and/or receiving the Affordable Connectivity Benefit.

[Back](#) 

IF THEY WANT TO QUALIFY THROUGH THEIR INCOME

They will select **I don't think I participate in any of these programs, I may qualify through my income.**

Confirm your program participation

Which of the following programs do you participate in?

Check all that apply.

- Federal Pell Grant
- Veterans Pension and Survivors Benefit Programs
- Federal Housing Assistance ?
- Supplemental Security Income (SSI)
- Special Supplemental Nutrition Program for Woman, Infants, and Children (WIC)
- Tribal Specific Program (Only choose if you live on Tribal lands)
- I don't think I participate in any of these programs, I may qualify through my **income**
- I don't participate in any of these, but I have a **child or dependent** who may qualify

[Back](#)

[Next](#)

Acceptable documents **to show income** include:

- The prior year's state, federal, or Tribal tax return
- Current income statement from an employer or paycheck stub
- A Social Security statement of benefits
- An Unemployment or Worker's Compensation statement of benefits
- A Federal or Tribal notice letter of participation in General Assistance
- A Divorce Decree, child support award, or other official document containing income information



*If qualifying by income, they will need to provide three consecutive months of paychecks within the same year. If they don't have the documents with them to upload, they can click **Save** instead to save their changes so they can go back to their application after they gather their required documents. They have 45 days to provide their documentation or will need to start a new application from the beginning.*

For people who are paid in cash and may not have clear wage documentation, they could qualify under one of the other criteria, such as participating in one of the federal programs (for example: SNAP or Medicaid). Another option would be to apply through someone else in the household who qualifies, such as a student who attends a CEP school.

They will then go through a series of screens to verify their income. The site will provide the maximum gross annual income amount the client can make based on the size of their household. Additional information about what to do if the client can't access their income information is available on the last screen.



Share more information to see if you qualify

With your help, we can confirm if you qualify in a few more steps.

Do you have a document that shows your income?

Yes. I have a document such as pay stubs, last year's tax return, or a social security statement.

No. But I have a document that shows I (or my child or dependent) participate in a program such as SNAP or Medicaid.

Back

Next

You have until **May 5, 2023** to complete this selection. If you do not complete it by this date, you will need to submit a new application.

Need Help? Contact the ACP Support Center at 1 (877) 384-2575 or email us at ACPSupport@usac.org



Share more information to see if you qualify

With your help, we can confirm if you qualify in a few more steps.

How many people live in your household? ?

Number of people in my household:

2

Back

Next

Need Help? Contact the ACP Support Center at 1 (877) 384-2575 or email us at ACPSupport@usac.org



Confirm Your Household

Certify You Qualify

Certify & Sign

Share more information to see if you qualify

You may qualify if your annual income meets the requirements.

How many people live in your household? [?](#)

Number of people in my household:

Is your annual income at or below \$39,440? [?](#)

 Yes No. But I have a document that shows I (or my child or dependent) participate in a program such as SNAP or Medicaid.

[Back](#)

[Next](#)

Need Help? Contact the ACP Support Center at 1 (877) 384-2575 or email us at ACPSupport@usac.org



Share proof of your income

Your document must include:

1. Your name, or your dependent's name
2. Your annual income below \$xx,xxx
3. An issue date within the last 12 months

Here are common examples:

- Your prior year's state, federal, or Tribal tax return
- Current annual income statement from your job
- A Social Security statement of benefits
- An unemployment or worker's compensation statement of benefits
- A Federal or Tribal notice letter of participation in General Assistance
- A divorce decree or child support award
- An official document with a date in the last 12 months that shows your annual income. Or official documents showing your income for three months in a row. This could be pay stubs that have dates within the last 12 months.

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry.
- Make sure your document is not cut off and we can see all four sides.
- Make sure you have good lighting.

Choose a file

Back

Next

What if I don't have proof of my income?

- You can request a copy of your tax transcript from the [Internal Revenue Service \(IRS\)](#).
- You can share a document that shows you [participate in a qualifying program](#) such as SNAP or Medicaid.

How can I edit my information or add a child or dependent?

Need Help? Contact the ACP Support Center at 1 (877) 384-2575 or email us at ACPSupport@usac.org

IF THEY CHOOSE TO QUALIFY THROUGH A CHILD OR DEPENDENT

They will select **I don't participate in any of these, but I have a child or dependent who may qualify** and the program their child or dependent participates in and click **Next**. After this step, the client will then choose a form of ID for their dependent and upload documents, if applicable.

All of the same identification options can be chosen, including the last four numbers of a social security number, a birth certificate, or a passport. Additionally, a student ID can be used as long as it is current and includes all of the following information:

- Student's full name
- Student's birthdate
- School name
- School address
- School logo
- School's contact information

A photo of the student is not required on the ID, and while a unique student identification number is also not required, it is best practice to include one to demonstrate authenticity.

Confirm your program participation

Which of the following programs do you participate in?

Check all that apply.

- Federal Pell Grant
- Veterans Pension and Survivors Benefit Programs
- Federal Housing Assistance
- Supplemental Security Income (SSI)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Tribal Specific Program (Only choose if you live on Tribal lands)
- I don't think I participate in any of these programs, I may qualify through my income.
- I don't participate in any of these, but I have a **child or dependent** who may.

Which of the following programs does your child or dependent participate in?

Check all that apply.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- Medicaid
- Free and Reduced Price School Lunch or Breakfast Program
- USDA Community Eligibility Provision (CEP) School
- Veterans Pension and Survivors Benefit Programs
- Federal Housing Assistance
- Supplemental Security Income (SSI)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Tribal Specific Program (Only choose if you live on Tribal lands)
- I don't think my child or dependent participates in any of these programs, but may qualify through income.

[Back](#)

[Next](#)

They will then select how they want to prove their child or dependent's identity. They can choose to enter their Social Security Number or verify it another way. If they have more than one child, they should apply using the

information of their youngest school-aged child/dependent so that they remain eligible for the longest period of time.

An official website of the United States government [Here's how you know](#)

FC English Sign in

Fill out your child or dependent's information

We'll use this information to see if you are eligible through your child or dependent. It won't affect their credit.

Do you want us to check your child or dependent's identity with their Social Security Number?

Providing a Social Security Number may speed up the process and reduce the need to provide documentation, but is not required.

Yes, use the last four digits of my child or dependent's Social Security Number.

No, I want to provide an official document (Driver's License, Passport, etc.) or use a Tribal ID number.

[Back](#) [Next](#)

An official website of the United States government [Here's how you know](#)

FC English Sign in

Fill out your child or dependent's information

We'll use this information to see if you are eligible through your child or dependent. It won't affect their credit.

Enter the last four digits of your child or dependent's Social Security Number.

Last 4 digits of your Social Security Number

xx-xxx- 1932

[Back](#) [Next](#)



Fill out your child or dependent's information

We'll use this information to see if you are eligible through your child or dependent. It won't affect their credit.

Do you want us to check your child or dependent's identity with their Social Security Number?

Providing a Social Security Number may speed up the process and reduce the need to provide documentation, but is not required.

Yes, use the last four digits of my child or dependent's Social Security Number.

No, I want to provide an official document (Driver's License, Passport, etc.) or use a Tribal ID number.

Back

Next



Fill out your child or dependent's information

What form of identification would you like to use?

You can use their Tribal ID number or any valid Government ID issued by the United States or other country as long as it has their full name, date of birth, and is not expired.

Other Government Identification

Please choose one from the list:

Select

Driver's License

Military ID

Passport

Taxpayer Identification Number

Tribal Identification Number

Other Government ID

Next



Fill out your child or dependent's information

What form of identification would you like to use?

You can use their Tribal ID number or any valid Government ID issued by the United States or other country as long as it has their full name, date of birth, and is not expired.

Other Government Identification

Please choose one from the list:

Attach photo of the ID

Please attach a scanned copy or picture of the chosen form of identification. Files must be less than 10MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

Select photo

- Photo Library
- Take Photo or Video
- Choose File

Next

Then, they will enter their dependent's name and date of birth.



Fill out your child or dependent's information

We'll use this information to see if you are eligible through your child or dependent. It won't affect their credit.

Your child or dependent's full name as it appears on their identification

Enter the name of your child or dependent as it appears on official documents like their Social Security Card or Government ID. This should be their full legal name, not a nickname.

First Name

Middle Name (optional)

Last or Family Name

Date of Birth

Month

Day

Year

Back

Next

They will review the information they entered to ensure it's correct and MATCHES EXACTLY. **This is the last place to change any information listed here.** If the client or child/dependent uses their middle initial on one program and their full name on the ACP application, the system will see it as an error. The full legal name and date of birth need to match exactly. Additionally, the internet account needs to match this information, as well. **They will NOT be able to change this information later and will need to contact the ACP Support Center to request the application be closed and then reapply with the corrections needed to their information.**

Once it is correct, they will click **Check my eligibility** to prompt the National Verifier site to verify their eligibility for the ACP.

An official website of the United States government [Here's how you know](#)

 [English](#)  [Sign in](#)

Review your information

Please review the information you provided and make any edits.

Your Information

Name
Jose Yosef Ortega

Home Address
A 123 Street Ave
Chicago, IL 60007

Mailing Address
Same

Date of Birth
01/17/1990

Phone (optional)
Not Provided

Email Address
email@email.com

Your ID

Last four digits of your Social Security Number
xxx-xx-4540

Your child or dependent's information

Name
Anahit Grigorian

Date of Birth
02/02/2003

Your child or dependent's ID

Last four digits of your Social Security Number
xxx-xx-1932

The information you provided will be used to check if you are eligible for the Affordable Connectivity Program (ACP).
By submitting this form, you agree to the National Verifier [terms and conditions](#) and consent that all information you are providing may be collected, used, shared, and retained for the purpose of applying for and/or receiving the Affordable Connectivity Benefit.

[Back](#) [Check my eligibility](#)



Depending on the state and program, the client may be approved without needing to provide documentation. For example, in Kansas, the National Verifier automatically verifies a client's participation in the following programs:

- Medicaid
- Federal Public Housing Assistance program (FPHA)
- Veterans Pension

For Missouri, however, the National Verifier automatically verifies:

- SNAP
- Medicaid (state and federal databases)
- FPHA
- Veterans Pension
- Pell Grant

You can see the full list of states' automatic and manual verification [here](#).

If they choose a program that requires them to provide proof of participation, they will upload their qualifying documentation.

Confirm your program participation

Which of the following programs do you participate in?

Check all that apply.

- Federal Pell Grant
- Veterans Pension and Survivors Benefit Programs
- Federal Housing Assistance [?](#)
- Supplemental Security Income (SSI)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Tribal Specific Program (Only choose if you live on Tribal lands)
- I don't think I participate in any of these programs, I may qualify through my **income**.
- I don't participate in any of these, but I have a **child or dependent** who may.

Which of the following programs does your child or dependent participate in?

Check all that apply.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- Medicaid
- Free and Reduced Price School Lunch or Breakfast Program
- USDA Community Eligibility Provision (CEP) School
- Veterans Pension and Survivors Benefit Programs
- Federal Housing Assistance [?](#)
- Supplemental Security Income (SSI)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Tribal Specific Program (Only choose if you live on Tribal lands)
- I don't think my child or dependent participates in any of these programs, but may qualify through **income**.

[Back](#)

[Next](#)

IF THEY QUALIFY THROUGH THEIR CHILD OR DEPENDENT'S PARTICIPATION IN THE FREE AND REDUCED-PRICE LUNCH OR BREAKFAST PROGRAM

They will select the Free and Reduced-Price School Lunch or Breakfast Program option and then indicate whether their child or dependent attends a Community Eligibility Provision school or qualifies on their own.

They will then upload the required document. Please note the information the document must include, depending on which option they chose. If they qualify on their own based on their household income, they will upload a letter that shows their child or dependent was approved for the Free or Reduced-cost Lunch Program.

Please see the additional help offered at the bottom of the screen for more assistance.



If you work with schools, the district can provide an eligibility letter to verify the household's participation in the Free or Reduced-cost Lunch Program. EducationSuperhighway offers an acceptable template [here](#).

An official website of the United States government [Here's how you know](#)

FC English Sign in

Confirm Your Household Certify You Qualify Certify & Sign

Share proof that your child or dependent gets the Free and Reduced-Priced School Lunch or Breakfast Program

Your document must include:

1. The student's first and last name
2. The name of the school or school district
3. Name of the program
4. The current or prior school year

Here are common examples

- Letter from the school or school district

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry.
- Make sure your document is not cut off and we can see all four sides.
- Make sure you have good lighting.

Choose a file

Back Next

What if I don't have proof that my child or dependent gets the Free and Reduced-Priced School Lunch or Breakfast Program?

- Contact their school to get proof that they get the Free and Reduced-Priced School Lunch or Breakfast Program.
- Share a document that shows you're in a [different qualifying program](#).

How can I edit my information or add a child or dependent?

Need Help? Contact the ACP Support Center at 1 (877) 384-2575 or email us at ACPSupport@usac.org



Confirm Your Household

Certify You Qualify

Certify & Sign

Share proof that your child or dependent attends a Community Eligibility Provision (CEP) school

Your document must include:

1. The student's first and last name
2. The name and address of the school
3. School contact information (phone or email)
4. The current school year

Here are common examples

- Letter from the school or school district
- A report card

Common mistakes

- If your document is from a school district it must also have the specific school contact information to be accepted.
- Some report cards don't have the specific school contact information. If yours does not, then it will not be accepted.

How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry.
- Make sure your document is not cut off and we can see all four sides.
- Make sure you have good lighting.

Choose a file

Back

Next

What if I don't have proof that my child or dependent attends a CEP school?

- Contact their school to get proof that they attend a Community Eligibility Provision (CEP) school.
- Share a document that shows you're in a [different qualifying program](#).

How can I edit my information or add a child or dependent?

Next, they will create their account by entering a username and password. The email address they entered at the beginning of their application will autopopulate, but they can enter a different username if they prefer.



*Please note the password requirements as shown on the next screen. As the requirements are met, a green checkmark will appear. If they don't meet them, they won't be able to proceed with their application. You can select the **Show Password** checkbox to make it easier to match. It is very important that they record their password so they can access their account.*

They will then click **Create account and sign in**.

An official website of the United States government [Here's how you know](#)

FCC English Sign in

You qualify to get your benefit

Affordable Connectivity Program benefits:

- Service discount up to \$30/month
- Service discount up to \$75/month on qualifying Tribal lands
- Device discount up to \$100 for a qualifying device

What to do next

Create an account with a username and password to **save the details you already entered** and learn how to get your benefit.

Create your account

You need to create an account to save your information and continue your application.

Username
This could be an email address or unique ID.

email@email.com

Create a password
Choose something that is a mix of letters, numbers, and symbols. Write down your password and keep it in a safe location because you will need to use it again.

- At least 8 characters long
- At least 1 capital letter
- At least 1 number (0-9)
- At least 1 special character (!@#%&*)
- No restricted phrases

.....

Show password

Confirm password
Type the same password again.

.....

Show password

Create account and sign in

The last step is to certify the information they provided was accurate and correct by typing their full legal name in the **Your Signature** box, selecting the box confirming they understand typing their name is the same as signing in pen and then clicking **Submit**.



By signing your name below, you agree with the following statements:

Qualifications

I or someone in my household currently gets benefits from a program that qualifies for the Affordable Connectivity Program, or my annual household income is 200% or less than the Federal Poverty Guidelines.

Internet company notification

I understand that I must tell my internet company within 30 days:

- if my household no longer qualifies for the Affordable Connectivity Program or
- if I move to a new address.

Only one benefit per household allowed

I understand that my household can only receive one monthly service benefit and one device discount (desktop, laptop, or tablet) through the Affordable Connectivity Program, and to the best of my knowledge, my household is not getting more than one service benefit and one device discount.

Potential impact on your bill if program ends

I understand that the Affordable Connectivity Program is a federal government benefit that reduces my internet service bill, and my household will be subject to the internet company's undiscounted general rates, terms, and conditions if my household continues to subscribe to the service after the conclusion of the Affordable Connectivity Program.

How your information will be used

I agree that all of the information I provide on this form may be collected, used, shared, and retained by the Affordable Connectivity Program Administrator (Universal Service Administrative Company) for the purposes of applying for and/or receiving the Affordable Connectivity Program benefit.

- I agree that my state or Tribal government may share information about my benefits for a qualifying program with the Affordable Connectivity Program Administrator if required by law and this information will be used only to help find out whether I can get an Affordable Connectivity Program benefit.

Check eligibility at any time

The Affordable Connectivity Program Administrator or my service provider may check whether I still qualify at any time.

Must meet recertification deadline

In order to confirm that I still qualify for the Affordable Connectivity Program benefit, I understand that I have to respond to a recertification request by the deadline or I will be removed from the Affordable Connectivity Program and my benefit will stop.

I certify, under penalty of perjury, that all of the information provided on this form is true and correct to the best of my knowledge. I know that willingly giving false or fraudulent information to get Affordable Connectivity Program benefits is punishable by fine and/or imprisonment under 18 U.S.C. §1001 and can result in being barred from the Affordable Connectivity Program.

Your Signature

Type your name below

Jane Smith

I understand this is a digital signature, and this is the same as if I signed my name with a pen.

Submit

They will then see a screen that displays the Application ID they will provide to their internet service provider so that the benefit can be applied to their account. It is a good idea to have them take a picture of it for easier future reference. They can also write it down. This information will also be emailed to them.



Contact an internet company to get your benefit

You're approved to get your benefit. Sign up by March 4, 2023.

What to do next

If you already have internet

Contact your internet company and say, "I have been approved for the Affordable Connectivity Program and would like to apply it to my service." Then, give them the information below.

If you don't currently have internet

[Find an internet company](#) that can provide service to your address and say, "I have been approved for the Affordable Connectivity Program and would like to sign up for internet." Then, give them the information below.

Application ID:

B85789-99208

Full legal name:

Jose Yosef Ortega

Address:

**A 123 Street Ave.
Chicago, IL 60007**

Method of identity verification:

Last 4 digits of SSN

We have sent this information to the email you provided on your application.

[Do you live on Tribal lands?](#)



[Need to find an internet company near you?](#)



Need help? If you have questions about the [Affordable Connectivity Program \(ACP\)](#), call us at **1 (877) 384-2575** or send us an email at ACPSupport@usac.org.

[Return to top](#)

APPLYING THE DISCOUNT

If the client currently has mobile or home internet service, they should contact their provider and ask that their ACP benefit be applied to their account. They will be asked to provide their ACP Application ID.

If they don't currently have service, they can contact a service provider to get started.



*They can sign into their account and click **Find a Company Near Me** to find a list of companies that may serve their address. A company appearing in this list is not a guarantee that the company serves the client's address. The client will need to contact the company, either by using their website tool or contacting their customer service number, to confirm whether the company serves their address.*

People approved for ACP will receive additional emails reminding them to contact an internet provider to apply their benefit to their account. After their application is approved, they will receive up to four reminders if they have yet to

apply their benefit. These reminders will go out 3, 10, and 25 days after their application is approved, and a final reminder will go out one week before their application expires.

OTHER DETAILS TO NOTE

ACP and Google Fiber

For Google Fiber service, the client must provide a debit or credit card when they sign up for service. They will go to https://support.google.com/fiber/contact/Affordable_Connectivity_Program to apply their ACP benefit to their Google Fiber account.

One-discount Limit

Only one device discount is available per household, even if they move or change providers. If there is already an ACP benefit associated with the client's address, they may need to fill out information about their household to determine whether they are a separate household and eligible to apply.

Taxes and Fees

Taxes and fees are part of the amount charged to a consumer, so they are included in the ACP discount, instead of consumers receiving small bills for taxes and fees alone. Therefore, the household should be sure to clarify whether there will be any remaining balance they are responsible for if the cost is hovering around the \$30 price point. If the client chooses an internet service plan that is more than \$30 per month, they will be responsible for the difference. For example, if the service plan is \$60 per month, the ACP will cover \$30, and the client would be responsible for \$30.

Help for Remaining Balance

For households in the Kansas City area, the Internet Access Support Program can help pay the remaining amount up to \$75/month for six months. For more information and to apply, visit kconnect.me.

Disconnection for Nonpayment

If a client has non-payment for 90 days (from the bills' due date(s) after enrolling and participating in ACP), the client can be de-enrolled as long as the internet service provider gives notice after 30 and 60 days. Re-enrollment with the same service provider after de-enrollment is up to the service provider.

Filing Complaints

If the client has issues with their internet company involving the ACP, such as being required to pay off a past-due balance before getting service restarted, they may want to file an informal consumer complaint with the FCC. If their issue is a billing or service issue, the FCC will send their complaint to their internet company for an explanation and resolution. Learn more at: consumercomplaints.fcc.gov.

Recertification

Every year, USAC or your client's internet company will check to confirm they still qualify for the benefit. This process is called recertification.

If USAC can confirm they still qualify through an automated database, there is nothing else that they need to do to confirm their continued eligibility for the ACP.

If USAC cannot confirm they still qualify through an automated database, they will receive a letter in the mail to help them recertify. They may also receive additional reminders by email, mail, or pre-recorded messages on their phone.

When they are asked to recertify, they must do so within 60 days, or they will lose their ACP benefit. This means their monthly bill may increase or their internet service may end. If they lose their discount (or if their service ends) but they think they still qualify, they can reapply to get ACP.

If their ACP service provider is responsible for confirming your continued eligibility, their service provider will contact them about the steps they will need to take.

How to recertify for ACP

Call

This option is only available if they DO NOT have to provide proof documentation. Call (877) 384-2470, enter in the application ID number included in their letter, and follow the prompts.

Online

Log in or create a new account to complete the ACP recertification form online.

Mail

Complete the ACP Recertification Form: [English](#), [Spanish](#) (Recertification Form Instructions) and send it with copies of their proof documentation (if required) to:

ACP Support Center
PO Box 9100
Wilkes-Barre, PA 18773

Need Help?

Email ACPSupport@usac.org or call (877) 384-2575.