AFFORDABLE CONNECTIVITY PROGRAM

Adoption Toolkit for School Districts

RESOURCE: ACP ENROLLMENT OVERVIEW - A GUIDE FOR DISTRICT STAFF

DISTRICT NOTES

How to use this resource: The following document provides an overview of the online ACP enrollment process (online enrollment system is available in English and Spanish). This resource is meant to provide district staff with the key information, steps, and useful links regarding the ACP enrollment process so they may support families with questions.

This document also provides links to paper forms to submit via mail. Should your family apply online or via a mailed paper application?

- Applying online is ideal, since approval may be immediate, but requires an internet connection and the ability to upload qualifying documents. Mailed applications are lengthier to process, especially if any documentation is missing or if the USAC is unable to confirm eligibility from the documents submitted.

Recommendations and best practices:

- Read this overview in conjunction with the full enrollment guide.
- Use the first three pages primarily as guidance. The appendix provides additional information regarding documentation.

NEED HELP?

If families have any questions or need assistance, they can contact the ACP Support Center of the Universal Service Administrative Co, who administers the ACP on behalf of the FCC via:

E: ACPSupport@usac.org

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

Seven days a week, from 9:00 a.m. to 9:00 p.m. ET

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AFFORDABLE CONNECTIVITY PROGRAM
ENROLLMENT OVERVIEW
A guide for school district staff

The Affordable Connectivity Program (ACP) helps families connect to the Internet from home by providing a monthly benefit of up to $30 (up to $75 on qualifying Tribal Lands). The ACP is a long-term $14 billion program of the Federal Communications Commission (FCC) that, replaces the Emergency Broadband Benefit (a temporary program tied to the pandemic).

WHAT DOES THE BENEFIT PROVIDE?

- A discount of up to $30 a month for broadband service ($75 for on Tribal lands).
- 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.
- A household is eligible for one benefit and one discount.

1 HOW DOES THE FAMILY ENROLL?

Determines if they (or a dependent) are eligible for the ACP, and shows proof of eligibility. A household is eligible if a member meets at least *one* of the criteria below. The household may have to provide documents to demonstrate eligibility.

2 Applies via one of three options:

1. **Online at ACPBenefit.org** (National Verifier)
2. **Mail in an application** (English or Spanish) and return it along with proof of eligibility to: **ACP Support Center, P.O. Box 7081, London, KY 40742**
   - For more information, see the ACP Application Instructions
   - It is recommended to include a Household Worksheet with the application (English or Spanish). See the Household Worksheet Instructions for directions.
   - Print a cover sheet so that USAC can match documents with the application.
3. **Contact a participating broadband provider** directly to learn about their application process. For a full list of participating providers see: acpbenefit.org/companies-near-me/.
   (Note only certain providers have been approved by the FCC to use an alternate application process and to enroll households directly, so most will need to apply via the National Verifier).

3
Receives confirmation that they have qualified. The applicant selects a participating internet provider (also can search USAC's online tool).

4
Contacts the internet service provider, provides their application ID, and selects one of the provider's service plan(s). Note that all internet plans are now eligible if the internet service provider is participating in the ACP.

5
Enrolls with the internet service provider. The provider may also have their own application that the applicant needs to fill out.

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MAJOR STEPS FOR ENROLLMENT IN THE ACP ONLINE SYSTEM, THE NATIONAL VERIFIER

VISIT	acpbenefit.org	APPLICATION NOTES
	ENTER PERSONAL INFORMATION • First, Middle & Last Name • Date of Birth	First and last name may only consist of letters, hyphens, spaces and single quotes. Middle name is optional. The first name should be the family member's legal name, not a nickname. The last name must be at least 2 characters.
STEP 1	**CONFIRM IDENTITY** **The following are the options to confirm identity:** • Social Security Number • Tribal ID number • Driver's License • Military ID • Passport • Taxpayer Identification Number (ITIN), or • Other Government ID (more below)	Depending on what they select, each option will expand so they can enter their information. A SS# is not required to participate in the ACP, but providing one processes the application the fastest. The applicant only has to provide the last four digits of their SS# in the application. The applicant will need to select a file from their computer and upload it if they choose certain verification types (i.e. drivers license, military ID). The file must be less than 10MB and in jpg, jpeg, png, pdf or gif format. If applying on a smartphone, the applicant can take a picture of the document and upload it.
STEP 3	**ENTER ADDRESS** • Full home address	This should be the family's physical address, including apartment or unit number. If there is another adult at the address who may qualify for the benefit, the family should fill out the Household Worksheet.
STEP 4	**QUALIFY AS APPLICANT OR AS A DEPENDENT** • Decide if submitting information to qualify as the applicant or on behalf of a dependent	The applicant decides whether to use their own or their dependent's eligibility to qualify. If applying through a dependent, the applicant will need to provide the dependent's details (name, date of birth and identity verification).
STEP 5	**CREATE AN ACCOUNT** • Create Username ○ Can be an email address or applicant's name in some form • Create Password ○ Will have to meet certain length and character requirements	Once an account is created, the applicant will be taken to the dashboard where they can view, access, and return to their application. The applicant should note their Application ID, username and password for their records.

STEP 6	**CONFIRM ELIGIBILITY** • Select the criterion to qualify: **Participation in Lifeline** **Income Eligibility** • 200% of the federal poverty guidelines **Participation in government assistance programs:** • Supplemental Nutrition Assistance Program (SNAP) • Medicaid • Supplemental Security Income (SSI) • Federal Public Housing Assistance • Veterans Pension and Survivors Benefit • Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) **Participation in Free and Reduced Price School Meal program, including through the USDA Community Eligibility Provision (CEP)** **Received a Federal Pell Grant during the current year** **Tribal specific programs:** • Bureau of Indian Affairs General Assistance • Head Start (only households meeting the income qualifying standard) • Tribal Temporary Assistance for Needy Families • Food Distribution Program on Indian Reservations	Next the applicant will need to confirm their eligibility for the benefit. The applicant will need to select at least one of the criteria (check all that apply). Depending on the criterion they choose they may need to provide documentation. Families can qualify through their child or dependent, for example, if their student participates in the free or reduced lunch or breakfast program, or if their school participates in the CEP. For CEP schools, USAC automatically checks the name of the CEP school against the [Food Research and Action Center (FRAC)](#) database. The family will need to select the student's school from a dropdown list. The family will also need to provide documentation showing the student's enrollment in the qualifying year, such as a report card or an official school document that states the school name, student's name, and school year. Districts may want to prepare a letter for families confirming their student's enrollment.
STEP 7	**REVIEW INFORMATION**	The applicant will need to review and confirm the accuracy of the information they provided, as well as consent to this information being collected, used, shared, and retained for the purposes of applying.
STEP 8	**SIGN AGREEMENT** • Type full legal name in the signature box and check the box that this digital signature is the same as if they signed with a pen	The family member initials next to each paragraph that the information is accurate and they will follow the terms of the ACP. Ensure the first letter of the last name is capitalized.
STEP 9	**RECEIVE CONFIRMATION THAT THE APPLICATION IS APPROVED**	The family may be approved immediately or the application will need further review. If they need assistance, they can call the ACP Support Center.

APPENDIX: GOVERNMENT ID's AND OTHER QUALIFYING DOCUMENTS

Some applications may be processed immediately (generally if using a Social Security number), but others may require additional documentation. USAC may also contact the applicant if they need additional information to confirm eligibility once an application is submitted. The following provides examples, as well as some helpful tips, as to what these documents need to include.

IDENTITY VERIFICATION

If the applicant needs to provide additional information to verify identity:

Documentation must include	Document Examples and Tips:
- Applicant's first and last name - Applicant's date of birth	- 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)

HOUSEHOLD INCOME

If the applicant qualifies through their income, they *may* need to show documents that their annual income is at or below 200% of the Federal Poverty Guidelines.

Documentation must include	Document Examples and Tips:
- Applicant's (or your dependent's) first and last name - Applicant's annual income	- Prior year's state, federal, or Tribal tax return - Current income statement from your employer or a paycheck stub - 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 your income - A retirement/pension statement of benefits

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