AFFORDABLE CONNECTIVITY PROGRAM

Adoption Toolkit for School Districts

DISTRICT NOTES

How to use this resource: This resource provides a quick overview of the ACP, its terms, and how to apply.

Recommendations and best practices:
- Reference the ACP Enrollment overview and Full Enrollment Guide for more information.

Education
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AFFORDABLE CONNECTIVITY PROGRAM

Accessing ways to help pay for Internet access at home

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). The ACP began December 31, 2021, replacing the Emergency Broadband Benefit, a temporary program tied to the pandemic.

Affordable Connectivity Program	
WHAT IS THE BENEFIT?	Up to **$30 per month** ($75 for households on qualifying Tribal lands)
	One-time $100 device credit toward the purchase of a connected device, such as a laptop, desktop, or tablet (only with participating providers)
FOR HOW LONG?	Began December 31, 2021 and is a long-term benefit
WHAT SERVICE PLANS?	The consumer can select any internet service plan to apply for the benefit
WHO IS ELIGIBLE?	**A household is eligible if a member meets at least one of these criteria:**
	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

Affordable Connectivity Program

WHAT IDENTIFICATION IS NEEDED TO APPLY?	**One of the following:** • SSN • Driver's License • Military ID • Passport • ITIN • Other Government ID
HOW DOES A HOUSEHOLD SIGN UP?	**There are three main ways to sign up:** 1. Apply online at ACPBenefit.org 2. Mail in an application (English or Spanish). Send with docs to: ○ ACP Support Center, P.O. Box 7081, London, KY 40742 3. Contact a participating broadband provider directly *Eligible households must both apply for the program and contact a participating provider to select a service plan.*
NEED HELP?	Contact the ACP Support Center of the Universal Service Administrative Co, who administers the ACP on behalf of the FCC via: **Email: ACPSupport@usac.org** **Phone:** (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

Adoption Toolkit for School Districts

DISTRICT NOTES

How to use this resource: This provides a comparison of the Emergency Broadband Benefit versus the Affordable Connectivity Program, especially if there are questions regarding who is automatically transferred to the ACP versus who needs to re-apply.

Recommendations and best practices:
- Reference the ACP Enrollment overview and Full Enrollment Guide for more information.

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SUPERHIGHWAY

EMERGENCY BROADBAND BENEFIT VS. AFFORDABLE CONNECTIVITY PROGRAM

Accessing ways to help pay for Internet access at home

EBB participants in good standing were automatically enrolled into the ACP benefit on 12/31/2021 which ensures eligible households continue to receive the discount without disruptions due to the eligibility of their service provider. There is a 60 day transition period in which the EBB-enrolled family will continue to receive the $50 per month benefit (March 1, 2022). After that period, the benefit amount will be reduced to the $30 amount. Participating providers must give households notice about the last date or billing cycle that the full benefit will apply to their bill and the date or billing cycle that the partial benefit will apply to their bill.

EBB households who qualified due to substantial loss of income as a result of a job loss or furlough since February 29, 2020, or by meeting the eligibility criteria for a participating provider's COVID-19 program, will need to requalify for the Affordable Connectivity Program.

	Emergency Broadband Benefit	Affordable Connectivity Program
WHAT ARE THE BENEFITS?	Up to **$50 per month** ($75 for households on qualifying Tribal lands)	Up to **$30 per month** ($75 for households on qualifying Tribal lands)
	Both: One-time $100 device credit toward the purchase of a connected device, such as a laptop, desktop, or tablet (only with participating providers)	
HOW LONG?	Phased out **December 30, 2021**	Began **December 31, 2021;** long-term benefit
WHAT SERVICE PLANS?	Only certain internet service plans are eligible. The provider chooses which one(s)	The consumer can select any internet service plan to apply for the benefit
WHO IS ELIGIBLE?	**A household is eligible if a member meets at least one of these criteria:**	
	135% of the federal poverty guidelines	200% of the federal poverty guidelines
	Government assistance programs such as: • Supplemental Nutrition Assistance • Medicaid • Supplemental Security Income (SSI) • Federal Public Housing Assistance • Veterans Pension and Survivors Benefit Participation in Free and Reduced Price School Meal program/CEP school Received a Federal Pell Grant during the current year Demonstrated loss of income after 2/29/2020	**Same as the EBB except:** • Demonstrated loss of income post-February 29, 2020 has been removed. • Participation in the Special Supplemental Nutrition Program for Women, Infants, and Children has been added.

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Other notable changes with the Affordable Connectivity Program:

Public Awareness
- Participating service providers are required to conduct "public awareness" campaigns, in collaboration with public interest groups and non-profit organizations, to highlight the value of the Affordable Connectivity Program as well as inform the public about the benefits of broadband and internet access.

Coordination and Data Sharing
- The new law requires that the Federal Communications Commission (FCC) work with other federal agencies such as the Departments of Agriculture, Education, and Health and Human Services to ensure that participants in their federal programs receive information about the ACP, as well as how to enroll in the program. In addition, these agencies must work with the Universal Service Administration Company (USAC) - which administers the EBB and will administer the ACP - to share data with the online National Lifeline Verifier to streamline eligibility for the ACP.

Consumer Protections
- The FCC will also issue rules to protect consumers against the following by service providers:
  - Upselling or downselling services by the internet service provider.
  - Restricting the consumer from changing internet service providers or offerings (the consumer still needs to return any provider-owned equipment).
  - Insisting that the consumer enter into an extended contract to participate in the ACP.
  - Requiring consumers to get a credit check to receive the benefit.

Affordable Connectivity Program	
HOW DOES A HOUSEHOLD SIGN UP?	**There are three main ways to sign up:** 1. Apply online at <u>ACPBenefit.org</u> 2. Mail in an application (<u>English</u> or <u>Spanish</u>). Send with docs to: ○ ACP Support Center, P.O. Box 7081, London, KY 40742 3. Contact a participating broadband provider directly *Eligible households must both apply for the program and contact a participating provider to select a service plan.*
NEED HELP?	Contact the ACP Support Center of the Universal Service Administrative Co, who administers the ACP on behalf of the FCC via: **Email:** <u>ACPSupport@usac.org</u> **Phone:** (877) 384-2575, seven days a week, from 9:00 a.m. to 9:00 p.m. ET

Education
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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 a confirmation code from the National Verifier and selects a participating internet provider** (also can search USAC's online tool).

4 **Contacts the internet service provider and selects one of its eligible 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, provides the provider with their ACP code/approval**
- The provider may also have their own application that the applicant needs to fill out.

Education SUPERHIGHWAY

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 VERIFICATION CODE**	The family may receive the code 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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AFFORDABLE CONNECTIVITY PROGRAM

Adoption Toolkit for School Districts

**RESOURCE: AFFORDABLE CONNECTIVITY PROGRAM
FULL ENROLLMENT OVERVIEW GUIDE FOR DISTRICT STAFF**

DISTRICT NOTES

How to use this resource: The following document provides a comprehensive overview of the online ACP enrollment process (online enrollment system is available in English and Spanish). This guide will help you support your families in signing up for the ACP. It provides a step-by-step guide to assist families in the online enrollment process.

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:
- The ACP Enrollment overview provides a summary of the contents of this enrollment guide.

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AFFORDABLE CONNECTIVITY PROGRAM
A Step-by-Step Guide for School Districts to Support Families

Education
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PURPOSE OF THIS GUIDE

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). The ACP began December 31, 2021, replacing the Emergency Broadband Benefit (a temporary program tied to the pandemic). This guide will help you support your families in signing up for the ACP. It provides a step-by-step guide to assist families in the online enrollment process.

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 a confirmation code from the National Verifier and selects a participating internet provider** (also can search USAC's online tool).

4 **Contacts the internet service provider and selects one of its eligible 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, provides the provider with their ACP code/approval**
- The provider may also have their own application that the applicant needs to fill out.

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ACCESS THE NATIONAL VERIFIER ONLINE

The family visits: **acpbenefit.org**
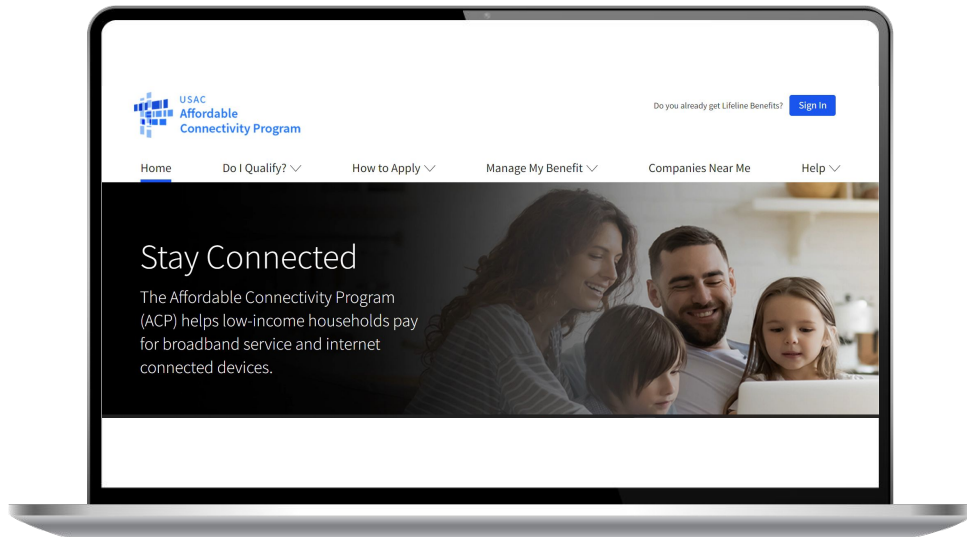
They scroll to the bottom of the page and select the "Apply Now" button

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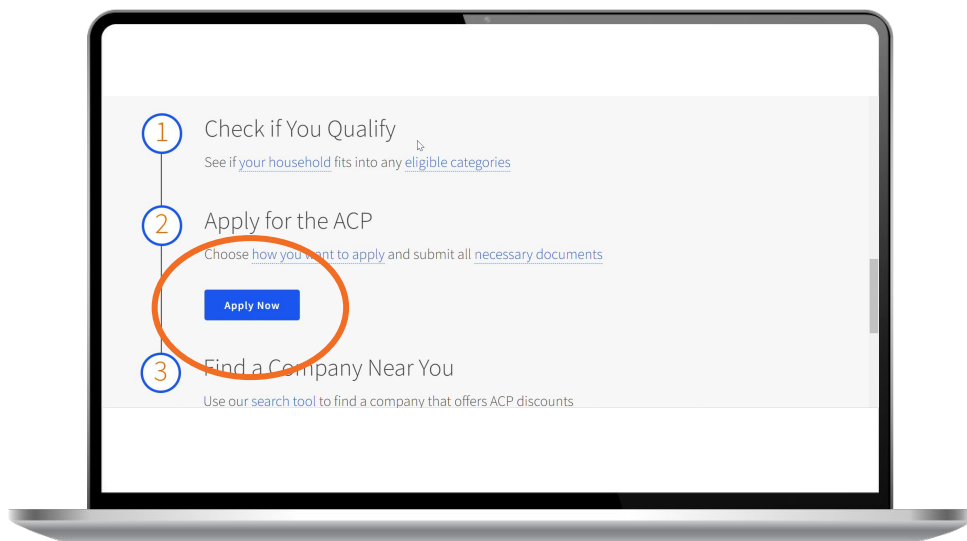
NATIONAL VERIFIER LANDING PAGE

When the family accesses the ACP National Verifier on their smartphone or computer, this is what they will see:

SELECT LANGUAGE

If the family member prefers to complete the application in Spanish, they select that option here:

STEP ONE: ENTER PERSONAL INFORMATION

Family member enters their personal information:
- First, Middle & Last Name
- Date of Birth

Your Information

We will use this information to find out if you qualify for the Lifeline Program or the Affordable Connectivity Program (ACP).

What is your full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name

[   ]

Middle Name (Optional)

[   ]

Last Name

[   ]

What is your date of birth?

Month	Day	Year
Choose ⌄	DD	YYYY

First and last name may only consist of letters, hyphens, spaces and single quotes

The first name should be the family member's legal name, not a nickname

The last name must be at least 2 characters

Make sure the name is entered exactly as it appears on the applicant's identification

STEP TWO: CONFIRM IDENTITY

The following are the options for the family to confirm their identity:
- **Social Security Number**
- **Tribal ID Number**
- **Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID**

Identity Verification

Please select your form of identification from **one** of the following:

○ **Social Security Number**

○ **Tribal ID Number**

○ **Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID**

Depending on what the family member selects, each option will expand so they can enter their information.

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STEP TWO CONT'D: CONFIRM IDENTITY

Social Security Number

Identity Verification
Please select your form of identification from **one** of the following:

🔵 **Social Security Number**

If you would like to verify your identity using your Social Security Number, please enter the last four digits of your Social Security Number (SSN4).

Last 4 digits of your SSN

[   ]

* Social Security Numbers are **not** required to participate in the Affordable Connectivity Program (ACP), but using a Social Security Number will process your application the fastest. **A Social Security Number is required if you are applying for Lifeline.**

🔵 **Tribal ID Number**

If you have and would like to use a Tribal Identification Number to verify your identity, please enter it below.

Tribal Identification Number

[   ]

Family member enters the last 4 digits of their social security number (SS#). A SS# is not required to participate in the ACP, but providing a SS# does process the application the fastest.

Family member can also choose to use a Tribal Identification Number, if applicable.

Identity Verification
Please select your form of identification from **one** of the following:

◯ **Social Security Number**

◯ **Tribal ID Number**

🔵 **Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID**

Please select the type of identification you would like to use to verify your identity.

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

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

Choose file

* This option is only available to those applying to the Affordable Connectivity Program (ACP).

OTHER GOVERNMENT ID
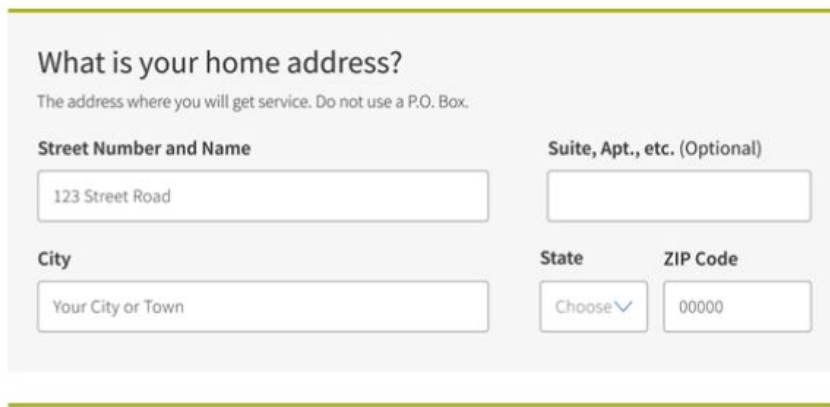
Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID

They choose which form of ID to provide.

They will need to select a file from their computer and upload it. The file must be less than 10MB and in jpg, jpeg, png, pdf or gif. If applying on their smartphone, they can take a picture of the document and upload it. (If uploading a photo from their phone, it is recommended they choose the "small" size).

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STEP THREE: ENTER ADDRESS

Ensure the full home address of where the family member wants to connect service, including unit or apartment number is entered.

What is your home address?

The address where you will get service. Do not use a P.O. Box.

Street Number and Name

123 Street Road

Suite, Apt., etc. (Optional)

City

Your City or Town

State

Choose ∨

ZIP Code

00000
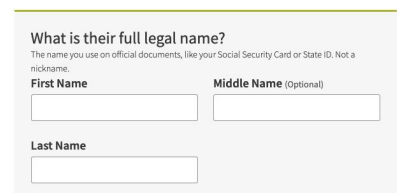
STEP FOUR: QUALIFY AS THE APPLYING ADULT OR ON BEHALF OF THEIR DEPENDENT

Do you qualify for Lifeline or the Affordable Connectivity Benefit through your child or a dependent?

If you do not qualify on your own, you can sign up for Lifeline or the Affordable Connectivity Benefit through your child or dependent if they participate in any of the qualifying programs.

◯ No, I qualify by myself.   ● Yes, I qualify through my child or dependent.

They can qualify as themself or through a child or dependent.

If they choose to qualify through a dependent, they will need to provide their dependent's details (the fields will drop down).

They will need to provide their dependent's:
- Full Legal Name
- Date of Birth
- Identity Verification (SS#, Tribal ID Number, Other Government ID)

When the information is entered they press the "Next" button
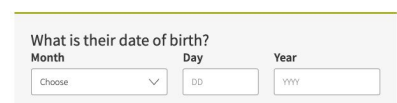
What is their full legal name?

The name you use on official documents, like your Social Security Card or State ID. Not a nickname.
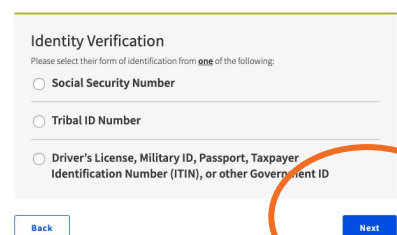
First Name

Middle Name (Optional)

Last Name

What is their date of birth?

Month   **Day**   **Year**

Choose ∨   DD   YYYY

Identity Verification

Please select their form of identification from **one** of the following:

◯ Social Security Number

◯ Tribal ID Number

◯ Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID

Back   Next

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STEP FIVE: CREATE AN ACCOUNT

They will then be prompted to create an account.

Create Your Account

Making an account will let us keep your information safe. It will also let you save it and come back to it any time.

Choose your username.

Choose something you can easily remember. You can also use your email address or your name in some form.

Username

[   ]

Choose your password.

Make sure it is something you can remember. It has to follow the requirements below.

Password Requirements

- ⚠ At least 8 characters long
- ⚠ At least 1 capital letter
- ⚠ At least 1 number (0-9)
- ⚠ At least 1 special character (!@#$%^&*)
- ⚠ No restricted phrases ⑦

Password

[   ]

Confirm Password

Type the same password again.

[   ]

They will need to create a username and password:

Username
Can be an email address or their name in some form.

Password
Will have to meet certain requirements:
At least 8 characters long
        At least 1 capital letter
        At least 1 number (0-9)
        At least 1 special character (!@#$%^&*)
        No restricted phrases (selected username or the
        words: password, lifeline, fcc or usac)

Your Contact Information

What is your email address?

example@email.com

☐ I want to provide an alternate email.

What is your phone number? (Optional)

( ) -

☐ I have a mailing address that is different than my home address.

Back   I'm not a robot reCAPTCHA Privacy - Terms   **Submit**

What is your preferred language? (Optional)

We will send outreach to you about your Lifeline benefit in the language(s) you select. You may select more than one language.

☑ English   ☐ Español

Back   I'm not a robot reCAPTCHA Privacy - Terms   **Submit**

---

eline National Verifier   English | Español   Consumer Sign In

...ations for the Emergency Broadband Benefit Program are no longer available. Starting on Friday, December 31, 2021 you may apply for the Affordable Connectivity ...m. To learn more about the Affordabl... ...ACP... ...Y... ...eligible f... ...the Lifeline... ...program during this time.

Sign In

⊘ Your Account is ...
Please sign back ...

You've created your National Verifier account!

To submit an application, you will need to log in to either apply for Lifeline and/or the Affordable Connectivity Program.

Close

...ave an Account?...

Username

Email Address
They can also provide an alternate email as a back-up

Phone Number
Optional

If they check that they have a different mailing address than their home address, they will need to provide that at this time.

Select preferred language and "I am not a robot" and press the "Submit" button

The family member has now created an account! Click "Close."

Education SUPERHIGHWAY

THE FAMILY MEMBER HAS NOW CREATED AN ACCOUNT! SIGN IN WITH USERNAME AND PASSWORD THAT WAS CREATED

⊘ **Your Account is Created!**
Please sign back in so we know it is still you and then you can complete the process.

Username

Forgot your username?

Password

Forgot your password?

Don't Have an Account?

Find out if you qualify for the Lifeline program by creating an account.

Create an Account

Print an application to mail in?

If you want to fill out an application on

Forgot your username?

Password

•••••••••••

Forgot your password?

By signing in, I accept the terms and conditions of the National Verifier system.

I'm not a robot
reCAPTCHA
Privacy - Terms

Sign In

Are you a service provider? Please sign-in through the service provider portal

Select preferred language and "I am not a robot" and press the "Submit" button

The family should record their username and password

Education
SUPERHIGHWAY

If they need to sign in from the main USAC landing page, this is where they would log into their account:

DASHBOARD

The applicant will be taken to the dashboard where they can view, access, and return to their application.

Welcome

Lifeline is a federal program that lowers the cost of phone or internet services.

Learn more about the Lifeline Program

My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

Start Lifeline Application	Return to Application

Application Type	Application ID	Application Created	Expiration Date	Status

Please select **"Apply or Transfer Your Service"** to qualify for Lifeline.

They can also see information such as their application ID, the date it was created, its status, as well as return to their application to complete and finalize it.

Affordable Connectivity Program (ACP)

The Affordable Connectivity Program (ACP) provides a discount of up to $30 per month towards broadband service for eligible households and up to $75 per month for those on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to $100 to purchase a laptop, desktop, or tablet from participating providers if they contribute more than $10 and less than $50 toward the purchase price. To see if you qualify, click "Apply for ACP."

| Apply for ACP | **Choose "Apply for ACP"**
| --- |

STEP SIX: CONFIRM ELIGIBILITY

Tell Us Which Program You Are In

To qualify for the Affordable Connectivity Program (ACP), we need to know which government assistance program you are in or if you qualify based on acceptable income criteria.

Program Selection

Next they will need to confirm their eligibility for the benefit. They will need to select at least one of the following criteria/eligible programs (check all that apply):

Are you in any of these?
Check all that apply.

- [ ] SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ⑦
- [ ] Medicaid
- [ ] Supplemental Security Income (SSI)
- [ ] Federal Public Housing Assistance
- [ ] Veterans Pension and Survivors Benefit Programs
- [ ] Federal Pell Grant in the current award year
- [ ] Free and Reduced Price School Lunch or Breakfast Program in the 2019-20, 2020-21, or 2021-22 school year ⑦
- [ ] Enrollment at USDA Community Eligibility Provision (CEP) School ⑦
- [ ] Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- [ ] Tribal Specific Program (only choose if you live on Tribal lands)
- [ ] I don't participate in one of these programs, I want to qualify through my income.
- [ ] I am not in any of these, but my child or dependent is in one of these programs. ⑦

You may be asked to submit documents about the program(s) you select.

Back   Next

Select the option(s) and press the "Next" button

Education
SUPERHIGHWAY

THE OPTIONS ARE

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

Depending on what the applicant chooses, they may need to provide documentation. See Appendix One at the end of this guide about what information these documents need to include.

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 Community Eligibility Provision (CEP). For CEP schools or districts, USAC automatically checks the name of the CEP school/district against the **Food Research and Action Center (FRAC)** database. The family will need to select the student's school from a dropdown list, as well as 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 name, and school year. Districts may want to prepare a letter for families confirming their student's enrollment so they have it ready when applying for the ACP.

Education
SUPERHIGHWAY

Review Your Information

Before we check if you qualify for the Affordable Connectivity Benefit, make sure your information is right.

Double check the information below.

Full Legal Name:	**Leanne Royal**
Date of Birth:	**August 9, 1958**
Last 4 Numbers of SSN:	**6633**
Address:	**85 Lincoln Avenue Orange, MA 01364**

Edit

They 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 for the ACP.

The information you gave us will be used to check if you qualify for the Affordable Connectivity Benefit. Please confirm that it is okay.

☐ By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Affordable Connectivity Benefit.

Back   Submit

They check the box and press the "Submit" button

Education SUPERHIGHWAY

STEP EIGHT: SIGN AGREEMENT

They initial next to each paragraph that the information is accurate and they will follow the terms of the ACP (the full agreement can be found at the end of this guide).

Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

I certify, under penalty of perjury, that:

Initial

I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 200% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Initial

I agree that **if I move I will give my service provider my new address** within 30 days.

Type their full legal name in the signature box and check the box that they understand this digital signature is the same as if they signed with a pen. Make sure the first and last name are capitalized.

Your Signature

Type your full legal name below

Nick Johnson

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

Back   Submit

Press the "Submit" button

CONFIRMATION OF QUALIFICATION FOR THE ACP

They will receive the following confirmation page once they've been qualified. The next step will be for them to contact their internet company to tell them they have been approved by USAC and to select an eligible service plan. Note that they have 120 days to sign up with a participating provider.

You Qualify for the Affordable Connectivity Benefit! Now, it's time to sign up with a provider.

Your application has been approved. If you haven't already done so, your next step is to sign up with a participating internet company by 4/13/2022 (based on US Eastern Time) so you can begin receiving discounted broadband service through the Affordable Connectivity Program (ACP).

If you do NOT sign up by 4/13/2022, you will have to reapply for the Affordable Connectvity Benefit.

Even if you want to receive the benefit from your current broadband service provider, you still need to contact them to start receiving the benefit.

How to Sign Up with a Provider

| 1 | Contact an internet company to pick a service plan and begin receiving your monthly Affordable Connectivity Benefit discount. |

If you are interested in a connected device, click here for a list of companies that offer connected devices. Not all companies participating in the program are offering connected devices. You will need to enroll with a company to receive your broadband AND device benefit.

Click "Contact an internet company" to find a provider

2 Tell the provider that you have been approved by the Universal Service Administrative Company (USAC).

3 **IMPORTANT TIP:** Give the provider the following information as it appears on your application so they can sign you up:

Application ID:

Full Legal Name:

Address:

Method of Identity Verification: **Last 4 digits of SSN**

Live on Tribal lands? Press the button below to see if you qualified for Tribal benefits:

**They should also note their Application/Verification ID for their records*

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

Education
SUPERHIGHWAY

APPENDIX ONE: 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:
- Your first and last name - Your 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:
- Your (or your dependent's) first and last name - Your 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

Education SUPERHIGHWAY

QUALIFYING ASSISTANCE PROGRAM PARTICIPATION

If the applicant (or dependent) participates in one of the qualifying programs, they may need to provide a letter or official document as proof.

Documentation must include	Document Examples and Tips:
- Your (or your 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, school district, university, or college that issued the document - An issue date within the last 12 months or a future expiration date - For the Free and Reduced Price School Lunch Program or School Breakfast Program, documents can be from either the 2019-20, 2020-21, or 2021-22 school year - For Community Eligibility Provision (CEP) schools, documents must show that the student is enrolled in a CEP School for the 2019-2020, 2020-2021, or 2021-2022 school years. Acceptable documentation includes a report card that shows the student's name, school name, and school year, or a letter from the school confirming the student is enrolled in the CEP school. - For Federal Pell Grants, documents should be from the current award year and can include screenshots of a StudentAid.gov dashboard	- Benefit award letter - Approval letter - Statement of benefits - Benefit verification letter

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SUPERHIGHWAY

APPENDIX TWO: FULL TEXT OF THE AGREEMENT

Agreement

You must initial next to each statement. If you fail to initial each statement, your application will be considered incomplete

I agree, under penalty of perjury, to the following statements:

- ❏ **I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 200% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).**

- ❏ **I agree that if I move I will give my service provider my new address within 30 days.**

- ❏ **I understand that I have to tell my service provider within 30 days if I do not qualify for the ACP anymore, including:**
    - ❏ **1.) I, or the person in my household that qualifies, do not qualify through a government program or income anymore.**
    - ❏ **2.) Either I or someone in my household gets more than one ACP benefit.**

- ❏ **I know that my household can only get one ACP benefit and, to the best of my knowledge, my household is not getting more than one ACP benefit. I understand that I can only receive one connected device (desktop, laptop, or tablet) through the ACP, even if I switch ACP providers.**

- ❏ **I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the ACP benefit. I understand that if this information is not provided to the Program Administrator, I will not be able to get ACP benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the ACP Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get an ACP benefit.**

- ❏ **For my household, I affirm and understand that the ACP is a federal government subsidy that reduces my broadband internet access service bill and at the conclusion of the program, my household will be subject to the provider's undiscounted general rates, terms, and conditions if my household continues to subscribe to the service.**

- ❏ **All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.**

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- ❏ **II know that willingly giving false or fraudulent information to get ACP benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.**

- ❏ **I was truthful about whether or not I am a resident of Tribal lands, as defined in the "Your Information" section of this form. FCC FORM 5645 Affordable Connectivity Program Application Form A**

Your Signature

Type your full legal name below

- ❏ I understand this is a digital signature, and it is the same as if I signed by name with a pen

AFFORDABLE CONNECTIVITY PROGRAM

Adoption Toolkit for School Districts

RESOURCE: ACP ENROLLMENT CHECKLIST FOR SUPPORT STAFF

DISTRICT NOTES

How to use this resource: Use this checklist as a guide when supporting applicants through the ACP enrollment process. .

Additional Enrollment Resources
- Reference the ACP FAQ/Common Questions
- Printable ACP Step-by-Step Enrollment Process (screen shots)
- Use the school enrollment letter for proof of eligibility template
    - This can be edited, downloaded and emailed to the family
- Step-by-step enrollment overview flyer
    - This can be downloaded and sent to the family as an additional resource
- For additional support see
  https://www.fcc.gov/affordable-connectivity-program-consumer-faq

Education
SUPERHIGHWAY

AFFORDABLE CONNECTIVITY PROGRAM
Enrollment Checklist for Support Staff

IN PREPARATION FOR THE CALL, OR IN-PERSON SUPPORT

- ❏ **I have all call tracking resources ready to go to log my call**
- ❏ **I have all resources ready to go (printed or on my screen) to guide me during my call (optional)**
  - ❏ Prinable ACP Step-by-Step Enrollment Process (screen shots): [LINK]
  - ❏ Reference the ACP FAQ/Common Questions: [LINK]
- ❏ **I have all resources ready to go (printed or on my screen) to send to applicants if needed**
  - ❏ Use the editable school enrollment letter for proof of eligibility: [LINK]
  - ❏ Step-by-step enrollment overview flyer: [English LINK], [Spanish LINK]
  - ❏ Paper application: [English LINK], [Spanish LINK], [Instructions]

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SUPERHIGHWAY

ONLINE ENROLLMENT PROCESS FOR APPLICANT

- ❏ **Preparation (documentation needed for application)**
  - ❏ Computer, tablet, or smartphone (put on speaker) to complete process
  - ❏ A form of identification
  - ❏ A form of identification for child/dependent (*if applicable*)
  - ❏ An email address
  - ❏ Eligibility documentation ([list of options here](#))
- ❏ **Go to the ACPbenefit.org, scroll down and hit Apply Now (blue button)**
- ❏ **Choose English or Spanish in top right corner of screen**
- ❏ **Enter personal information**
  - ❏ Legal, full first and last name
  - ❏ Date of birth
- ❏ **Confirm identity**
  - ❏ Last 4 digits of social security number
  - ❏ Tribal ID number
  - ❏ Taxpayer ID number
  - ❏ Driver's License (upload photo)
  - ❏ Military ID (upload photo)
  - ❏ Passport (upload photo)
  - ❏ Other Government ID (upload photo, *international ID is okay)
- ❏ **Home address**
  - ❏ Address where applicant wants service
- ❏ **Choose to qualify on own or through child/dependent**
  - ❏ All Springfield public school families are eligible through their student(s)
- ❏ **Child/dependent personal information** *(if applicable)*
  - ❏ Legal, full first and last name
  - ❏ Date of birth
- ❏ **Confirm identity**
  - ❏ *Same as above*
- ❏ **Create account**
  - ❏ Username (can be version of name or email)
  - ❏ Password (must meet requirements)
- ❏ **Contact information**
  - ❏ Enter email address
  - ❏ Optional phone number

- ❏ Check box if want to provide alternate mailing address
- ❏ Choose preferred language
- ❏ Click "I am not a robot"
- ❏ **Sign into account**
  - ❏ Enter username and password
  - ❏ Click "I am not a robot"
- ❏ **Click "Apply to ACP" (blue button)**
- ❏ **Confirm eligibility**
  - ❏ If applying through dependent click "I am not in any of these, but my child or dependent is in one of these programs."
  - ❏ If applying through self, click all that apply
- ❏ **Upload documentation** (*if prompted*)
  - ❏ If applying through dependent:
    - ❏ Report Card
    - ❏ Enrollment letter (if needed, support staff can download from above, fill-in, and email)
- ❏ **Review information**
  - ❏ Click box to consent that the information provided is accurate
- ❏ **Agreement**
  - ❏ Initials in each box
  - ❏ Type in name as it appears below text box
- ❏ **Receive code or note that applicant is ineligible or needs to provide more information**
  - ❏ Provide ISP contact information
  - ❏ Troubleshoot as needed

NOTES

*If the applicant gets error messages during the enrollment process (especially when trying to upload documents, have them refresh their page, or close out the page and open a new page).

If the document is correct and the applicant keeps receiving that the document is invalid, have them try to upload the same document again.

*Applicants can only save and return to their application once they've created an account (username and password)

Education
SUPERHIGHWAY

AFFORDABLE CONNECTIVITY PROGRAM

Adoption Toolkit for School Districts

DISTRICT NOTES

How to use this resource: This resource provides a quick overview of the identification and eligibility documents are acceptable for ACP enrollment

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SUPERHIGHWAY

Step #1: Identification

IDENTIFY VERIFICATION

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

Documentation **must include**:	Document **Examples** and **Tips**:
• Your first and last name • Your date of birth	• Valid government, military, state or Tribal ID • Birth Certificate • Student ID • U.S. driver's license • Foreign 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)

Step #2: Eligibility

IF QUALIFYING THROUGH 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.

200% of the federal poverty level: Family of 1: $25,760; Family of 2: $34,840; Family of 3: $43,920; Family of 4: $53,000; Family of 5: $62,080

Documentation **must include**:	Document **Examples** and **Tips**:
• Your (or your dependent's) first and last name • Your annual income	• Prior year's state, federal, or Tribal tax return (e.g. a 1040) • Current income statement from your employer or a paycheck stub (*note: you will need this for three consecutive 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 your income • A retirement/pension statement of benefits

Education SUPERHIGHWAY

IF QUALIFYING THROUGH ASSISTANCE PROGRAM PARTICIPATION

If the applicant (or dependent) participates in one of the qualifying programs, they may need to provide a letter or official document as proof.

Documentation must include:	Document Examples and Tips:
- Your (or your 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, school district, university, or college that issued the document - An issue date within the last 12 months or a future expiration date - For the Free and Reduced Price School Lunch Program or School Breakfast Program, documents can be from either the 2019-20, 2020-21, or 2021-22 school year - For Community Eligibility Provision (CEP) schools, documents must show that the student is enrolled in a CEP School for the 2019-2020, 2020-2021, or 2021-2022 school years. Acceptable documentation includes a report card that shows the student's name, school name, and school year, or a letter from the school confirming the student is enrolled in the CEP school. - For Federal Pell Grants, documents should be from the current award year and can include screenshots of a StudentAid.gov dashboard	- Benefit award letter - Approval letter - Proof of enrollment in a Community Eligibility (CEP) School– this can be a letter from the school or a student's report card - Free and Reduced Price School Lunch Letter - Statement of benefits - Benefit verification letter

Education SUPERHIGHWAY

AFFORDABLE CONNECTIVITY PROGRAM

Adoption Toolkit for School Districts

RESOURCE: FAMILY ACP ELIGIBILITY LETTER - CEP

DISTRICT NOTES

How to use this resource: This letter may be used to 1) share general information with your families regarding the Affordable Connectivity Program and 2) demonstrate a family's eligibility as part of the ACP application process. There are three key pieces of information that the letter must include to meet the ACP application requirements:

- Student's name
- Student's school name
- Current School Year

This letter should be used for families whose students attend Community Eligibility Provision schools. If your entire district participates in the CEP, then you may send the letter to every member of your school community as everyone is eligible for the ACP.

Recommendations and best practices:

- Send a robocall or text to families indicating they should look out for this letter. Use our suggested language.
- Send the letter home alongside other timely mailings that families look out for, such as report cards.
- Make the letter printable/viewable from your parent portal or similar platform.
- Make the letter available at the school level, so that school-based staff may print them for families.
- Note that eligibility is not just the current 2021-22 school year (2019-2020, 2020-2021 are also applicable).

Education
SUPERHIGHWAY

[School/District Letterhead]

Dear Parent or Guardian,   Date

[District] would like to make you aware of the **Affordable Connectivity Program (ACP)**, a federal government program that provides:

- Up to $30 a month (up to $75 on qualifying Tribal Lands) **discount on Internet service** per eligible household, and,
- A one-time, up to $100 discount for a connected device (such as a laptop, desktop computer, or tablet) purchased through a participating provider. Each participating household is limited to a single device discount.

Internet access has become an important part of fully participating in school and we want to make sure *[student's name]* has reliable, affordable access at home. As your student(s) attends a school that participates in the U.S. Department of Agriculture's Community Eligibility Provision (CEP), **your household is automatically eligible to receive the ACP benefit**.

This letter confirms that the following student(s) in your household attend(s) (attended) a CEP school during the *[insert applicable]* school year:

Student Name: _____   School Name: _____

Student Name: _____   School Name: _____

Student Name: _____   School Name: _____

If you are interested in applying for this benefit, you may find more information and apply online at ACPbenefit.org, by mail, or by contacting a participating service provider. While applying, you may use a district-issued student ID for your student's identification in the ACP application process. Other acceptable forms of identification include a birth certificate, driver's license, passport, or other government ID. **This letter can be submitted during the application process to demonstrate eligibility for the Affordable Connectivity Program. You may also submit a copy of your child's report card to show eligibility. The report card must show your student's name, school name, and the academic year.**

If you need assistance, contact the ACP Support Center directly at ACPSupport@usac.org or (877) 384-2575, seven days a week, from 9:00 a.m. to 9:00 p.m. ET.

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OPTIONAL TEXT:

Add additional support options for families. Suggested text: "If you have questions, contact your *[XX]* (school, central/district office, specific staff member, teacher) at **XYZ** between the hours of *[XX]* Monday through Friday."

OPTIONAL TEXT:

Provide other options for families to submit proof of eligibility, especially if you send confirmation of participation in any FRLP during enrollment/beginning of the school year. Suggested text "You may also submit any formal communication the district has sent you regarding your student's eligibility for the NLSP or SBP if it includes the student's name, school, and the academic year."

We are here to support you regarding the ACP benefit as well as any other concern you may have.

Best Regards,

[School/District official name and title]

AFFORDABLE CONNECTIVITY PROGRAM

Adoption Toolkit for School Districts

RESOURCE: FAMILY ACP ELIGIBILITY LETTER - FRLP

DISTRICT NOTES

How to use this resource: This letter may be used to 1) share general information with your families regarding the Affordable Connectivity Program and 2) demonstrate a family's eligibility as part of the ACP application process. There are three key pieces of information that the letter must include to meet the ACP application requirements:

- Student's name
- Student's school name
- Current School Year

This letter should be used for families whose students participate in the Free and Reduced Price School Meal program. Districts can add more specificity regarding the participating program, if, for instance, the student participates in the reduced versus free meal program.

Recommendations and best practices:

- Send a robocall or text to families indicating they should look out for this letter. Use our suggested language.
- Send the letter home alongside other timely mailings that families look out for, such as report cards.
- Make the letter printable/viewable from your parent portal or similar platform.
- Make the letter available at the school level, so that school-based staff may print them for families.
- Note that eligibility is not just the current 2021-22 school year (2019-2020, 2020-2021 are also applicable).

Education SUPERHIGHWAY

[School/District Letterhead]

Dear Parent or Guardian,   Date

[District] would like to make you aware of the **Affordable Connectivity Program (ACP)**, a federal government program that provides

- Up to $30 a month (up to $75 on qualifying Tribal Lands) **discount on Internet service** per eligible household, and,
- A one-time, up to $100 discount for a connected device (such as a laptop, desktop computer, or tablet) purchased through a participating provider. Each participating household is limited to a single device discount.

Internet access has become an important part of fully participating in school and we want to make sure *[student's name]* has reliable, affordable access at home. As a student in your household is eligible for free or reduced price meals under the National School Lunch Program (NSLP) or the School Breakfast Program (SBP) during the *[insert current]* school year, **your household is eligible for the ACP benefit**.

This letter confirms that the following student(s) in your household is/are (was/were) eligible for the Free and Reduced-Price School Lunch Program or School Breakfast Program during the *[insert applicable]* school year:

Student Name: _____   School Name: _____

Student Name: _____   School Name: _____

Student Name: _____   School Name: _____

If you are interested in applying for this benefit, you may find more information and apply online at ACPbenefit.org, by mail, or by contacting a participating service provider. While applying, you may use a district-issued student ID for your student's identification in the ACP application process. Other acceptable forms of identification include a birth certificate, driver's license, passport, or other government ID. **This letter can be submitted during the application process to demonstrate eligibility for the Affordable Connectivity Program.**

If you need assistance, contact the ACP Support Center directly at ACPSupport@usac.org or (877) 384-2575, seven days a week, from 9:00 a.m. to 9:00 p.m. ET.

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We are here to support you regarding the ACP benefit as well as any other concern you may have.

Best Regards,

[School/District official name and title]

AFFORDABLE CONNECTIVITY PROGRAM

Toolkit for School Districts

RESOURCE: TEXTS, ROBOCALL & SOCIAL MEDIA

DISTRICT NOTES

How to use this resource: The following are tools, text and language to spread general awareness about the ACP, as well as conducting more targeted outreach and follow up calls.

Recommendations and best practices:
- Ensure that communications to building leaders and school based staff are consistent and timed

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NEWSLETTERS

Text should also be provided to all schools with instructions and information regarding ACP.

GENERAL INFOMRATION TO SEND TO FAMILIES VIA EMAIL / NEWSLETTER

Dear *[District/School Name]* Parents and Guardians,

We know that your student(s) need Internet access at home to learn best. We want to make you aware of the Affordable Connectivity Program (ACP), which provides a discount of up to $30 per month toward broadband service for eligible households and up to $75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to $100 to purchase a laptop, desktop computer, or tablet from participating providers. For many households, this benefit can make your internet access free.

To find out more information, including eligibility and the enrollment process visit ACPBenefit.org. You can also contact the ACP Support Center at ACPSupport@usac.org or call (877) 384-2575, seven days a week, from 9:00 a.m. to 9:00 p.m. ET.

Thank you,
[School/District official name and title]

INFORMATION TO SEND TO FAMILIES VIA EMAIL / NEWSLETTER IF DISTRICT WILL BE FOLLOWING UP WITH CALLS AND SUPPORTING ENROLLMENT:

Dear *[District/School Name]* Parents and Guardians,

We know that your student(s) need Internet access at home to learn best. You have already received information from us about the ACP, a program that provides eligible families with up to $30 a month to put towards internet access at home. You will be able to learn more about the program in the coming weeks when the district reaches out to families with a phone call.

So, please expect that call from *[District/School Name]* soon. On the call, you will be provided with more information, and a district staff person may also help you enroll, as well as answer any questions you may have. You will need an official form of identification and a few other documents to verify your eligibility.

Thank you,

[School/District official name and title]

Education
SUPERHIGHWAY

TEXT

INITIAL TEXT CAMPAIGN TO BUILD AWARENESS

Hello *[District Name]* families. This is *[District Name]*. We want to make you aware of the Affordable Connectivity Program (ACP), a U.S. government program that will save you up to $30 a month on your home Internet. For many households, this benefit can make your internet access free. To find out more information, including eligibility and the enrollment process visit **ACPBenefit.org** or call (877) 384-2575, seven days a week, from 9:00 a.m. to 9:00 p.m. ET.

TEXT TO SEND TO FAMILIES IF DISTRICT WILL BE FOLLOWING UP WITH CALLS AND SUPPORTING ENROLLMENT:

Hello *[District Name]* families. This is *[District Name]*. We are reaching out to help eligible families enroll in a U.S. government program that will save you up to $30 a month on your home Internet. In the next couple of weeks, you should receive a phone call from the district with more information. During that call, we will support you in the enrollment process. To sign up during the call, you will need an official form of identification and may need other documents to verify eligibility, but we will walk you through those. Talk soon!

Si desea recibir mensajes en español, responda a este mensaje con "spanish" o "español."

CEP DISTRICTS

Hello *[District Name]* families. This is *[District Name]*. As your student attends a *[District Name]* school, your household is eligible to enroll in a U.S. government program that will save you up to $30 a month on your Internet at home. In the next couple of weeks, you should receive a phone call from the district *(from include phone number here if possible)* with more information. During that call, we will support you in the enrollment process. To sign up during the call, you will need an official form of identification and an enrollment letter that we have provided to you.

OPTIONAL: You may also contact your principal or access the letter in the parent information system.

In the meantime, if you are interested, you can access the enrollment page here [insert **ACPBenefit.org**]. We will walk you through these steps. Talk soon!

Si desea recibir mensajes en español, responda a este mensaje con "spanish" o "español."

ROBOCALL

ROBOCALL TO BUILD AWARENESS

Hello *[District Name]* families. This is *[District Name]*. We want to make you aware of the Affordable Connectivity Program (ACP), a U.S. government program that will save you up to $30 a month on your home Internet. For many households, this benefit can make your internet access free. To find out more information, including eligibility and the enrollment process visit **ACPBenefit.org** or call (877) 384-2575, seven days a week, from 9:00 a.m. to 9:00 p.m. ET.

ROBOCALL TO SEND TO FAMILIES IF DISTRICT WILL BE FOLLOWING UP WITH CALLS AND SUPPORTING ENROLLMENT

Hello *[District Name]* families. This is *[District Name]*. We are calling to let you know about a U.S. government program that will allow you to save up to $30 a month on your internet at home. In the next couple of weeks, you should receive another phone call from the district with more information. During that call, we will support you in the enrollment process. To sign up during the call, you will need an official form of identification and may need other documents to verify eligibility, but we will walk you through those. Talk soon!

CEP DISTRICTS

Hello *[District Name]* families. This is *[District Name]*. As your student attends a *[District Name]* school, your household is eligible to enroll in a U.S. government program that will save you up to $30 a month on your Internet at home. In the next couple of weeks, you should receive another live phone call from the district *(from include phone number here if possible)* with more information. During that call, we will support you in the enrollment process. To sign up during the call, you will need an official form of identification and an enrollment letter that we can help you access. We will walk you through these steps. Talk soon!

Education
SUPERHIGHWAY

SOCIAL MEDIA

TWITTER

[District Name] is working to get all of our families' households connected to the internet so that students can access #digitallearning directly from your home. *[District Name]* is helping families enroll in the Affordable Connectivity Program to get internet at no cost from home. To find out more information, including eligibility and the enrollment process visit **ACPBenefit.org**. You may be getting a call or a text from us with more information in the coming weeks.
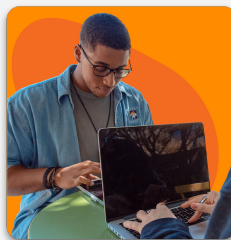
The Affordable Connectivity Program will pay for up to $30 dollars of your monthly internet bill. Find out if you qualify & how to apply: https://acpbenefit.org/ #DigitalDivide #BroadbandForAll

Enrollment for the Affordable Connectivity Program is now open. You may be eligible for a discount of up to $30 per month on your #broadband service, or up to $75 per month if you live
on qualifying Tribal lands. Details here https://acpbenefit.org/ #DigitalDivide #BroadbandForAll

FACEBOOK

We want to make you aware of the Affordable Connectivity Program (ACP), a U.S. government program that will save you up to $30 a month on your home Internet. For many households, this benefit can make your internet access free. Eligible households can also receive a discount of up to $100 for the purchase of a laptop, desktop computer, or tablet from participating providers. For more info, please visit: https://acpbenefit.org #DigitalDivide #BroadbandForAll

Enroll
For the
ACP Benefit

Education SUPERHIGHWAY

Eligible households can now receive up to a $30 a month discount ($75/month for households on qualifying Tribal lands) on Internet service. Follow the steps below to take advantage of the Affordable Connectivity Program (ACP) - a federal program to help households affordably connect to the Internet.

1 — CHOOSE HOW TO APPLY

a) Online at **ACPBenefit.org** (click "Apply Now")

b) Paper application English or Spanish

c) Contact participating broadband provider directly

2 — ENTER ID INFORMATION
(Have documents ready)

a) Name, Birthdate, Address

b) **One** of the following:
- Last 4 digits of SSN
- Tribal ID Number
- Driver's License
- Military ID
- Passport
- ITIN
- Other Government ID

3 — QUALIFY THROUGH A DEPENDENT

a) Click/check if your dependent participates in one of the eligible programs, including attendance at a Community Eligibility Provision school.

b) Enter all ID info **for your dependent** (step 2)

4 — CREATE AN ACCOUNT
(Online application)

a) Choose username

b) Choose a password

c) Enter contact information

Make sure your password meets the requirements

5 — PROGRAM ELIGIBILITY

Choose eligibility: (1) income (200% of federal poverty guidelines), (2) participation in a listed government program, or (3) participation in Lifeline.

6 — UPLOAD/MAIL IN DOCUMENTATION

To show that your household is eligible for the ACP benefit, upload or mail-in any requested documentation to show your participation in the selected qualifying program.

7 — CONTACT INTERNET PROVIDER

Once you receive your verification ID number, use USAC's *Companies Near Me* tool to find a provider. Call the provider and choose **any plan** that is right for you.

For support in signing up for the ACP benefit, scan the QR code below and scroll down to find the contact form.

No Home Left Offline

SAVE $30/MONTH ON HOME INTERNET

The Affordable Connectivity Program (ACP) helps families pay for home internet and connected devices.

Your household may qualify for the Affordable Connectivity Program (ACP). The benefit provides:

- Up to $30 per month discount for home internet service.
- A one-time discount of up to $100 on a laptop or tablet.

Get FREE support to sign up.

SCAN ME

Education SUPERHIGHWAY

Get Connected

AFFORDABLE HOME INTERNET

The Affordable Connectivity Program (ACP) helps families pay for home internet and connected devices.

Your household may qualify for the Affordable Connectivity Program (ACP). The benefit provides:

- **Up to $30 per month discount for home internet service.**

- **A one-time discount of up to $100 on a laptop or tablet.**

Get FREE support to sign up.

SCAN ME

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No Home Left Offline

SAVE $30/MONTH ON HOME INTERNET

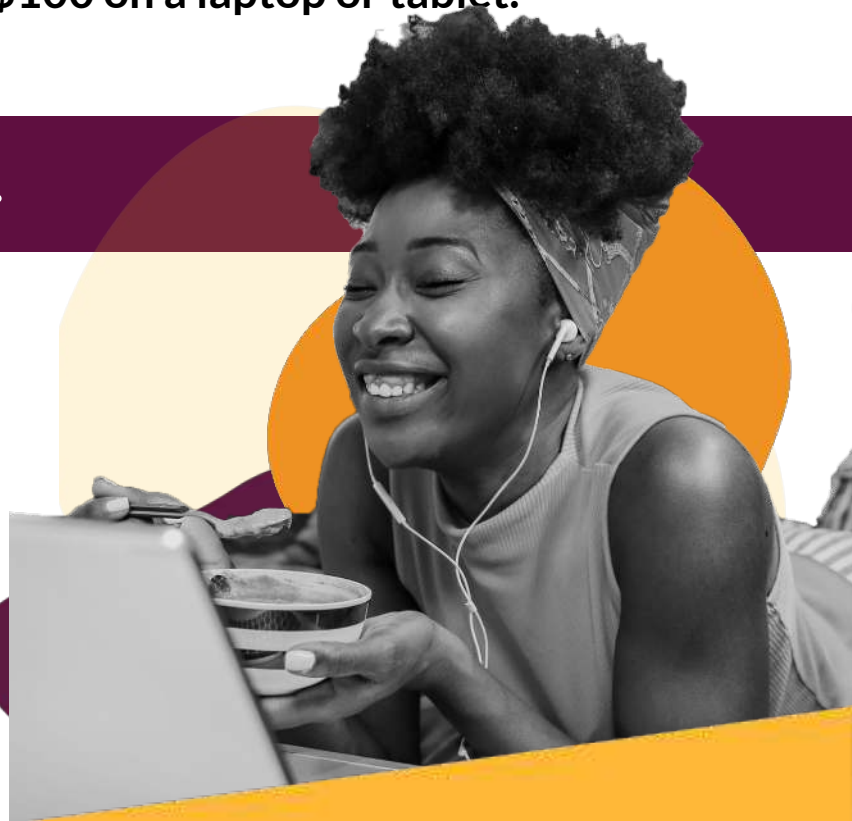**The Affordable Connectivity Program (ACP) helps families pay for home internet and connected devices.**

Your household may qualify for the Affordable Connectivity Program (ACP). The benefit provides:

- **Up to $30 per month discount for home internet service.**

- **A one-time discount of up to $100 on a laptop or tablet.**

Get FREE support to sign up.

SCAN ME

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AFFORDABLE CONNECTIVITY PROGRAM

Adoption Toolkit for School Districts

RESOURCE: AFFORDABLE CONNECTIVITY PROGRAM FAQ's

DISTRICT NOTES

How to use this resource: These are some commonly asked questions regarding the Affordable Connectivity Program. Provide these to district and school based staff so that they may support families with questions or concerns they may have.

Recommendations and best practices:

- Reference the ACP Enrollment overview and Full Enrollment Guide for more information.
- For additional support and information see:
  - FCC's Consumer FAQ https://www.fcc.gov/affordable-connectivity-program-consumer-faq
  - USAC's FAQ: https://www.usac.org/e-rate/learn/faqs/

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AFFORDABLE CONNECTIVITY PROGRAM TALKING POINTS & FAQs

ACP Overview Questions

What is the Affordable Connectivity Program?

What does the benefit provide?

Can a household receive more than one discount?

How long does the program last?

Enrollment Process FAQ

How does a household enroll?

Qualification & Eligibility FAQ

How does a household qualify?

What is the full list of ACP qualifications?

What is the breakdown of a household income at 200% of the federal poverty level?

What documents do households need to show eligibility when applying for the ACP?

What documentation does a household need to show eligibility when applying on behalf of a dependent?

Qualification & Eligibility FAQ Continued

For people who are paid under the table and may not have clear wage documentation, is there an option for a self-declaration of their income?

What if the dependent graduates or the household moves to another district?

If a household has more than one child/dependent enrolled in a CEP district or that is receiving Free and Reduced Price Meals, which child/dependent should the household provide information for on the application?

Identification FAQ

What documents do households need to show identity when applying for the ACP?

Can an applicant use an international form of identification?

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Internet Provider FAQ

What are the ACP-eligible service plans with each internet company?

What are some of the consumer protections in the ACP?

What if the household has unpaid bills with the internet service provider?

Can the ACP be applied towards services other than Internet service?

Can the household change internet service providers?

Can the ACP benefit be applied to existing internet accounts?

Troubleshooting Enrollment Roadblocks

If an applicant doesn't make it all the way through the application, can they pick-up where they left off later?

What if an applicant receives a message that an account has already been created under that name/account?

What if the internet account is not in the caller's name (they use another household's internet, or it's in a roommate or partner's name)?

What about highly mobile or homeless families?

What if I call a family member who speaks a language that our call team can't support?

What if I connect with someone who is struggling with technology literacy issues?

What if I contact a household member who does not have an email to use during enrollment?

Fees and Benefit

Will the household be charged any fees?

Will the family receive the money directly?

Additional Support for Households

Who does a household contact for help?

Where can a household find more information?

EBB to ACP Transition

What about households currently enrolled in the Emergency Broadband Benefit? Will the household automatically be enrolled in an expensive plan or contract now that has ended?

Education SUPERHIGHWAY

ACP OVERVIEW QUESTIONS

Question	Answer
What is 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 long-term $14 billion program of the Federal Communications Commission (FCC), funded by the Infrastructure Investment and Jobs Act. The ACP began December 31, 2021, replacing the Emergency Broadband Benefit (EBB) (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 households on Tribal lands), as well as 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.
Can a household receive more than one discount?	The Affordable Connectivity Program is limited to one monthly service discount and a one-time connected device discount per eligible household.
How long does the program last?	The ACP will continue until funds run out (currently there are enough funds to support the program for an estimated five years, and that is before any additional funding is added). The ACP is therefore considered a long-term benefit.

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ENROLLMENT PROCESS FAQ

Question	Answer

How does a household enroll?	There are three options to enroll:
	
	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).

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QUALIFICATION & ELIGIBILITY FAQ

Question	Answer
How does a household qualify?	A member of a household only has to meet one of the criteria, such as income at 200% of the federal poverty level, participation in a government assistance program, such as Medicaid or SNAP, or through a dependent who is on free and reduced lunch or who attends a school that participates in the Community Eligibility Provision. For more information see ACP Eligibility Qualifications
What is the full list of ACP qualifications?	**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
What is the breakdown of a household income at 200% of the federal poverty level?	**200% of the federal poverty level:** • **Family of 1:** $25,760 • **Family of 2:** $34,840 • **Family of 3:** $43,920 • **Family of 4:** $53,000 • **Family of 5:** $62,080

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QUALIFICATION & ELIGIBILITY FAQ CONTINUED

Question	Answer
What documents do households need to show eligibility when applying for the ACP?	The household may have to provide documents to demonstrate eligibility depending on the criterion they choose during the application process. Acceptable documents to show income include: • 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 Acceptable documents to show participation in a qualifying government program include: • Benefit award letter • Approval letter • Statement of benefits • Benefit verification letter
What documentation does a household need to show eligibility when applying on behalf of a dependent?	If the household is qualifying through a dependent, for instance, if the student participates in the free or reduced lunch or breakfast program, or if their school participates in the Community Eligibility Provision (CEP), the family will 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. The family may also provide an eligibility letter for the free or reduced lunch or breakfast program.

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QUALIFICATION & ELIGIBILITY FAQ CONTINUED

Question	Answer
For people who are paid under the table and may not have clear wage documentation, is there an option for a self-declaration of their income?	It would depend on a case-by-case basis. The easiest would be to qualify under one of the other criteria. If, for instance, the participant is enrolled in one of the federal programs (i.e. SNAP or Medicaid), the recommendation would be to qualify using that. Another option would be to apply through someone else in the household who qualifies, such as a student who attends a CEP school.
What if the household moves to another district?	The household will need to reapply if the way they were eligible was through a dependent. If 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.
What if the dependent graduates?	The household will need to reapply if the way they were eligible was through a dependent. 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 a household has more than one child/ dependent enrolled in a CEP district or that is receiving Free and Reduced Price Meals, which child/dependent should the household provide information for on the application?	The household should apply using the information of their youngest school-aged child / dependent as this will ensure they are eligible through the free and reduced meal program or the CEP for the longest period of time.

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IDENTIFICATION FAQ

Question	Answer
What documents do households need to show identity when applying for the ACP?	Households may need to have some sort of documentation - the last four digits of a social security number is generally easiest and fastest but other forms of identity such as a driver's license are fine. If they decide to qualify through their student or dependent, the applicant will need to provide identification for their student/dependent, such as the last four digits of their Social Security number. Examples of documents are in the text box below. For more information, see here.
Can an applicant use an international form of identification?	Yes! We've found that this is fine. Specifically, applicants may use their consular ID or foregin passport number in the application.

INTERNET PROVIDER FAQ

Question	Answer
What are the ACP-eligible service plans with each internet company?	Eligible households are able to sign-up for any internet service provided by a participating Internet service provider, including those that they may already be participating in.
What are some of the consumer protections in the ACP?	Credit checks are prohibited as a condition of household participation in a service plan. Service providers are also prohibited from up or down-selling customers on any plans. They also cannot conduct a credit check or make them sign a contract.
What if the household has unpaid bills with the internet service provider?	Eligible households cannot be excluded based on prior debt with a participating provider. However, if families have non-payment for 90 days (from the bills' due date(s) after enrolling and participating in ACP), the family 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.
Can the ACP be applied towards services other than Internet service?	No. It cannot be applied to phone or cable, data overage charges, or other non-Internet products or equipment.
Can the household change internet service providers?	Consumers can change to a different participating provider at any time. They are not locked into the company that they first enrolled with in the program. However, the device discount can only be used once per eligible household, even if the household changes providers.
Can the ACP benefit be applied to existing internet accounts?	Yes! Especially with the ACP and the fact that the consumer can choose whichever plan they wish. If they qualify for the ACP, they complete the online application, receive a code, and then contact the provider that they wish to apply their benefit to their current plan.

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TROUBLESHOOTING ENROLLMENT ROADBLOCKS

Question	Answer
If an applicant doesn't make it all the way through the application, can they pick-up where they left off later?	Yes. Once an account is created, the applicant can save the application and then log back into their account
What if an applicant receives a message that an account has already been created under that name / account or username?	The username may have already been used by another applicant and this does not necessarily mean that someone has applied in their name. Have the applicant try or create a different username.
What if the internet account is not in the caller's name (they use another household's internet, or it's in a roommate or partner's name)?	They can still apply! As long as only one person in the household is applying for the benefit, they can still apply. When they contact the Internet service provider, they may need to provide the account holder's information (such as date or birthdate) along with their verification code.
What about highly mobile or homeless families?	Families can choose to find a plan that supports mobile internet. By using the Companies Near Me Tool, families can search for providers listed as "ACP Mobile."
What if I call a family member who speaks a language that our call team can't support?	Try to gather their contact information and the language support they need, and ESH will follow up.
What if I connect with someone who is struggling with technology literacy issues?	Ask if there is a family member or someone else available that can help them walk through the process together.
What if I contact a household member who does not have an email to use during enrollment?	Ask if another family member has an email account that can be used. If this is not possible, ask for follow-up information, and we can both provide this how-to but also walk them through setting up an email account.

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SUPERHIGHWAY

FEES AND BENEFIT

Question	Answer
Will the household be charged any fees?	Taxes and fees are part of the amount charged to a consumer so they are included in the ACP reimbursement, instead of consumers receiving small bills for taxes and fees alone. Therefore, the household should be sure to clarify if there will be any remaining portion they are responsible for, if the cost is hovering around the $30 price point. If the family 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 consumer would be responsible for the rest.
Will the family receive the money directly?	No - the benefit is not a direct-to-consumer benefit. It is a discount off the monthly service bill and/or device. The internet service provider will seek reimbursement directly from the FCC program.

ADDITIONAL SUPPORT FOR HOUSEHOLDS

Question	Answer
Who does a household contact for 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: **Email:** ACPSupport@usac.org **Phone:** (877) 384-2575, seven days a week, from 9:00 a.m. to 9:00 p.m. ET
Where can a household find more information?	Online at Visit https://acpbenefit.org/.

Education SUPERHIGHWAY

EBB TO ACP TRANSITION

Question	Answer
What about households currently enrolled in the Emergency Broadband Benefit? Will the household automatically be enrolled in an expensive plan or contract now that has ended?	EBB participants in good standing were automatically enrolled into the ACP benefit on 12/31/2021 which ensures eligible households continue to receive the discount without disruptions due to the eligibility of their service provider. There is a 60 day transition period in which the EBB-enrolled family will continue to receive the $50 per month benefit (March 1, 2022). After that period, the benefit amount will be reduced to the $30 amount. Participating providers must give households notice about the last date or billing cycle that the full benefit will apply to their bill and the date or billing cycle that the partial benefit will apply to their bill.

EBB households who qualified due to substantial loss of income as a result of a job loss or furlough since February 29, 2020, or by meeting the eligibility criteria for a participating provider's COVID-19 program, will need to requalify for the Affordable Connectivity Program. |