

Affordable Connectivity Program Enrollment Guide

A Step-by-Step Guide to Support Household Enrollment

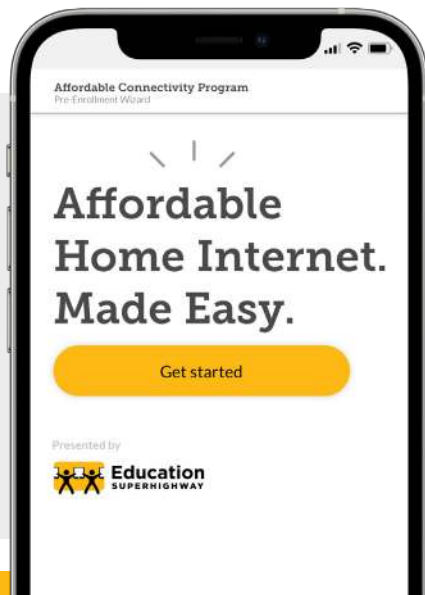
The following document provides a comprehensive overview of the Affordable Connectivity Program enrollment process and a step-by-step guide to help households apply online.

While guidance is presented for supporting all applicants, this guide primarily focuses on the application path of those who are not applying through Tribal programs, Lifeline, mail-in application, or an automated verification process.



Information to Consider:

- Applying online is ideal because approval may be immediate. However, this method **does require** an internet connection, an email, and the ability to upload qualifying documents, if requested.
- Mail-in applications require several weeks to process, especially if any documentation is missing or if the submitted documentation is unable to confirm the applicant's eligibility.



Need help getting started?

EducationSuperHighway's easy-to-navigate wizard, **GetACP.org**, helps applicants figure out if they qualify for the Affordable Connectivity Program (ACP), what they'll need to apply, and how to connect to home internet plans that are

little or no cost with the ACP.

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Purpose of this Guide

The [Affordable Connectivity Program \(ACP\)](#) is a federal government program of the Federal Communications Commission (FCC) that helps households pay for home and wireless internet and connected devices. The ACP is administered by the Universal Services Administrative Company (USAC).

What Does The Benefit Provide?

- Up to a **\$30 per month discount on internet service or up to a \$75 per month discount** on internet service for households on qualifying Tribal lands.
- A **one-time discount of up to \$100** for a laptop, tablet, or desktop computer purchased through a [provider offering connected devices](#).

How Does A Household Enroll?

1 Qualify

A household is [eligible](#) if...

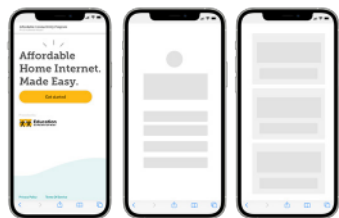
- Their total income is at or below 200% of the [Federal Poverty Level](#), and/or
- At least one member of the household receives assistance from, attends, receives, or participates in one or more of the following:
 - Supplemental Nutrition Assistance Program (SNAP), Medicaid, Federal Public Housing Assistance, SSI, Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), Veterans Pension and Survivors Benefit, or Lifeline*
- Tribal-specific programs
 - Bureau of Indian Affairs General Assistance
 - Head Start (only households meeting the income qualifying standard)
 - Tribal Temporary Assistance for Needy Families (Tribal TANF)
 - Food Distribution Program on Indian Reservations

- Free and reduced-price school meal program †
- Community Eligibility Provision school †
- Federal Pell Grant;
- A broadband provider's existing low-income program

*Lifeline is a federal benefit program that provides up to \$9.25 per month off phone and internet services (\$34.25 per month for the Tribal Lifeline Benefit). Lifeline participation is an automatic qualifier for the ACP; subscribers can simply call their mobile and/or internet provider, supply their Lifeline code, and ask to receive both ACP and Lifeline benefits. A social security number is required to apply for Lifeline. Individuals can [learn more and apply online](#).

†Schools can help families prove their eligibility by providing [CEP enrollment letters](#) and student IDs, if needed, for the ACP application. To determine if the applicant's child or dependent attends a CEP school, search the [FRAC CEP database](#). Many non-CEP schools can help a household apply for the ACP if the student participates in a [USDA's Free and Reduced Price Meal Program](#) (FRPM), by providing them with the [FRPM enrollment letter](#). We refer to free and reduced-price meal programs as the FRPM to encompass both the USDA's Free and Reduced-Price School Lunch and Breakfast Programs. Note the latter is how they are individually referred to in the ACP application.

The applicant will need to upload an identification, if not applying via a Social Security Number or Tribal ID number (and a form of identification for the dependent, if applicable), and may need to demonstrate eligibility by providing documentation of participation in a qualifying program.



EducationSuperHighway's easy-to-navigate, **GetACP.org pre-enrollment tool** helps applicants figure out if they qualify for the Affordable Connectivity Program and provides a customized

checklist for what they'll need to apply. The applicant will need to answer a few simple questions. **It takes a few minutes!**

2 Apply

Ways to apply include:

1. Submitting an application online via the National Verifier at **AffordableConnectivity.gov**
[English](#) | [Spanish](#)
2. Mailing-in a paper application
[English](#) | [Spanish](#)

Return it along with identification and proof of eligibility to:

**USAC, ACP Support Center, P.O. Box 9100,
Wilkes-Barre PA 18773**

3. Contacting a [participating internet service provider \(ISP\)](#)

Only certain providers have been approved by the FCC to use an alternate application process and to enroll households directly, so most applicants will need to apply via the National Verifier.

3 Confirm

Receive Application ID and confirmation that the application is approved. This information can be found by checking the application status in the applicant's dashboard in the National Verifier. The applicant will also receive an email from DoNotReply@usac.org with this information.

4 Enroll

Contact a participating internet service provider, provide the Application ID, and select the preferred internet service plan.

The ACP benefit can be applied to a new or existing service plan and can also be used for mobile-internet plans for those in transient living situations.

ACP Application Overview

Before beginning our step-by-step walk-through, let's review the basic parts of the application.

The precise path of each application will vary depending on how the individual qualifies and how they choose to confirm their identity and eligibility. However, there are two main paths in the National Verifier.

Path 1: Applicants who already receive SNAP and/or Medicaid benefits may auto-qualify with a Social Security number. They will follow this path:

1. Enter the full home address of where the applicant wants service and their contact information.
2. Choose to confirm identity with their Social Security number.
3. Enter their full name and date of birth.
4. Choose how they would like to confirm eligibility (SNAP or Medicaid).
5. Review information.
6. Find out if they qualify or need to provide more information.
7. Create an account.
8. Complete certification.

Path 2: Applicants who do not auto-qualify because they choose not to use the last four digits of their Social Security number or because they do not participate in SNAP or Medicaid (or another program that shares participant information with USAC) will follow this path:

1. Enter the full home address of where the applicant wants service and their contact information.
2. Choose how to confirm identity.
3. Enter their full name and date of birth.
4. Choose how they would like to confirm eligibility. If the applicant chooses qualification through a child or dependent, they will then select the child or dependent's qualifying program, enter the child or dependent's personal information, and identification documentation, if applicable.
5. Review information.
6. Find out if they qualify or need to provide more information.
7. Create an account.
8. Provide additional information and upload documentation if prompted to confirm their identity, address, and/or eligibility.
9. Complete certification.

If applicants do not complete their application (for example they do not create an account or they fail to certify their application) they will receive an email from USAC with information on how to complete their application.

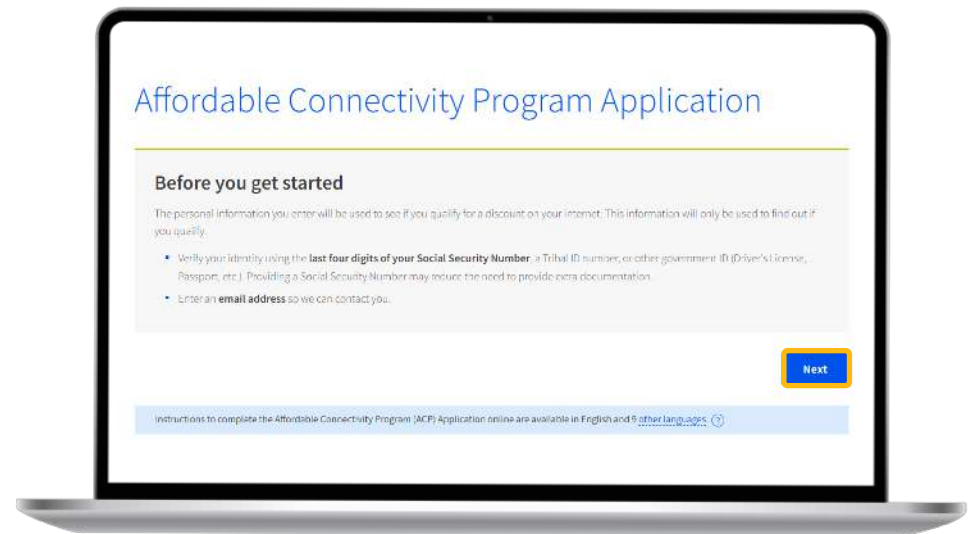
Starting the Application

Go to www.affordableconnectivity.gov and click **Apply Now** to begin.

This will take the applicant to the National Verifier application website. Ensure the applicant has all of the required documents listed in their GetACP.org enrollment checklist before starting.

When the applicant first enters the National Verifier, they will see an overview of what to expect during the application process. Applicants are notified that they:

- Will need to prove their identity by supplying the last four digits of their Social Security number (highlighted and promoted as the fastest way to apply), their Tribal **ID number, or by uploading another form of identification.**
- Will need an **email address to apply.**
- Can find a **link to detailed [application instructions](#), which are offered in multiple languages.**



Choose Your Language

The language can be toggled in the top right-hand corner of the screen.

The online application is only available in English and Spanish at this time; however, application instructions are available in nine languages: English, Spanish, Arabic, Simplified Chinese, French, Korean, Portuguese, Russian, Tagalog, and Vietnamese.



Step One: Contact Information

Home Address Where They Will Get Internet

Ensure the applicant enters the full home address of where they want to connect to internet service, including a unit or apartment number, if applicable.

Different Mailing Address

If the applicant would like to input a separate mailing address where they would like to receive USAC communications, they can check the box and then input that address in the fields that appear.

Email

If the applicant does not have an email address, they can:

- Use a trusted family or friend's email address
- Create one
- Use a mobile one-way address

Read our [FAQs](#) for more information on assisting an applicant that does not have an email address. It is important that the applicant continue to be able to access this email for future correspondence from USAC, including if there are follow-up questions, if USAC needs additional information, or for documentation requests, etc.

Phone Number (optional)

The applicant can optionally provide a phone number to receive voice messages and prompts. This is recommended for applicants who are not as comfortable with regularly checking their email. However, please note that “for text messages, message and data rates may apply. Text STOP to end messages.”

Fill out your information

Home address where you will get internet
It cannot be a P.O. Box.

Street Number and Name

Apartment, Unit, etc.

City or Town

State or Territory

Zip Code

☐ My mailing address is different than my home address.

Mailing address

Mailing Street Number and Name

Apartment, Unit, etc.

City or Town

State or Territory

Zip Code

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

Email Address

Phone (optional)

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

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

Step Two: Prove Identity

The applicant is now prompted to choose whether they would like to confirm their identity with the last four digits of their Social Security number or if they prefer to use another form of identification.

The following are options to confirm applicant identity:

- Last four digits of the Social Security number
- Tribal ID number
- Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID

Social Security Number

All applicants who select this option will then be asked whether they would like to confirm their identity with the last four digits of their Social Security number or if they prefer to use another form of identification. An Social Security number is not required to participate in the ACP, but providing one does process the application the fastest. Note that using a Social Security number will not affect an applicant's credit.

Other Form of Identification

If the applicant selects No, a drop-down list, shown below, will appear from which they can choose the form of ID they would like to provide. Any Government ID issued by the United States or another country is valid as long as it displays the applicant's full name, date of birth, and is not expired.

The image shows two screenshots of a web application interface. The top screenshot is on a laptop screen and displays the 'Fill out your information' page. It asks the user 'Do you want us to check your identity with the last four digits of your Social Security Number?'. There are two radio button options: 'Yes, use the last four digits of my Social Security Number' (selected) and 'No, I want to provide an official document (Driver's License, taxpayer identification number, passport, etc.) or use my Tribal ID number'. The bottom screenshot is on a tablet screen and shows the next step in the process. It asks 'What form of identification would you like to use?' and provides a list of options: 'Driver's License', 'Military ID', 'Passport', 'Taxpayer Identification Number', 'Tribal Identification Number', and 'Other Government ID'. A red box highlights the 'Other Government ID' option, which is also highlighted by an arrow from the text 'If applicant selects No:'.

If the applicant selects **Yes**, a box will appear to enter the last four digits.

If applicant selects **No**:

Other ID options:

- Driver's License
- Military ID
- Passport
- Taxpayer Identification Number (ITIN)
- Tribal Identification number
- Other Government ID (these include a Matricula (Consular ID), a birth certificate, and a student ID)

Uploading Documents

The applicant 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, the applicant 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.



Fill out your information

What form of identification would you like to use?
You can use your Initial ID number or any valid Government ID issued by the United States or another country as long as it has your full name, date of birth, and is not expired.

Other Government Identification
Please choose one from the list:
Driver's License

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

✔ Congratulations on successfully uploading your photo.

IMG_0851.jpg (2772155) ✕

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Enter Name and Date of Birth

Name Requirements

- May only consist of letters, hyphens, spaces and single quotes.
- Use only the applicant's legal name, not a nickname.
- The last name must be at least 2 characters.
- Ensure name entered exactly matches how it appears on the ID chosen.
- If the applicant already has an internet plan, ensure the name entered matches what is listed on their internet account (more information about this can be found in EducationSuperHighway's [FAQs](#)).
- If the applicant has multiple last names, they should enter them all in the Last or Family Name field.



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

First Name
First Name

Middle Name (optional)
Middle Name

Last or Family Name
Family Name

Date of Birth

Month: MM Day: DD Year: YYYY

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Step Three: Choose Eligibility

Program Participation

SNAP or Medicaid

Before being presented with other eligibility options, the applicant is asked if they participate in Medicaid or SNAP.

These options are provided first as the majority of applicants qualify based on participation in one of these programs and because of data-sharing agreements between state benefit agencies and USAC.

If the applicant selects Yes, they will move directly to reviewing their information after clicking Next.

If the applicant selects No, they can choose their form of eligibility from the list of options, selecting all that apply. This includes the other listed government assistance programs, via income, or because their child or dependent participates in one of the listed programs or attends a CEP school.

The full list comprises:

- Federal Pell Grant
- Veterans Pension and Survivors Benefit
- Federal Housing Assistance
- Supplemental Security Income (SSI)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Tribal Specific Program (only choose if the applicant lives on Tribal lands)
- Income – at or below 200% of the Federal Poverty Guidelines
- The applicant does not participate in any of these, but they have a child or dependent who may qualify

Confirm your program participation

Which of the following programs do you participate in?

Check all that apply.

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

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Next

Confirm your program participation

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

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

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

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Next

Federal Housing Assistance

If the applicant hovers their mouse over the question mark, they will see more information on which specific housing programs may qualify them.

- Housing Choice Voucher (HCV) Program (Section 8 Vouchers)
- Project-based rental assistance (PBRA)/202/811
- Public housing
- Affordable Housing Programs for American Indians, Alaska Natives, or Native Hawaiians

Tribal Specific Program

If the applicant selects this option, an additional list of programs to choose from will appear. They are:

- 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

Documentation

An applicant can apply based on their own eligibility or through a child or dependent.

If applying through a Child or Dependent

If the applicant's household income does not meet the qualifying threshold and they do not participate in any of the qualifying programs under the ACP, the applicant may still qualify through **a dependent who does receive assistance.**

A household can qualify if at least one individual in the household participates in an assistance program.

For example, if their child or dependent attends a Community Eligibility Provision (CEP) school, participates in the free and reduced meal program, or received a Pell Grant in the current award year.

The screenshot shows a web form with two radio button options at the top. The first option is "I don't think I participate in any of these programs, I may qualify through my income" and is unchecked. The second option is "I don't participate in any of these, but I have a child or dependent who may qualify" and is checked. Below this, a section titled "Which of the following programs does your child or dependent participate in?" contains a list of programs with checkboxes. The programs listed are: SNAP (Supplemental Nutrition Assistance Program) or Food Stamps, Medicaid, Free and Reduced-Priced School Lunch or Breakfast Program, USDA Community Eligibility Provision (CEP) School, Federal Pell Grant, Veterans Pension and Survivors Benefit Programs, Federal Housing Assistance, Supplemental Security Income (SSI), Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), Tribal Specific Program (Only choose if they live on Tribal lands), and "I don't think my child or dependent participates in any of these programs, but may qualify through income". At the bottom of the form are "Back" and "Next" buttons.

Definition of a dependent

A dependent is someone, other than one's spouse, who relies on another person for financial support, such as for housing, food, clothing, necessities, and more.

Applicants who choose to apply through a child or dependent, will be prompted to:

1. Select how their child or dependent qualifies their household for the ACP.
2. Provide their identification information – first and last name, date of birth, and a Social Security number or other form of identification.

Fill out your child or dependent's information

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

Do you want us to check your child or dependent's identity with the last four digits of their Social Security Number?

Providing the last four digits of their Social Security Number may speed up the process and reduce the need to provide documentation, but is not required.

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

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

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Child or Dependent Identification

All of the same identification options as the main applicant can be chosen. Additionally, a student ID can be used as long as it is current and includes all of the following:

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

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

Dependent Name

Ensure the information entered matches the name on the child or dependent's identification.

Tip:

Encourage the applicant to use the youngest, qualifying dependent's information since eligibility expires when a student graduates from a CEP/FRPM program, for example.

Fill out your child or dependent's information

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

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

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

First Name
First Name

Middle Name (optional)
Middle Name

Last or Family Name
Family Name

Date of Birth

Month Day Year
MM DD YYYY

Back Next

Fill out your child or dependent's information

What form of identification would you like to use?

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

Other Government Identification

Please choose one from the list:

Select

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

Back Next

Step Four: Review Information

This is the last chance in the application to ensure all information is correct. If information is entered incorrectly, the applicant can risk rejection and/or a longer review process with USAC.

In particular, applicants should look for any typos and ensure that their name exactly matches the identification that will be submitted.

Look for typos and ensure the name exactly matches the ID that will be submitted. If edits are needed, click **Edit**, make corrections, and click **Save**.

Consent and Check Eligibility

Applicants will be asked to consent to the information provided being used to check eligibility for the ACP.

Then click **Check my eligibility**.

Review your information

Please review the information you provided and make any edits.

Your Information

Name
Donal Connelly

Home Address
99 Pond Street
Burlington, VT 01009

Mailing Address
Same

Date of Birth
11/23/1965

Phone (optional)
Not Provided

Email Address
dryhc@gmail.com

Your ID

Other Government Identification
Driver's License

Attach photo of the ID
IMG_0651.jpg (27/2/2021)

Your Information

First Name
Chelsea

Middle Name (Optional)
Middle Name

Last or Family Name
McGee

Street Number and Name
10 Parker Avenue

Apartment, Unit, etc.
Apt. Unit, etc.

City or Town
Chromeburk

State
Massachusetts

If the applicant is applying through their child or dependent, they will also have the chance to review and edit their child or dependent's information at this step.

Your child or dependent's information

Name
Levi Donal

Date of Birth
10/1/2001

Your child or dependent's ID

Other Government Identification
Passport

Attach photo of the ID
IMG_0642.JPG (10/05/21)

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

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

[Back](#)

[Check my eligibility](#)

Step Five: Check Eligibility

You qualify to get your benefit

Affordable Connectivity Program benefits:

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

What to do next

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

Account Activated

The applicant will find out right away if they qualify to receive the ACP benefit or if they need to provide more information to determine whether they qualify.

All applicants will next be prompted to either create an account or sign in to their existing account. *At this stage their application is not saved;* the applicant must move on to create an account or they will have to re-enter their information when they come back to the ACP application.

We need more information to see if you qualify

A few things happened:

- Someone at your address already gets an ACP benefit, please answer some questions about your living situation to find out if you're eligible.
- We couldn't verify who you are, please attach a photo of a document that shows your identity information.
- We couldn't confirm your eligibility, please attach a photo of a document that shows you (or your child or dependent) participate in a government assistance program or your income.

What to do next

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

Create account

We need more information to see if you qualify

A few things happened:

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

What to do next

It looks like you already have an account. **Sign in to save your information.**

Then, we'll help you provide the extra information to see if you qualify.

Sign in

If they did not automatically qualify, the applicant will see more information on why this occurred. This is common and means the system could not automatically verify their identity, address, eligibility, or a combination. The applicant will be able to provide more information after creating an account.

Step Six: Create an Account

Username

The username will auto populate as the email address previously entered by the applicant. The applicant can keep this or change their username.

Password

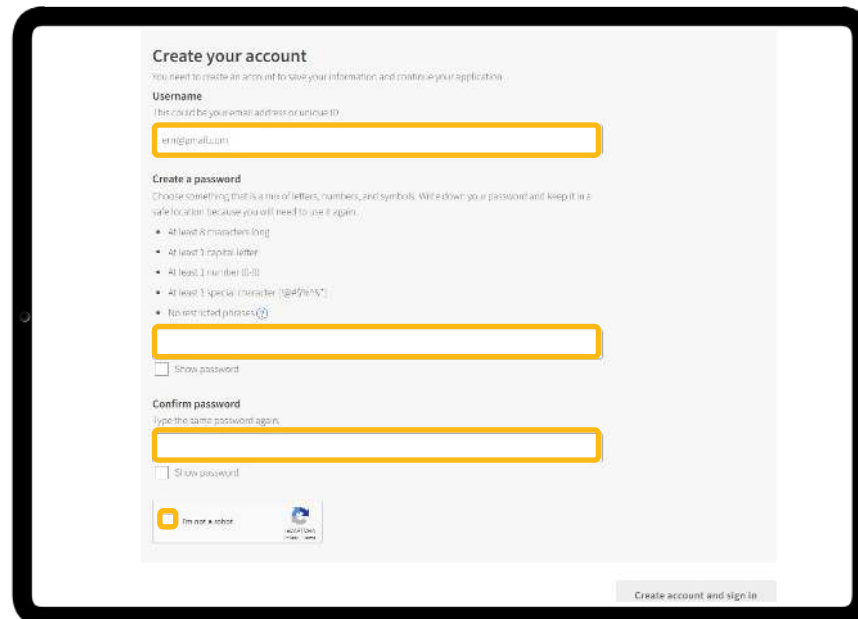
As the applicant types their password, the requirements will change from a black bullet point to a green checkmark once they have been met the password requirements:

- At least 8 characters long
- At least 1 capital letter
- At least 1 number (0-9)
- At least 1 special character (!@#\$%^&*)
- No restricted phrases (the selected username or the words - password, lifeline, FCC or USAC)

Tip:

Before confirming the password and continuing with the application, encourage the applicant to write down or take a screenshot of their username and password. This information can be written down on the [Enrollment Assistance Handbill](#) and should be kept in a secure place.

Ensure the applicant clicks the box to complete the Captcha check. These are checks to ensure the applicant is not a robot and to protect the applicant's privacy and security.

A screenshot of a web form titled "Create your account". The form is set against a light gray background. It includes a "Username" field with a placeholder "This could be your email address or unique ID" and a text input box containing "enrollment@usac.com". Below this is a "Create a password" section with a list of requirements: "At least 8 characters long", "At least 1 capital letter", "At least 1 number (0-9)", "At least 1 special character (!@#\$%^&*)", and "No restricted phrases (password, lifeline, FCC or USAC)". Each requirement has a green checkmark to its left. There is a "Show password" checkbox. Below the password field is a "Confirm password" section with the instruction "Type the same password again" and another text input box. It also has a "Show password" checkbox. At the bottom left is a "I'm not a robot" checkbox with a Captcha image. At the bottom right is a "Create account and sign in" button.

Step Seven: Confirm Information and Upload Documents

The System May Need To Confirm the Applicant's Address.

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

Confirm Address

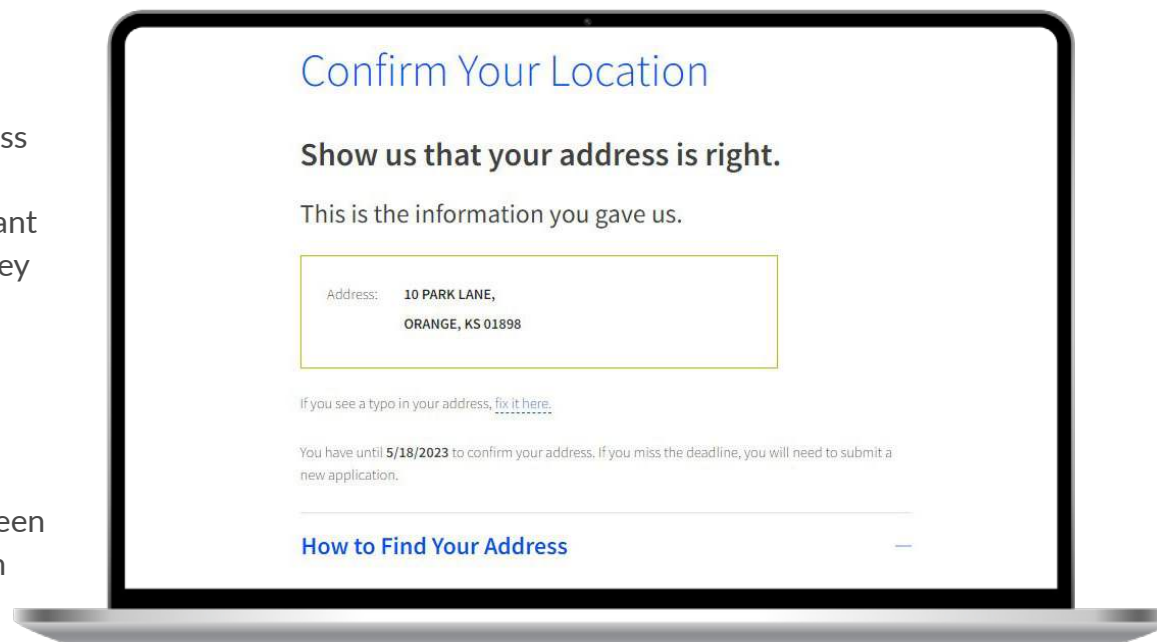
See a typo? Click “fix it here” to update.

The applicant can click the + sign to expand the screen and view a how-to video on finding their address on the map.

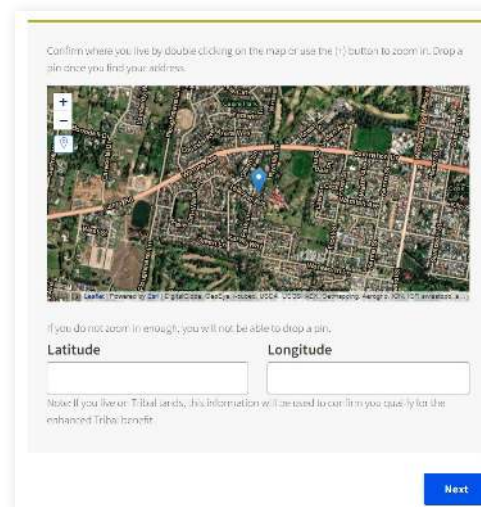
Pinpoint Location

While there is an option to zoom in and click as close to the address as possible on the map, it is often easier and more accurate for the applicant to (Google) search their address latitude and longitude. The applicant can then paste this into the boxes below the map.

Follow these instructions on how to determine an individual's coordinates using Google Maps.



The screenshot shows a web form titled "Confirm Your Location" in blue text. Below the title, it says "Show us that your address is right." and "This is the information you gave us." There is a text box containing the address "10 PARK LANE, ORANGE, KS 01898". Below the text box, there is a link "If you see a typo in your address, fix it here." and a note "You have until 5/18/2023 to confirm your address. If you miss the deadline, you will need to submit a new application." At the bottom, there is a link "How to Find Your Address" and a small icon of a laptop.



The screenshot shows a web form titled "Pinpoint Location" in blue text. Below the title, it says "Confirm where you live by double clicking on the map or use the (+) button to zoom in. Drop a pin once you find your address." There is a map showing a residential area with a blue pin. Below the map, there are two text boxes labeled "Latitude" and "Longitude". At the bottom, there is a note "Note: If you live on Tribal lands, this information will be used to confirm you qualify for the enhanced Tribal benefits." and a "Next" button.

Confirm Household

The applicant will then choose whether they share money with another adult who receives the ACP benefit.

Next, they select the option that best describes the building in which they reside.

Number in Household

They can optionally provide the number of people living at their address and the number of people in their economic household. Click **Next**.

Confirm Your Household

We need more information to determine whether you qualify for the [Affordable Connectivity Benefit](#).

Do you share money (income and expenses) with another adult who gets the [Affordable Connectivity Benefit](#)?

This can be the cost of bills, food, etc., and income. If your spouse receives the [Affordable Connectivity Benefit](#), please answer "Yes" to this question.

☐ Yes ☒ No

Please select what best describes the building in which you reside:

- ☐ Apartment building
☐ Single family home
☐ Residential facility, such as a nursing home or an assisted living facility
☐ Transitional housing or shelter
☐ Other

If you live in a single family home where three or more economic households have applied for the [Affordable Connectivity Benefit](#), please identify the number of individuals who reside at the address and the number of people in your economic household (Optional):

Number of people at address (Optional):

Number of people in your economic household (Optional):

You will have until 10/17/2022 to complete this section so we can determine whether you qualify for the [Affordable Connectivity Benefit](#). If you do not complete this by then, you will need to come back to this site and fill this form out again.

[Back](#)

[Next](#)

Sign the Agreement

The applicant will then be prompted to enter their initials in boxes two and three to indicate their understanding of the ACP benefit. They can also initial in the first box if applicable.

If prompted, provide additional identity information. The applicant has 45 days to provide documentation to confirm their identity, after which they will need to submit a new application.

You Can Apply for the [Affordable Connectivity Benefit](#)

Your household does not get the [Affordable Connectivity Benefit](#) yet. A household is a group of people who live together and share income and expenses (even if they are not related to each other.)

Please initial the agreements below (2 & 3 are required):

Initial

1. I live at an address with more than one household.
If you live alone or you live with other adults who **do not** receive the [Affordable Connectivity Program Benefit](#), do not initial this box.

Initial

2. I understand I am only allowed to get one [Affordable Connectivity Program Benefit](#) per household, **not per person**.

Initial

3. I understand that this limit is an FCC rule, and **lying about my household on this government form can make me lose my [Affordable Connectivity Program Benefit](#)** and is against the law.

[Back](#)

[Next](#)

Confirm Identity

The applicant can choose to provide one document that includes their first and last name, date of birth, and the last four digits of their Social Security number or Tribal ID number (examples are listed below), or they can provide two documents that combined, include all of the previously listed information.

Upload Documents

The applicant will click “Choose File” and select a document to upload.

Ensure the files meet the type and size requirements: less than 10 MB and in PDF, JPG/JPEG, PNG, or GIF format.

If prompted, upload documentation and provide more information to demonstrate eligibility.

This prompt is common and simply means the National Verifier could not automatically confirm the applicant’s eligibility. As such, they are prompted to upload additional documentation.

First the applicant can review the information they entered previously and click “fix it here” to correct any typos.

Next, they should select the one program that a member of their household participates in that qualifies them for the ACP. Depending on what they select, different options will appear. (See below for examples).

Confirm Eligibility

Applicants who select **SNAP, Medicaid, SSI, Federal Public Housing, Special Nutrition Program for Women, Infants, and Children (WIC) or Veteran's Benefits** will see this message (see example image on the left), requiring the applicant to upload documentation proving their eligibility. There will also be a date provided with a deadline to provide these materials.

Eligibility Documents

Example documents include a benefit award or verification letter, or a screenshot of their online benefits portal. These letters should have a date and the benefit cannot be expired.

Confirm Eligibility – Federal Pell Grant

Applicants who select Federal Pell Grant will be prompted to enter the name of their or their child or dependent's university or college and upload documentation that meets the requirements.

Example documentation to prove eligibility includes a student's official financial aid award letter or a copy of a student's paid invoice that clearly documents receipt of a Pell Grant.

Confirm Eligibility - CEP School

For CEP schools or districts, USAC automatically checks the name of the CEP school/district against the [Food Research and Action Center \(FRAC\)](#) database. For a CEP school, the applicant will need to select the student's school from a drop-down list as seen on the right.

Tip:

If the CEP school name does not appear in the dropdown, the applicant can select **Free and Reduced-Price School Lunch or Breakfast Program** instead and type in the school name (see more below). The applicant will need to provide documentation that shows their child or dependent is currently enrolled in a CEP school.

Confirm Eligibility - CEP School Documentation

If applying on behalf of a child or dependent, the applicant will need to provide documentation showing the student's enrollment in the qualifying year, such as a report card or an official school document or letter that confirms their enrollment.

School report cards must state the student's name, student's date of birth, school name, school address, school contact information (email and/or telephone), and current school year. The report card will only be accepted if it includes all of this information.

Districts may want to prepare a letter for families confirming their student's enrollment so they have it ready when applying for the ACP. Such letters must meet the same information requirements as the report card.

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Document Requirements

Provide documentation that includes:

- The student's first and last name
- Current school year
- The name and address of the school
- School contact information (phone or email)

Document examples:

- Letter, report card, or written documentation from the school that the student is enrolled in a school or school district that participates in the Community Eligibility Provision for the current school year.

Upload your documents

- You can use the following file types: .jpg, .png, .pdf, or .gif
- Make sure that your file is not too large. The size limit is 10MB.
- If you are using a phone, you can take a photo of your document and upload it.

[Choose File](#)

IMG_0640.jpg (1074716)

Willfully giving false or fraudulent information to get Lifetime or ACP benefits is punishable by law and can result in fines, jail time, dis-enrollment, or being barred from the program.

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

☐ Federal Pell Grant in the current award year

☒ Free and Reduced-Price School Lunch or Breakfast Program, or enrollment in a USDA Community Eligibility Provision School in the current school year

☒ Select a USDA Community Eligibility Provision school [?](#)

☐ Submit documentation for the Free and Reduced-Price School Lunch or Breakfast Program, or select this if your school does not appear on the Community Eligibility Provision list

☐ Special Nutrition Program for Women, Infants, and Children (WIC)

☐ Tribal Special Program (only choose if you have Tribal Lands)

☐ I don't participate in one of these programs, I want to qualify through my income.

Select a USDA Community Eligibility Provision school

Using the dropdowns below, select the USDA Community Eligibility Provision school that you, or your dependent, were enrolled in for the current school year:

State

[Choose State](#)

School District

[Choose School District](#)

School

[Choose School](#)

Adoption Toolkit for Schools
For more information on these requirements, as well as other best practices for K-12 school districts supporting ACP enrollment, see EducationSuperHighway's [ACP Adoption Toolkit for Schools](#).



Confirm Eligibility – Free and Reduced Price School Lunch or Breakfast Programs

For the **Free and Reduced Price School Lunch or Breakfast Programs** the applicant enters the school name (as seen on left), as well as provides [documentation](#) that their child or dependent participates in the program.

Confirm Eligibility – Tribal Specific Program

If the applicant selects eligibility through a **Tribal Specific Program**, they will be prompted to identify the specific program. Documentation examples are the same as for SNAP.

Confirm Eligibility – Income

Lastly, if the applicant chooses to apply based on income, they will enter the number of people in their household and upload documentation.

Documentation examples include the prior year's state, federal, or Tribal tax return, the last three month's worth of paystubs, or a Social Security statement of benefits. A household may still qualify depending on their income level.

☐ Federal Pell Grant in the current award year

☒ Free and Reduced-Price School Lunch or Breakfast Program, or enrollment in a USDA Community Eligibility Provision School in the current school year

☐ Select a USDA Community Eligibility Provision school [?](#)

☒ Submit documentation for the Free and Reduced-Price School Lunch or Breakfast Program, or select this if your school does not appear on the Community Eligibility Provision list

☐ Special 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.

Enter name of school

Reminder: 45 days to upload documents

If the applicant does not have their documentation on hand, they can come back to their application within 45 days to upload necessary documents. If the applicant does not do this within the allotted time, they will need to redo their application.



☒ I don't participate in one of these programs, I want to qualify through my income.

How many people live in your household?

Document Requirements

To prove your household income is at 200% or less of the [Federal Poverty Guidelines](#), provide documentation that includes:

- Your name, or your dependent's name
- Your annual income
- An issue date within the last 12 months or expiration date (in the future)

Document Examples:

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

Note: If the document doesn't cover a full year, such as current pay stubs, the documentation must cover three months in a row within the last 12 months.

The Applicant May Be Asked To Provide Proof of Life.

When an individual applies for the ACP, USAC checks available databases to confirm their eligibility, identity, and address. While not common, if the applicant is identified as deceased, they are asked to provide documentation that shows recent life activity.

To confirm they are alive, the applicant needs to provide documentation that proves their identity and they are alive. This documentation must contain the following information:

- First and last name
- Date of birth
- The last four digits of their Social Security or Tribal ID number, if used on their application
- An issue date within the last three months

The applicant can either provide one document that includes all of the required information or they can provide two documents. If they provide two documents, they can provide:

- One document that includes their first and last name; date of birth; and the last four digits of their Social Security or Tribal ID number, if used on their application.
- One document that shows they are alive. The documentation must include their first and last name and be dated within the last three months. This information can also be found in the FCC's Acceptable Documentation Guide.

We Checked Your Documents

We checked your documents and were not able to approve your application.

There was no documentation provided to resolve this error.

Please submit new documents below. For more information or to dispute this result (no later than 4/30/2023), contact the support center.

Provide documentation that includes:

- Your first and last name
- Your date of birth
- The last four digits of your SSN or Tribal ID number*
- An issue date within the last three months

*If you did not provide the last four digits of your Social Security Number or Tribal ID number with your application, you must provide a Driver's License, Military ID, Passport, Tennessee Identification Number (TIN) Document, or other Government ID.

Show us one document:

Provide one document that includes your first and last name, date of birth, the last four digits of your SSN or Tribal ID number, and an issue date within the last three months.*

Document examples:

- Government assistance program document
- Unemployment or worker's compensation statement of benefit

Or show us two documents:

Provide one of the documents below and another document that includes your first and last name, date of birth, and the last four digits of your SSN or Tribal ID.*

Show you are alive (documentation must be dated within last three months):

- Current utility bill
- Income statement such as a paystub
- Mortgage or lease statement
- Retirement/pension statement of benefits
- Notarized letter that confirms your identity and that you are alive

DOCUMENTATION EXAMPLES	
Prove Your Identity	Prove You Are Alive
Government, military, state, or Tribal ID, or Driver's License	Government assistance program document
Government assistance program document	Current utility bill
Birth certificate	Current income statement such as a paystub
Social security card	Current mortgage or lease statement
Prior year's tax return or W-2	Current retirement/pension statement of benefits
	Current unemployment statement of benefits

Step 8: Sign Agreement

Certify and Sign the Agreement

Ensure the applicant reviews all information before signing.

When digitally signing, the applicant's name must match exactly as it appears on their chosen ID. This is what they should type in the signature box.

However, make sure the first letter of the first and last name are capitalized, regardless of how it appears on their ID. Not capitalizing may generate an error message in the system.

Confirmation of Qualification for the ACP

If immediately approved, the applicant will see a confirmation page that includes their Application ID.

Every application, regardless of status, is issued an Application ID. Applicants should note their Application ID as they will need this to apply their benefit with an internet service provider. An email will also come from a USAC email address with the Application ID and approval status. Let applicants know that this email may end up in their spam folder.

In some cases, approval may take a few minutes or hours. If additional information is needed, approval may take days. If USAC cannot confirm the applicant's information based on the documentation submitted, the applicant will receive an email with instructions on what to do next.

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

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

Internet company notification:
I understand that I must tell my internet company within 30 days:
• If my household no longer qualifies for the Affordable Connectivity Program or
• If I move to a new address.

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

Potential impact on you and if program ends:
I understand that the Affordable Connectivity Program is a federal government benefit that subsidizes my internet service bill, and my household will be subject to the internet company's unfurnished general rates, terms, and conditions. If my household ceases to be eligible for the program after the conclusion of the Affordable Connectivity Program, I agree that all of the information provided on this form may be collected, used, stored, and retained by the Affordable Connectivity Program Administrator (Universal Service Administrative Company) for the purposes of applying for and/or revisiting the Affordable Connectivity Program benefit.

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

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

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

I certify, under penalty of perjury, that all of the information provided on this form is true and correct to the best of my knowledge. I declare that I am knowingly giving true and accurate information to get Affordable Connectivity Program benefits, if available to me, and I understand that under 47 U.S.C. § 1303 and Law made in being removed from the Affordable Connectivity Program.

Your Signature

Type your name below

I on 03/2023

By clicking on this box, you are digitally signing this form. If you are not a U.S. citizen, you must sign with a valid passport.

Back

Submit

We Are Checking Your Documents

Thank you for submitting your information. Someone is looking at your documents to make sure you qualify.

This may take some time.

You will receive an email when your documents have been reviewed.

Your status will also be updated in the system when your documents have been reviewed. Please check back later to see if you qualify for the [Affordable Connectivity benefit](#).

This page will be available to be refreshed until 3/31/2023. If you need to leave and sign back in later, you can see your application status on your home page.

If you qualify...

You will have 90 days to [find a company](#) and sign up for service.

If you do not qualify...

We'll ask you for more information or tell you what to do next. **You will have until 3/31/2023** (Based on US Customs' time) to send us the information or complete the next steps.

Full Legal Name: **Erin McGee**
Address: **10 PARK LAKE,
ORANGE, KS 61808**
Application ID: **825811-07622**

Contact an internet company to get your benefit

You're approved to get your benefit. Sign up by 4/3/2023.

What to do next

If you already have internet

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

If you don't currently have internet

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

Application ID:

B85789-99208

Full Legal Name:

Jose Yosef Ortega

Address:

**A 123 Street Ave
Chicago, IL 60607**

Method of Identity Verification:

Last 4 digits of SSN

How to Retrieve the Application ID

The applicant will need their Application ID when contacting the internet service provider to apply the Affordable Connectivity Program benefit to their chosen plan.

Upon approval of their application, the National Verifier will display their Application ID along with instructions on what to do next.

If the applicant needs to retrieve their Application ID, they should go to affordableconnectivity.gov and click the blue Sign In button in the top right corner.

Sign In

The applicant will enter their username and password, select the box next to “I’m not a Robot” and click Sign In.

Dashboard

The applicant will then be taken to the dashboard where they can view, access, and return to their application. They can also see information such as their Application ID, the date it was created, the application status, as well as return to their application to complete and finalize it.

The Application ID will be listed under “My Applications” and the status can be any of the following:

Application Type	Application ID	Application Created	Expiration Date	Status
Affordable Connectivity (ACP)	B17463-37397	10/14/2022	11/28/2022	Expired

Incomplete

- The applicant has not finished their application and should return to the application to complete, or
- USAC could not verify the application qualified. The applicant will receive an email to this effect and may need to provide additional information or documentation. However, if other edits need to be made, the applicant should call USAC to close their application and then start a new one.

Pending

All pieces of the application have been submitted and it is under review. The applicant should check back soon as well as keep an eye out for an email from USAC in case they need to provide additional information.

Qualified

The application has been approved and the applicant can use their Application ID to contact a provider and start receiving benefits.

Expired

The applicant should re-apply for the ACP in the National Verifier.



90 Days to Apply Benefit

Once confirmation of approval is received and the Application ID status reads “Qualified” the applicant must contact a participating internet service provider within 90 days to begin receiving the benefit.

If the applicant is applying their benefit to a new plan, they should see the benefit applied quickly. If they are applying it to an existing account however, it can take as long as 90 days to take effect.

The dashboard will provide the deadline for them to apply with their provider.

Need Help?

If applicants have any questions or need assistance, they can contact the Universal Service Administrative Company, ACP Support Center via:



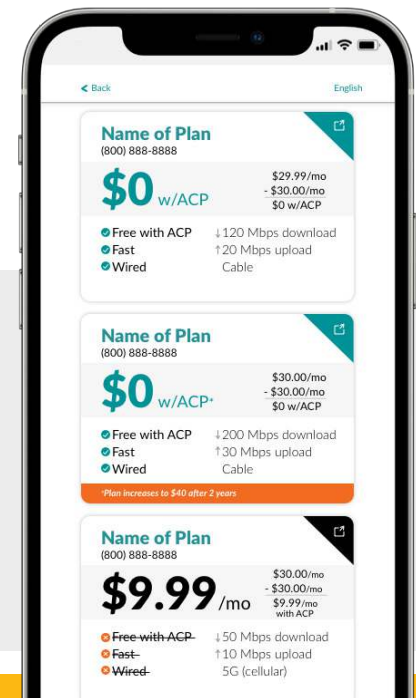
ACPSupport@usac.org



(877) 384-2575, seven days a week, from
9:00AM to 9:00PM ET

[GetACP.org](https://getacp.org) is a mobile-friendly website that prepares households for ACP enrollment and provides on-demand support. It provides applicants a list of affordable plans that serve the applicant's home, starting with those that are little or no cost with ACP at the top. If the applicant hasn't already, encourage or assist them in exploring their options via the tool.

The applicant should choose the provider and plan that fits their needs and then call or go to the provider's website to apply their ACP benefit with their Application ID to a new or existing plan.



Appendix One: Government IDs 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.

If sending documentation via mail, always send copies or pictures of original documentation; never send the original documentation.

Step 1 | IDENTIFICATION

Identify Verification

Use the last four digits of your Social Security number (fastest and easiest way to apply) OR provide one of the following:

Documentation Must Include:

- Your first and last name
- Your date of birth
- Documentation must be up to date

Document Examples

- Valid government, military, state or Tribal ID
- Birth certificate
- U.S. driver's license or foreign driver's license
- U.S. passport or foreign passport
- Certificate of U.S. Citizenship or Naturalization
- Permanent Resident Card or Green Card
- Government assistance program document
- Individual Taxpayer Identification Number (ITIN)
- Student ID card (ID needs to include the student's full name, birth date, name of school, school address, logo, and contact information)

Note: If choosing to qualify through a child or dependent, the last four digits of the Social Security number or identity documentation will be needed for the child or dependent *and* the applicant.

Step 2 | ELIGIBILITY

Option 1: Qualify Through Household Income

If you qualify through your income, you may need to provide documentation that shows your annual income is at or below 200% of the [Federal Poverty Guidelines](#).

Documentation Must Include:

- Your (and/or your dependent's) first and last name
- Your annual income

Document Examples

- 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

Option 2: Qualify Through Program Participation

If you (or your dependent) participate in a qualifying assistance program(s), you may need to provide documentation as proof.

Documentation Must Include:

- 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, or the current (CEP) or current or previous school year (FRMP)

Note: CEP documentation requires an issue date for the current academic year, Pell Grant requires an issue date for the current award year, and Free and Reduced Price School Lunch requires an issue date for the current or previous academic year.

Document Examples

- Rental lease
- Benefit award or Approval letter
- [Proof of enrollment in a CEP School](#)
- [Free and Reduced Price School Lunch Letter](#)
- Statement of benefits
- Screenshot of StudentAid.gov dashboard

If you are prompted to provide **proof of life documentation**, please review [USAC's Accepted Documentation Guide](#) for more information. Please note that applicants must be 18 or older to apply for the ACP on their own; however, **emancipated minors** are eligible if they provide additional documentation to prove their status. Please refer to the above link for more information.

Step 3 | ADDRESS (if applicable)

Address Verification

Some applicants may be asked to provide documentation proving their address.

Documentation Must Include:

- Your first and last name
- Physical address

Document Examples and Tips

To prove your address online, you can use the mapping tool. To prove your address with the mail-in application, you can send a map that clearly shows your physical address or location, including latitude and longitude coordinates. Coordinates are required if you live on Tribal Lands.

Other Documentation options include:

- Driver's license or other valid government ID
- Utility bill
- Mortgage or lease statement
- Most recent W-2 or tax return

Note: If you live with another adult who receives the ACP, you must complete and submit the [ACP Household Worksheet](#). It will automatically appear online to complete or it must be printed and submitted with the paper application.

Appendix Two: Full Text of the Agreement

Qualifications

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

Internet company notification

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

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

Only one benefit per household allowed

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

Potential impact on your bill if program ends

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

How your information will be used

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

I agree that my state or Tribal government may share information about my benefits for a qualifying program with the Affordable

Connectivity Program Administrator if required by law and this information will be used only to help find out whether I can get an Affordable Connectivity Program benefit.

Check eligibility at any time

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

Must meet recertification deadline

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

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

Your Signature

Type your 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.