

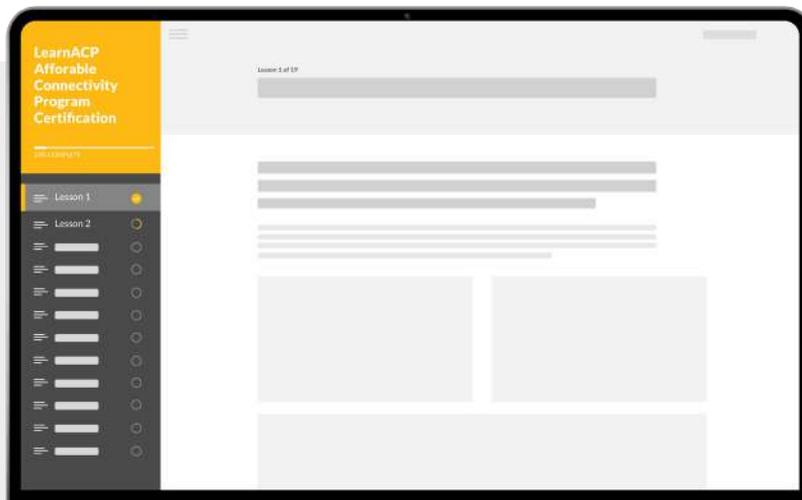


# National Verifier Updates Guide

**August 2023** | Affordable Connectivity Program Application Updates

After conducting outreach to the Affordable Connectivity Program (ACP) community of practitioners and examining its own data, the Universal Service Administrative Co. (USAC) continues to make enhancements to the National Verifier application. These changes make the ACP application process easier and more streamlined for the applicant.

Below you will find detailed information about these changes.



## LearnACP

EducationSuperHighway's free enrollment support certification course is self-timed, easy to follow and has been updated to reflect recent changes to the National Verifier application.

To take the course (again or for the first time), visit [educationsuperhighway.org/LearnACP](https://educationsuperhighway.org/LearnACP)

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# New Review Information Page Disclosure for Federal Pell Grant

If the applicant has selected to prove their eligibility based on receipt of a Federal Pell Grant, they will see an additional disclosure as seen on the right. The applicant should read the consent and then type their name to provide their digital signature, indicating their consent.

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

English Sign in

## Review your information

Please review the information you provided and make any edits.

### Your Information

[Edit](#)

Name  
Jose Yosef Ortega

Home Address  
123 Street Ave  
Silver Spring, MD 20910

Mailing Address  
Same

Date of Birth  
01/17/1990

Phone (optional)  
Not Provided

Email Address  
email@email.com

### Your ID

Last four digits of your SSN  
xxx-xx-4540

### Your Federal Pell program participation

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

**Consent to disclosure**

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

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

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

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

### Your signature

Type your name below

Jane Smith

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

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

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

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

# Confirm Household Size Signature

If the applicant is prompted to confirm their household, the last screen in this series now requests a digital signature instead of multiple initials.

The screenshot shows a four-step progress bar at the top: 'Confirm Your Household' (active), 'Confirm Your Identity', 'Confirm You Qualify', and 'Certify & Sign'. The main heading is 'Confirm Your Household'. Below it, a paragraph explains the household rule: 'You must certify that your household does not get more than one Affordable Connectivity Program benefit. A household is a group of people who live together and share income and expenses (even if they are not related to each other)'. A list of three bullet points follows, detailing the one-person-per-household rule and the consequences of lying. Below this is a 'Your Signature' section with a 'Type your name below' label, the name 'Jon Blegh', a text input field, and a statement: 'I understand this is a digital signature, and this is the same as if I signed my name with a pen.' At the bottom are 'Back' and 'Next' buttons. A footer contains a 'Need Help?' section with contact information: 'If you have questions about the Affordable Connectivity Program (ACP), call us at 1 (877) 384-2575 or send us an email at [ACPSupport@usac.org](mailto:ACPSupport@usac.org)'.

# Prove Eligibility Via Income

## SCREEN 1

The applicant selects whether they have access to a document that shows proof of income. If the applicant selects no, they will be taken out of the proof of income sequence and they will choose another way to prove their eligibility.

The screenshot shows the 'Prove Eligibility Via Income' application screen. At the top, there is a blue header with the 'FC' logo, 'English' language selection, and 'Sign in' button. Below the header is a progress bar with three steps: 'Confirm Your Household' (completed), 'Certify You Qualify' (current step), and 'Certify & Sign'. The main heading is 'Share more information to see if you qualify'. Below this, it says 'With your help, we can confirm if you qualify in a few more steps.' The main question is 'Do you have a document that shows your income?'. There are two radio button options: 'Yes, I have a document such as pay stubs, last year's tax return, or a social security statement.' (selected) and 'No, but I have a document that shows I (or my child or dependent) participate in a program such as SNAP or Medicaid.' Below the options are 'Back' and 'Next' buttons. At the bottom, there is a blue box with the text: 'You have until **May 5, 2023** to complete this selection. If you do not complete it by this date, you will need to submit a new application.' and a 'Need Help?' link with contact information.

## SCREEN 2

The applicant then enters the number of people in their household. The system automatically generates the income amount that qualifies a household of that size for the ACP. The applicant will select Yes if their income is at or below that level or No if it is not and they can provide proof of eligibility in a different way. They then hit Next.

The screenshot shows the 'Prove Eligibility Via Income' application screen. At the top, there is a blue header with the 'FC' logo, 'English' language selection, and 'Sign in' button. Below the header is a progress bar with three steps: 'Confirm Your Household' (completed), 'Certify You Qualify' (current step), and 'Certify & Sign'. The main heading is 'Share more information to see if you qualify'. Below this, it says 'You may qualify if your annual income meets the requirements.' The main question is 'How many people live in your household?'. There is a text input field with the number '2' entered. Below this is another question: 'Is your annual income at or below \$39,440?'. There are two radio button options: 'Yes' (selected) and 'No, but I have a document that shows I (or my child or dependent) participate in a program such as SNAP or Medicaid.' Below the options are 'Back' and 'Next' buttons. At the bottom, there is a 'Need Help?' link with contact information.

**Note: All applicants who need to show proof of eligibility will be prompted to provide proof of income, regardless of whether they previously chose to apply through a different means of eligibility.**

# Prove Eligibility Via Income

## SCREEN 3

The applicant then has access to upload proof of their income by selecting the Choose a File button.

The screenshot shows a web page titled "Share proof of your income" from the Fc website. At the top, there is a navigation bar with the Fc logo, a language selector set to "English", and a "Sign in" button. Below the navigation bar is a progress indicator with three steps: "Confirm Your Household" (completed), "Certify You Qualify" (current step), and "Certify & Sign" (pending). The main heading is "Share proof of your income". Below this, it states "Your document must include:" followed by a list of requirements: 1. Your name, or your dependent's name; 2. Your annual income below \$50,000; 3. An issue date within the last 12 months. A section titled "Here are common examples:" lists various documents such as tax returns, income statements, Social Security benefits, unemployment or worker's compensation statements, Federal or Tribal notice letters, divorce decrees, and pay stubs. Below this is a section titled "How to add your photo or scanned copy" which provides instructions on file size (less than 10 MB) and file types (jpg, jpeg, png, pdf, or gif). It also includes a list of requirements: make sure the image is not blurry, the document is not cut off, and there is good lighting. A blue "Choose a file" button is located below these instructions. At the bottom of the page, there are "Back" and "Next" buttons, a link for "What if I don't have proof of my income?", a link for "How can I edit my information or add a child or dependent?", and a "Need Help?" section with contact information for the ACP Support Center.

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

English Sign in

Confirm Your Household Certify You Qualify Certify & Sign

### Share proof of your income

Your document must include:

1. Your name, or your dependent's name
2. Your annual income below \$50,000
3. An issue date within the last 12 months

Here are common examples:

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

#### How to add your photo or scanned copy

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

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

Choose a file

Back Next

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

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

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

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

# Program-Specific Proof of Eligibility Screens

If the applicant cannot or chooses not to provide proof of eligibility via income, they can select the program that qualifies their household. Depending on what they select, different screens will appear. Each screen details documentation requirements, common examples and mistakes, how to upload the documentation, and additional information at the bottom. All possible screens are shown below.

## SNAP

The screenshot shows the SNAP proof of eligibility screen. At the top, there is a progress bar with three steps: 'Confirm Your Household', 'Verify Your Quality', and 'Verify & Sign'. The main heading is 'Share proof that you're enrolled in Supplemental Nutrition Assistance Program (SNAP)'. Below this, it lists the required document information: 'Your document must include:' followed by four numbered points. A section titled 'Here are common examples' lists four types of documents: a benefit award letter, a statement of benefits, a benefit verification letter, and a screenshot of an online benefits portal. A 'Common mistakes' section notes that SNAP cards do not include required information and that temporary food assistance does not qualify. The 'How to add your photo or scanned copy' section provides instructions on file size and format, and includes a 'Choose a file' button.

## MEDICAID

The screenshot shows the Medicaid proof of eligibility screen. It features the same progress bar and header as the SNAP screen. The main heading is 'Share proof that you're enrolled in Medicaid'. The 'Your document must include:' section lists four requirements. The 'Here are common examples' section lists a Medicaid card, a benefit award letter, a statement of benefits, and a screenshot of an online benefits portal. The 'Common mistakes' section notes that some Medicaid cards do not include required information. The 'How to add your photo or scanned copy' section provides instructions on file size and format, and includes a 'Choose a file' button.

## FEDERAL PELL GRANT

The screenshot shows the Federal Pell Grant proof of eligibility screen. It features the same progress bar and header as the other two screens. The main heading is 'Share proof that you received a Federal Pell Grant'. The 'Your document must include:' section lists four requirements. The 'Here are common examples' section lists a Federal Pell Grant award letter from the school or the U.S. Department of Education, a screenshot of the award year, a screenshot of the student's record, and a screenshot of an online financial aid portal. The 'Common mistakes' section notes that a screenshot of a student aid account or other document does not include the student's name. The 'How to add your photo or scanned copy' section provides instructions on file size and format, and includes a 'Choose a file' button.

# Program-Specific Proof of Eligibility Screens

## USDA COMMUNITY ELIGIBILITY PROVISION SCHOOL

The screenshot shows a web interface for the USDA Community Eligibility Provision School. At the top, there is a blue header with the 'FC' logo, a language dropdown set to 'English', and a 'Sign in' button. Below the header is a progress bar with three steps: 'Confirm Your Household' (active), 'Verify Your Quality' (current), and 'Certify & Sign'. The main heading reads 'Share proof that your child or dependent attends a Community Eligibility Provision (CEP) school'. Underneath, it lists requirements for the document: 1. The student's first and last name, 2. The name and address of the school, 3. School contact information (phone or email), and 4. The current school year. Common examples include a letter from the principal or school district and a newspaper clipping. Common mistakes include not providing the specific school contact information and some reports cards that lack this information. A section titled 'How to add your photo or scanned copy' provides instructions on file types (jpg, png, pdf, or gif), size (under 10 MB), and orientation (landscape). A 'Choose a file' button is present. At the bottom, there is a 'Back' button and a text input field with the placeholder 'What if I don't have proof that my child or dependent attends a CEP school?'.

## FREE AND REDUCED-PRICE SCHOOL LUNCH OR BREAKFAST PROGRAM

The screenshot shows a web interface for the Free and Reduced-Price School Lunch or Breakfast Program. It features the same blue header and progress bar as the first screen. The main heading is 'Share proof that your child or dependent gets the Free and Reduced-Priced School Lunch or Breakfast Program'. The document requirements are: 1. The student's first and last name, 2. The name of the school or school district, 3. Name of the program, and 4. The current or prior school year. Common examples include a letter from the school or school district. The 'How to add your photo or scanned copy' section is identical to the first screen. Below this, there is a 'Back' button and a 'Next' button. A text input field is followed by a section titled 'What if I don't have proof that my child or dependent gets the Free and Reduced-Priced School Lunch or Breakfast Program?' with two bullet points: 'Contact the school to get proof that they get the Free and Reduced-Priced School Lunch or Breakfast Program' and 'Share a document that shows you're in a different qualifying program.'

## SUPPLEMENTAL SECURITY INCOME

The screenshot shows a web interface for Supplemental Security Income (SSI). It features the same blue header and progress bar. The main heading is 'Share proof that you get Supplemental Security Income (SSI)'. The document requirements are: 1. Your name or your child or dependent's name, 2. The name of the program, 3. The name of the government agency that issued the document, and 4. An expiration date within the last 12 months or expiration date in the future. Common examples include a benefit verification letter and a record of an online benefits portal. Common mistakes include not providing the correct Social Security number. The 'How to add your photo or scanned copy' section is identical to the other screens. Below this, there is a 'Back' button and a 'Next' button. A text input field is followed by a section titled 'What if I don't have proof that I've enrolled in SSI?'.

# Program-Specific Proof of Eligibility Screens

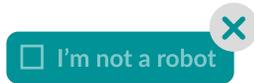
Applicants who select **FEDERAL HOUSING ASSISTANCE, SPECIAL NUTRITION PROGRAM FOR WOMEN, INFANTS, AND CHILDREN (WIC), TRIBAL SPECIFIC PROGRAM, OR VETERANS PENSION AND SURVIVORS BENEFIT PROGRAMS** will see this screen.

The screenshot shows a web form with a progress bar at the top containing four steps: 'Confirm Your Address', 'Confirm Your Identity', 'Confirm You Qualify', and 'Verify & Sign'. The 'Confirm You Qualify' step is highlighted in yellow. The main heading is 'We Could Not Confirm Your Eligibility'. Below this is a yellow warning box with an information icon and the text: 'You have used 1/27/2023 to provide documentation to confirm your eligibility. If you miss this deadline, you will need to submit a new application.' A link is provided: 'If you think you may have entered any of your information (such as a name, date of birth, or address) incorrectly, or you'd like to add a child or dependent, [fix it here](#).' The form asks 'Are you or someone in your household in any of these?' and lists several options with radio buttons: SNAP (Supplemental Nutrition Assistance Program) or Food Stamps, Medicaid, Supplemental Security Income (SSI), Federal Housing Assistance, Veterans Pension and Survivors Benefit Programs (selected), Federal Pell Grant in the current award year, and 'I don't participate in one of these programs, I want to qualify through my income.' Below this is a 'Document Requirements' section with a list of requirements: 'Your name, or your dependent's name', 'The name of the qualifying program, such as SNAP', 'The name of the government, tribal entity, or program administrator that issued the document', and 'An issue date within the last 12 months or expiration date (in the future)'. It also lists document examples: 'Benefit award letter', 'Statement of benefits', 'Benefit verification letter', and 'Screenshot of online benefits portal'. The next section is 'How to add your photo or scanned copy', which includes instructions on file size (less than 10 MB) and file types (jpg, jpeg, png, pdf, or gif). It lists requirements: 'Make sure your image is not blurry', 'Make sure your document is not cut off and we can see all four sides', and 'Make sure you have good lighting'. A 'Choose file' button is present. Below that is an 'Attached Files' section showing 'IMG\_1719.jpg (2954652)' with a download icon and a close button. At the bottom are 'Back', 'Save', and 'Next' buttons.

# June 2023 Update

The URL to the ACP application was updated from AffordableConnectivity.gov to **GetInternet.gov**. Additionally, there is now a Spanish landing page and application accessible at **AccedeAInternet.gov**.

USAC has begun launching a series of regular, small updates to the National Verifier to improve the user experience.



CAPTCHA checks have now been removed from the application.



Once approved, the applicant will now receive up to four reminder emails (or texts) from USAC to connect their ACP benefit with an internet service provider.



The **Before You Get Started** section (as seen below in the March updates) has been removed from the National Verifier application.

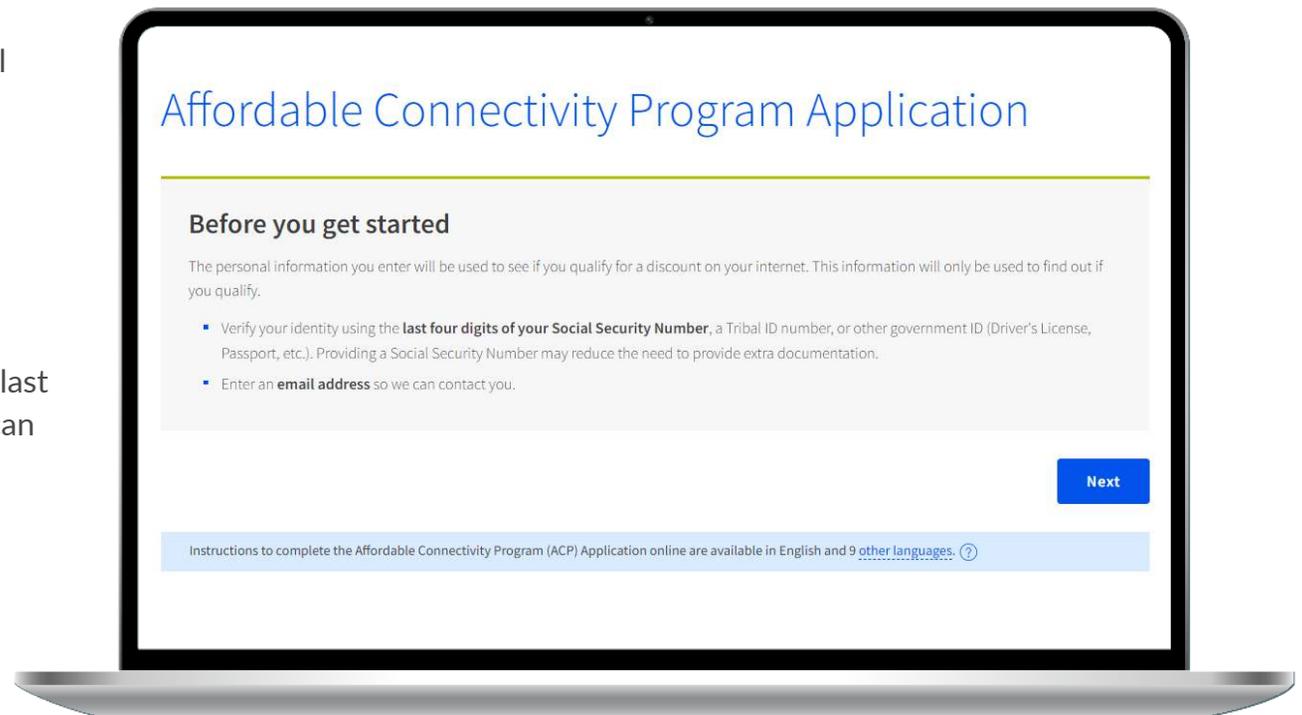
# March 2023 Updates

## New “Before You Get Started” Page

Consumers will land on a new page to help them understand how their information will be used and tips on what they may need to provide before they start their application.

**Consumers are encouraged to provide the last four digits of their Social Security number to reduce the need to provide extra documentation later in the process.**

Consumers who choose not to provide the last four digits of their Social Security number can still qualify and will need to upload identity documentation.



# Updated Application Flow

The application has been reordered to streamline the application process. The new flow presents as one of two main pathways as outlined below:

## 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.

# Qualifying Program Updates

The initial qualifying program question has been simplified to ask the consumer if they think they qualify through Medicaid or the Supplemental Nutrition Assistance Program (SNAP). Previously, consumers were required to select how they qualify by selecting their income or all of the programs in which they participate first. **This change will make it easier for applicants to navigate the application and allows for a quicker path to approval for many.** All consumers (or the benefit qualifying person on their application) will be checked against available database connections regardless of how they respond to the qualifying program question.

## 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.

Next

## Confirm your program participation

### Which of the following programs do you participate in?

Check all that apply.

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

Back

← If the consumer selects **NO**, after they hit Next, they will see the screen at right where they can select how they qualify.

- 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

← If the consumer selects that they don't participate in any of these "but I have a child or dependent who may qualify," another dropdown will appear (as seen at left) where they can select how their dependent qualifies for the ACP.

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

Check all that apply.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- Medicaid
- Free and Reduced-Price School Lunch or Breakfast Program
- USDA Community Eligibility Provision (CEP) School
- 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)
- I don't think my **child or dependent** participates in any of these programs, but may qualify through **income**

Back

Next

After this step, the consumer will then choose a form of ID for their dependent and upload documents, if applicable. And finally, they will enter their dependent's name and date of birth.

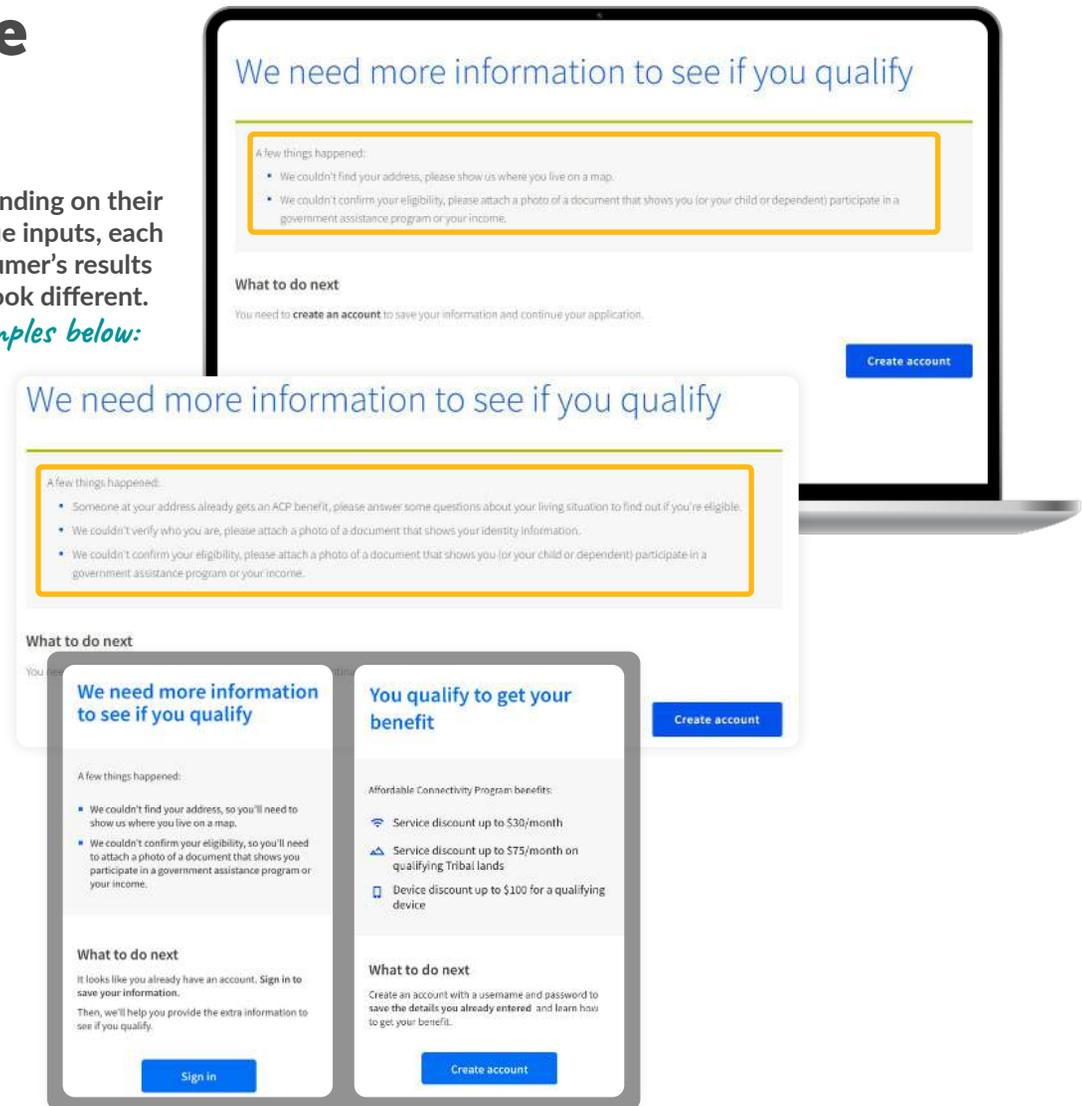
# Eligibility Results Before Account Creation

The National Verifier has automated database connections to verify a consumer's eligibility, identity, and address information to determine if they qualify for the Affordable Connectivity Program. The outcome of these database checks will be shared with consumers before they are required to create an account or sign into their existing account. **This enhancement is designed to increase consumer confidence to complete the enrollment process.**

Consumers who pass the automated checks will receive notice that they qualify. Consumers who do not automatically qualify will receive information explaining why they have not yet qualified and direct them to next steps.

On the same page, the system will automatically identify whether a consumer has an existing account and prompt the consumer to create an account or sign in depending on their unique circumstance. →

Depending on their unique inputs, each consumer's results will look different. *Examples below:*



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

#### Qualifications

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

#### Internet company notification

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

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

#### Only one benefit per household allowed

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

#### Potential impact on your bill if program ends

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

#### How your information will be used

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

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

#### Check eligibility at any time

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

#### Must meet recertification deadline

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

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

### Your Signature

Type your name below

Erin McGee

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

Back

Submit

## Streamlined Certification – Initials No Longer Required

← The language for the certification statements has been simplified so it is easier for consumers to understand. **With this enhancement, consumers will only have to sign once at the end of the certifications page to affirm they agree to the statements.**

## Clear Enrollment Instructions

Consumers who qualify for the Affordable Connectivity Program will receive clear and specific instructions on how to enroll with a participating provider.

- **When a consumer qualifies**, they will be informed that they are approved and directed to contact an internet provider to receive their benefit. Additionally, consumers will receive specific instructions on what to tell a provider to enroll.
- **Consumers who already have internet** will be instructed to contact their internet provider and say, "I have been approved for the Affordable Connectivity Program and would like to apply it to my service."
- **Consumers who do not currently have internet** will be instructed to find an internet provider and say, "I have been approved for the Affordable Connectivity Program and would like to sign up for internet."

These updates will help facilitate consumers' pathway through the final step to enroll and begin receiving their benefit.

### 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.

# New and Updated Email Outreach

Two new emails will be released to encourage consumers to complete their application:

- **Consumers who start an application but do not create an account within one day** will receive an email reminding them to create an account to finish their application.
- **Consumers who start an application and create an account but do not sign the certification within one day** will receive an email reminding them to sign in and finish their application.

The email outreach to consumers who qualify for the Affordable Connectivity Program is also being updated to align with changes to the consumer portal. Consumers will receive clear and specific instructions on how to enroll with a participating provider.

## Application Support

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



[ACPSupport@usac.org](mailto:ACPSupport@usac.org)



877-384-2575, seven days a week,  
9 a.m. - 9 p.m. ET

## ABOUT EDUCATIONSUPERHIGHWAY

EducationSuperHighway is a national non-profit with the mission to close the digital divide for the 18 million households that have access to the Internet but can't afford to connect. We focus on America's most unconnected communities, where more than 25% of people don't have Internet.

From 2012-2020 we led the effort that closed the classroom connectivity gap. In 2013, only 10% of students had access to digital learning in their classrooms. Today, thanks to an unprecedented bi-partisan effort by federal, state, and school district leaders, supported by K-12 advocacy organizations, the classroom connectivity gap is closed – 47 million students are connected, and 99.3% of America's schools have a high-speed broadband connection.

[www.educationsuperhighway.org](http://www.educationsuperhighway.org)