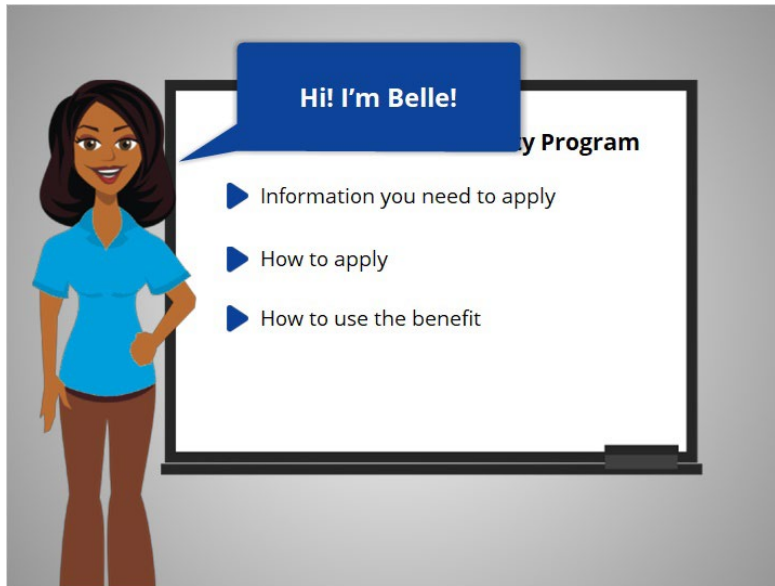


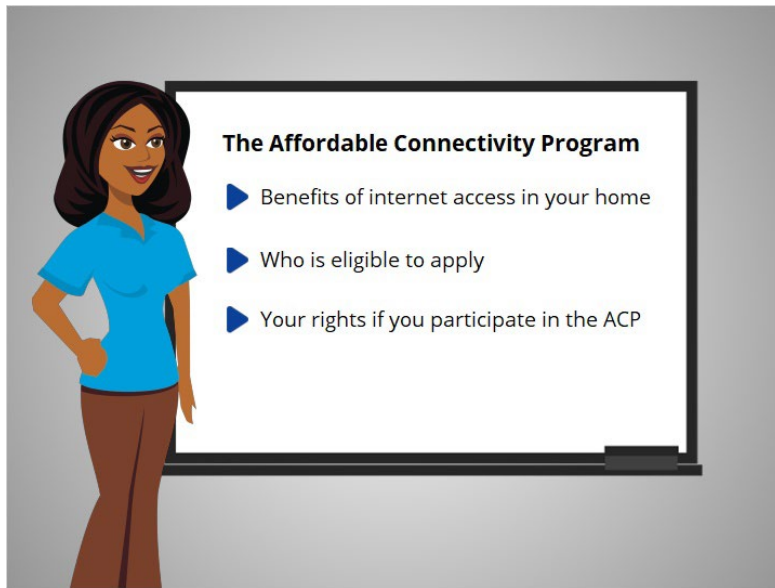
The Affordable Connectivity Program

What is the Affordable Connectivity Program?



Hi! I'm Belle! In this course, you will learn about the Affordable Connectivity Program, also known as the ACP, which helps families and households with affordable internet service.

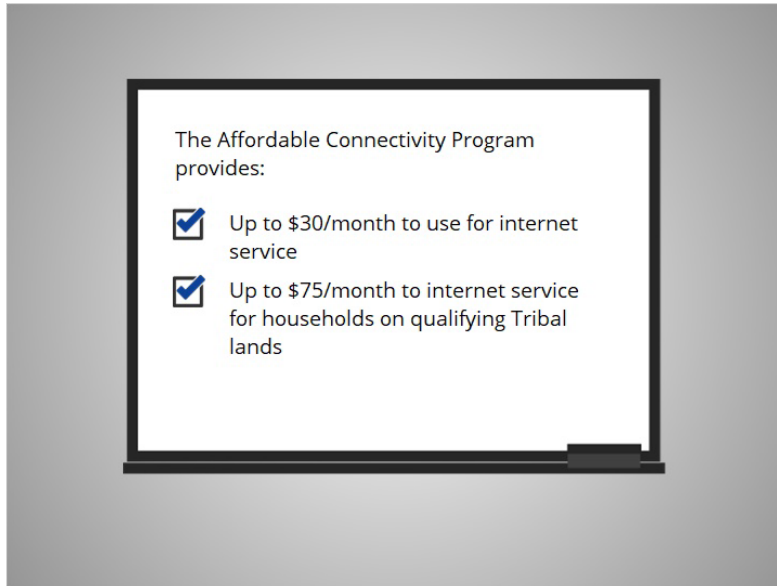
In this course, we'll discuss the information you need to apply for the program, how to apply for the program, and how to use the benefit.



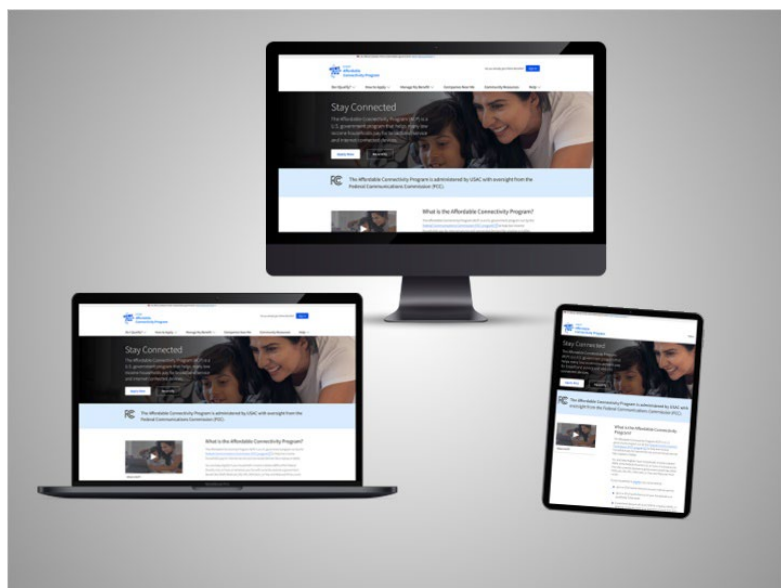
In the first lesson, we'll discuss the benefits of internet access in your home, who is eligible to apply for the program, and your rights if you participate in the ACP.



So what is the Affordable Connectivity Program? The ACP is a program of the United States Federal Communications Commission, also referred to as the FCC, to help qualifying households receive a discount on internet service with participating providers.



The ACP provides a benefit of up to \$30 per month for internet service or up to \$75 per month for internet service for households on qualifying Tribal lands. In some cases, the benefit may fully cover the cost of your internet service. The benefit is available to eligible new customers, current customers, or households who have had internet service in the past.



In addition to providing a monthly discount for internet service, the ACP also provides a one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider. To use the benefit, your household must contribute between \$10 and \$50 toward the purchase price of the device.

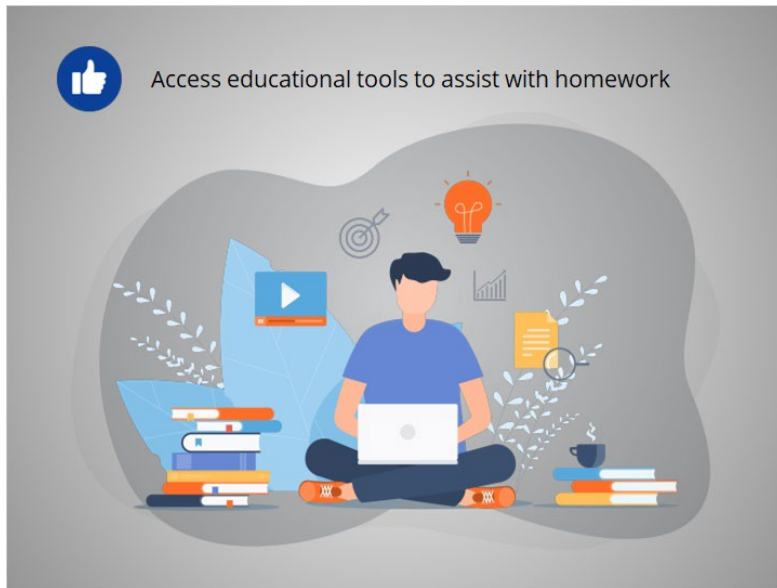
The ACP is limited to one monthly service discount and one device discount per household.



A question you may be asking is why would I want internet access? There are many benefits to having internet access. When it is available in the home, you have access to the internet whenever you need it. Other advantages include:

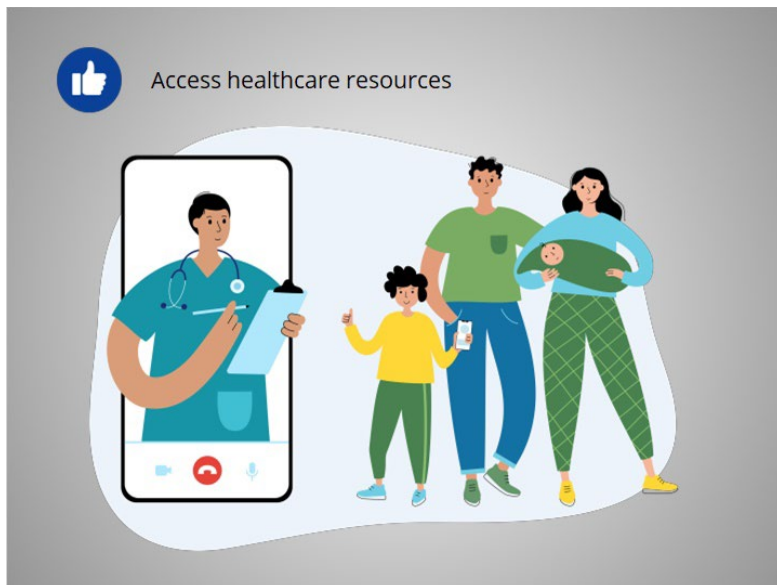


You can access educational resources, attend classes online to earn a college degree, build new skills for work, or learn a new hobby.



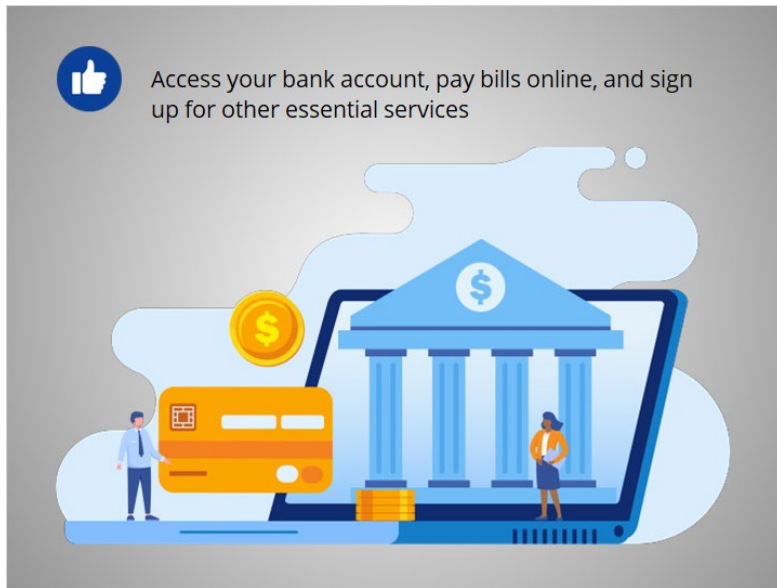
Access educational tools to assist with homework

You can access educational tools to assist with students' homework.

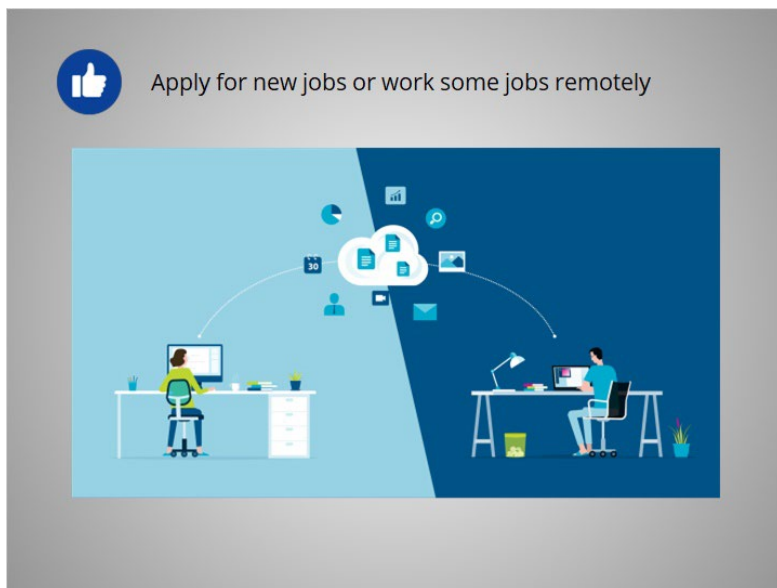


Access healthcare resources

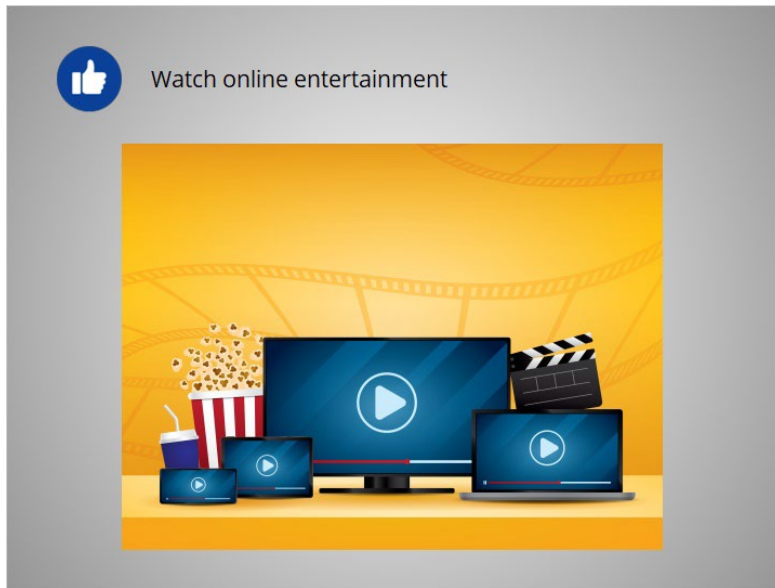
You can access health care resources and attend some doctor's appointments virtually.



You can access your bank account, pay bills online, and sign up for other essential services.



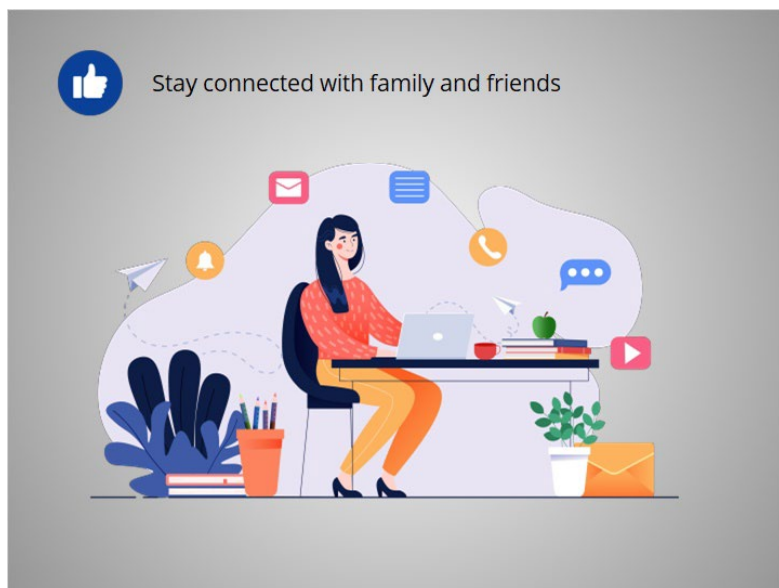
You can apply for new jobs or work some jobs remotely.



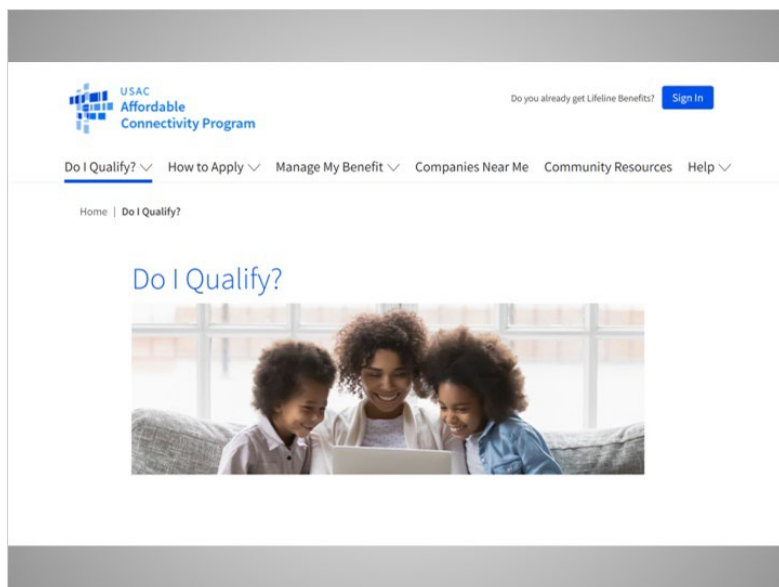
You can watch or listen to online entertainment.



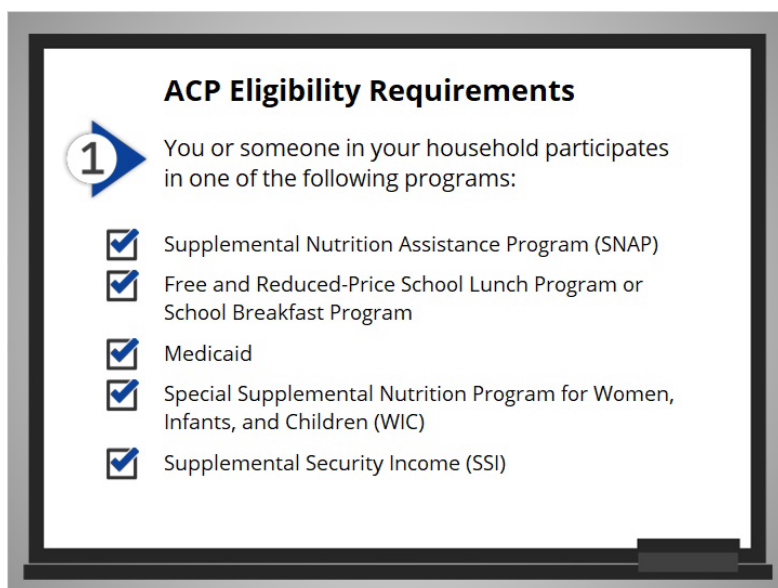
You can stay up to date with the news.



And you can stay connected with family and friends. As you can see, having internet service in your home has many benefits and can help you connect and engage with greater possibility.

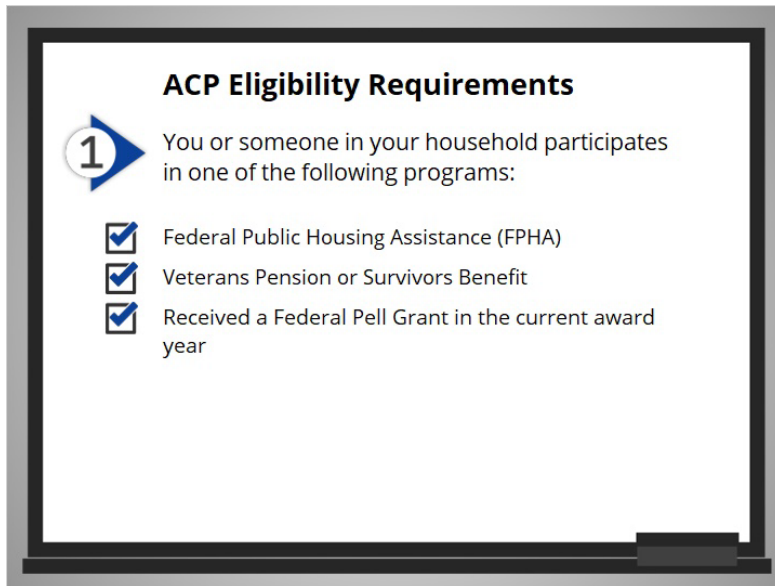


Now that we've talked about the benefits of home internet access, you may be wondering: Am I eligible for the Affordable Connectivity Program?



Your household is eligible for the ACP if you or someone in your household participates in one of the following programs, including:

- the Supplemental Nutrition Assistance Program, also known as SNAP;
- the Free and Reduced-Price School Lunch Program or School Breakfast Program, including the U.S. Department of Agriculture Community Eligibility Provision schools;
- Medicaid;
- the Special Supplemental Nutrition Program for Women, Infants, and Children, also known as WIC;
- Supplemental Security Income, also referred to as SSI;



ACP Eligibility Requirements

1 You or someone in your household participates in one of the following programs:

- Federal Public Housing Assistance (FPHA)
- Veterans Pension or Survivors Benefit
- Received a Federal Pell Grant in the current award year

- Federal Public Housing Assistance, including the Housing Choice Voucher Program, Project-Based Rental Assistance, Public Housing, and Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians;
- the Veterans Pension or Survivors Benefit;
- or received a Federal Pell Grant in the current award year.

ACP Eligibility Requirements

2 Your household income is 200% or less than the Federal Poverty Guidelines.

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	\$27,180	\$33,980	\$31,260
2	\$36,620	\$45,780	\$42,120
3	\$46,060	\$57,580	\$52,980
4	\$55,500	\$69,380	\$63,840
5	\$64,940	\$81,180	\$74,700
6	\$74,380	\$92,980	\$85,560
7	\$83,820	\$104,780	\$96,420
8	\$93,260	\$116,580	\$107,280
For each additional person, add:	\$9,440	\$11,800	\$10,860

In addition to participation in the programs we just reviewed, you may also be eligible because your household income is 200% or less than the Federal Poverty Guidelines.

For instance, if you live in a household of 3 in the contiguous United States and you make less than \$46,060 annually, you would qualify.

ACP Eligibility Requirements

2 Your household income is 200% or less than the Federal Poverty Guidelines.

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	\$27,180	\$33,980	\$31,260
2	\$36,620	\$45,780	\$42,120
3	\$46,060	\$57,580	\$52,980
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7	\$83,820	\$104,780	\$96,420
8	\$93,260	\$116,580	\$107,280
For each additional person, add:	\$9,440	\$11,800	\$10,860

A household of 3 in Hawaii making less than \$52,980 would qualify,

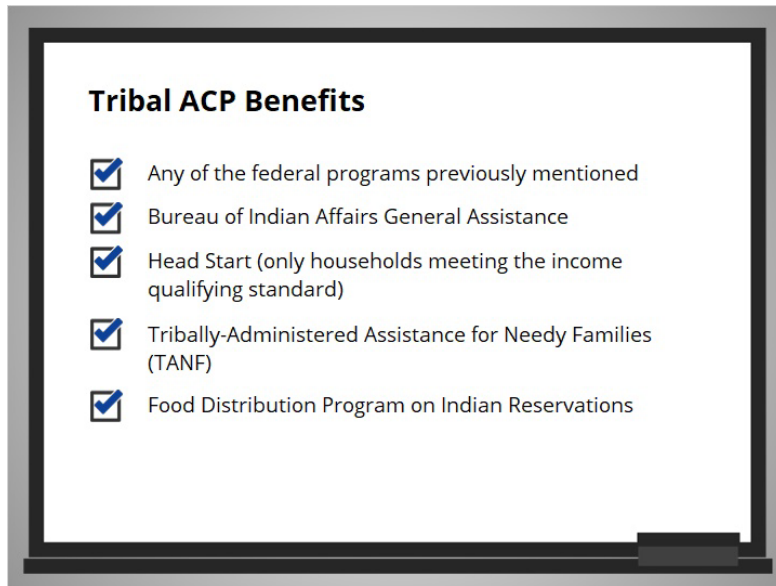
ACP Eligibility Requirements

2 Your household income is 200% or less than the Federal Poverty Guidelines.

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
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7	\$83,820	\$104,780	\$96,420
8	\$93,260	\$116,580	\$107,280
For each additional person, add:	\$9,440	\$11,800	\$10,860

and a household of 3 in Alaska would qualify if they make less than \$57,580.

If you would like more information on the Federal Poverty Guidelines, visit the Additional Resources in this course and click on “Do I Qualify.”

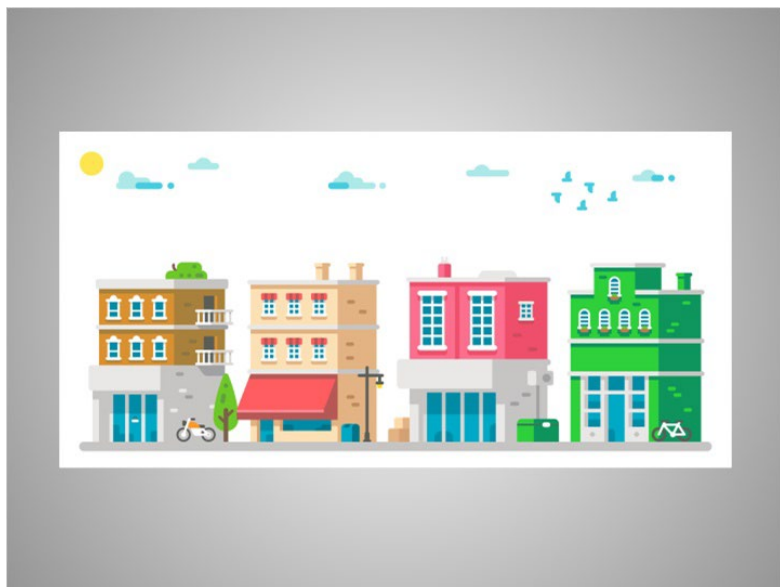


If you live on qualifying Tribal lands, you are eligible for the Tribal ACP benefit if your household income is at or below 200% of the Federal Poverty Guidelines, or if you or someone in your household participates in:

- any of the federal programs previously mentioned, or
- The Bureau of Indian Affairs General Assistance,
- Head Start households meeting the income qualifying standard,
- Tribally-Administered Assistance for Needy Families also known as TANF, or
- the Food Distribution Program on Indian Reservations.



Any member of your household can make your household eligible if they participate in one of the programs mentioned. For example, if your child or dependent participates in the Free and Reduced-Price School Lunch Program, your household is eligible for the ACP benefit.



Finally, if you currently receive a Lifeline benefit, you automatically qualify for the ACP, and you can receive both the Lifeline and ACP benefits at the same time.



Let's take a look at some examples of 5 families that are eligible for the ACP.

The Suarez Family is eligible to apply because they receive SNAP benefits.

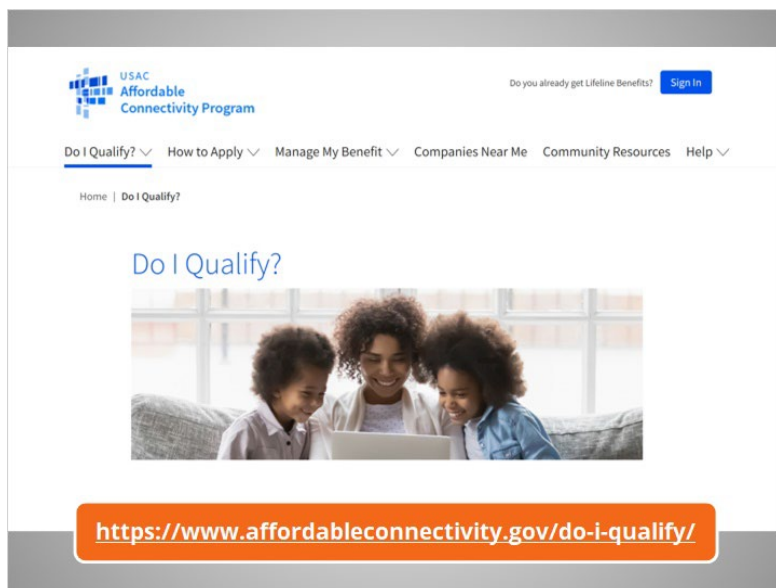
Damien is a college student who received a Federal Pell Grant this year, so the Melaku Family is eligible.

The Benally Family lives on qualifying Tribal lands and participates in the Bureau of Indian Affairs General Assistance program so they are eligible.

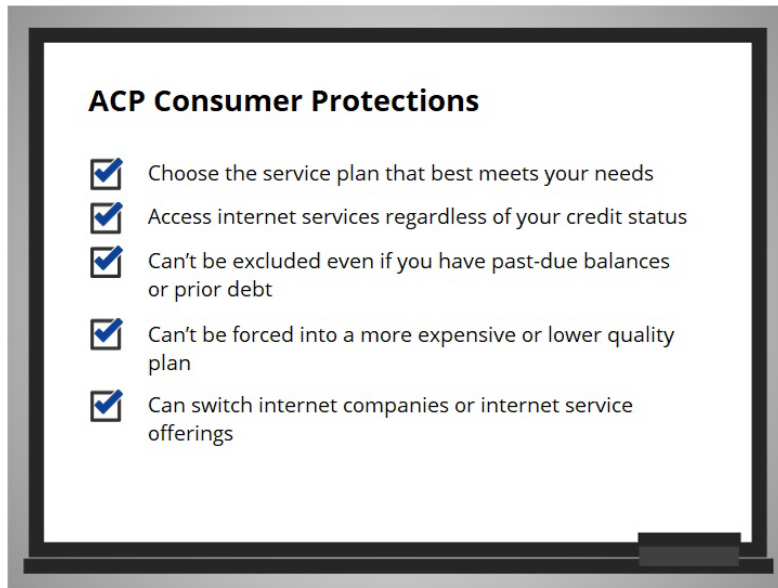
The Olsen Family is eligible because their children receive the Free and Reduced-Price School Lunch Program.

George Williams is a Veteran and receives a Veterans Pension, so he is eligible.

Please note that even if you meet the eligibility criteria, you will still need to apply and receive approval for the program in order to receive the ACP benefit.

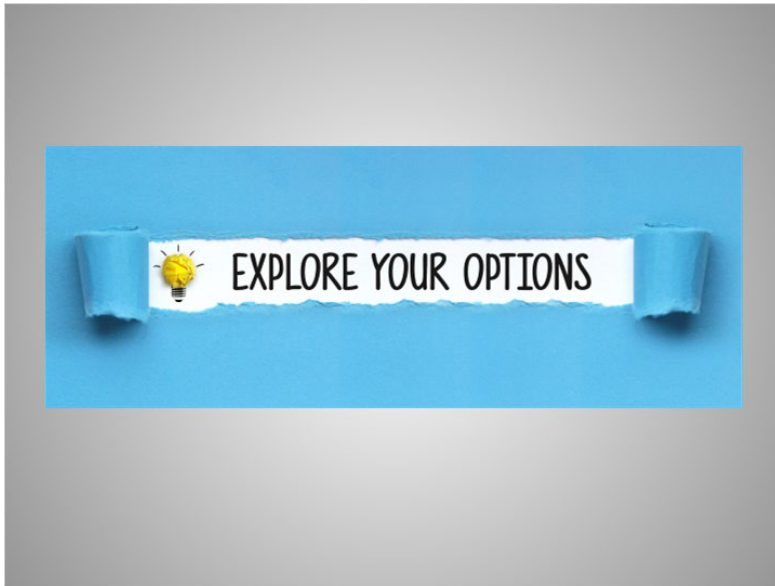


If you have questions about your eligibility, including whether you meet the Federal Poverty Guidelines, visit the webpage How Do I Qualify? for more information. There is a link to this resource in the Additional Resources section below this lesson.

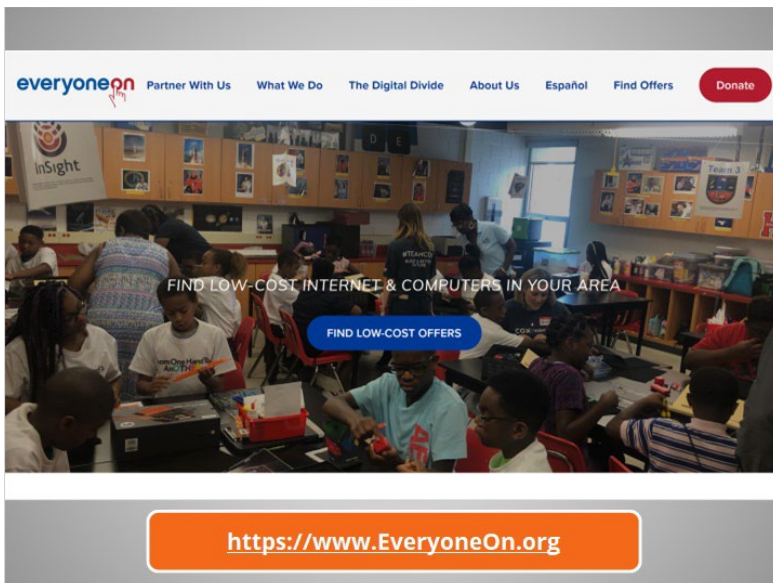


The ACP program includes protections for you to make it easier to apply for internet service for your home. Those protections include:

- You can choose the service plan that best meets your needs, including a plan you may already have;
- You can access internet services regardless of your credit status;
- Companies can't exclude you from enrolling in the program if you have past-due balances or prior debt;
- You can't be forced into a more expensive or lower quality plan in order to receive the benefit; and
- You can switch internet companies or internet service offerings.



If you are not eligible for the ACP, you may have other options.



For example, you can search the website EveryoneOn.org to see if there are low-cost internet service options in your community by typing in your zip code and seeing what is available in your area. Please note this tool may not include every company that provides low-cost options in your community.



You can also check with your local internet service provider to see if they have low-cost options available, or contact your local library or community organizations to see if they can connect you with other low-cost internet options in your community.



In this lesson, we learned about the Affordable Connectivity Program, including eligibility and the protections associated with the program. In the next lesson, we will discuss the ACP guidelines.

Program Guidelines



In the previous lesson, we learned about the Affordable Connectivity Program, including eligibility and the protections associated with the program. In this lesson, we'll discuss the Affordable Connectivity Program guidelines.

Before you apply for the ACP you should be familiar with eleven guidelines for the program.

1

One ACP benefit per household, not per person



You can have one ACP benefit per household, not per person. According to the ACP, a household is a group of people who live together and share money, even if they are not related to each other. If you live together and share money, you are one household. If you either don't live together or you don't share money, you are two or more households.

1

One ACP benefit per household, not per person



The Benally family, who we met in the last lesson, lives on qualifying Tribal lands. Mahala lives with her daughter and her family. According to the ACP guidelines, an adult who lives with friends or family and provides financial support must share one ACP benefit.

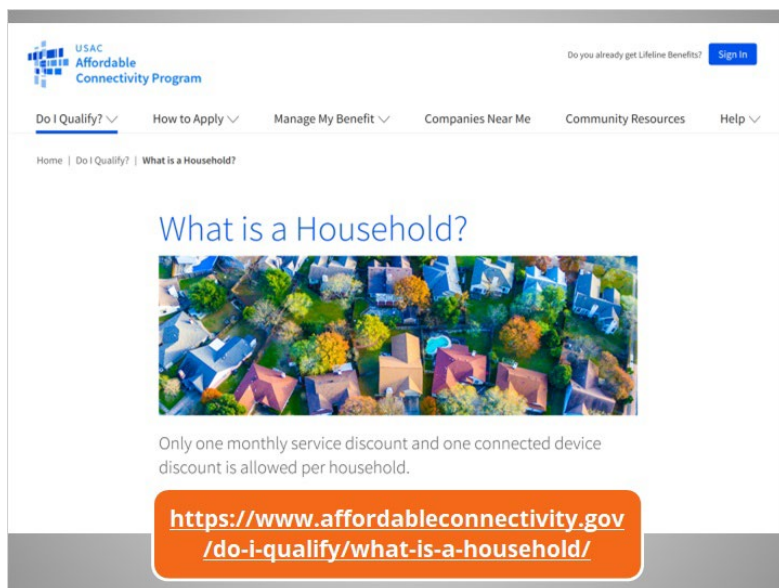
1

One ACP benefit per household, not per person

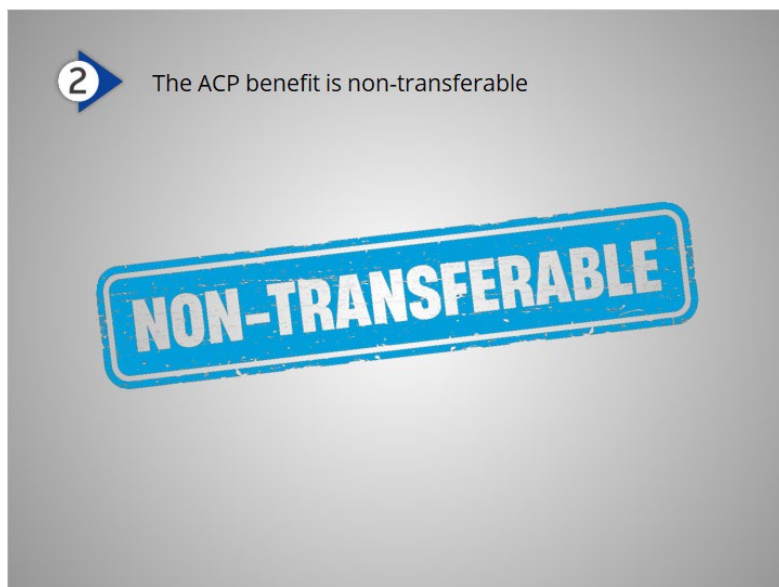


Damien is eligible because he receives a Pell grant. Since he lives with his parents and they share money, the Melaku family is considered to be in the same household and is eligible for the benefit.

If Damien, who receives a Federal Pell Grant, lived in a different residence than his parents, it would be considered two separate households. Damien would be eligible because of the Pell grant. His parents would need to be eligible through a different program.



If you have additional questions about your household status, please review the webpage What is a Household? The link to the website can be found in the Additional Resources section.



The ACP benefit is non-transferable. This means you cannot give your benefit to another person, even if they qualify for the ACP. If you know of someone who wants to participate in the ACP they will need to apply on their own.

3

You can enroll even if you have a past due balance or balance in collection



You can enroll even if you have a past-due balance or balance in collection with an internet service provider.

4

You must give accurate and true information



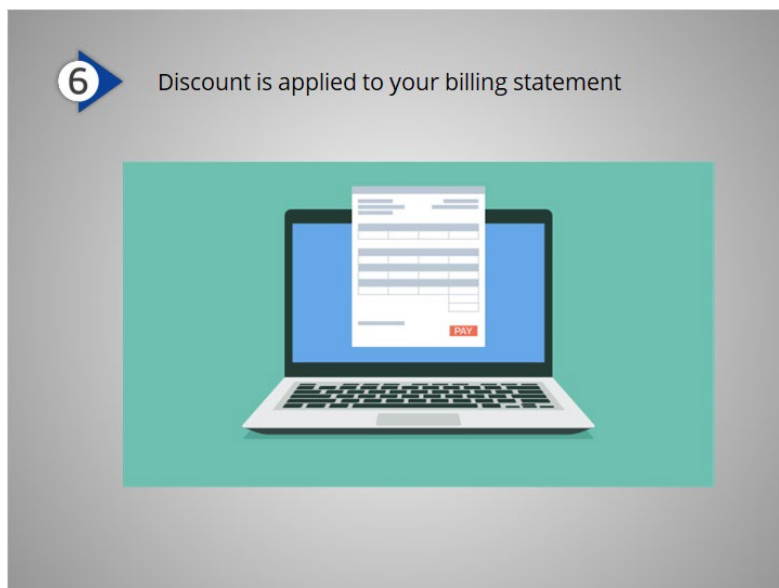
You must give accurate and true information on the application form and on all ACP-related forms or questionnaires. If you give false or fraudulent information, you will lose your benefit and the United States government can take legal action against you.

5

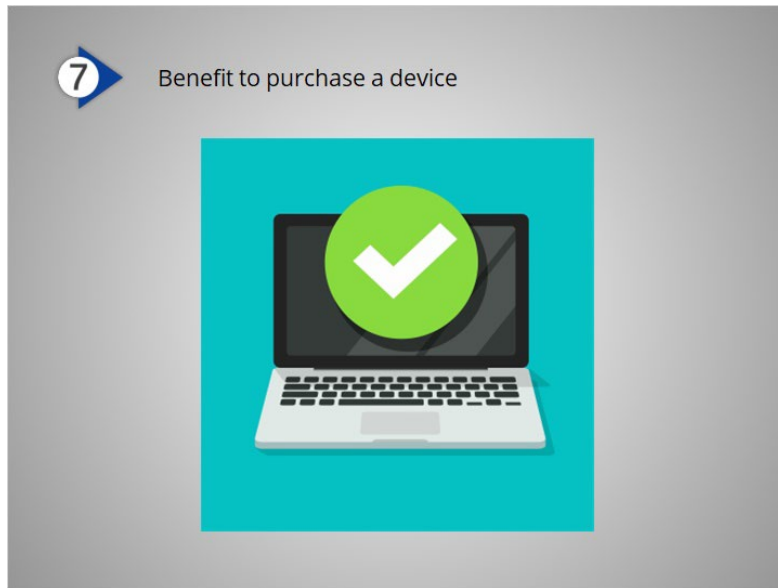
You can enroll in the Affordable Connectivity Program and the FCC's Lifeline if eligible



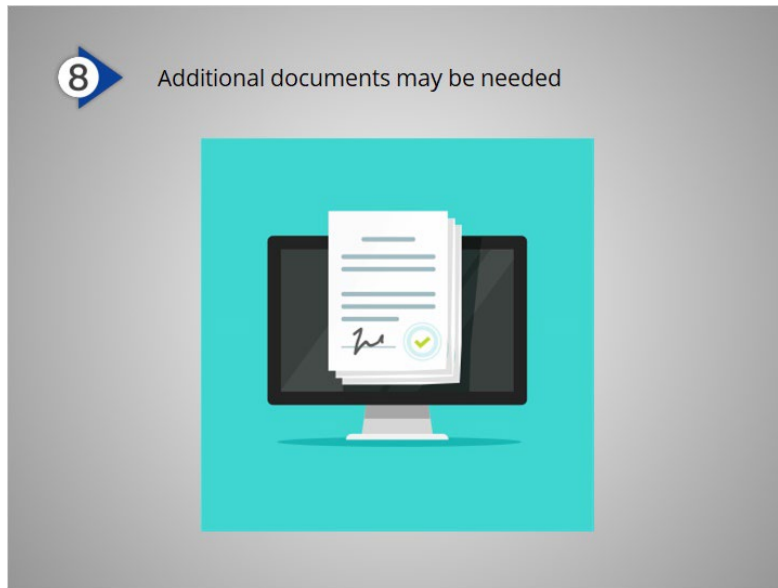
If you qualify for the Affordable Connectivity Program and the FCC's Lifeline Program, your household can enroll in both programs. For example, you could apply the Lifeline benefit to a mobile service and apply an ACP benefit to an internet service in your home. You could also apply your Lifeline and ACP benefit to a single internet service from the same company.



The discount is applied to your billing statement. You will not receive a check each month to pay for the service. If your service plan is less than the benefit, you will not receive the extra amount. If the plan you select is more than the monthly discount, you pay for the difference.



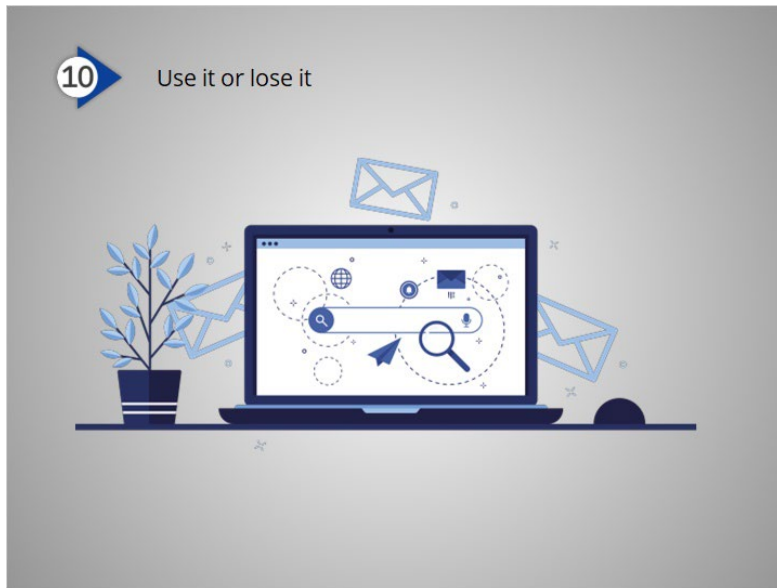
There is a benefit to purchase a device. ACP-eligible households can also receive a one-time benefit of up to \$100 to purchase a laptop, desktop computer, or tablet. You must use a government-approved provider, because not all ACP providers are participating in this part of the program. And, you will be asked to contribute between \$10 to \$50 toward the cost of the device. Note that this benefit cannot be used to purchase a cell phone. Each household is limited to a single device benefit even if multiple people in the same household are eligible.



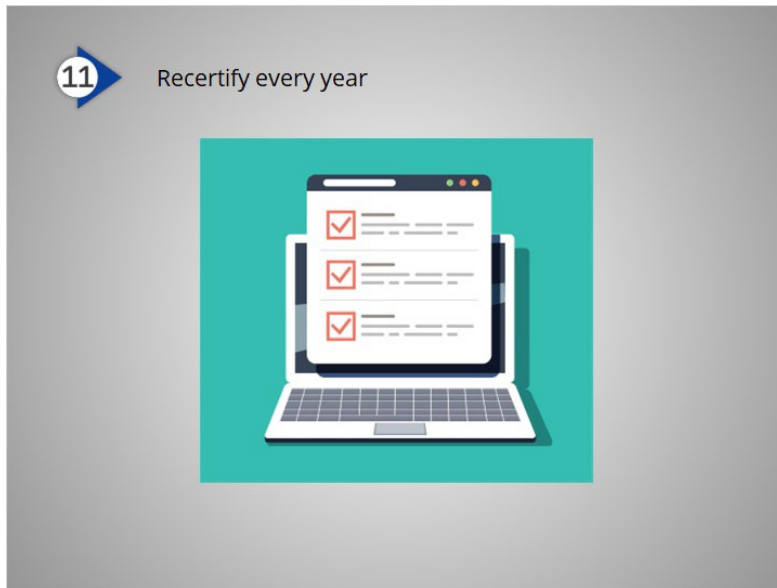
The ACP Administrator may ask you to provide additional documents to verify that you or someone in your household is eligible for this benefit. This might include an official document that proves your participation in a qualifying government assistance program, your income, or your identity.



If you no longer qualify for the ACP benefit, for example, your income grows to exceed the income level or you no longer participate in a qualifying benefits program, you must notify your ACP internet company or the ACP administrator within 30 days.



If your ACP service is free after the ACP benefit is applied, you must use the service at least once every 30 days. If you don't, you will get a 15-day notice from your internet company to use the service or the benefit will be removed, and you will be de-enrolled from ACP. To receive ACP again, you will need to reapply.

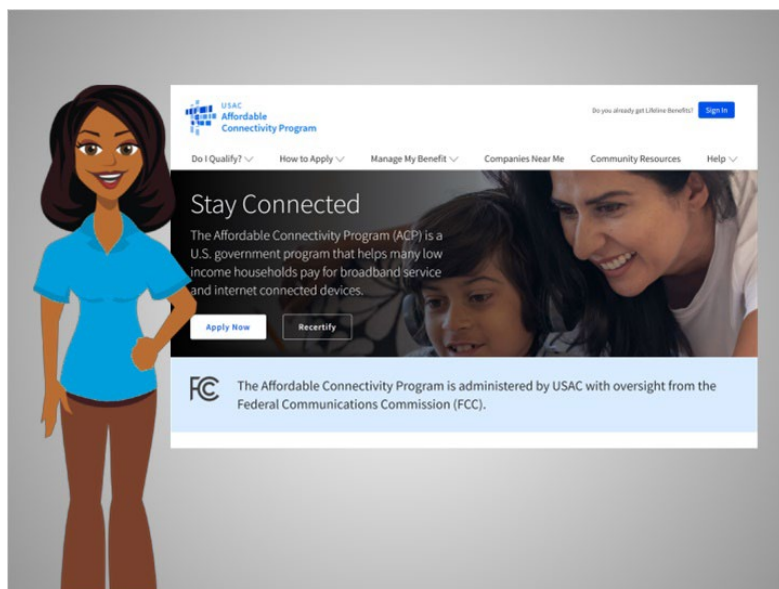


Each year, you may need to confirm that you still qualify for the ACP benefit. If the ACP Administrator cannot automatically confirm that you still qualify for the benefit, you will receive a letter in the mail. You may also receive reminders by email, mail or phone from the ACP Administrator asking for additional information. When you are asked to recertify, you must do so within 60 days, or you will lose your ACP benefit.



In this lesson, we reviewed the Affordable Connectivity Program rules. In the next lesson, we will explore the documents you may need when applying for the program.

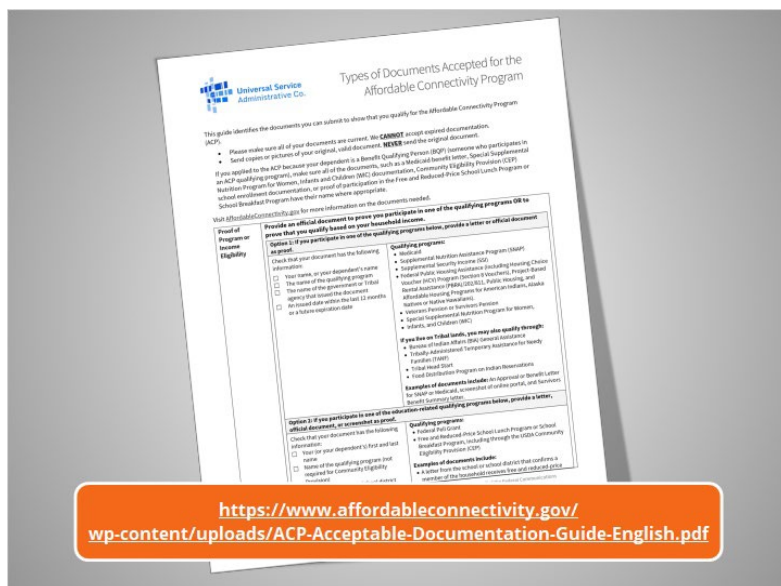
Getting Ready to Apply



In the previous lesson, we reviewed the Affordable Connectivity Program guidelines. In this lesson, we will explore the most commonly used documents needed when applying for the program.

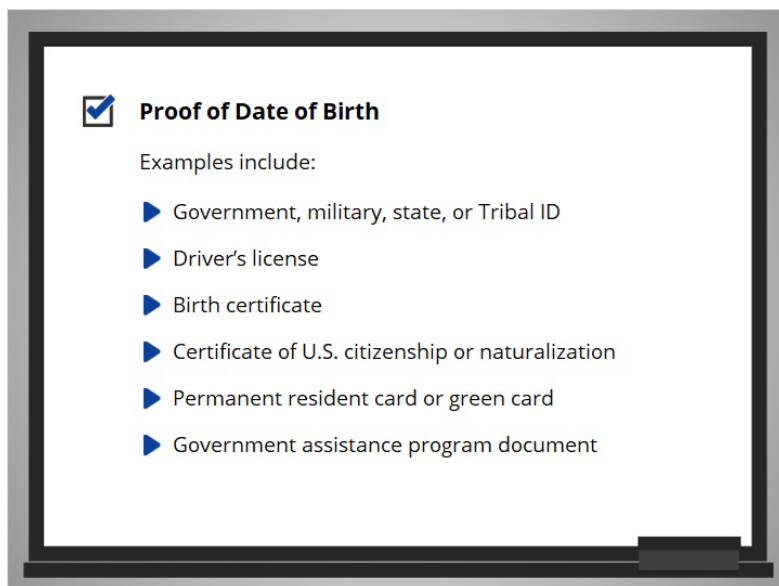


During the ACP application process, you will need to provide documents. Some documents will show proof that you are in a program that makes you eligible for the ACP. Some documents will be required to verify your identity or document where you live. You will also need to answer questions about the person in the household who is eligible for the program.



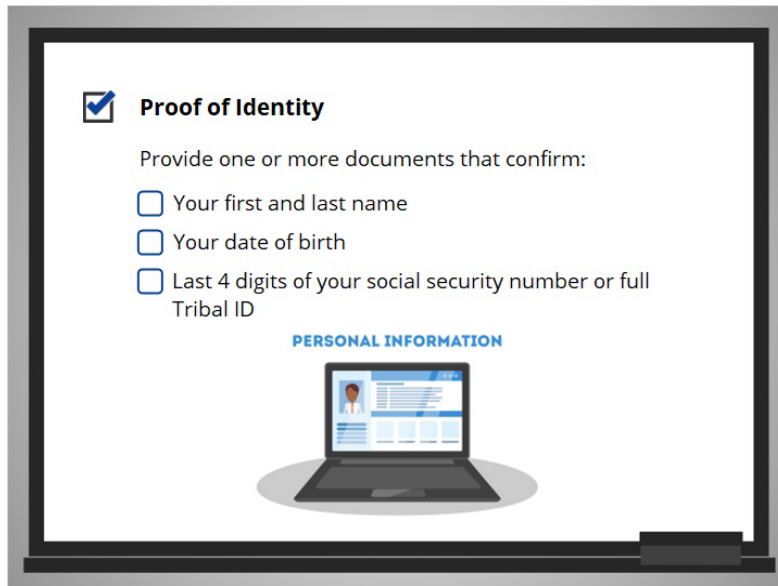
Regardless of how you are eligible for the program, if you are filling out the application, you will need to include information about yourself, and if you are applying because your dependent is a Benefit Qualifying Person, you may need to provide information about them as well. Please make sure all of your documents are current. You cannot use expired documentation when you apply.

Let's look at some of the documents you may need to include. Please note that you can also access this information in the Additional Resources section at the bottom of this lesson using the link Types of Documents Accepted for the Affordable Connectivity Program.



You may need to provide proof of the Date of Birth of the person who is eligible for the benefit. This includes an official, unexpired document that includes the first and last name and date of birth. Examples of documents you can use include:

- A Government, military, state, or Tribal ID;
- A Driver's license;
- A Birth Certificate;
- A Certificate of U.S. Citizenship or Naturalization;
- A Permanent Resident Card or Green Card;
- or a Government assistance program document.




Proof of Identity

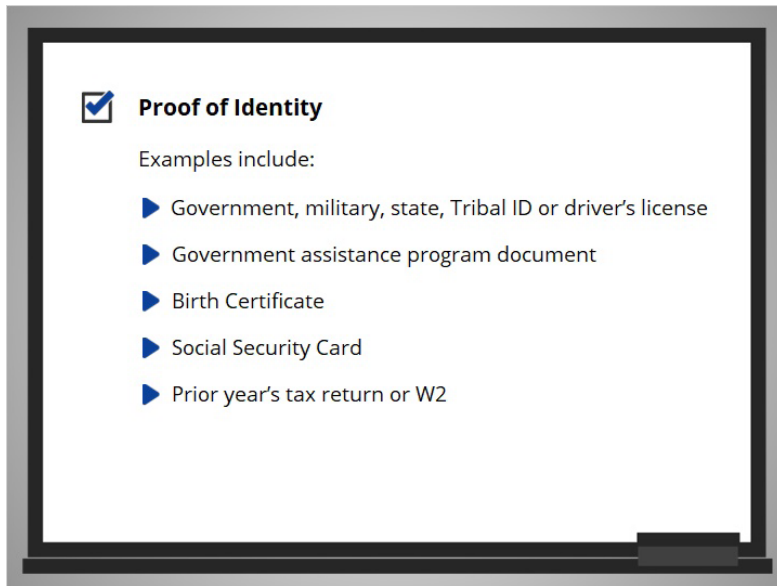
Provide one or more documents that confirm:

- Your first and last name
- Your date of birth
- Last 4 digits of your social security number or full Tribal ID

PERSONAL INFORMATION

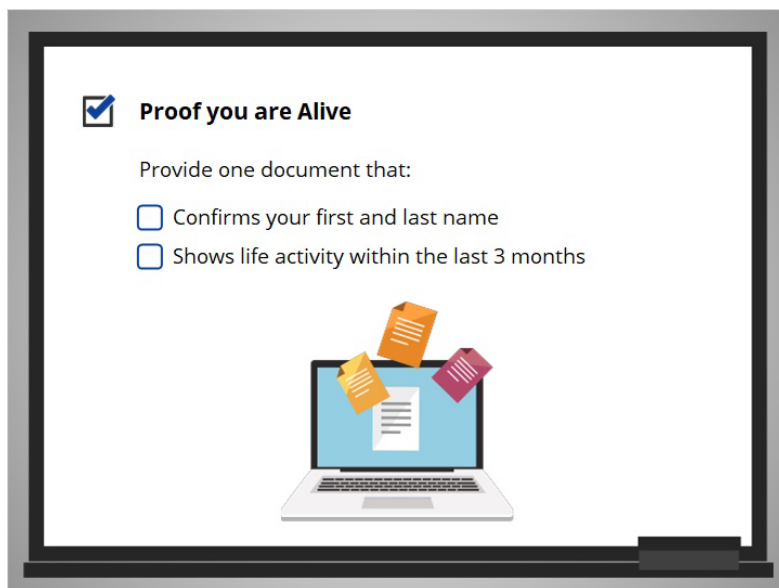


You may need to provide copies of official documents to prove your identity. This includes providing one or more documents that confirm your first and last name, your date of birth, and the last 4 digits of your social security number or your full Tribal ID. When providing this information, please redact or mark out all but the last four digits of your SSN.

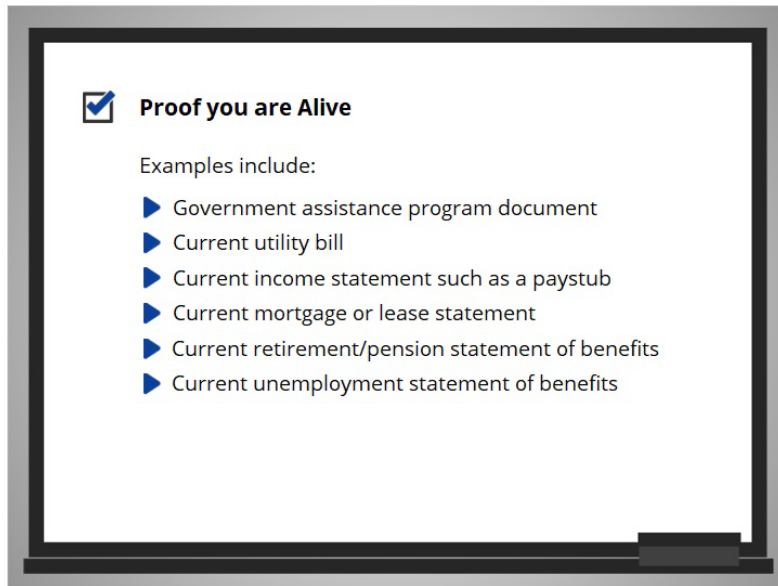


Documents you can use include:

- A Government, military, state, or Tribal ID or Driver's license;
- A Government assistance program document;
- A Birth Certificate;
- A Social Security Card;
- or a prior year's tax return or W-2.

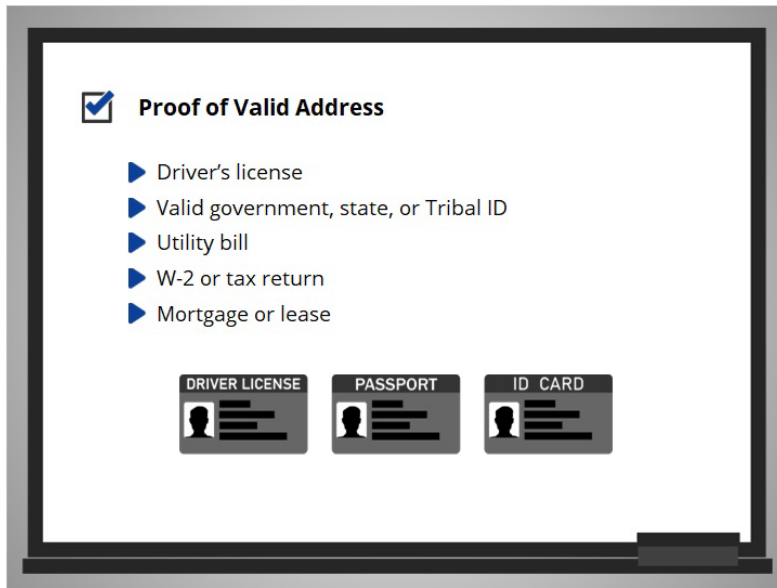


You may also need to provide copies of official documents to prove you are a living person. To do this, provide one document that confirms your first and last name and shows life activity within the last 3 months.



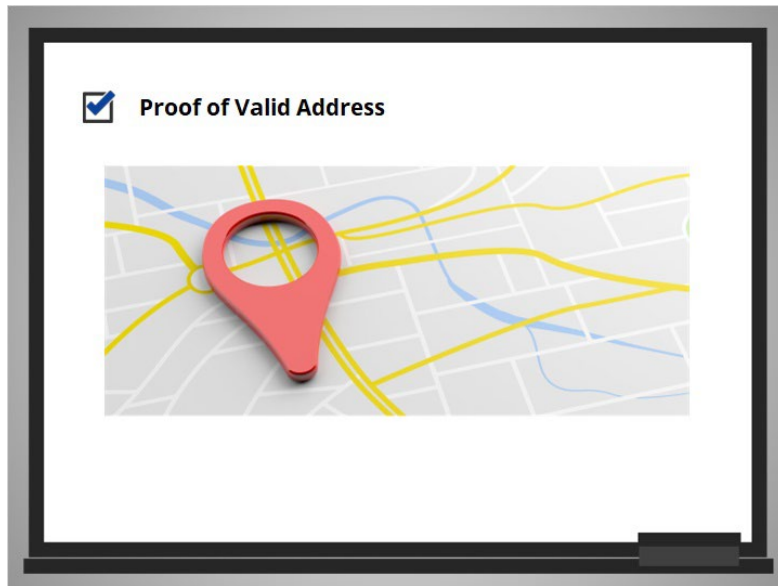
Documents you can use include:

- a government assistance program document,
- a current utility bill,
- a current income statement such as a paystub,
- a current mortgage or lease statement,
- a current retirement/pension statement of benefits,
- or a current unemployment statement of benefits.

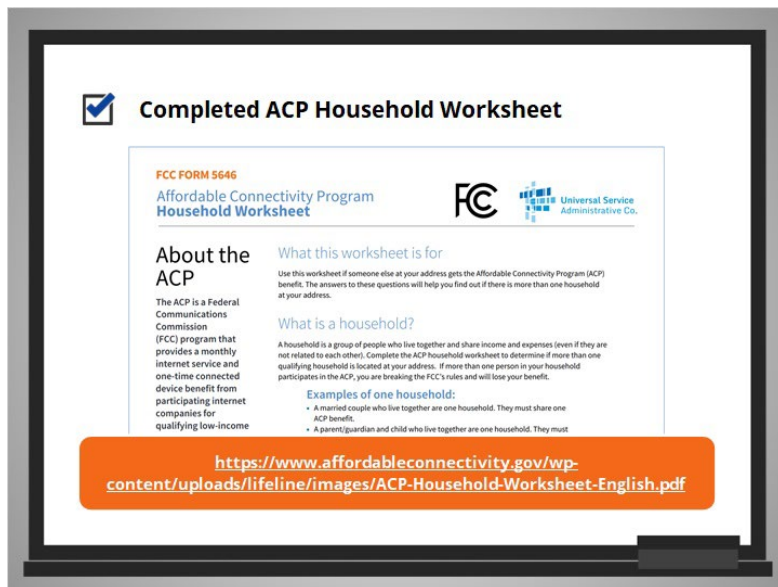


You may also need to provide proof of a valid address. This can include:

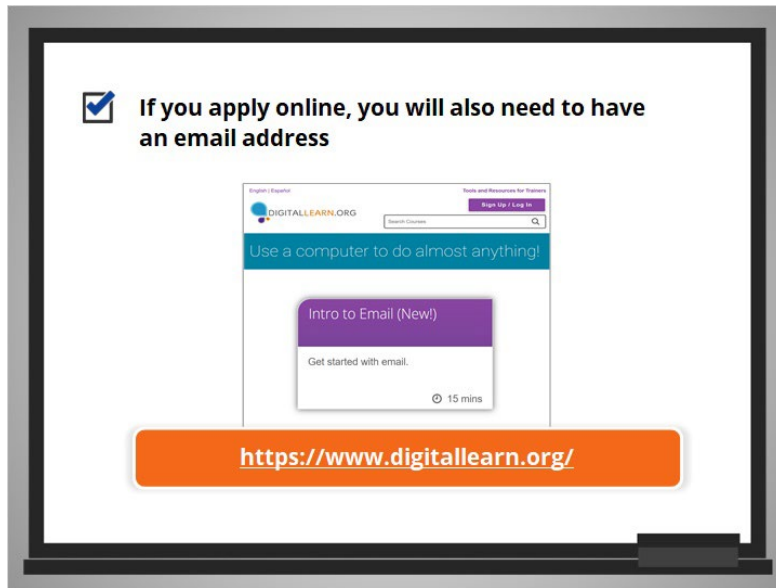
- an official document that shows your name and address, such as a Driver's license;
- a valid government, state, or Tribal ID;
- a utility bill from within the last 30 days, excluding wireless phone bills
- a W-2 or tax return,
- or a mortgage statement or lease.



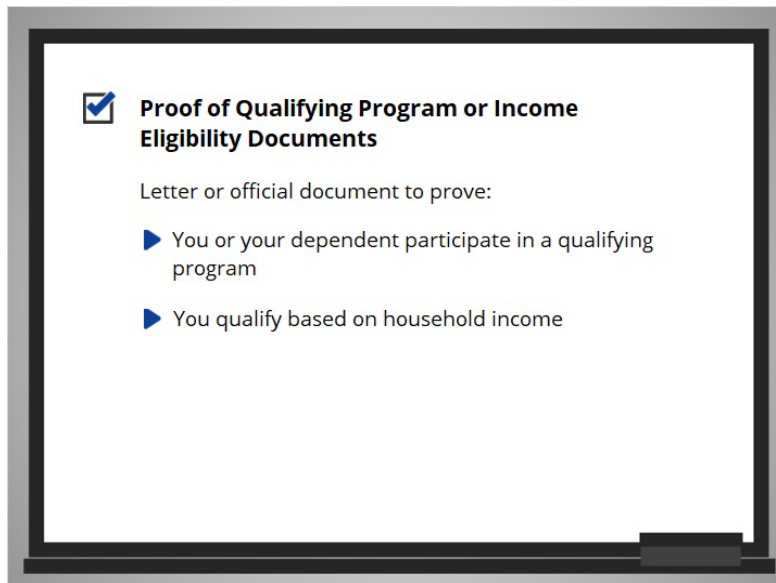
Proof can also include a map that shows your physical address or location, including latitude and longitude coordinates. Coordinates are required if you live on Tribal lands.



You can only receive one benefit per household. If someone else at your address receives the ACP benefit, you may be asked to complete the ACP Household Worksheet to confirm that your household is not receiving more than one benefit. You can access the worksheet on the ACP website. The link to the worksheet can also be found in the Additional Resources section below this lesson.



If you apply online, you will also need to have an email address. If you do not have an email address and need help setting one up, we suggest taking the Digital Learn or Connected Learning course “Intro to Email.”



You will need to provide a letter or official document to prove that you or your dependent, the Benefit Qualifying Person, participate in one of the qualifying programs, OR to prove that you qualify based on your household income.

Proof of Qualifying Program or Income Eligibility Documents

Documents must include:

- Your name or your dependent's name
- Name of the qualifying program
- Name of government or Tribal agency that issued the document
- An issued date within the last 12 months, or, a future expiration date

Activity 1 of this course covers all the programs which make you eligible for ACP. No matter which program you want to use to apply, your documents must include:

- your name, or your dependent's name;
- the name of the qualifying program;
- the name of the government or Tribal agency that issued the document;
- and an issued date within the last 12 months or a future expiration date.

Eligibility Documents that Show Annual Income

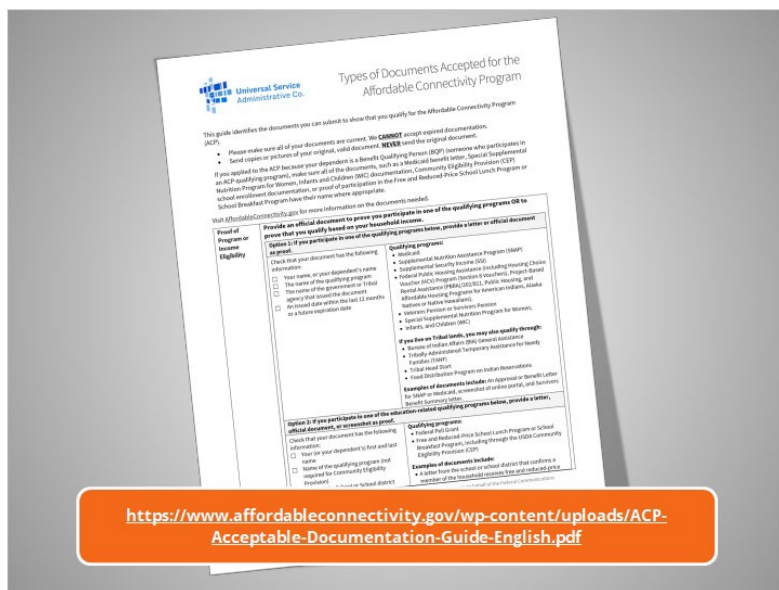
Documents must include:

- Your name or your dependent's name
- Current income information (monthly or annual income)
- If providing pay stubs, 3 consecutive months of pay stubs
- An issued date within the last 12 months or prior year tax document

If you qualify because your household income is at or below 200% of the Federal Poverty Guidelines, you will need to provide documentation that includes the following information:

- Your name, or your dependent's name;
- your current income information, either monthly or annual income;
- if providing paystubs, they need to be 3 consecutive months of paystubs;
- and an issued date within the last 12 months or prior year tax document.

Examples of documents include the prior year's state, federal, or Tribal tax return or a Social Security Benefit Statement.



For a full list of the Types of Documents Accepted for the Affordable Connectivity Program, you can access this webpage. A link to this guide can be found in the Additional Resources section.



Let's explore what documents the families introduced in lesson 1 will need when they apply for the ACP.

- The Suarez Family receives **SNAP benefits**



- ▶ Provide an approval or benefit letter for SNAP

The Suarez Family is eligible to apply for the ACP because they receive SNAP benefits. When they apply for the ACP they will need to provide an Approval or Benefit Letter for SNAP.

Damien Melaku received a **Federal Pell Grant**



- ▶ First and last name of the Federal Pell Grant recipient
- ▶ The name of the qualifying program
- ▶ Name of the school or school district
- ▶ The current award year

The Melaku Family has a son, Damien, who is a college student who received a Federal Pell Grant in the current award year. To prove he has a Federal Pell Grant, they are providing a letter from Damien's university that he has received a Federal Pell Grant for the current award year. They have verified that the letter includes

- Damien's first and last name;
- the name of the qualifying program, which in this case is the Federal Pell Grant;
- the name of the School;
- and the current award year.

- ☑ The Benally family lives on qualifying Tribal lands and is eligible through the **Bureau of Indian Affairs General Assistance program**



- ▶ First and last name
- ▶ An approval or benefit letter
- ▶ Name of the Tribal entity

The Benally Family lives on qualifying Tribal lands and participates in the Bureau of Indian Affairs General Assistance program. As part of their application, they will need to provide documents that include their full name, and an approval or benefit letter from the Bureau of Indian Affairs with an issued date within the last 12 months or a future expiration date. They must also include proof they live on qualifying Tribal lands. To do this they provide their Tribal ID that shows their name and address.

- The Olsen children participate in Free and Reduced-Price Lunch Program



- ▶ First and last name of the recipients
- ▶ Name of the qualifying program
- ▶ Name of the school or school district the students attend

The Olsen Family has two children, Riley and Ethan, who receive the Free and Reduced-Price School Lunch Program. The Olsen family will be required to provide a letter, official document or screenshot as proof that confirms a member of the household receives the free and reduced-price school lunch program. They will need to make sure that the document includes the following information:

- The first and last name of the recipients, in this case, Riley and Ethan Olsen.
- The name of the qualifying program, in this case, the Free and Reduced-Price School Lunch Program.
- The name of the School or School district the students attend.
- And it must be dated for the current school year or the school year immediately preceding the application.

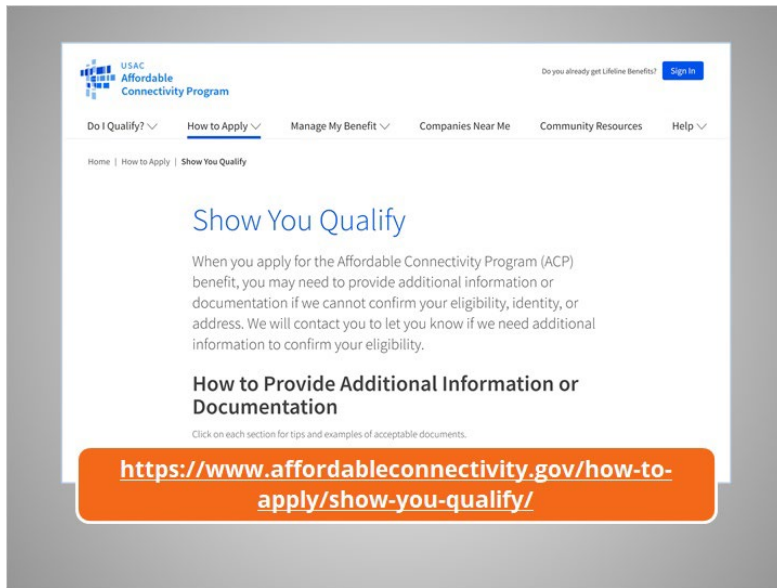
- Mr. Williams receives a Veterans Pension



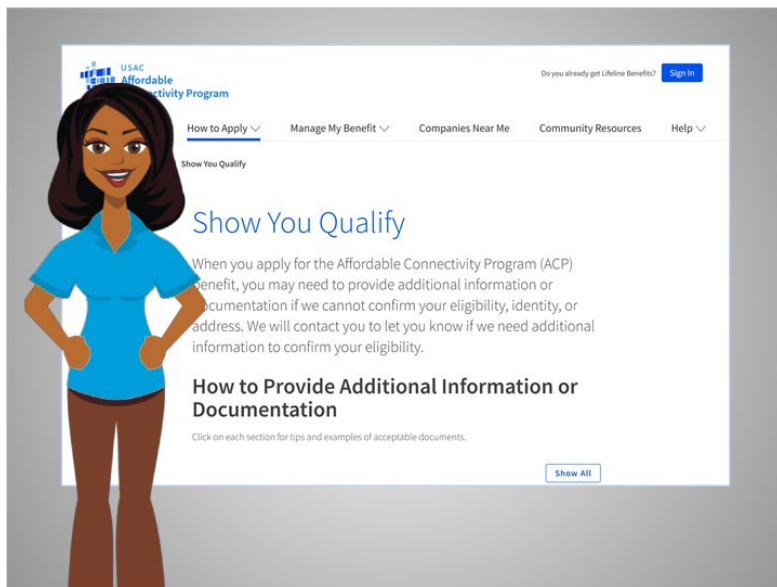
- ▶ Full first and last name of the recipient
- ▶ The name of the qualifying program
- ▶ Name of the government that issued the document

Mr. Williams is eligible because he receives a Veterans Pension. He will be required to provide a letter or official document as proof. The document must include the following information:

- his name,
- the name of the qualifying program, which in this example is a Veterans Pension,
- and the name of the government that issued the document. The issued date must be within the last 12 months or a future expiration date.

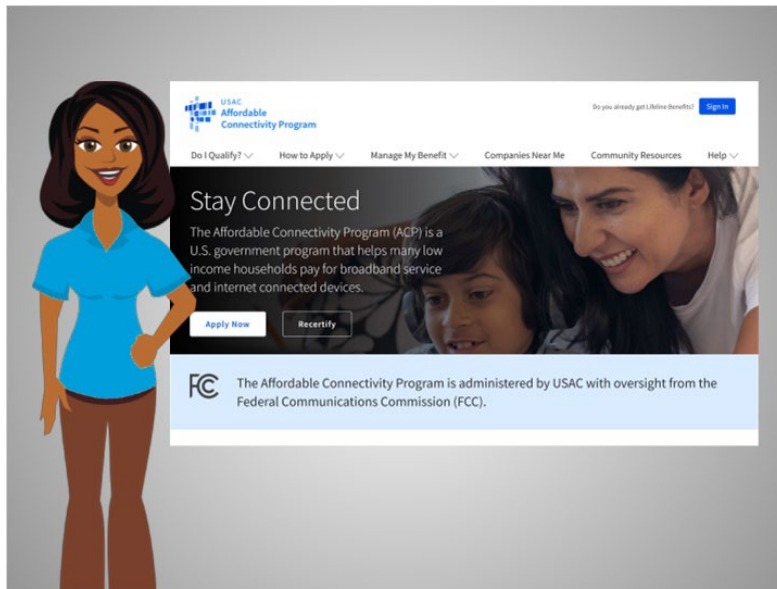


In addition to the document shared earlier in this lesson, the ACP website has a full list of the Types of Documents Accepted for the Affordable Connectivity Program. To learn more about the information needed, click on the link Show you Qualify in the Additional Resources below this lesson.



In this lesson, we reviewed the documents you may need when you apply for the Affordable Connectivity Program. In the next lesson, we'll follow along with our families as they apply for the ACP program.

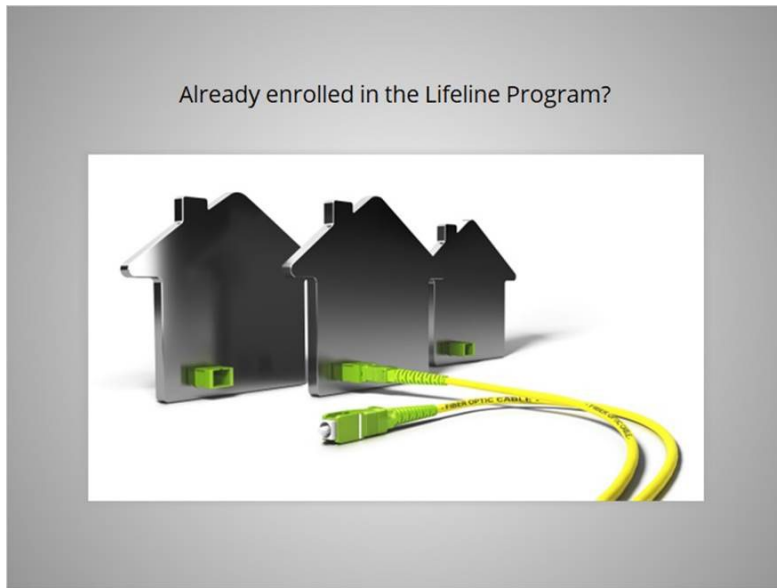
How to Apply



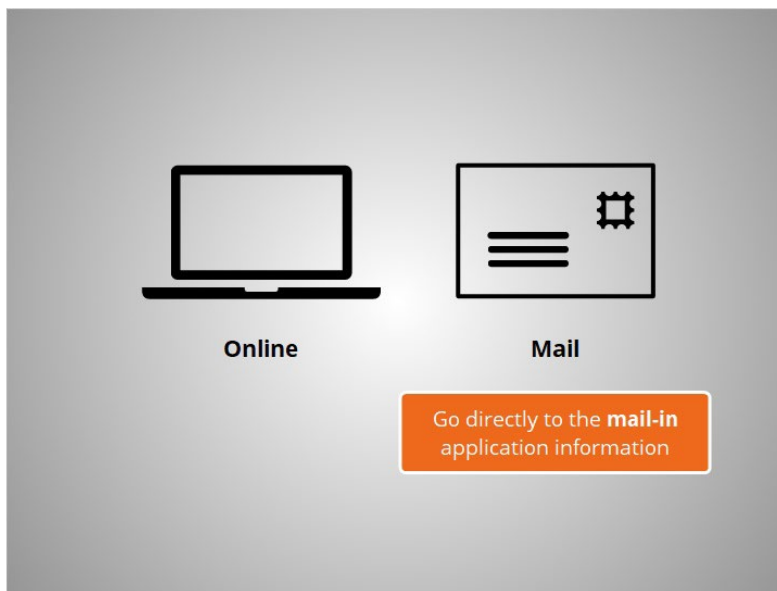
In the previous lesson, you learned about the documents you may need when applying for the Affordable Connectivity Program.



In this lesson, you will follow along as the families we've been working with fill out and submit the ACP application to determine if they are eligible for the benefit.



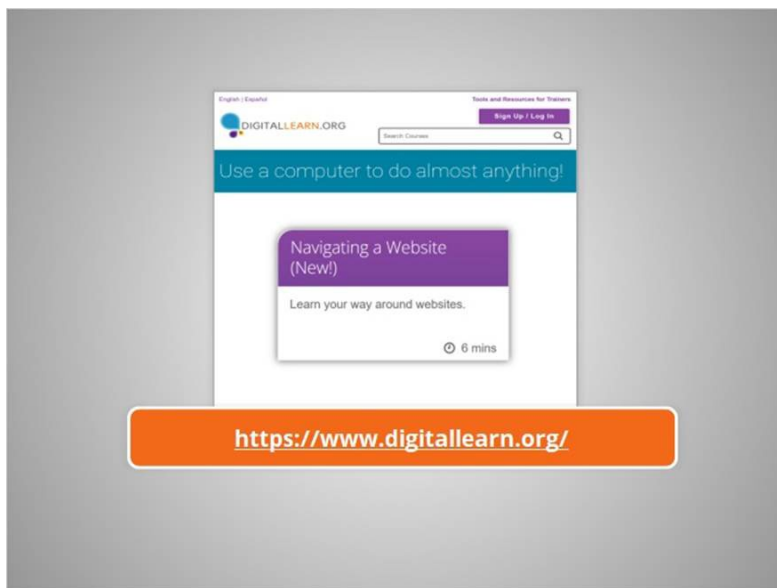
And, just a reminder: if you are already enrolled in the Lifeline program, you can reach out directly to your internet service provider to enroll in the ACP.



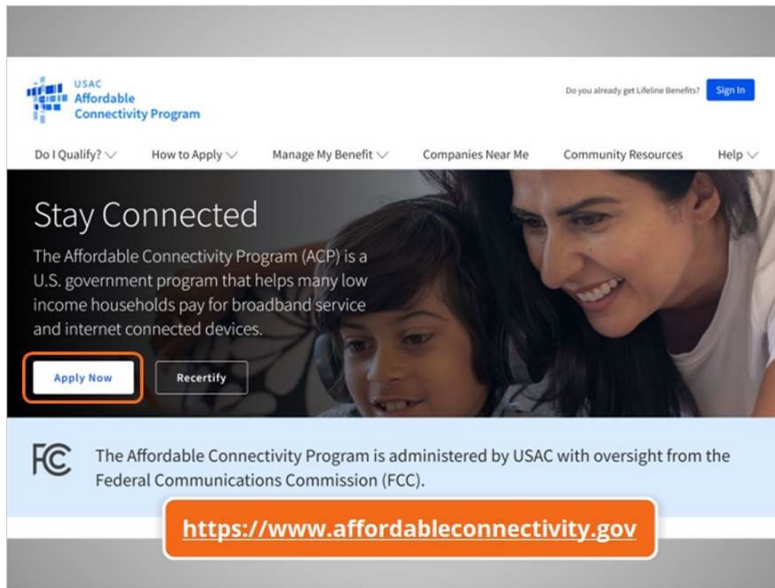
You can apply for the ACP online or by mail. In this lesson, we will use the online application to apply for the ACP benefit. If you plan to apply by mail, you can click here to skip the online application information, and learn how to access the mail in application.



To apply online, you will go to the Affordable Connectivity Program website. To do so, open a web browser and type “www.affordableconnectivity.gov” into the address bar.

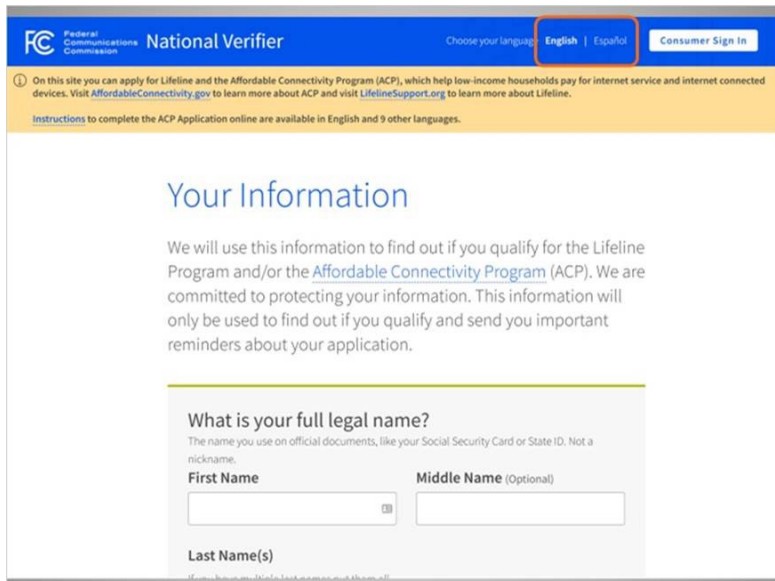


If you need assistance navigating a website, we suggest taking the Digital Learn or Connected Learning course Navigating a Website.



From the Affordable Connectivity Program website, you can apply for the ACP, access instructions and forms that will guide you through the application process, and so much more.

To begin the online application, click Apply Now.



The online application displays. The online form is available in both English and Spanish.

FC Federal Communications Commission **National Verifier** Choose your language: English **Español** Consumer Sign In

① On this site you can apply for Lifeline and the Affordable Connectivity Program (ACP), which help low-income households pay for internet service and internet connected devices. Visit AffordableConnectivity.gov to learn more about ACP and visit LifelineSupport.org to learn more about Lifeline.
Instructions to complete the ACP Application online are available in English and 9 other languages.

Your Information

We will use this information to find out if you qualify for the Lifeline Program and/or the [Affordable Connectivity Program \(ACP\)](#). We are committed to protecting your information. This information will only be used to find out if you qualify and send you important reminders about your application.

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

First Name **Middle Name (Optional)**

Last Name(s)

To view the Spanish version of the application, click on the Español link

FC Federal Communications Commission **National Verifier** Seleccione su idioma: English **Español** Consumer Sign In

① En este sitio web puede solicitar Lifeline y el Programa de Descuentos Para Internet (ACP por sus siglas en inglés), que ayudan a los hogares de bajos ingresos a pagar el servicio de internet y dispositivos conectados al internet. Visite AffordableConnectivity.gov para obtener más información sobre ACP y visite LifelineSupport.org para obtener más información sobre Lifeline.
Instrucciones de como completar la solicitud del Programa de Descuentos Para Internet (ACP) online están disponibles en inglés y en 9 otros idiomas.

Su Información

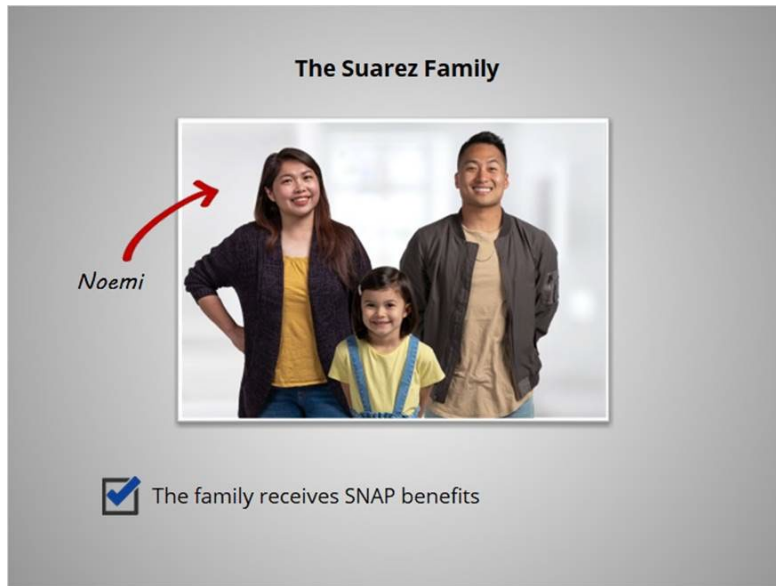
Usaremos esta información para averiguar si califica para el Lifeline o el [Programa de Descuentos para Internet \(ACP\)](#) por sus siglas en inglés. Estamos comprometidos a proteger su información. Esta información solo se utilizará para averiguar si califica y para enviarle recordatorios importantes sobre su solicitud.

¿Cuál es su nombre legal completo?
El nombre que usa en documentos oficiales, como su tarjeta del Seguro Social o su identificación estatal. No use un apodo.

Primer Nombre **Segundo Nombre (Opcional)**

Last Name(s)

and the Spanish version of the form appears. In today's example, we will be filling out the English version of the form.



Let's follow along as the Suarez Family applies for the ACP benefit. They are eligible to apply for the program because they receive SNAP benefits. Noemi will be filling out the application on the household's behalf.

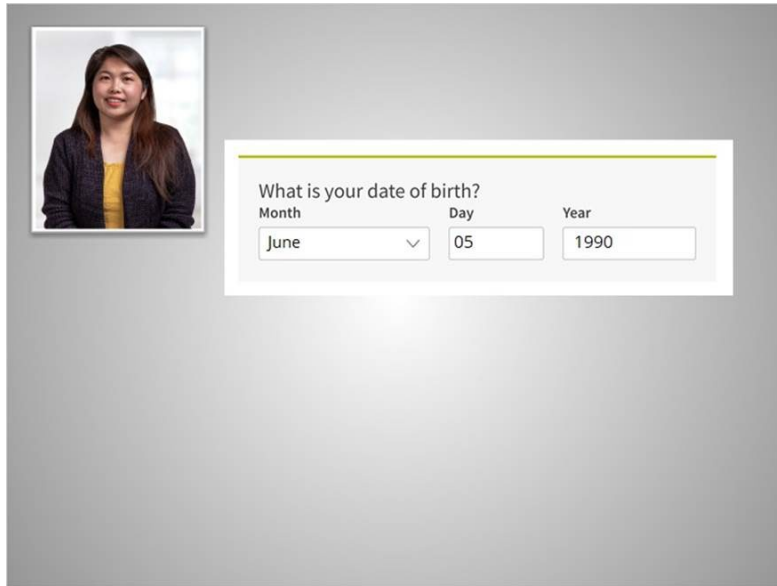
What is your full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name: Noemi

Middle Name (Optional):

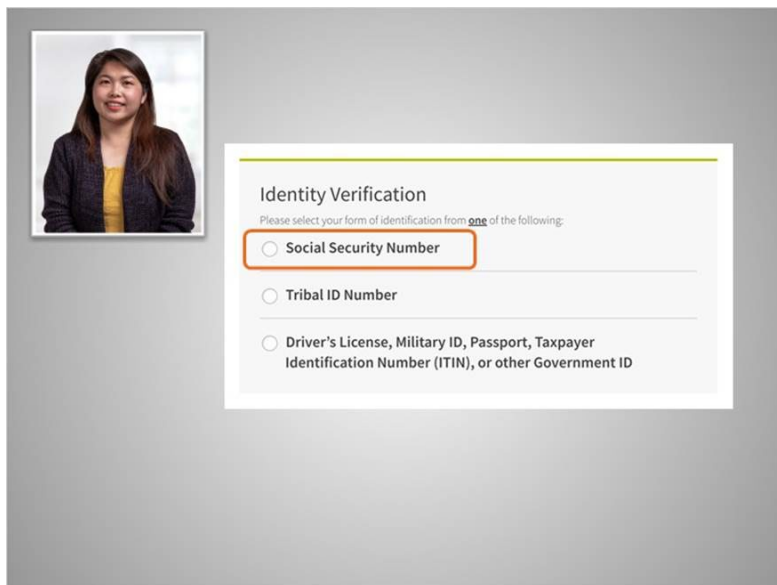
Last Name(s): Suarez

The first thing that Noemi needs to do is enter her full legal name as it appears on official documents. In the First name field she enters Noemi. In the last name field she enters Suarez. Noemi does not have a middle name so she leaves this field blank.



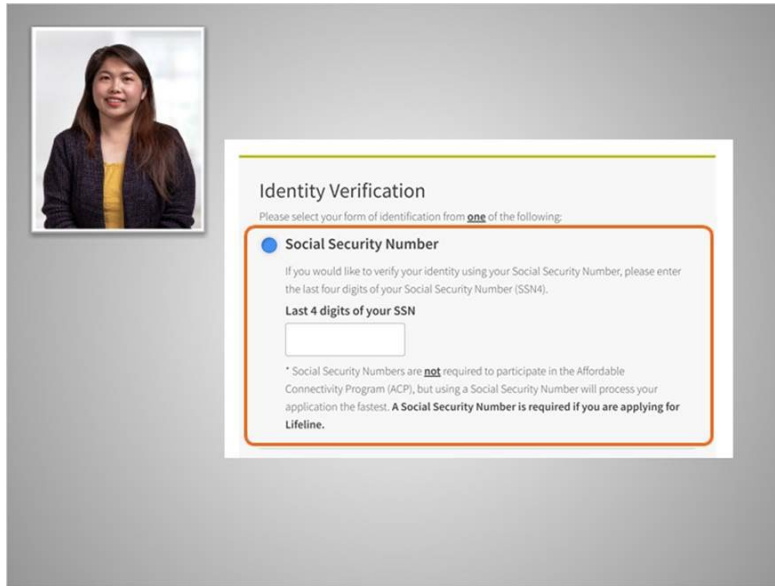
A screenshot of a digital form. On the left is a small portrait of a woman with long dark hair, wearing a dark jacket over a yellow top. To the right of the portrait is a white form box with a yellow border. The form contains the text "What is your date of birth?" followed by three input fields: "Month" with a dropdown menu showing "June", "Day" with a text box containing "05", and "Year" with a text box containing "1990".

Noemi scrolls down the form and the next question she is asked is her birth date. She selects the month of June from the drop-down menu, enters 05 in the Day and 1990 in the year.



A screenshot of a digital form. On the left is a small portrait of the same woman. To the right is a white form box with a yellow border. The form contains the text "Identity Verification" and "Please select your form of identification from one of the following:". Below this are three radio button options: "Social Security Number" (which is selected and highlighted with a red border), "Tribal ID Number", and "Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID".

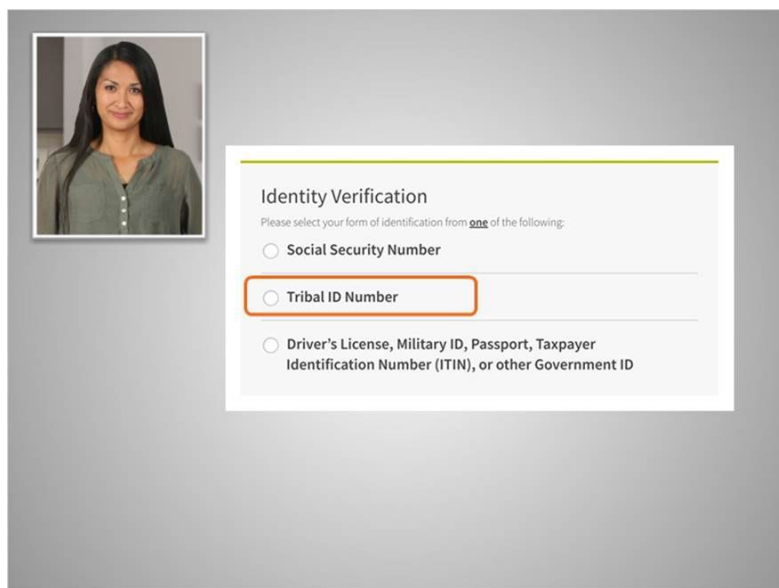
Noemi scrolls down the form, and the next question asks her to verify her identity. She is going to use her social security number to verify her identity, so she clicks on that button.



The form expands and asks for the last 4 numbers of her social security number. While Noemi chose to use her social security number, there are other options.

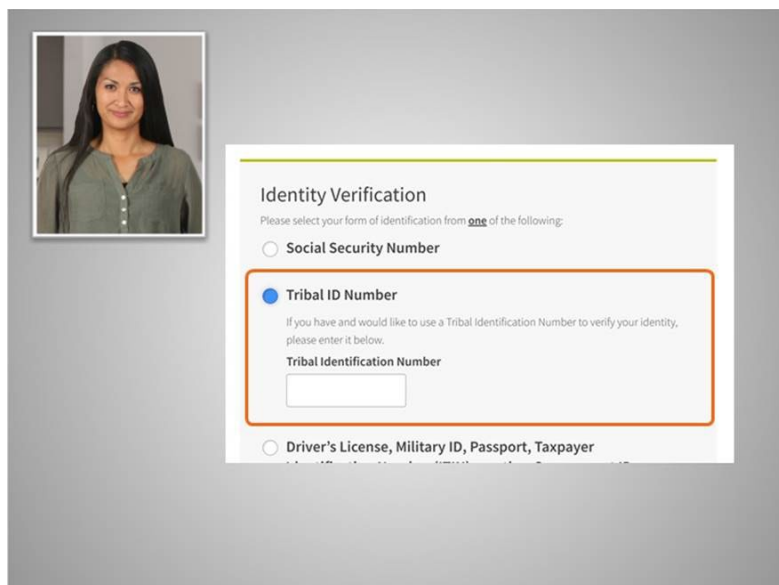


Una Benally is eligible for the ACP Tribal benefit because her family lives on qualifying Tribal lands and participates in the Bureau of Indian Affairs General Assistance program.



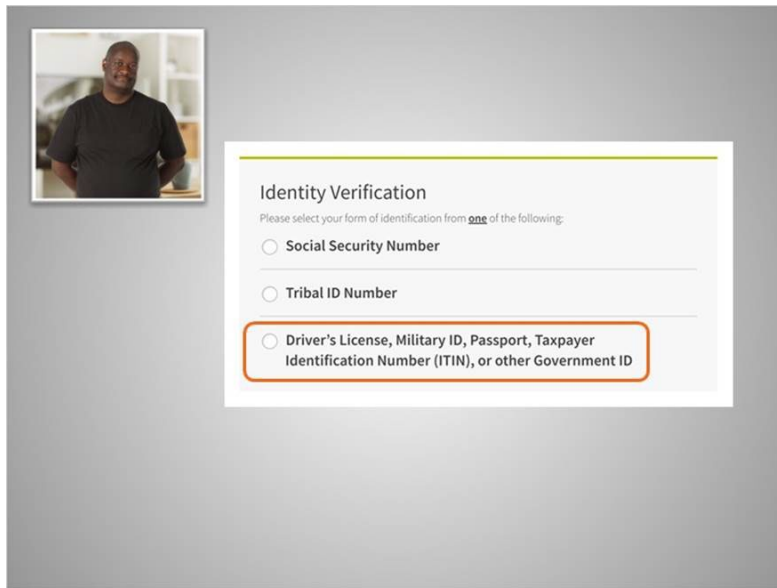
A screenshot of a web form titled "Identity Verification". On the left is a small portrait of a woman with long dark hair. The form text reads: "Please select your form of identification from one of the following:". There are three radio button options: "Social Security Number", "Tribal ID Number" (which is selected and highlighted with an orange border), and "Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID".

When she fills out the form, she selects the Tribal ID Number.



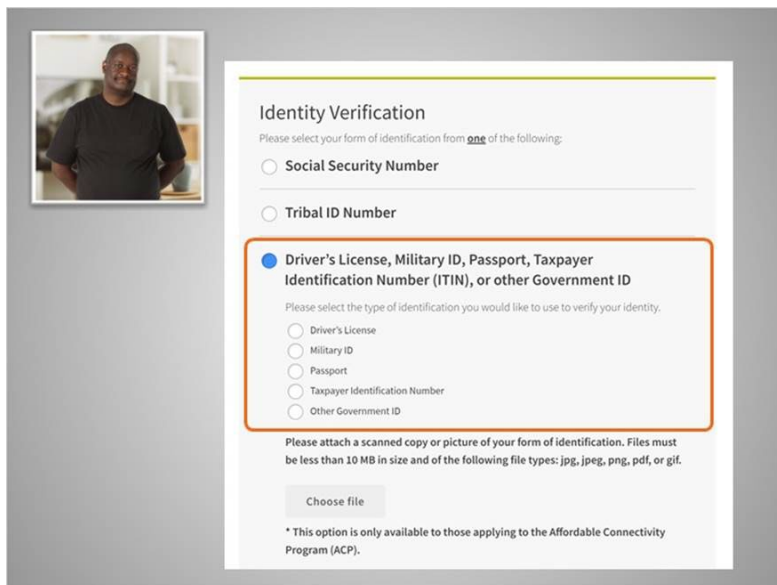
A screenshot of the same "Identity Verification" form. The "Tribal ID Number" option is now selected with a blue dot. The form has expanded to show a text input field for the Tribal Identification Number. The text above the field says: "If you have and would like to use a Tribal Identification Number to verify your identity, please enter it below." The label "Tribal Identification Number" is above the input field. The other radio button options are still visible below.

The form expands and asks for her Tribal ID Number.



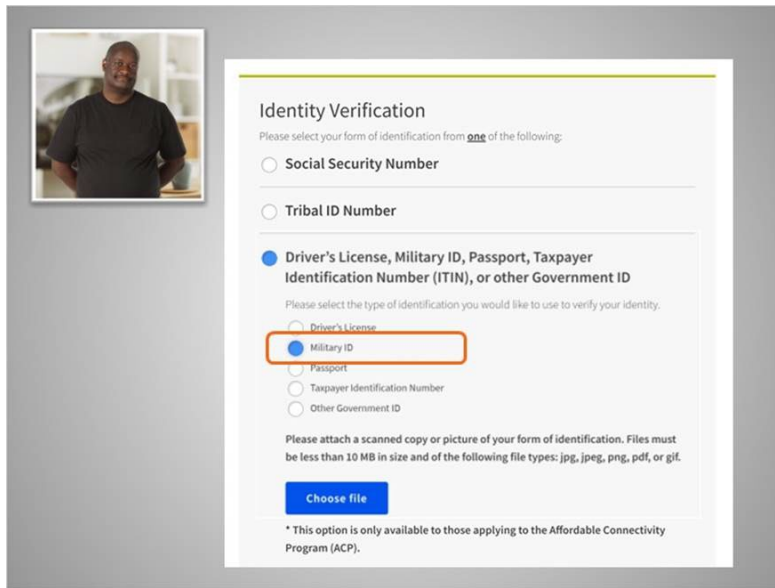
The screenshot shows a web form titled "Identity Verification". On the left is a small photo of a man. The form text reads: "Please select your form of identification from one of the following:". There are three radio button options: "Social Security Number", "Tribal ID Number", and "Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID". The third option is highlighted with an orange border.

George Williams is eligible for the ACP because he is receiving a Veterans pension. When he fills out the form he selects the last option: "Driver's License, Military ID, Passport, Taxpayer Identification Number or other Government ID."



The screenshot shows the same "Identity Verification" form, but the third radio button option is now selected (indicated by a blue dot). The form has expanded to show a sub-section with the text: "Please select the type of identification you would like to use to verify your identity." Below this are five radio button options: "Driver's License", "Military ID", "Passport", "Taxpayer Identification Number", and "Other Government ID". The "Other Government ID" option is highlighted with an orange border. Below this sub-section, there is a note: "Please attach a scanned copy or picture of your form of identification. Files must be less than 10 MB in size and of the following file types: jpg, jpeg, png, pdf, or gif." and a "Choose file" button. At the bottom, a footnote states: "* This option is only available to those applying to the Affordable Connectivity Program (ACP)."

The form expands and asks him to choose which ID he is going to use to verify his identity.



Identity Verification

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

- Social Security Number
- Tribal ID Number
- Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID**

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

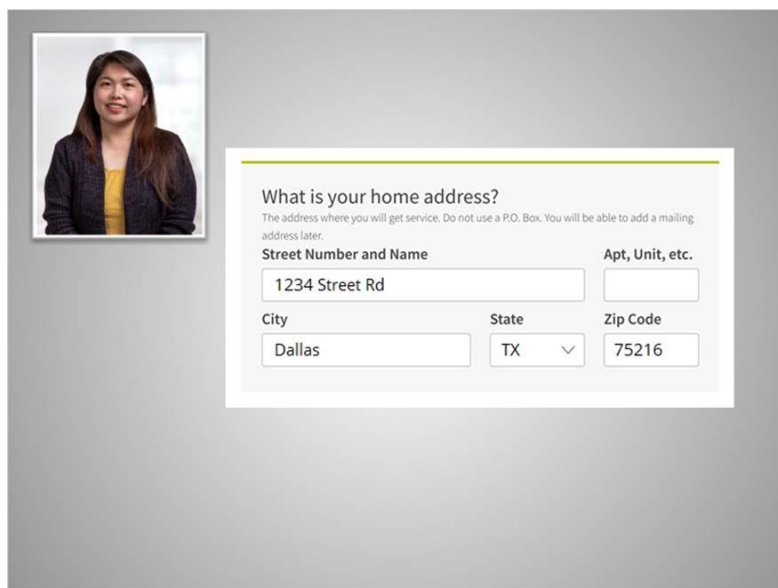
- Driver's License
- Military ID**
- Passport
- Taxpayer Identification Number
- Other Government ID

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

Choose file

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

He selects Military ID and the Choose File button turns blue. He will need to upload a scanned copy or picture of his identification. The way you upload the file will change depending on the type of device you are using.

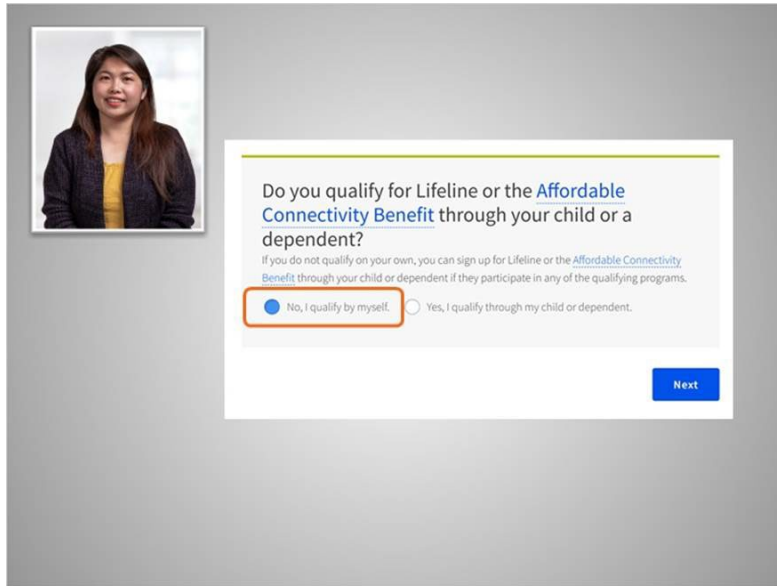


A screenshot of a web form for entering a home address. On the left is a square profile picture of a woman with long dark hair, wearing a dark jacket over a yellow top. To the right of the photo is a white form box with a light green border. The form has the following sections:

- What is your home address?**
The address where you will get service. Do not use a P.O. Box. You will be able to add a mailing address later.
- Street Number and Name**: A text input field containing "1234 Street Rd".
- Apt, Unit, etc.**: An empty text input field.
- City**: A text input field containing "Dallas".
- State**: A dropdown menu showing "TX" with a downward arrow.
- Zip Code**: A text input field containing "75216".

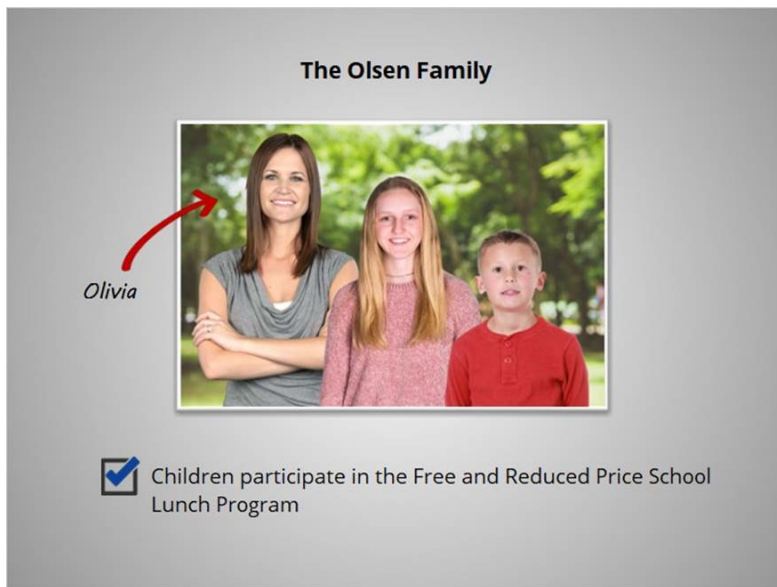
Once this form is completed, you can move to the next section of the form. Let's return to Noemi and as she continues to fill out the form.

The home address section appears so Noemi fills in the fields. Your home address cannot be a Post Office Box, but you will have an opportunity to provide PO Box information later in the application process as your mailing address, if needed.



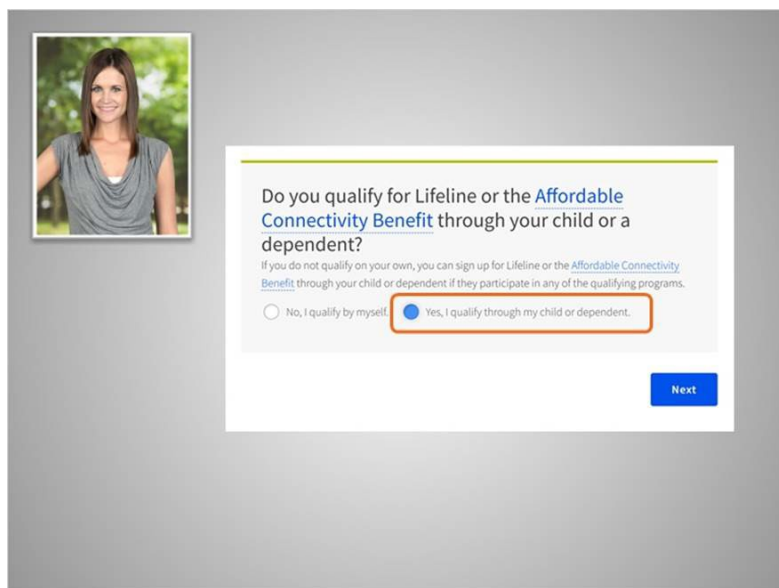
A screenshot of a web form. On the left is a small portrait of a woman with long dark hair. The main text asks: "Do you qualify for Lifeline or the Affordable Connectivity Benefit through your child or a dependent?" Below this, it says: "If you do not qualify on your own, you can sign up for Lifeline or the Affordable Connectivity Benefit through your child or dependent if they participate in any of the qualifying programs." There are two radio button options: "No, I qualify by myself." (which is selected and highlighted with a red box) and "Yes, I qualify through my child or dependent." A blue "Next" button is at the bottom right.


Once her home address is entered, Noemi scrolls down the form to the next section. The next section asks Noemi to confirm whether she qualifies by herself or through her child or a dependent. She is eligible because she qualifies, so she checks, “No, I qualify by myself.”



A screenshot of a form titled "The Olsen Family". It features a photo of a woman and two children. A red arrow points from the word "Olivia" to the woman in the photo. Below the photo is a checked checkbox with the text: "Children participate in the Free and Reduced Price School Lunch Program".

The Olsen Family qualifies because their children participate in the National School Lunch Program.





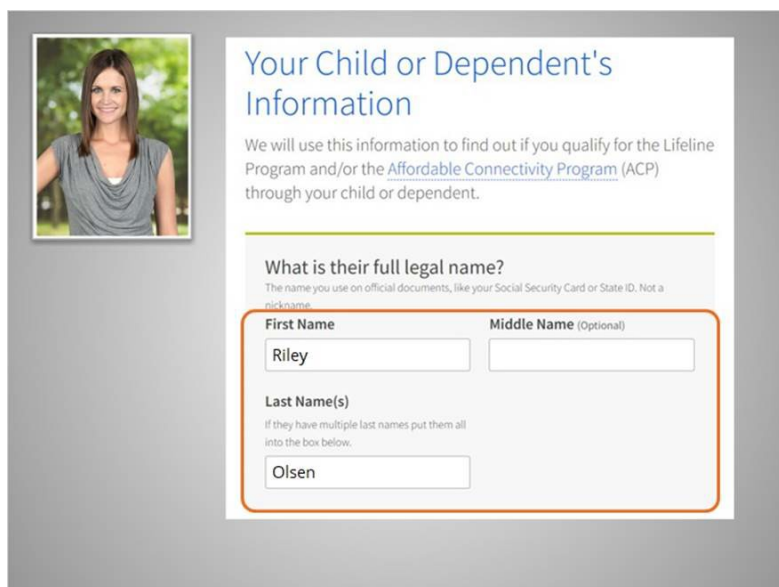
Do you qualify for Lifeline or the **Affordable Connectivity Benefit** through your child or a dependent?


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

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

Next

When filling out the form, Olivia clicks on “Yes, I qualify through my child or dependent.”





Your Child or Dependent's Information

We will use this information to find out if you qualify for the Lifeline Program and/or the **Affordable Connectivity Program (ACP)** through your child or dependent.

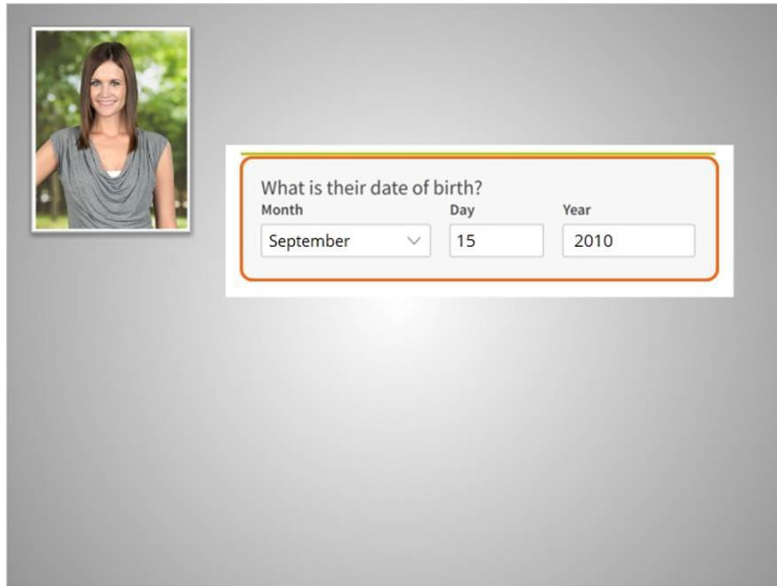
What is their full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name	Middle Name (Optional)
Riley	

Last Name(s)
If they have multiple last names put them all into the box below.

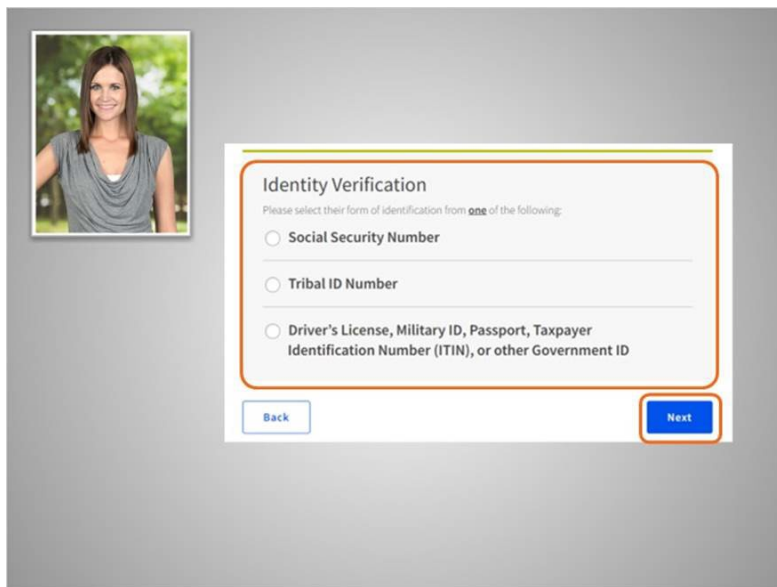
Olsen

The Olsen family qualifies because of the children, so Olivia must enter information about her child. She is first asked to fill in the full legal name of her child. She enters Riley in the First Name Field and Olsen in the Last Name field. Her daughter does not have a Middle Name, so she leaves that field blank.



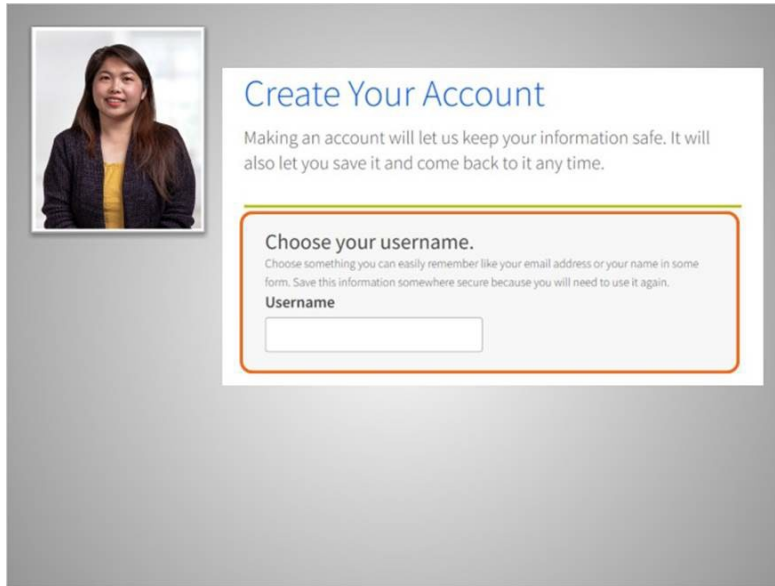
A screenshot of a web form. On the left is a small portrait of a woman with long brown hair, wearing a grey top. To the right is a white form box with a yellow border. The form has the title "What is their date of birth?". Below the title are three input fields: "Month" with a dropdown menu showing "September", "Day" with a text box containing "15", and "Year" with a text box containing "2010".

Olivia scrolls down the form, and the next question asks for her daughter's birth date. She selects the month of September from the drop-down menu, enters 15 in the Day and 2010 in the year.



A screenshot of a web form. On the left is the same portrait of the woman. To the right is a white form box with a yellow border. The form has the title "Identity Verification" and a sub-instruction: "Please select their form of identification from **one** of the following:". There are three radio button options: "Social Security Number", "Tribal ID Number", and "Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID". At the bottom of the form are two buttons: "Back" and "Next".

Olivia scrolls down the form, and the next question asks her to verify her daughter's identity. Once she fills in the form she clicks Next.



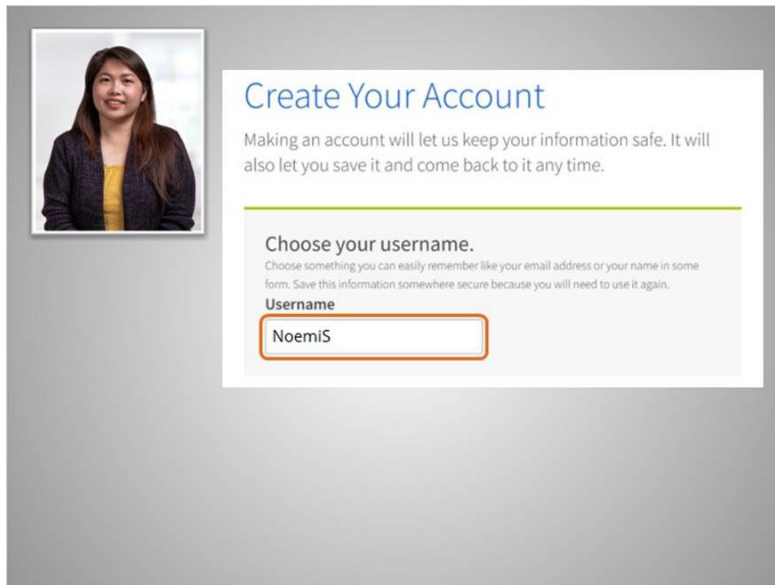
Create Your Account

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

Choose your username.
Choose something you can easily remember like your email address or your name in some form. Save this information somewhere secure because you will need to use it again.

Username

Let's return to Noemi as she continues to fill out the form. Noemi now needs to create an account. The account will help keep Noemi's information safe and allow her to save and come back to this form at any time.



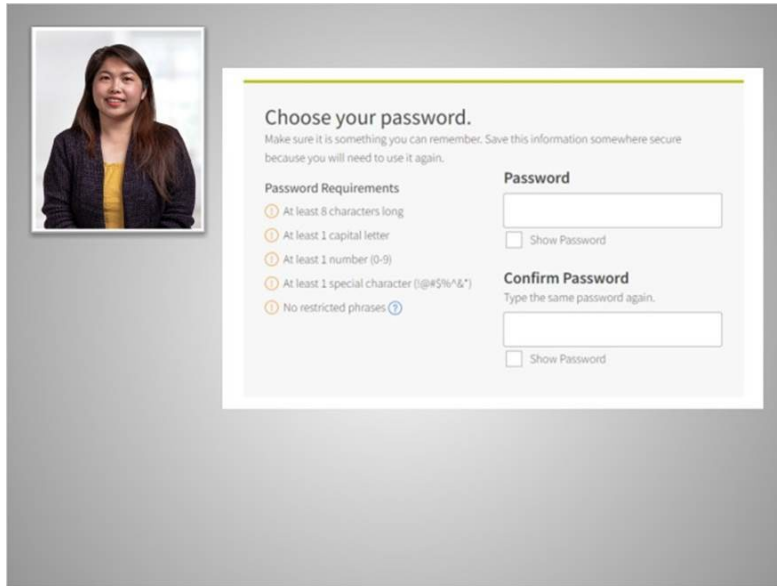
Create Your Account

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

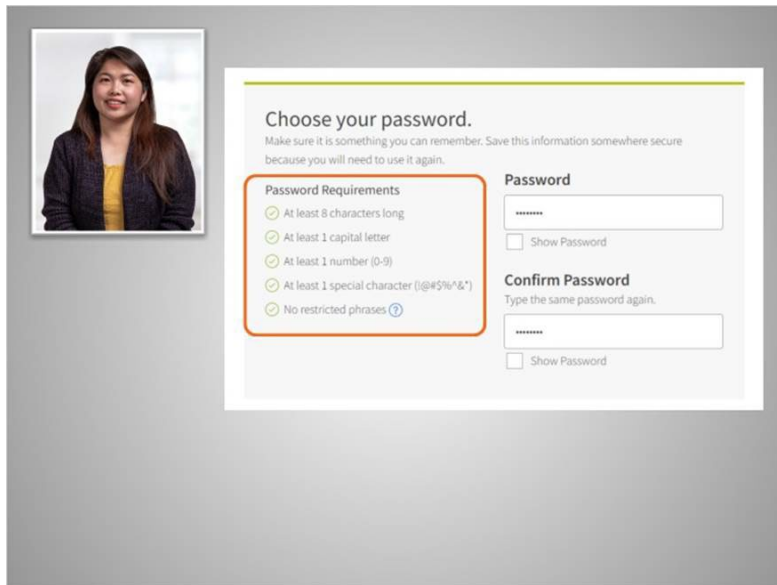
Choose your username.
Choose something you can easily remember like your email address or your name in some form. Save this information somewhere secure because you will need to use it again.

Username

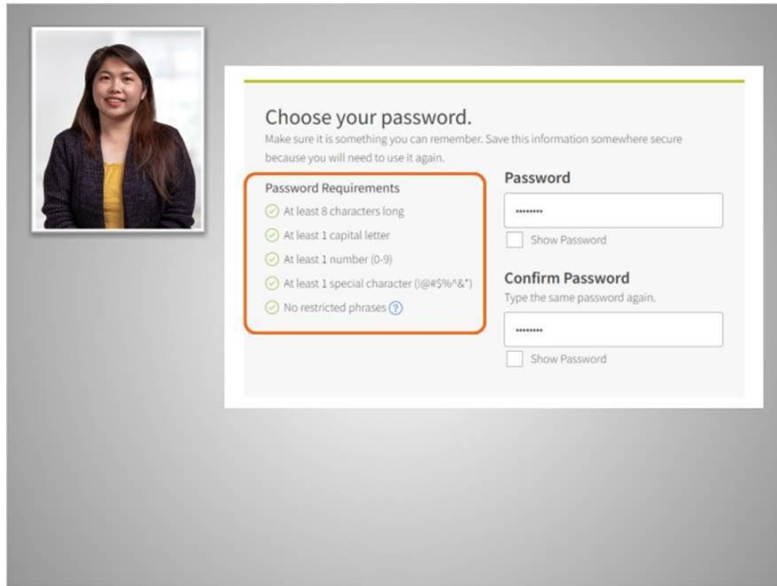
To create an account, choose a username that you can easily remember. You can also use your email address or your name in some form. Noemi selects the username NoemiS.



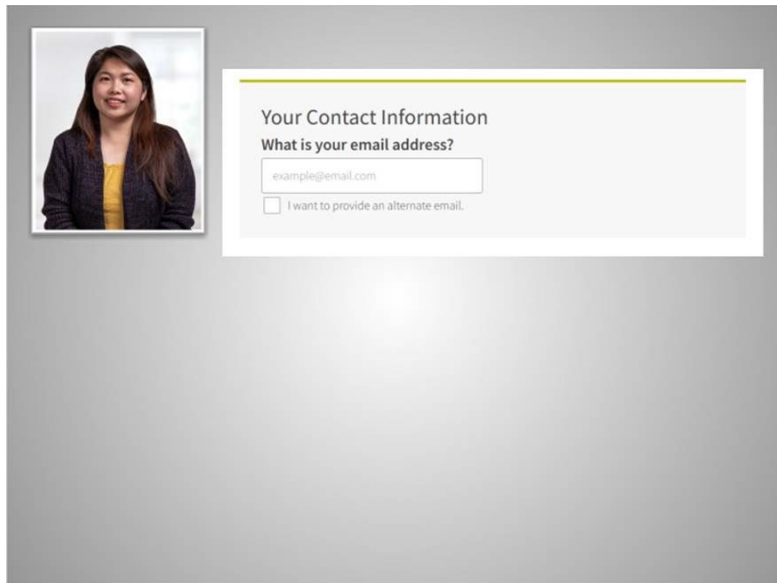
Once Noemi creates her username she is prompted to create a password. Make sure to pick a password you can remember because you will need to use it the next time you need to access your ACP application.



If your password meets the requirements, the icon for each will change from the orange warning icon



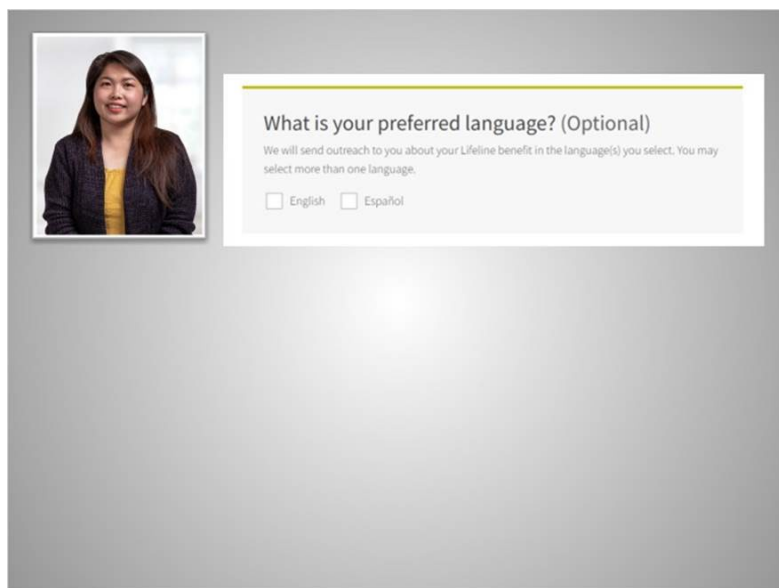
to the green success icon.



Once Noemi successfully creates her account, she is asked to enter her email address into the contact information. Notifications about the application will go to the email address that she provides. Once Noemi enters her email address

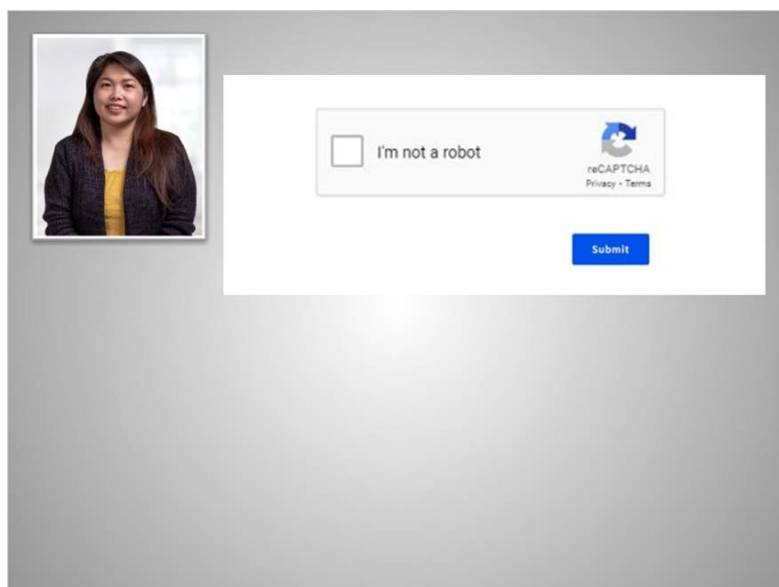
she is asked to enter her phone number. This is optional. If you do provide it, the program administrators can contact you by phone about your ACP application.

If you have a mailing address that is different from your home address, you can check the provided box in the form and enter the mailing address, such as a PO Box. Noemi's mailing address is the same as her home address, so she will not fill out this section. Instead, she scrolls down the page



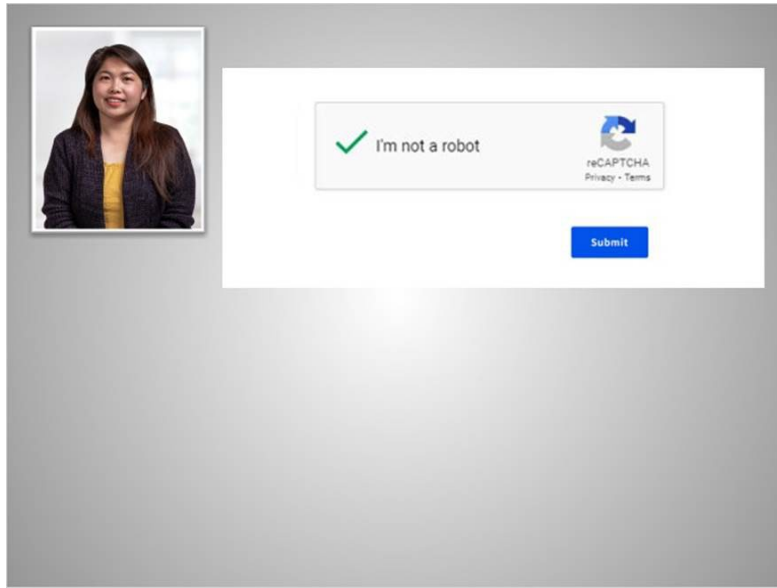
A screenshot of a web form. On the left is a small portrait of a woman with long dark hair wearing a dark jacket over a yellow top. To the right of the portrait is a white box with a yellow border. The text inside the box reads: "What is your preferred language? (Optional)", "We will send outreach to you about your Lifeline benefit in the language(s) you select. You may select more than one language.", and two radio button options: "English" and "Español".

to select her preferred language. This section is optional. If you select Espanol any notifications you receive will be in Spanish.

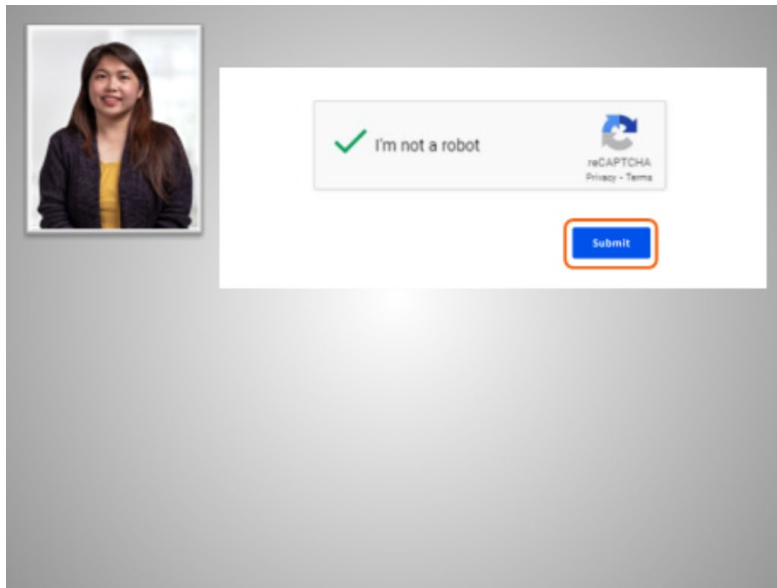


A screenshot of a web form. On the left is a small portrait of the same woman from the previous screenshot. To the right is a white box containing a reCAPTCHA form. The form has a checkbox labeled "I'm not a robot" and a reCAPTCHA logo with the text "reCAPTCHA Privacy + Terms". Below the form is a blue "Submit" button.

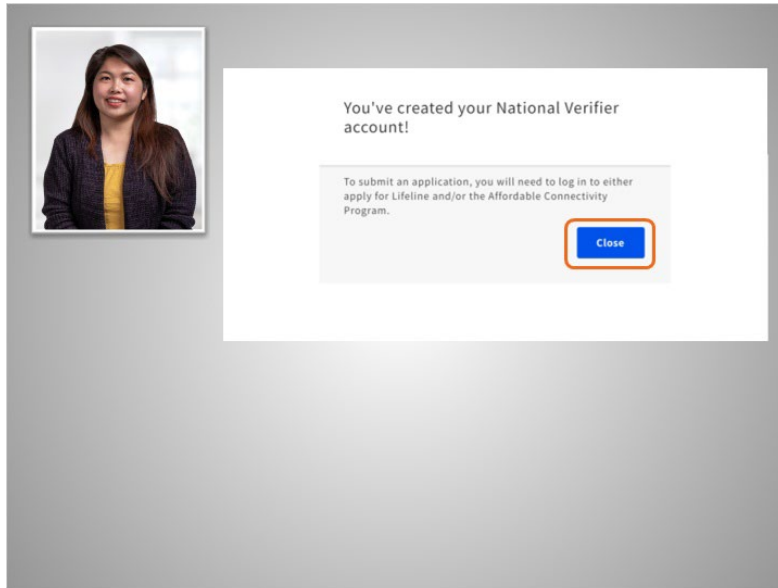
She is then asked to check the box that says "I'm not a robot".



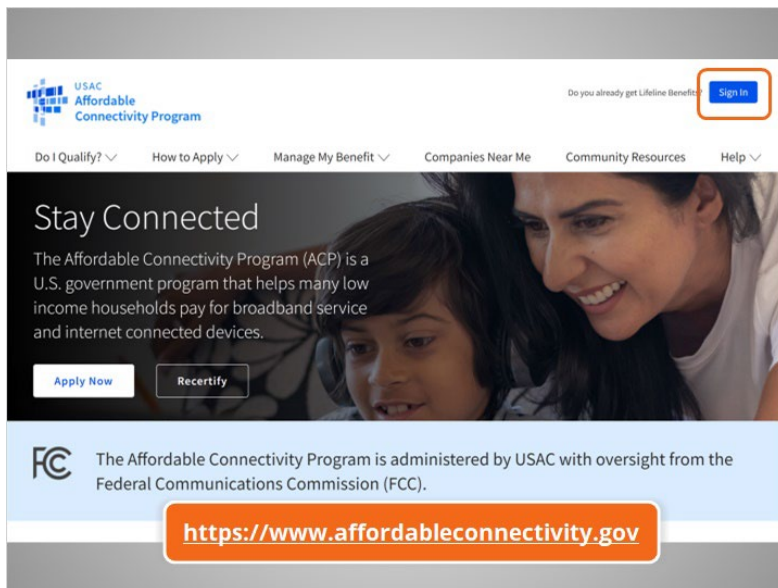
She checks the box.



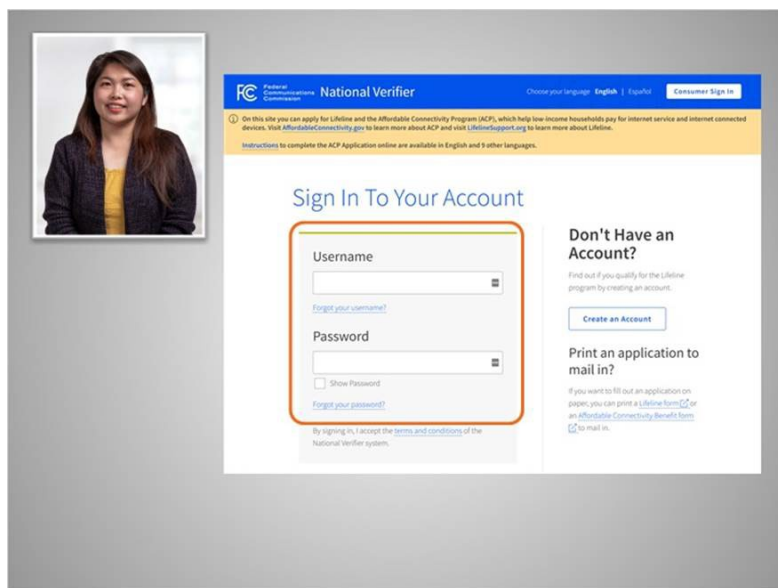
Then clicks Submit.



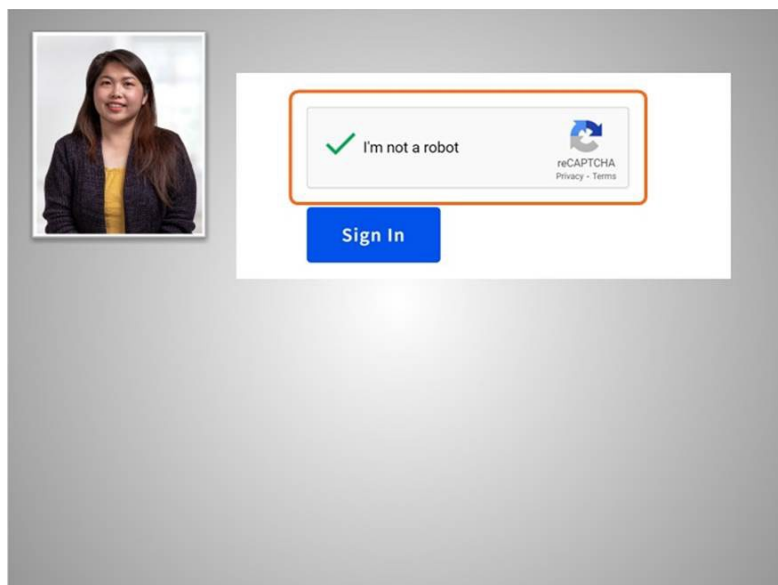
Noemi then sees a message confirming that she has successfully created her account. To complete her ACP application, Noemi will need to log in with the username and password she just created. To do this, she needs to click on the Close icon.



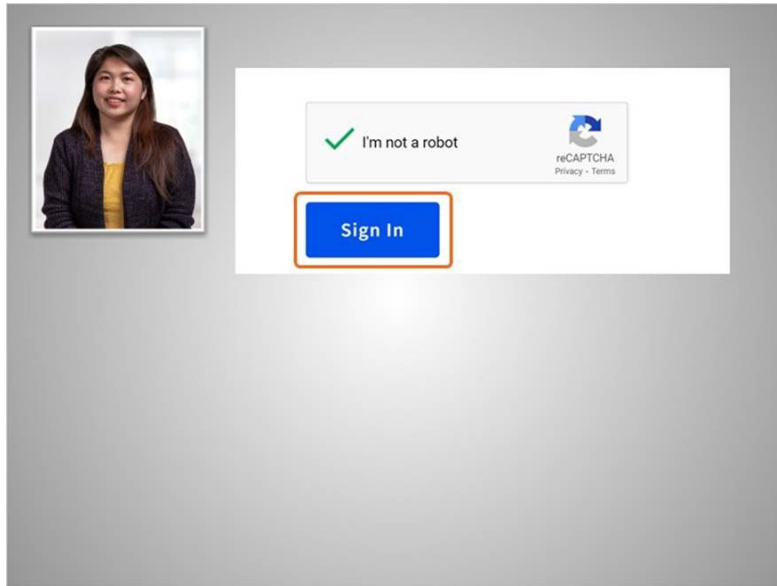
To log back into her account, Noemi types www.affordableconnectivity.gov in her web browser. She then clicks Sign In at the top right-hand side of the page.



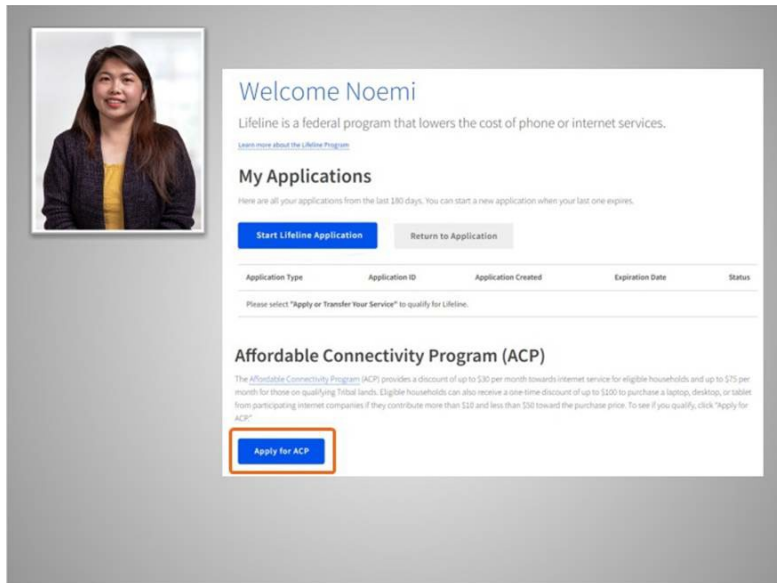
Noemi enters her username and password to sign in to her account.



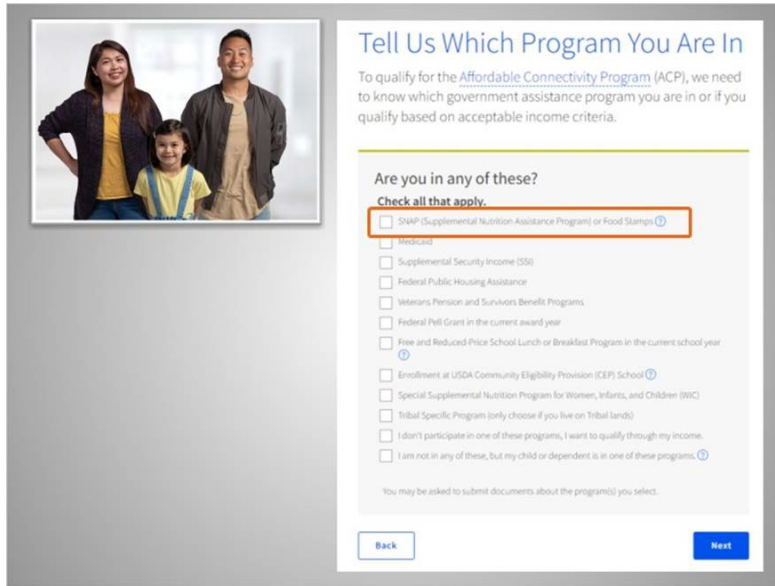
She then scrolls down the page, clicks on the box next to "I am not a robot"



and then clicks the Sign In button.



After Noemi signs into her account, she sees a welcome message with her name. Two application options appear: Lifeline and the Affordable Connectivity Program. She clicks on the “Apply for ACP” button.



Tell Us Which Program You Are In

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

Are you in any of these?

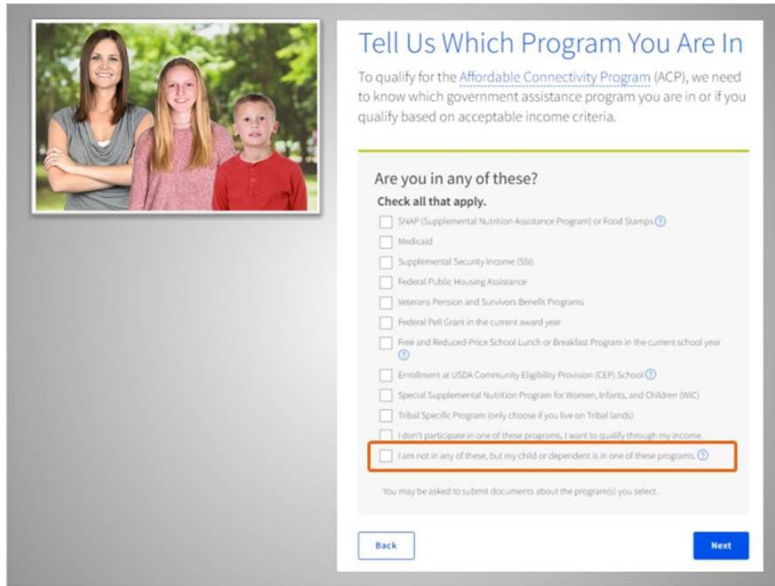
Check all that apply.

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

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

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

To qualify for the ACP you need to participate in an eligible government assistance program or qualify based on income criteria. The Suarez Family is eligible because they receive SNAP benefits so Noemi clicks on the SNAP box when she is filling out their application.



Tell Us Which Program You Are In

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

Are you in any of these?

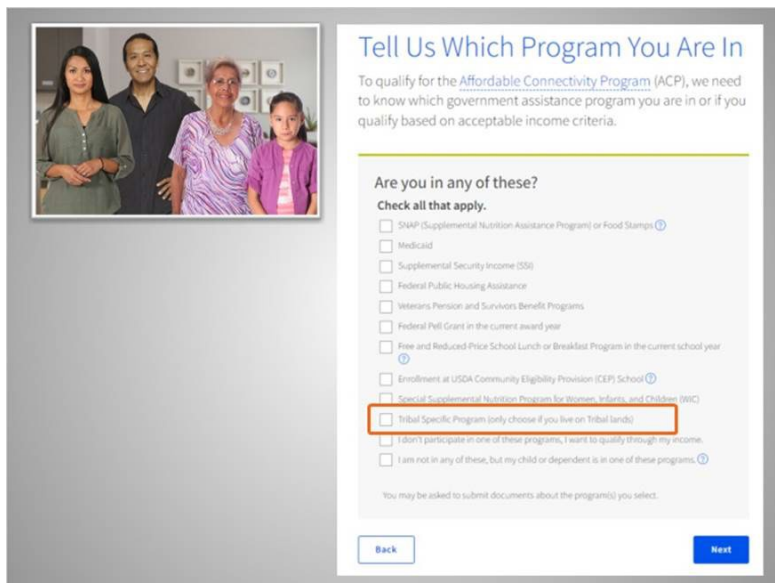
Check all that apply.

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

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

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

Other individuals and families may qualify because they participate in a different program. Olivia is not eligible, but her children are because they participate in the Free and Reduced Price School Lunch Program. When Olivia fills out the application, she clicks on “I am not in any of these, but my child or dependent is in one of these programs.”



Tell Us Which Program You Are In

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

Are you in any of these?

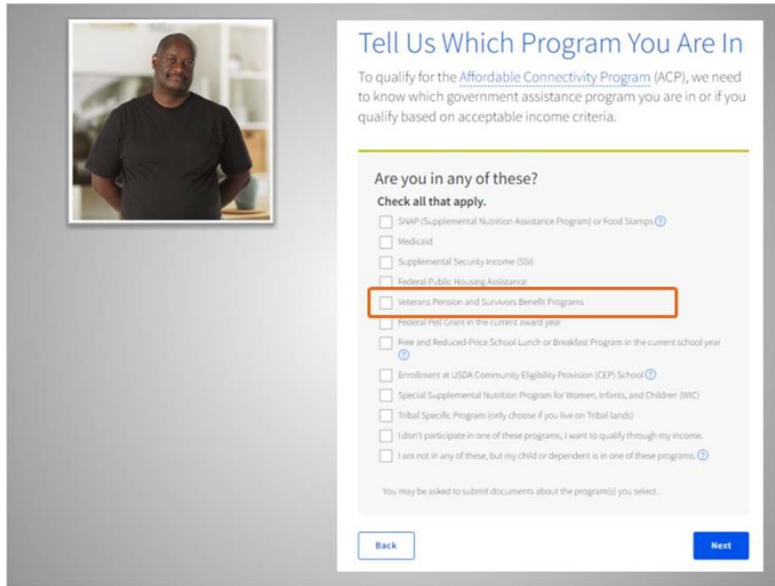
Check all that apply.

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

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

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

The Benally Family is eligible because they live on qualifying Tribal lands and participate in the Bureau of Indian Affairs General Assistance program, so they click on the Tribal Specific Program box when they are filling out their application.



Tell Us Which Program You Are In

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

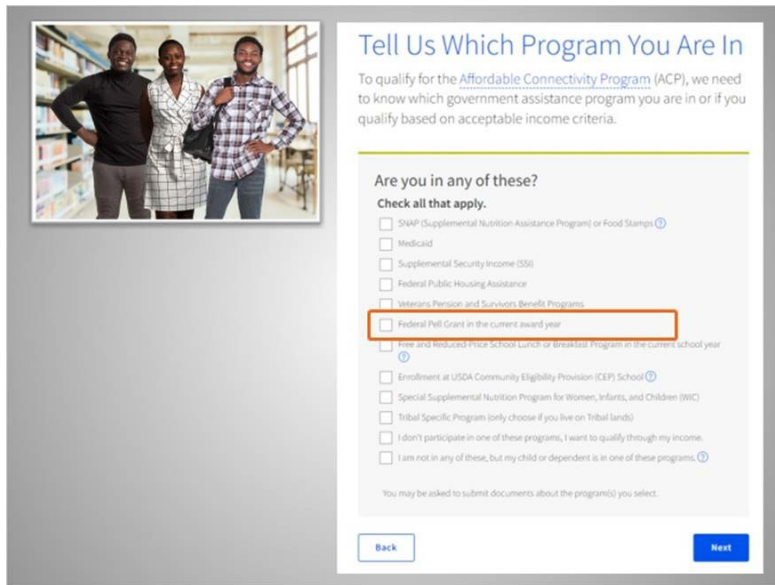
Are you in any of these?
Check all that apply.

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

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

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

George Williams is eligible because he receives a Veterans Pension. So when he fills out the online application he clicks on “Veterans Pension and Survivors Benefits Programs.”



Tell Us Which Program You Are In

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

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

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

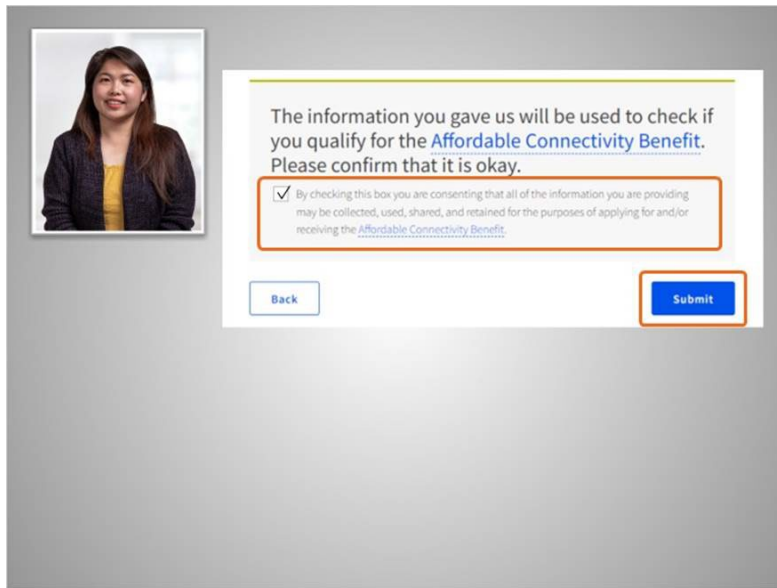
You may be asked to submit documents about the program(s) you select.

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

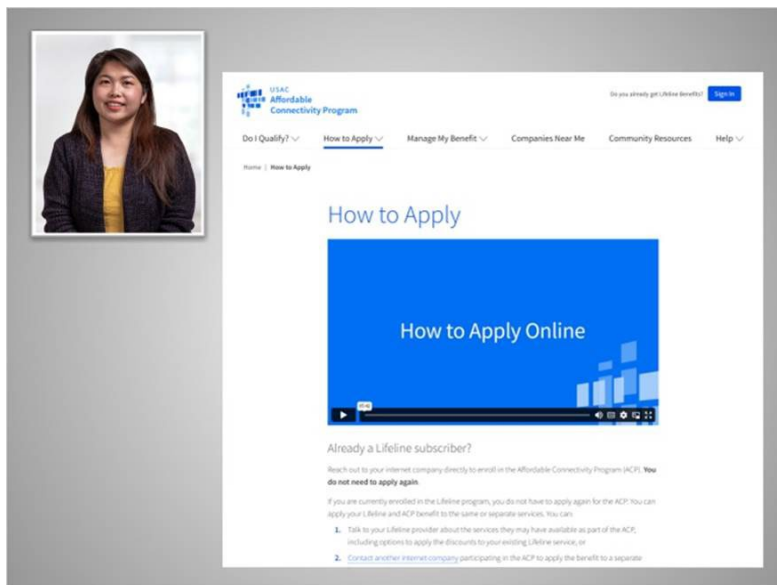
The Melaku family qualifies because their son Damien received a Pell grant, and they meet the qualifications for a shared household.

Now that we've seen how our different families have filled out this section, let's return to Noemi, who has selected the SNAP option for her family. After checking the box, she clicks Next.

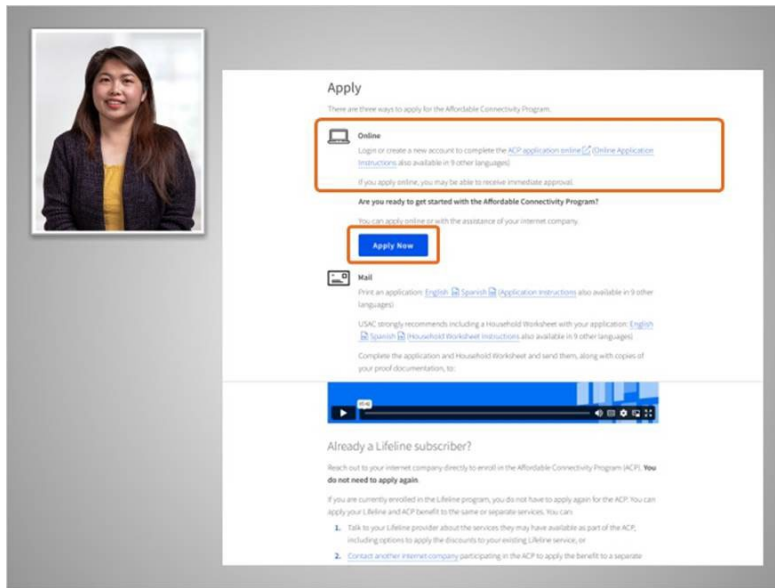
Noemi is asked to review her information and confirm it is correct. If she needs to edit any information, she can click on the Edit button. Noemi does not need to edit her information so she scrolls down the page.



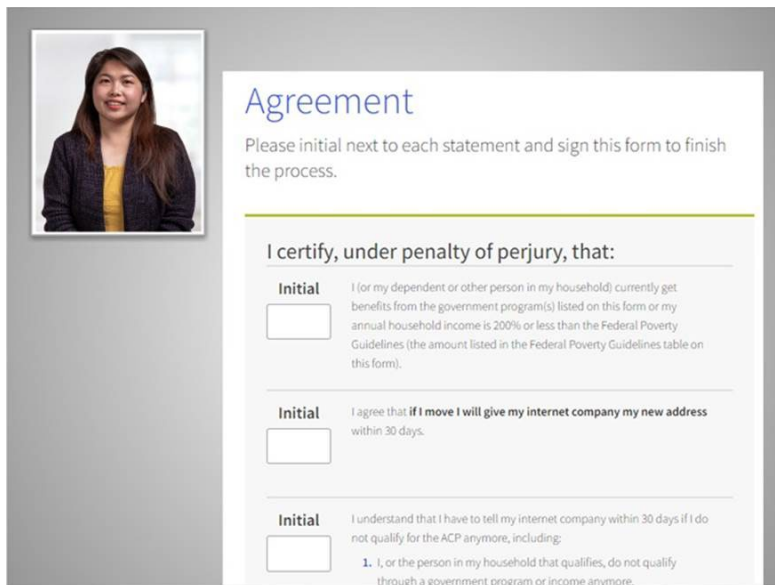
She reviews the information on the screen, then checks the box to confirm that the information she provided can be used to find out if her household qualifies for the ACP. Then, she clicks the Submit button.



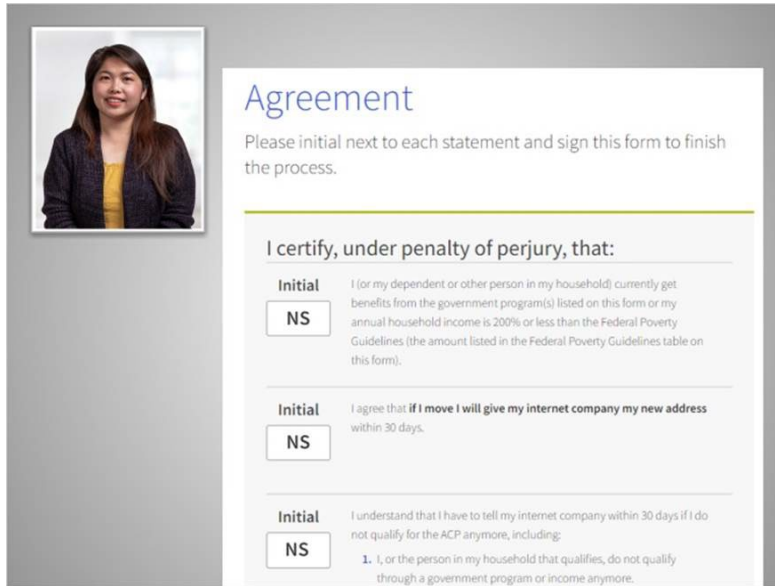
You may be asked to provide additional information or documentation to show your household eligibility for the ACP. Follow the steps that display online to confirm your information. If you need additional assistance, check out the Online Application Instructions. The link to the instructions is found in the Additional Resources section below this lesson. Click on the link “How to Apply.”



Scroll down the page and click on the link Online Application Instructions.



Noemi's application was approved. She is then asked to Certify and Sign the application form. A list of questions appears. This is an official government document and must be answered truthfully. Noemi reads each statement



Agreement

Please initial next to each statement and sign this form to finish the process.

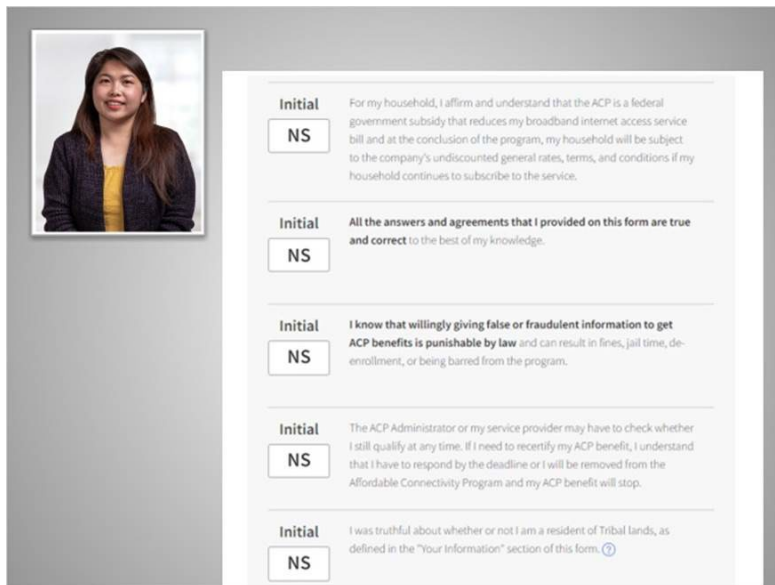
I certify, under penalty of perjury, that:

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

Initial I agree that **if I move I will give my internet company my new address** within 30 days.

Initial I understand that I have to tell my internet company within 30 days if I do not qualify for the ACP anymore, including:
 1. I, or the person in my household that qualifies, do not qualify through a government program or income anymore.

and types her initials into the box next to each one to indicate that the statement is true, or that she agrees.



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

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

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

Initial The ACP Administrator or my service provider may have to check whether I still qualify at any time. If I need to recertify my ACP benefit, I understand that I have to respond by the deadline or I will be removed from the Affordable Connectivity Program and my ACP benefit will stop.

Initial I was truthful about whether or not I am a resident of Tribal lands, as defined in the "Your Information" section of this form. [?](#)

She scrolls down the page to see the remaining statements and continues to type her initials into the box next to each statement. You must initial all boxes in order to move to the next step.

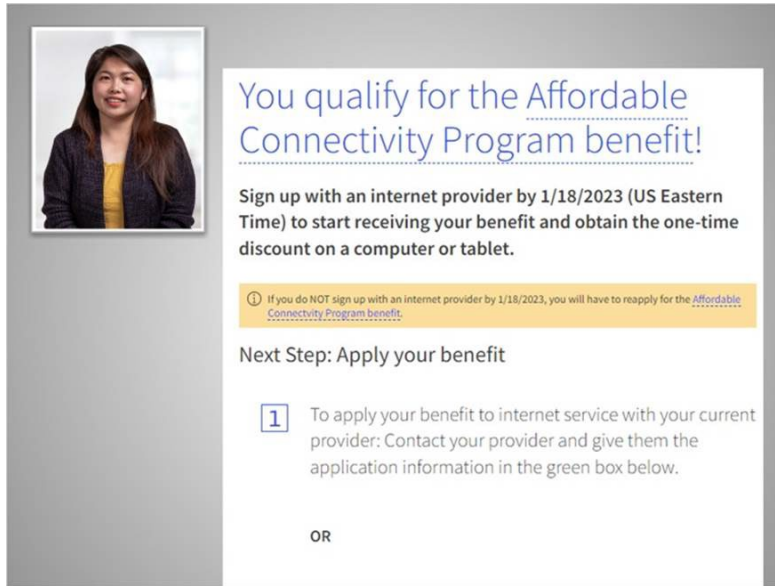
Your Signature
Type your full legal name below
Noemi Suarez
Test User
 I understand this is a digital signature, and is the same as if I signed my name with a pen.
Back Submit

Once she initials all of the statements, she is asked to sign the form. To do this she types her full name Noemi Suarez into the form.

Your Signature
Type your full legal name below
Noemi Suarez
Test User
 I understand this is a digital signature, and is the same as if I signed my name with a pen.
Back Submit

She then clicks the box to confirm that she understands this is a digital signature and is the same as if she signed her name with a pen.

She then clicks the Submit button.



You qualify for the Affordable Connectivity Program benefit!

Sign up with an internet provider by **1/18/2023 (US Eastern Time)** to start receiving your benefit and obtain the one-time discount on a computer or tablet.

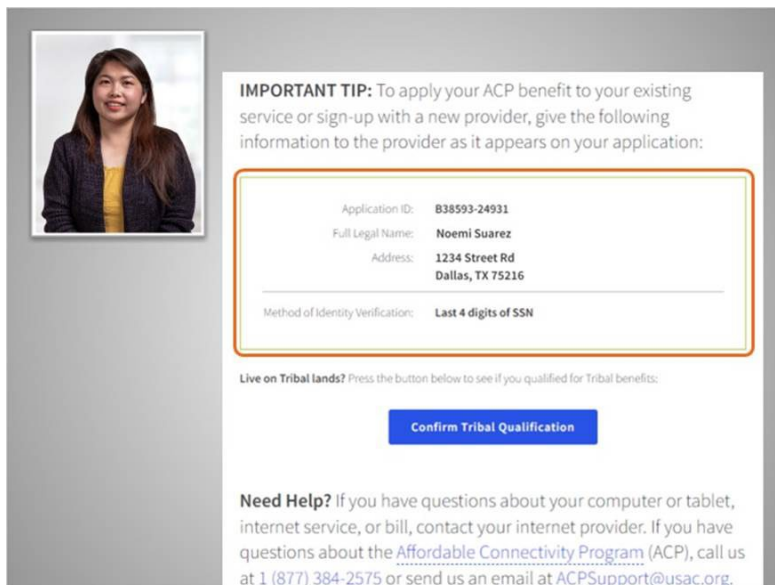
ⓘ If you do NOT sign up with an internet provider by 1/18/2023, you will have to reapply for the Affordable Connectivity Program benefit.

Next Step: Apply your benefit

- 1 To apply your benefit to internet service with your current provider: Contact your provider and give them the application information in the green box below.

OR

Noemi has successfully submitted her application and has qualified for the Affordable Connectivity Program benefit. A page displays listing the next steps she needs to take to enroll with a participating internet service provider and the date by which she must do so. Otherwise, she will have to reapply for the Affordable Connectivity Program benefit.



IMPORTANT TIP: To apply your ACP benefit to your existing service or sign-up with a new provider, give the following information to the provider as it appears on your application:

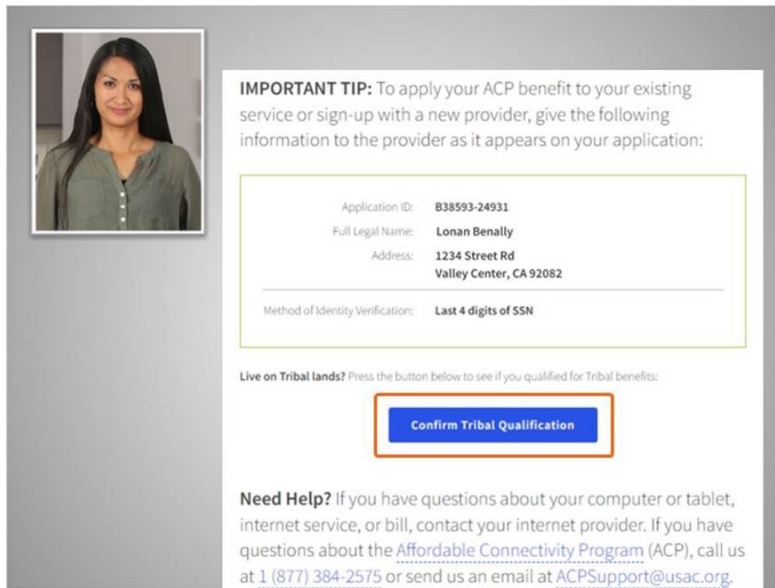
Application ID:	B38593-24931
Full Legal Name:	Noemi Suarez
Address:	1234 Street Rd Dallas, TX 75216
Method of Identity Verification:	Last 4 digits of SSN

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

[Confirm Tribal Qualification](#)

Need Help? If you have questions about your computer or tablet, internet service, or bill, contact your internet provider. 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.

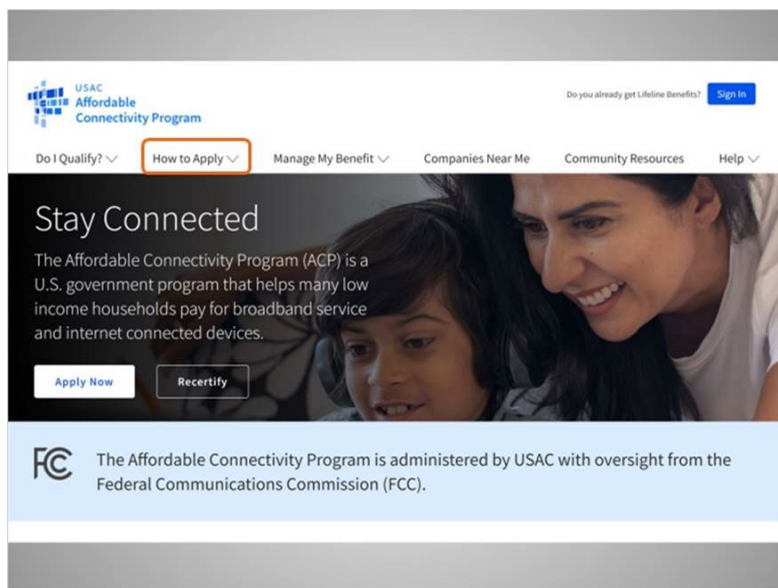
Noemi scrolls down to see the Additional information. She will need this information when she signs up with the internet service provider.



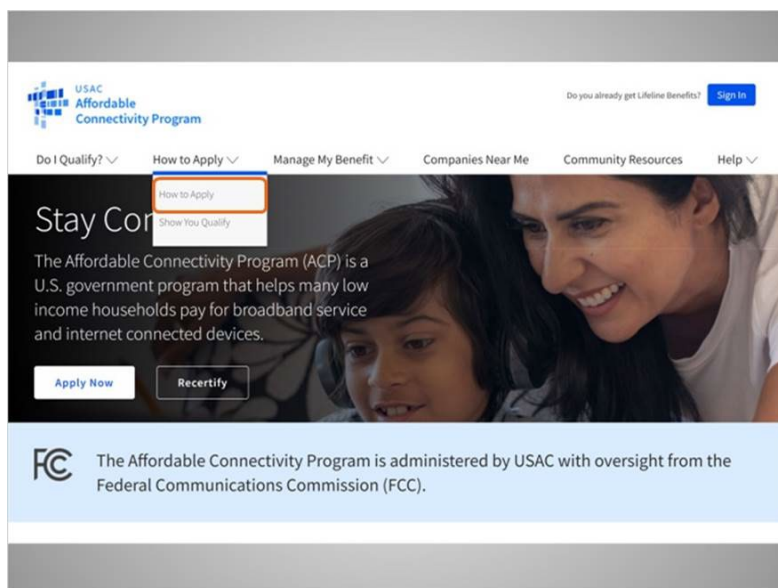
Please note that when the Benally Family filled out their application they had to take the additional step of clicking on the button Confirm Tribal Qualification to complete their application.



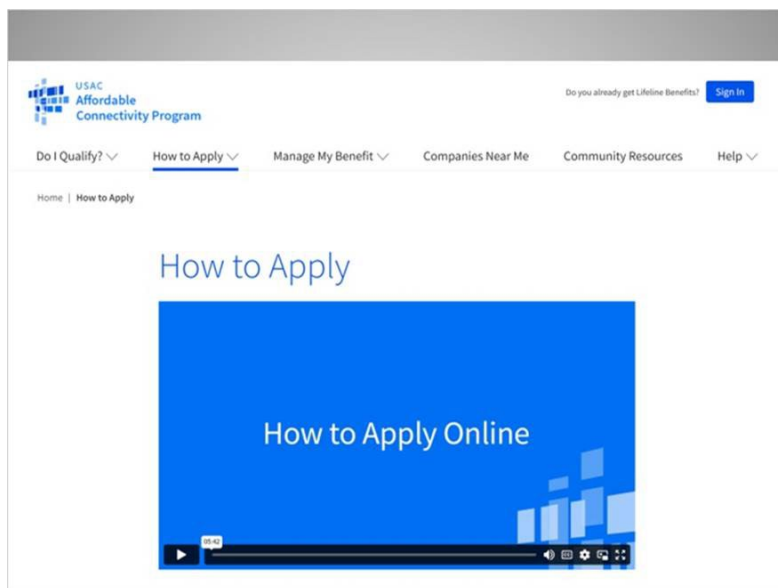
You can also complete a mail-in application if you don't want to apply online. To access the mail-in application, open a web browser and type www.affordableconnectivity.gov into the address bar.



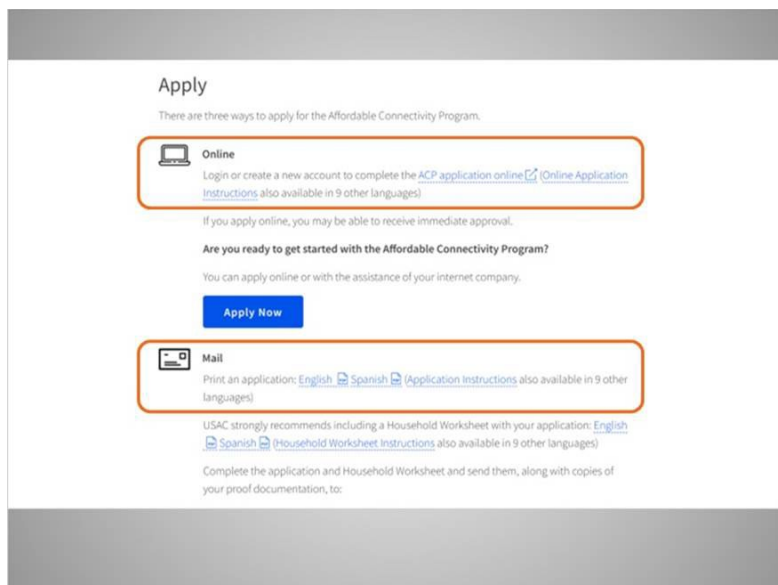
The Affordable Connectivity Program web page appears. To access the mail-in form click on “How to Apply.”



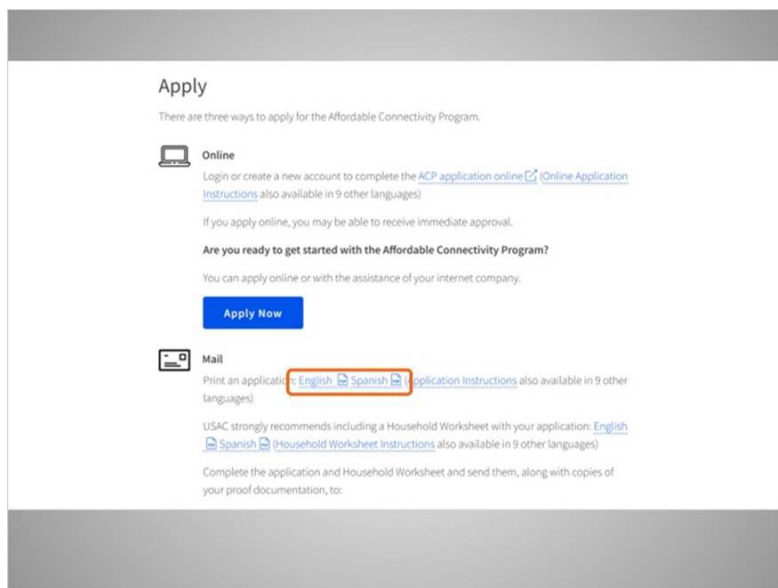
A drop-down menu will appear. Click on “How to Apply” in the drop-down menu.



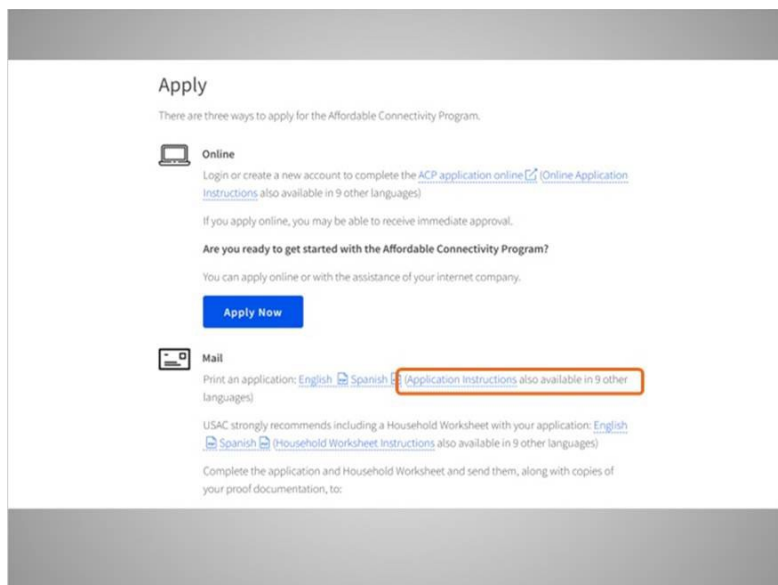
The How to Apply page appears. Scroll down the page.



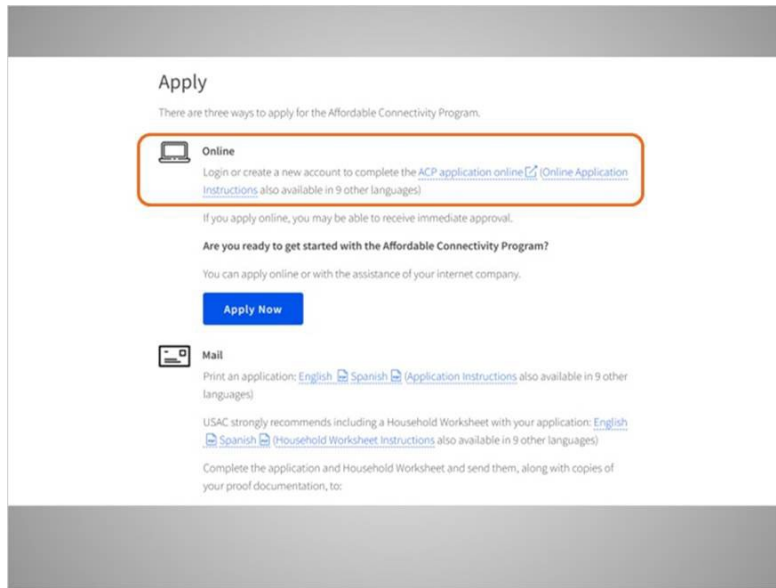
In the Apply section, two options appear. You can apply Online or by Mail.



To download the mail-in application, click the link of your preferred language in the Mail section.



The application instructions are available in 9 languages.

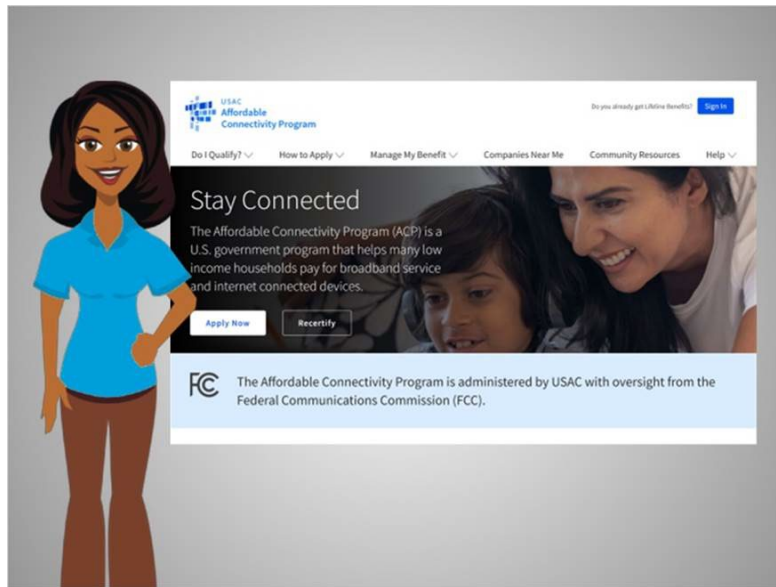


This page also includes instructions for filling out the online application. The link to this web page can be found in the Additional Resources section below this lesson. Click on the link How to Apply to access the instructions. To apply online, you can access the online application from this page.



In this lesson, we followed along with Noemi and our other families as they applied for the ACP benefit. In the next lesson, we'll follow our families as they sign up for the benefit with a participating internet service provider so that they can have internet access in their home!

Using the ACP Benefit



In the previous lesson, we learned how to apply for the ACP benefit. In this lesson, you will learn how to find an internet service provider that accepts the ACP benefit, tips for selecting an internet service plan, and how to make the most of your internet service.

IMPORTANT TIP: To apply your ACP benefit to your existing service or sign-up with a new provider, give the following information to the provider as it appears on your application:

Application ID:	B38593-24931
Full Legal Name:	Noemi Suarez
Address:	1234 Street Rd Dallas, TX 75216
Method of Identity Verification:	Last 4 digits of SSN

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

[Confirm Tribal Qualification](#)

Once you successfully sign up for the ACP benefit, you will receive an Application ID. Sometimes you will receive the code immediately after you submit the application. Sometimes the Application ID will be sent to you at a later date, and you will receive it via email or in the mail.

USAC Affordable Connectivity Program

Do you already get Lifeline benefits? [Sign In](#)

Do I Qualify? ▾ How to Apply ▾ Manage My Benefit ▾ Companies Near Me Community Resources Help ▾

Stay Connected

The Affordable Connectivity Program (ACP) is a U.S. government program that helps many low income households pay for broadband service and internet connected devices.

[Apply Now](#) [Recertify](#)

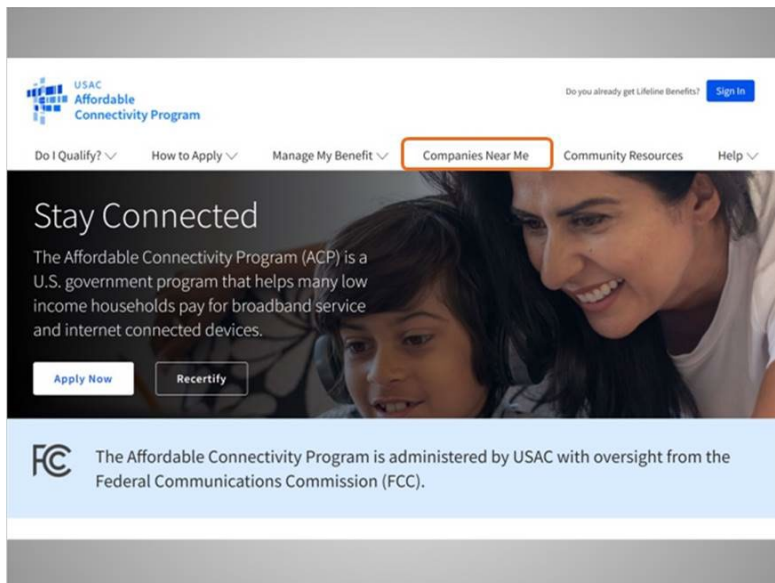
FC The Affordable Connectivity Program is administered by USAC with oversight from the Federal Communications Commission (FCC).

<https://www.affordableconnectivity.gov>

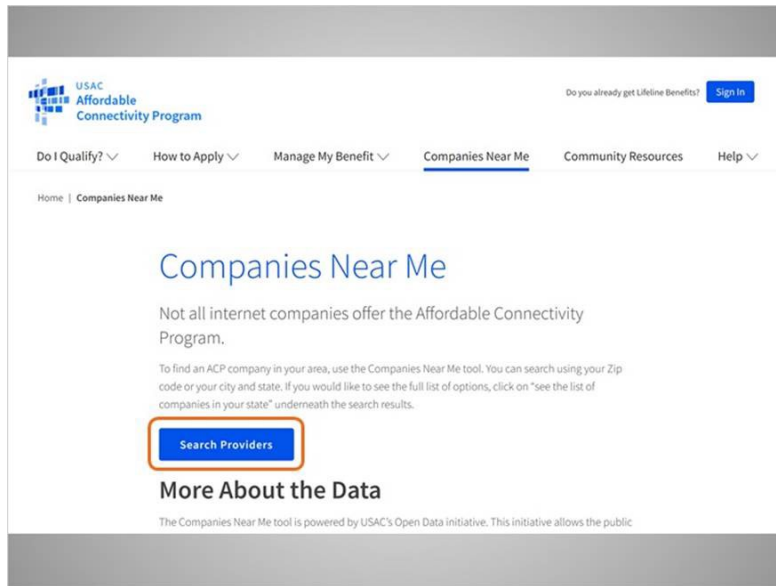
Once you have the Application ID, you will need to select an approved internet service provider that is participating in the program in your area. To find a participating company in your area,



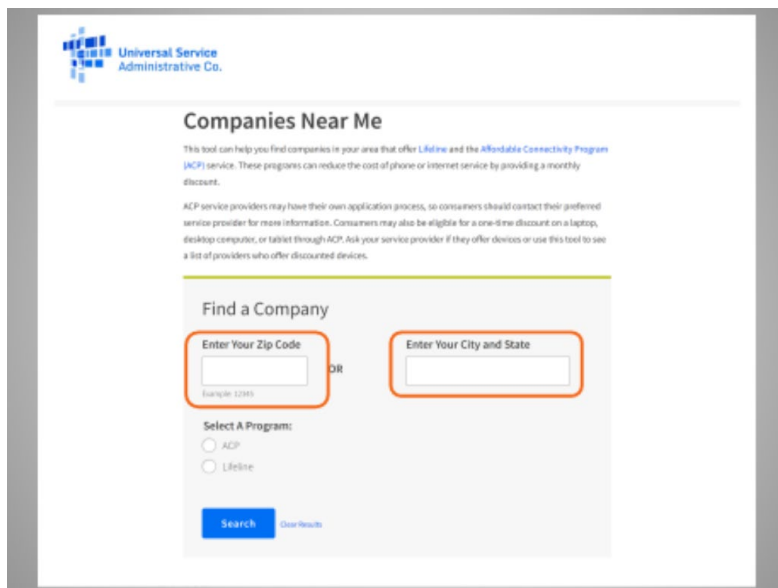
open a web browser and type www.affordableconnectivity.gov into the address bar,



and click the menu link “Companies Near Me.”



From this page, click on “Search Providers”. Please note this tool may not include every company that is participating in the ACP.



You can search using your Zip Code, or by entering your City and State.

Universal Service Administrative Co.

Companies Near Me

This tool can help you find companies in your area that offer Lifeline and the Affordable Connectivity Program (ACP) service. These programs can reduce the cost of phone or internet service by providing a monthly discount.

ACP service providers may have their own application process, so consumers should contact their preferred service provider for more information. Consumers may also be eligible for a one-time discount on a laptop, desktop computer, or tablet through ACP. Ask your service provider if they offer devices or use this tool to see a list of providers who offer discounted devices.

Find a Company

Enter Your Zip Code OR Enter Your City and State

Example: 12345

Select A Program:

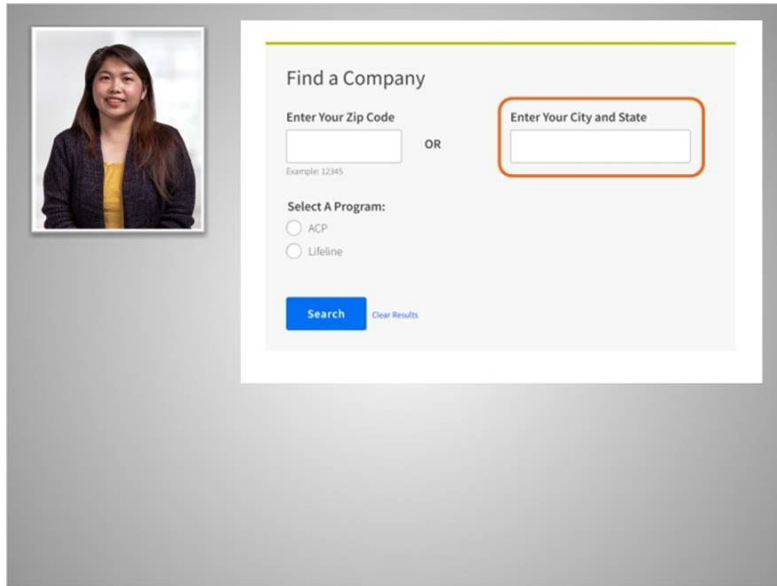
ACP

Lifeline

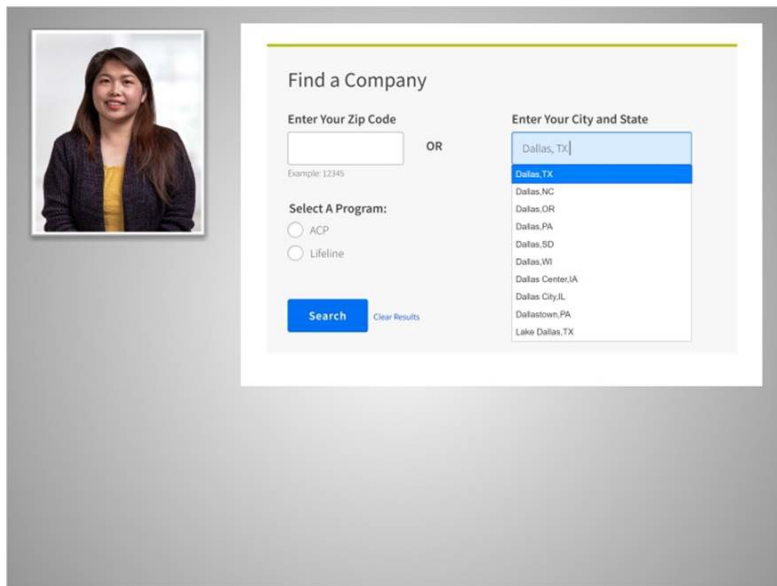
You must also include which program you are participating in.



In the previous lesson, the Suarez Family successfully applied for the ACP.



They live in Texas. Noemi begins to type Dallas, Texas in the Enter Your City and State text box.



A drop-down menu appears, and she selects Dallas, Texas.

She verifies that the ACP is selected, and then clicks the Search button.

Company Name	Phone	Type of Service	\$0 with ACP	Discounted Device
AT&T*	866-986-0963	Home Internet	Yes	
Comlink Total Solutions Corp	833-526-0200	Mobile Internet		
Excess Telecom, Inc.	800-615-0898	Mobile Internet	Yes	Yes
Cintex Wireless, LLC	800-931-0141	Mobile Internet	Yes	Yes
Ztar Mobile, Inc	800-416-3003	Mobile Internet		Yes
TNC Communications	919-275-5172	Home Internet		Yes
Boomerang Wireless LLC*	866-488-8719	Mobile Internet		Yes

The search results display. The list includes a list of internet service providers near where the Suarez family lives.

Company Name	Phone	Type of Service	\$0 with ACP	Discounted Device
AT&T*	866-986-0963	Home Internet	Yes	
Comlink Total Solutions Corp	833-526-0200	Mobile Internet		
Excess Telecom, Inc.	800-615-0898	Mobile Internet	Yes	Yes
Cintex Wireless, LLC	800-931-0141	Mobile Internet	Yes	Yes
Ztar Mobile, Inc	800-416-3003	Mobile Internet		Yes
TNC Communications	919-275-5172	Home Internet		Yes
Boomerang Wireless LLC*	866-488-8719	Mobile Internet		Yes

In addition, the search results include the type of service they provide,

Company Name	Phone	Type of Service	\$0 with ACP	Discounted Device
AT&T*	866-986-0963	Home Internet	Yes	
Comlink Total Solutions Corp	833-526-0200	Mobile Internet		
Excess Telecom, Inc.	800-615-0898	Mobile Internet	Yes	Yes
Cintex Wireless, LLC	800-931-0141	Mobile Internet	Yes	Yes
Ztar Mobile, Inc	800-416-3003	Mobile Internet		Yes
TNC Communications	919-275-5172	Home Internet		Yes
Boomerang Wireless LLC*	866-488-8719	Mobile Internet		Yes

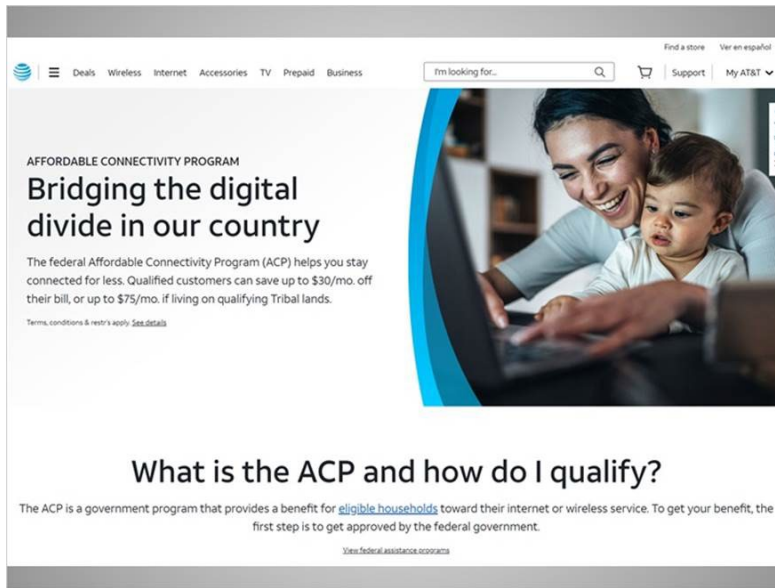
if they have plans that will not cost more than the \$30 benefit, which means there is no cost to you,

Company Name	Phone	Type of Service	\$0 with ACP	Discounted Device
AT&T*	866-986-0963	Home Internet	Yes	
Comlink Total Solutions Corp	833-526-0200	Mobile Internet		
Excess Telecom, Inc.	800-615-0898	Mobile Internet	Yes	Yes
Cintex Wireless, LLC	800-931-0141	Mobile Internet	Yes	Yes
Ztar Mobile, Inc	800-416-3003	Mobile Internet		Yes
TNC Communications	919-275-5172	Home Internet		Yes
Boomerang Wireless LLC*	866-488-8719	Mobile Internet		Yes

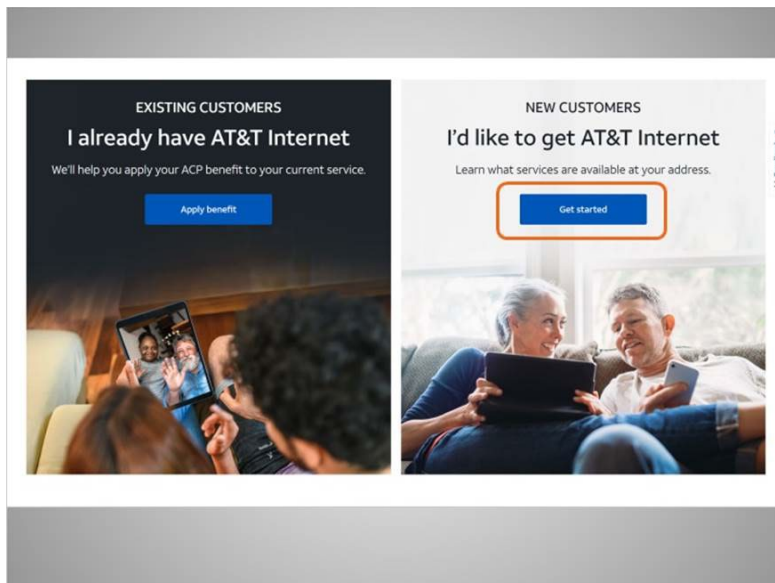
and, if you can purchase a laptop, desktop computer, or tablet with a one-time discount of up to \$100 through this provider, if the household contributes between \$10 to \$50 toward the purchase price of the device.

Company Name	Phone	Type of Service	\$0 with ACP	Discounted Device
AT&T*	866-986-0963	Home Internet	Yes	
Comlink Total Solutions Corp	833-526-0200	Mobile Internet		
Excess Telecom, Inc.	800-615-0898	Mobile Internet	Yes	Yes
Cintex Wireless, LLC	800-931-0141	Mobile Internet	Yes	Yes
Ztar Mobile, Inc	800-416-3003	Mobile Internet		Yes
TNC Communications	919-275-5172	Home Internet		Yes
Boomerang Wireless LLC*	866-488-8719	Mobile Internet		Yes

In this example, after reviewing their options, Noemi and Richard decide to click on AT&T. To access the site, Noemi clicks on the provider's name

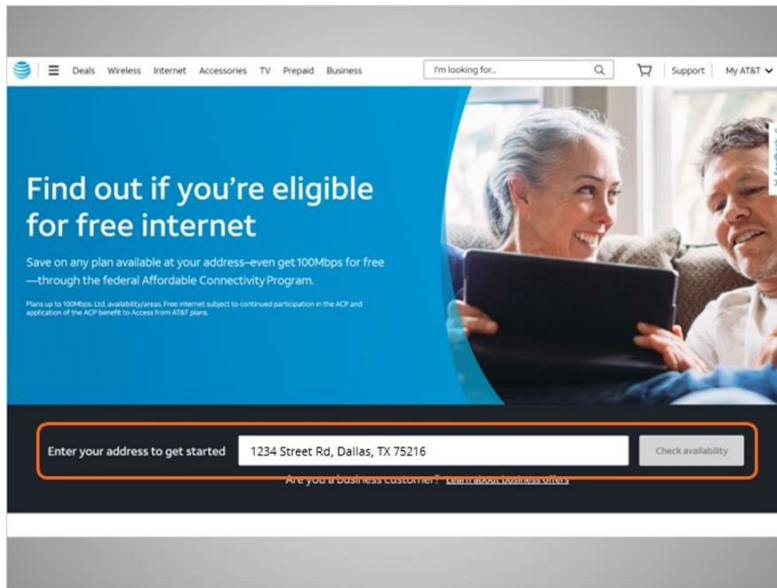


and the web page with the ACP benefit information displays.

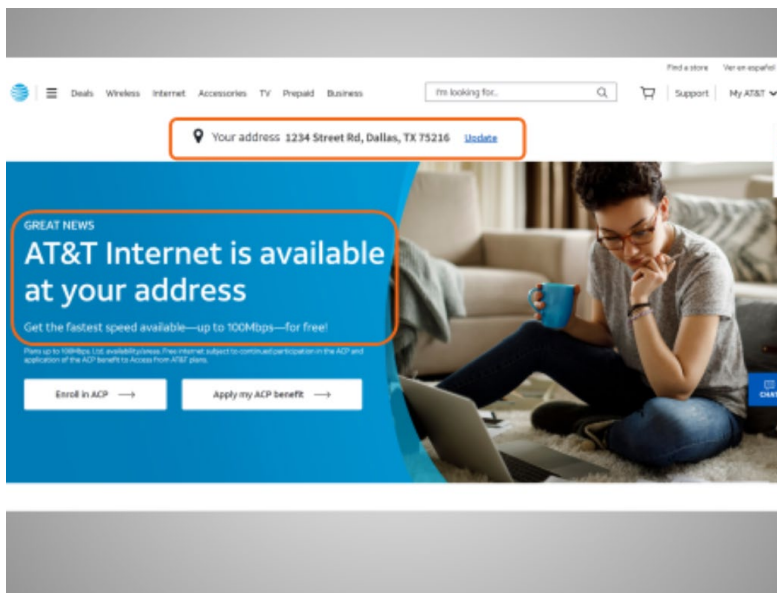


Noemi scrolls down the page to find information about the internet service plan. With some providers, such as AT&T, you can enroll for ACP at the same time you sign up for new service directly from the provider's website.

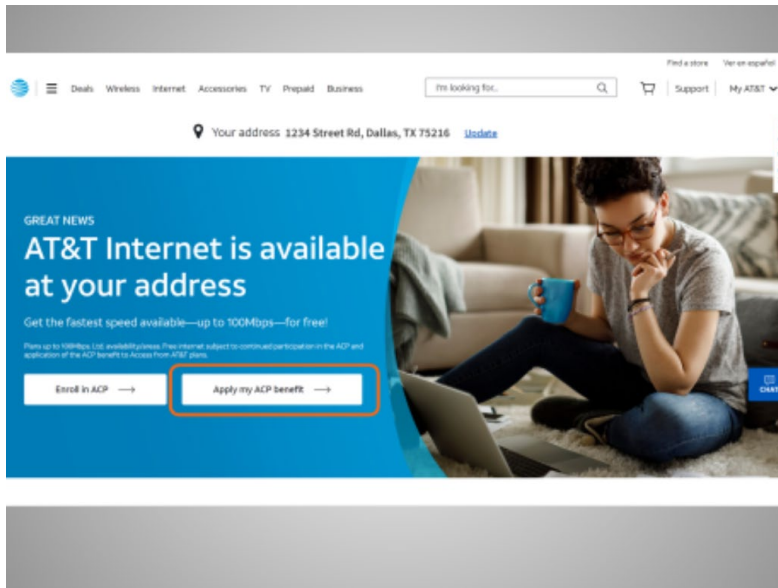
In this example, The Suarez family is not currently an AT&T customer, so she clicks on the Get Started link for New Customers.



Noemi uses the tool to verify that this service is available at their house. To do this, she types her address into the form.



In this example, the AT&T internet plan is available at their house!



Because they are already approved, they look to the section “Apply my ACP benefit” to apply the ACP benefit to their internet service. An online form appears where they can sign up to participate in the ACP.

IMPORTANT TIP: To apply your ACP benefit to your existing service or sign-up with a new provider, give the following information to the provider as it appears on your application:

Application ID:	B38593-24931
Full Legal Name:	Noemi Suarez
Address:	1234 Street Rd Dallas, TX 75216
Method of Identity Verification:	Last 4 digits of SSN

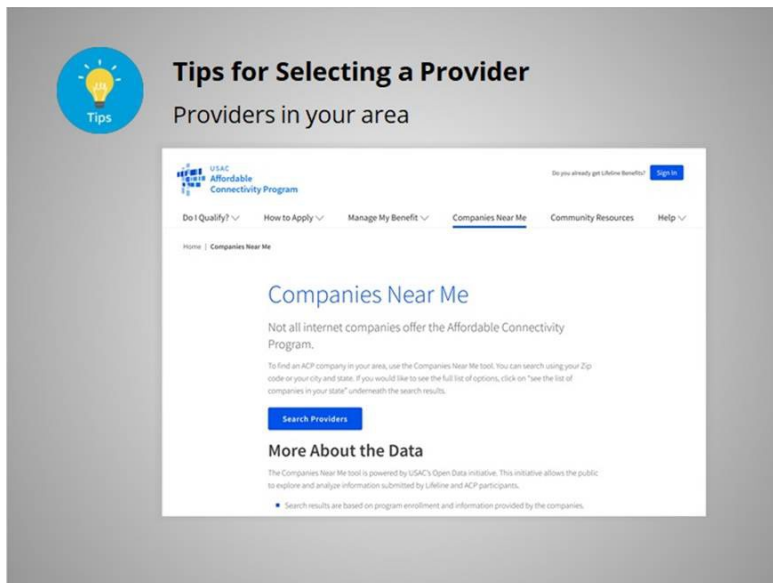
Live on Tribal lands? Press the button below to see if you qualified for Tribal benefits:

[Confirm Tribal Qualification](#)

When they fill out the online form they will need the Application ID number they received when they successfully completed the ACP application.

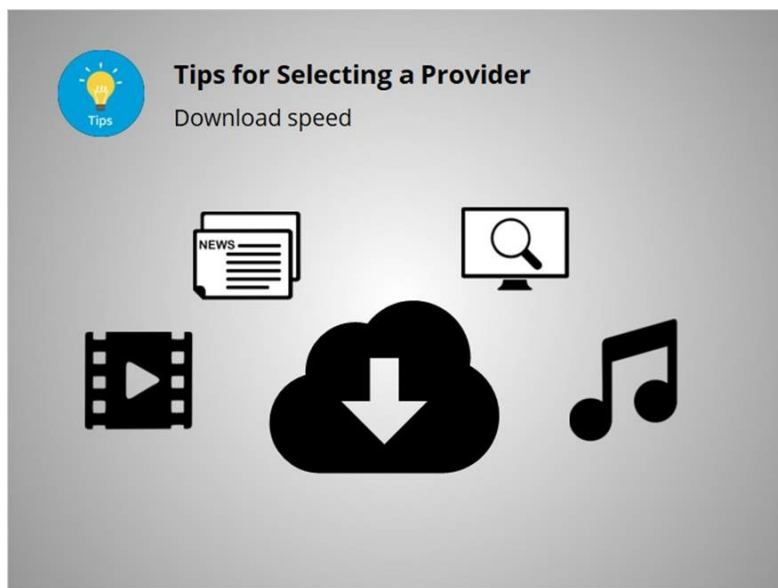


The Suarez family successfully signs up for internet service!

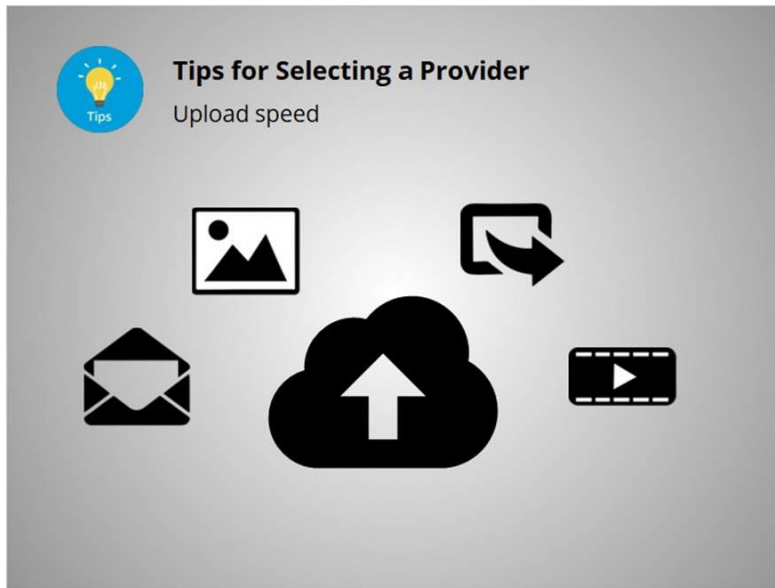


There are lots of things to consider when selecting an internet service plan. Here are some tips to help you.

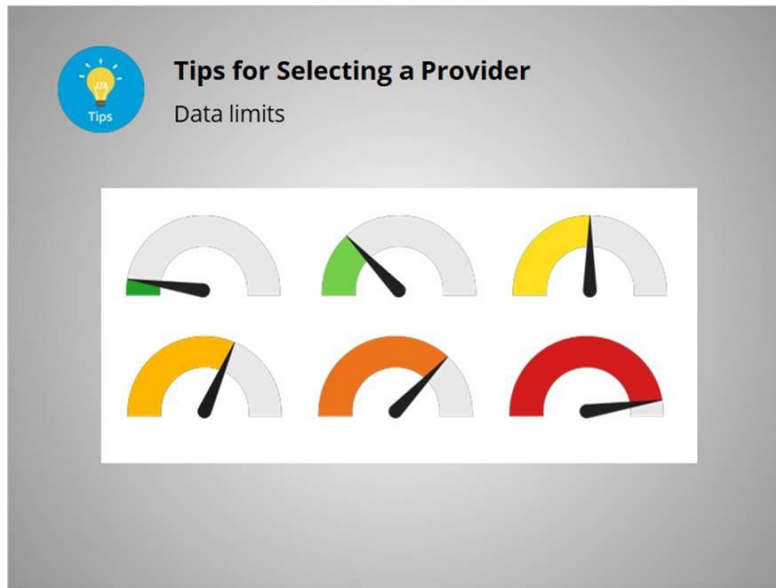
Which service providers are available in your area? Use tools like the USAC “Companies Near Me” tool to find providers in your location.




When selecting an internet plan, one of the terms you will see is “download speed.” Your download speed refers to how quickly you receive text, images, music, video, and other data when you’re online. Most of what we do online involves downloading information, including viewing web pages, listening to music, streaming videos, and playing games. The faster the download speed, the shorter it takes for the information to download to your computer for you to read, watch, listen to, or engage with.



Similar to download speed, “upload speed” is a consideration when selecting a plan. Upload speed refers to how quickly you can send data from your device to the internet. Common tasks that involve uploading include sending an email to a friend, sharing photos on social media, backing up files online, playing games, and video conferencing.



You might also consider data limits. A data limit is the amount of data you are allowed to use over a set period of time, usually a billing cycle. Each task you do on the internet uses data. When you send an email, it requires data. When you watch a movie from a website, it uses data. Some tasks, like reading or sending an email, only use a little bit of data; other tasks, like watching a movie, use more. If you go over the limit, some service providers may charge you for using extra data.




Tips for Selecting a Provider
Data limits


Internet speed recommendations		
Activity	Usage required	Our recommended speed
Email	1Mbps	1Mbps
Web browsing	3-5Mbps	5-10Mbps
Social media	3-5Mbps	10Mbps
Video calls	3-5Mbps	10-20Mbps
HD streaming	5-10Mbps	10-20Mbps
Online gaming	3-6Mbps	25-35Mbps
4K streaming	25Mbps	35Mbps

Information from <https://www.cnet.com/home/internet/how-much-internet-speed-do-you-really-need/>

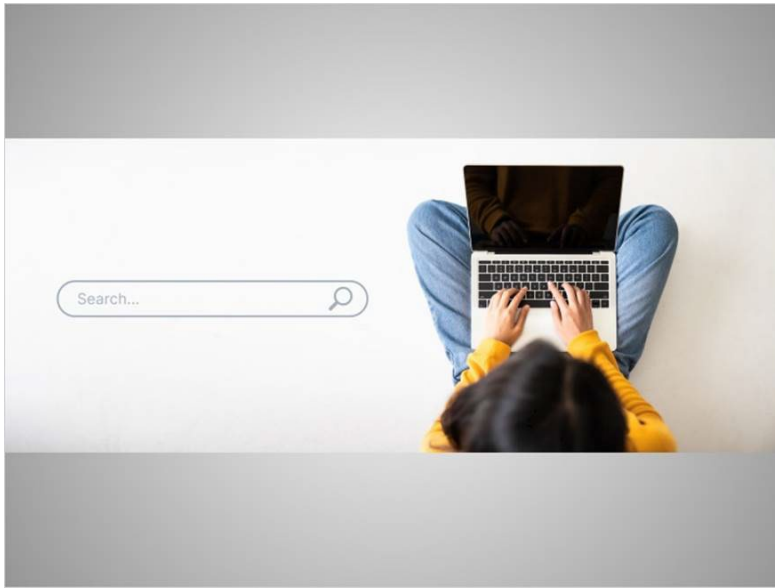
This chart lists how much data you will use when performing certain tasks on the internet. Email and web browsing do not use that much data. If you plan on participating in video calls, streaming tv shows and movies, or playing online video games, you will need more data.



Tips for Selecting a Provider
Other requirements



Check with the internet service provider to determine if there are any other requirements related to the service.



Once you are connected, here are some tips to help you make the most of your internet connection.



Tips for Making the Most of Home Internet
Build skills and confidence using technology



Check your library website to find in-person or virtual classes to build your digital skills, like how to use your computer, connect with family and friends using social media, apply for a job online, and more.



Take advantage of free online services to learn digital skills. You can visit DigitlLearn.org to access self-paced online tutorials to build digital skills like how to search the internet, how to safely search online, the basics of video conferencing, and more. Check your local library or community organizations' websites to discover additional tools they offer to help build your digital skills.



You may also want to get one-on-one digital coaching. Check your local library or community organizations to see if they provide one-on-one digital coaching for technical questions or problems you cannot figure out.



Tips for Making the Most of Home Internet

Get homework help



Access educational tools or tutoring services through your school or library website to assist students with their homework.



Tips for Making the Most of Home Internet

Stay connected with family and friends



Use your internet connection to connect with family and friends via email, social media, video chat, video conferencing tools, and more.



The Affordable Connectivity Program, also known as the ACP, helps qualifying households receive a discount for internet service with participating providers.

In this course, you followed along with several families as they learned about the Affordable Connectivity Program, the information they need to apply for the program, how to apply for the program, and how to use the benefit to obtain internet service for their household. We hope that you can use the information in this course and in the Additional Resources section to apply for the ACP program.