

CHECKLIST • MAILING ACP APPLICATION

If mailing an ACP application, follow this checklist:

- Cover Sheet <https://www.affordableconnectivity.gov/wp-content/uploads/acp/documents/cover-sheet.pdf>
- Application (review to make sure the application is completed and signed)
Include ACP documentation to support qualification
- Place postage and address envelope to:
ACP Support Center
P.O. Box 7081
London, KY 40742

Tips:


- To avoid delays, send copies of your proof documents with your initial application.
- Make copies or take pictures of your documents using a scanner, copy machine, camera, or smartphone.
- Avoid sending any dark or blurry copies or pictures.
- Never submit original copies of your documents.

Next Steps

- Approval process can take 2-3 business days
- Approval email will be sent to the email address used in the application.
- If you do not hear back after 3 days - please escalate to www.consumercomplaints.fcc.gov
- Once the application has been approved, the applicant has 90 days to obtain service or the approval will expire.

Contact the ACP Support Center

Operating Hours: 7 days a week, from 9:00 a.m. to 9:00 p.m. ET

 (877) 384-2575

 ACPSupport@usac.org

The ACP Support Center can help with questions about:

- The status of your ACP application
- Documents needed to show you qualify
- Companies in your area
- Assistance with the ACP Household Worksheet
- Resetting your account