APPLICATION:

Questions #1-3:

FCC FORM 5645

Affordable Connectivity Program Application Form





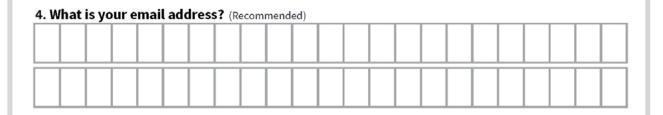
Your Information

All fields are required unless indicated. Use only CAPITALIZED LETTERS and black ink to fill out this form.

2. What is your	s your phone number (if you have one)?								3. What is your date of						rth?			_
Last																		
Middle (Optional)		_											_		Suffi	x (opt	ional)	
First																		

- If completing the form: a reminder to use CAPITALIZED LETTERS ONLY.
- If completing the form: a reminder to use **BLACK INK ONLY**.
- The legal name must match official documents ex. Social Security Card or State ID, a nickname cannot be used.
- There is technically no an age requirement, and a household can qualify on behalf of a child as long as they are participating in a government program in question 10.

Question #4:



- If the resident does not have an email address, we recommend setting one up at www.gmail.com.
- Advise them to create a professional email address
- Both personal and work email addresses are the "home base" when we connect online. The email address is a primary way to receive messages from people and businesses. An email address is also the one piece of contact information you most frequently share with services as you bank, school, work, apply for jobs, access online resources, and shop.
- When creating a password, here are some helpful tips to create a strong password. A strong password is one that's easy for you to remember but difficult for others to guess. Here are some important things to consider when creating a password.
 - **Never use personal information** such as your name, birthday, user name, or email address. This type of information is often publicly available, which makes it easier for someone to guess your password.
 - Use a longer password. Your password should be at least six characters long, although for extra security it should be even longer.
 - Don't use the same password for each account. If someone discovers your password for one account, all of your other accounts will be vulnerable.
 - Try to include **numbers, symbols**, and both **uppercase** and **lowercase letters**.
 - Avoid using words that can be found in the dictionary. For example, swimming1 would be a weak password.
 - Be sure to write the password and username down for the resident, remind them to **store it in a safe place**.

Questions #5:

5. Identity Verification. Please select <u>one</u> of the following:
a. If you would like to verify your identity using your Social Security number, please enter the last four digits of your Social Security number (SSN4)*
last four algres of your social security manifest (SSN-4)
*Social Security numbers are not required to participate in the Affordable Connectivity Program, but using a Social Security number will process your application the fastest.
b. If you have and would like to use a Tribal Identification Number to verify your identity,
please enter it below.
c. 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 include a scanned copy or photo of your form of identification with your application.

- #5 remind the resident they do not have to use their Social Security number, however, processing is faster when they use it.
- If you do not have access to a scanner we suggest taking a photo with a mobile phone.
- iPhone Notes App (there are other apps)
 - · Open the Notes app.
 - · Tap the Create new note icon in the bottom right-hand corner.
 - · Tap in the body of the note to see the options menu.
 - · Select the camera icon.
 - · Tap Scan Documents.
 - · Tap the shutter button to scan the photo.
 - · Email and text to yourself
- You can also take a photo of the document you need.
 - · Ensure the document is flat.
 - · Eliminate wrinkles or folds.
 - · Make sure they are legible.
 - · Make sure there is good lighting.
 - · Give enough distance and tap to focus.

Questions #6-9:

Street Number a	and Name																
Apt., Unit, etc.			City														
State	Zip Code																
'. Is this a te	emporary	addre	ss?	Ye	es	1	Vo	8.	Che	ck if	you	live	on T	riba	ıl laı	ıds*	
			_														
			_														
9. What is yo	our mailir		_														
9. What is yo	our mailir		_														
9. What is yo	our mailir		_														
7. Is this a te	our mailir		ress? (

- #6 Reminder the resident must provide a physical address of where the internet service will be received.
- If the household is moving, they have 30 days from the date they move to notify the carrier with the new address update this entire sentence.

Questions #10-12:

11. What	is their full	legal name	?		 				
First									
			TT	TT	$\overline{}$	П			
Middle (optio	onal)						Sı	uffix (optional)	
				П					
Last									
12 What	is their date	a of hirth?							
12. Wilat	is tilell date	e or birtir		_					

- #10-13 only need to be completed if the applicant is qualifying using someone other than themself. If the applicant is the recipient of the federal benefit or is qualifying using household income, skip #10-13.
- #10 Any member of the household can make their household eligible if they
 participate in one of the Federal programs. For example, if their child or dependent
 participates in the Free and Reduced-Price School Lunch Program, the household
 qualifies for the ACP benefit.
- The legal name must match legal documents ex. birth certificate
- #12 Reminder: use the birthdate of the dependent who participates in the federal benefit program if different from the applicant.

Question #13:

13. Identity Verification. Please select <u>one</u> of the following:
a. If you would like to verify their identity using their Social Security number, please enter the last four digits of their Social Security number (SSN4)*
*Social Security numbers are not required to participate in the Affordable Connectivity Program, but using a Social Security number will process your application the fastest.
b. If you have and would like to use a Tribal Identification Number to verify their identity, please enter it below.
c. 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 their identity.
Driver's License
Military ID
Passport
Taxpayer Identification Number
Other Government ID
Please include a scanned copy or photo of their form of identification with your application.

- Part A reminder this is the child or dependent's social security number. A social security number is not required but makes the process faster.
- Part C You will need to scan the forms of identification. If the dependent is a minor, a valid school ID is an acceptable proof of identification.
- If you do not have access to a scanner, take a photo with a mobile phone.
- iPhone Notes App (there are other apps)
 - · Open the Notes app.
 - · Tap the Create new note icon in the bottom right-hand corner.
 - · Tap in the body of the note to see the options menu.
 - · Select the camera icon.
 - · Tap Scan Documents.
 - · Tap the shutter button to scan the photo.
 - · Email and text to yourself
- You can also take a photo of the document you need.
 - · Ensure the document is flat.
 - · Eliminate wrinkles or folds.
 - · Make sure they are legible.
 - · Make sure there is good lighting.
 - · Give enough distance and tap to focus.

Questions #14:

Supplemental Nutrition Assistance Pr	rogram (SNAP, also called Food Stamps)
Supplemental Security Income (SSI)	
Medicaid	
Federal Public Housing Assistance (F	PHA)
Housing Choice Voucher (H	CV) Program (Section 8 Vouchers)
Project-Based Rental Assist	ance (PBRA)/202/811
Public Housing	
Affordable Housing Program	ns for American Indians, Alaska Natives or Native Hawaiians
Federal Pell Grant for the current awa Special Supplemental Nutrition Prog	
	h or Breakfast Program, or enrollment in a Community pose this program, please enter your school name, school
Eligibility Provision School. If you cho	h or Breakfast Program, or enrollment in a Community
Eligibility Provision School. If you cho	h or Breakfast Program, or enrollment in a Community
Eligibility Provision School. If you cho district and state. School Name al Specific Programs Bureau of Indian Affairs (BIA Tribal Temporary Assistance	h or Breakfast Program, or enrollment in a Community pose this program, please enter your school name, school School District State A) General Assistance e for Needy Families (Tribal TANF)
Eligibility Provision School. If you cho district and state. School Name al Specific Programs Bureau of Indian Affairs (BIA Tribal Temporary Assistance Food Distribution Program	h or Breakfast Program, or enrollment in a Community pose this program, please enter your school name, school School District State

- Check the boxes that are applicable- TO THE RESIDENT
 - If using the online application, you will not be able to go to the next step without filling out identifying information for each of the programs selected.
 It is recommended that you only select one benefit program if using the online version.
- The resident will need to provide documents that show they or someone in their household participates in one of the programs selected.
- Reminder: they only need to qualify for one: government program or income. This
 means only question 14 OR questions 15 & 16 should be completed, NOT both.
 If you have completed question 14, skip to question 17.

Question #14 continued:

• If using a student's participation in free or reduced-price lunch, include the school name, the school district name, and the state. This will be used to look up the school in the community eligibility program (CEP) database. Many San Antonio area schools participate in the CEP, which provides all students attending that school with free lunch. Check the following database to see if the school participates in the CEP.

https://frac.org/community-eligibility-database/

If the school is in the database, all that is needed is an enrollment document with the following information:

- The name of the benefit qualifying person (BQP)
- The name of the school
- School Address
- School Contact information (Phone Number and/or Email)
- · Dates for the current school year

If the school is not in the database and does not participate in the CEP, the school will need to provide proof that the student individually is enrolled in the free or reduced-price lunch program.

Question #17-20:

Initial

17. 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).



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



19. I understand that I have to tell my service provider within 30 days if I do not qualify for the ACP anymore, including:

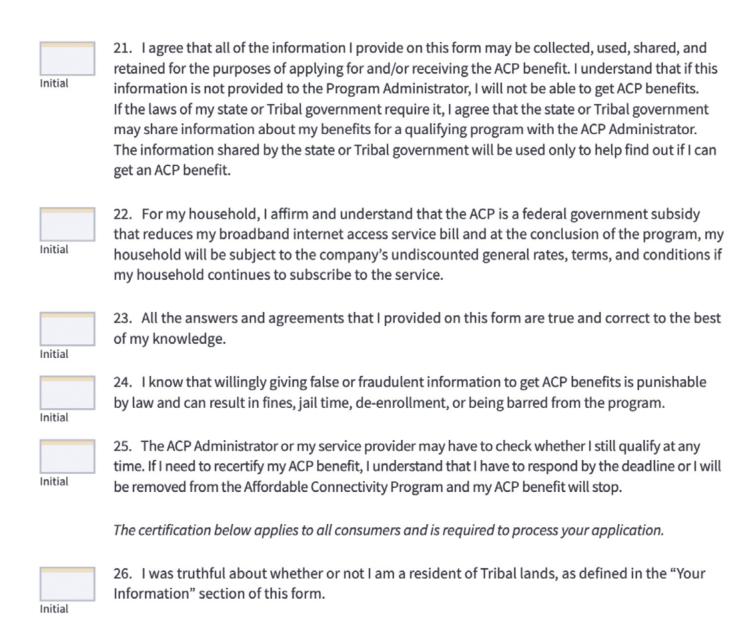
- 1.) I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
- 2.) Either I or someone in my household gets more than one ACP benefit.



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

- Review each of the questions and make sure the resident places their initials in each of the boxes
- Ensure resident has read and understands #17- #20 before initials. In some cases, this might include reading them to the resident.

Questions #21-26:



- Review each of the questions and make sure their initials are in each of the boxes.
- Ensure resident has read and understands #21- #26 before initials. In some cases, this might include reading them to the resident.

Question #27-28:



Guide:

Please make sure the resident signs and dates the document

Question #29:

9.	Wha	t is	your	Rep	rese	ntat	ive I	D?							

Guide:

 Representatives who help consumers apply (such as internet company agents, state and Tribal partners, etc.) are required to register in the Representative Accountability Database (RAD) and must enter their Representative ID here. More information on this can be found at https://www.usac.org/lifeline/rad.

CHECKLIST • MAILING ACP APPLICATION

If mailing an ACP application, follow this checklist:

Cover Sheet
https://www.affordableconnectivity.gov/wp-content/uploads/cover-sheet.pdf
Application (review to make sure the application is completed, initialed and
signed on page 7) Include ACP documentation to support qualification.
Place postage and address envelope to:
USAC ACP Support Center
P.O. Box 9100
Wilkes-Barre, PA 18773

Tips:

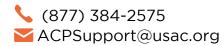
- To avoid delays, send copies of your proof documents with your initial application.
- Make copies or take pictures of your documents using a scanner, copy machine, camera, or smartphone.
- Avoid sending any dark or blurry copies or pictures.
- Never submit original copies of your documents.

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



The ACP Support Center can help with questions about:

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