SA DIGITAL CONNECTS

San Antonio and Bexar County
Private-Public-Community Collaboration

AFFORDABLE CONNECTIVITY PROGRAM ENROLLMENT GUIDE

With GetInternet.gov Application Instructions

V2-6-2023

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The information found in this SA Digital Connect Affordable Connectivity Plan (ACP) Enrollment Guide and Toolkit is intended for public use, to support community groups and individual households in securing ACP free or discounted internet. The ACP plan is provided by the Federal Communications Commission (FCC) and the Internet Service Providers (ISP). This Enrollment Guide and Toolkit reflects the content available to SADC at its launch and the most recent updates can be found at sadigitalconnects.com/ACP.

Please note final details will be provided by the ISPs and ACP details and requirements may fluctuate in the ever changing digital ecosystem.

SA DIGITAL CONNECTS

San Antonio and Bexar County
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Thank you to our community partners who support residents of San Antonio and Bexar County with digital inclusion efforts daily. This is not easy work, but we know it is worthwhile to connect residents so they have access to opportunities, school, jobs, services, connection, and community.

The Affordable Connectivity Program (ACP) provides residents with a $30/month discount off of people's internet bill. There is also a one-time discount of up to a $100 purchase of a laptop, tablet, or desktop computer. This is a significant cost-savings that many of our residents can take advantage of.

SA Digital Connects partnered with Family Services of San Antonio, Inc. and the City of San Antonio Innovation team to create the ACP Enrollment Guide and Toolkit in August 2022. Since then, the FCC has made the sign-up process less complex. This guide has been updated to reflect the most recent changes, including a link to check if an individual automatically qualifies for ACP. The intent of our guide is to support our community partners in signing residents up to take advantage of the ACP benefit. We hope you find it helpful.

In partnership,

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CITY OF SAN ANTONIO — TEXAS —

Family Service
SUPPORT. STRENGTHEN. SERVE.

To access the latest version of the ACP Enrollment Guide and Toolkit, please visit: **www.sadigitalconnects.com/acp**

WHAT: This document intends to assist and support San Antonio/ Bexar County community organizations with signing residents up for the Affordable Connectivity Program (ACP) benefit to increase digital accessibility across our communities. This document was created in collaboration with Family Service Association of San Antonio, Inc. & the City of San Antonio Innovation team.

WHY:

Solving the DIGITAL DIVIDE and assuring every household has fast, reliable, affordable internet can lead to economic mobility for every household.

Social determinants of health (SDOH) are conditions in the places where people live, learn, work, and play that affect a wide range of health and quality-of life risks and outcomes.

By addressing the digital divide and ensuring households have access to fast, reliable, and affordable internet, it can lead to economic mobility for our community.

Neighborhood & Environment	Health & Health Care	Social & Community	Education	Economic Stability
1. Get weather advisory alerts 2. Find housing 3. Find rent and mortgage resources 4. Apply for apartment or home 5. Reach property management staff 6. Secure eviction prevention information 7. Apply for COSA and Bexar programs 8. Emergency services can better communicate	9. Telemedicine 10. Make a doctor appointment 11. Apply for benefits 12. Apply for Medicare 13. Apply for Food Bank support 14. Find Health Fairs 15. Get nutritional education 16. On-line exercise classes 17. Senior classes and social connection 18. Matter of Balance training 19. Support Domestic Violence survivors	20. Facetime family and friends 21. Find community event information 22. On-line socialization 23. On-line appointments 24. On-line celebrations 25. Access to email and photo sharing with friends and family 26. Improved isolation, studies show mood elevation 27. Belonging	28. Access to job applications and processes 29. Access to career information 30. Access to education support organizations 31. Job training 32. ESL classes and supports 33. Literacy programs 34. Apply for college 35. Homework help 36. Apply for summer camps and children's activities	37. Learn about jobs 38. Send resumes 39. Apply for jobs 40. Online banking 41. Financial literacy 42. Budget classes 43. Internet safety class 44. Eviction prevention classes 45. Utilities and rent assistance programs 46. Cont. education and higher ed programs 47. On-line job training 48. On-line job coaching & access to recruiters 49. Email access for job search

AFFORDABLE CONNECTIVITY PROGRAM - ENROLLMENT GUIDE
KNOW BEFORE YOU "CONNECT"

What is the program?
The Affordable Connectivity Program (ACP) is a Federal Communications Commission (FCC) program that provides a broadband and/or one-time connected device benefit for qualifying households.

What is the benefit and how does it work?
- This new benefit provides a discount of up to $30 per month per household toward broadband service.
- Eligible households can also receive a one-time device discount of up to $100 to purchase a laptop, desktop computer, or tablet from participating providers.
- The program is limited to one monthly service discount and one device discount per household.
- The ACP benefit is non-transferable to another person, even if they qualify for the ACP.
- The reimbursement goes directly to the service provider, so the money will not go to the consumer for this program.
- This is a two step process. First is the ACP application and approval. Second is obtaining service from an internet service provider to claim the benefit.
- Plans vary in price. Depending on the carrier, participants can apply the $30 to a $30 plan or use it as a $30 off discount for a more expensive plan. Ex: AT&T Access is $30/month- with ACP subsidy.

What documents and information do residents need to enroll?
The applicant should have the following items before beginning the enrollment process:

- Official documentation that proves the applicant or a member of their household participates in a qualifying government assistance program.

- A legal form of identification

- An individual can now check to see if they qualify for ACP through another program they're enrolled in. They will need to provide a social security

number.
- An email address. If the applicant does not have an email address, help them set up a free one.

- Any member of your household can make your household eligible if they participate in one of the programs above. For example, if your child or dependent participates in the Free and Reduced-Price School Lunch Program or is enrolled in a USDA Community Eligibility Provision school, your household qualifies for the ACP benefit.

Who qualifies for ACP?
Applicants can qualify through 1) a government program or 2) through income. They only need one.

1. **Qualifying through a government program** - The resident is eligible for the ACP if they (or someone in their household) participates in one of these Federal programs:
   - Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
   - Medicaid
   - Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
   - Supplemental Security Income (SSI)
   - Federal Public Housing Assistance (FPHA)
   - Veterans Pension and Survivors Benefit
   - Free and Reduced-Price School Lunch Program or School Breakfast Program, including at U.S. Department of Agriculture (USDA) Community Eligibility Provision schools
   - Received a Federal Pell Grant in the current award year

   Note: If someone in the household received benefits from a program listed above, they are eligible for ACP regardless of income.

2. **Qualifying through income** - If the applicant does not participate in any of the federal benefit programs listed above, they can qualify for ACP if their income is 200% or less than the Federal Poverty Guidelines. The guideline is based on their household size and state. They must show proof.

Document Examples:
- Prior year's state, federal, or Tribal tax return
- Current income statement from your employer or a paycheck stub
- A Social Security statement of benefits
- Veterans Administration statement of benefits
- Unemployment or Worker's Compensation statement of benefits
- Divorce decree, child support award, or a similar official document showing your income
- A retirement/pension statement of benefits

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

OTHER TIPS:

Other Tips to Know:

- Households are required to use the benefit in order to remain enrolled in ACP, but this does not require a new application or monthly re-enrollment on the part of the applicant. If an internet service provider is requiring ACP participants to recertify monthly in order to keep the benefit, please help them to file an FCC consumer complaint at https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=38824 or www.consumercomplaints.fcc.gov

- If your ACP service is free, you must use it at least once every 30 days to maintain your service. If you don't, you will get a 15-day notice from your internet company to use it or it will get turned off and you will need to reapply for the ACP.

- If you change your address, no longer qualify for the ACP, or more than one person in your household receives the ACP benefit, notify your company within 30 days.

- Every year, USAC will check to confirm you still qualify. If we cannot automatically confirm that you qualify, you will receive a letter in the mail and may also receive reminders by mail or pre-recorded messages on your phone. If you are asked to recertify, you must do so within 60 days, or you will lose your ACP benefit.

- Lifeline is a Federal Communications Commission program to help make communications services more affordable for qualifying consumers. If the resident currently receives a Lifeline benefit, they automatically qualify for the ACP and you can receive both benefits at the same time. For more on this the resident can speak with their internet company to learn how to start receiving ACP discounts.

- Keep training standardized so that it's coming from a branded and trusted organization.

- Residents are not prohibited to apply because of past due balances

- Residents are able to work with Internet provider of choice

- There are no early termination fees

- Information provides is only used to ensure eligibility; information will not be shared otherwise

- The fastest way to enroll in the ACP is by using the NEW online application to see if an individual qualifies.

- When applying online, you must first confirm your identity on the Lifeline National Verifier site and create an account. After you create the account, you enter the account in order to start the application for the ACP.

- If you change your address, no longer qualify for the ACP, or more than one person in your household receives the ACP benefit, notify your company within 30 days.

OUTREACH SCRIPT:

Script 1
Hello (Resident Name),

I have the opportunity to sign up clients for the Affordable Connectivity Program (ACP). It is a national program that provides assistance with internet for free or at a discount. It can be used with many providers in San Antonio and Bexar County. Is this something that you might be interested in?

There's a new fast and easy way to see if you qualify. You will need an email address and your social security number. I can help you fill it out the printed or online application if it's something you want to do.

Script 2 Phone Call
Hello (Resident Name),
This is (name) from the (Community org name). We were talking about the Affordable Connectivity Program (ACP) to try and get you free or discounted internet with a provider. I will have the printed application or I can help you fill it out online.

Some documents you can bring are:
Something to show income like last year's taxes
If you're enrolled in a program like WIC, SNAP, Free or reduced lunch or something that shows you're receiving that service
Proof of Identity Proof of address

I can make copies of anything you need here.

NEW ACP APPLICATION ONLINE

The FCC made updates to the ACP online application. Thanks to the National Verifier's automated database, connections can now verify a consumer's eligibility, identity, and address information to determine if they qualify for the Affordable Connectivity Program. The outcome of these database checks will be shared with consumers before they are required to create an account or sign into their existing account. The process is now easier and more streamlined for the applicant and typically takes about 10 minutes to complete.

Pre-Qualify

Affordable Connectivity Program Application

Before you get started

The personal information you enter will be used to see if you qualify for a discount on your internet. This information will only be used to find out if you qualify.

- Verify your identity using the **last four digits of your Social Security Number**, a Tribal ID number, or other government ID (Driver's License, Passport, etc.). Providing a Social Security Number may reduce the need to provide extra documentation.
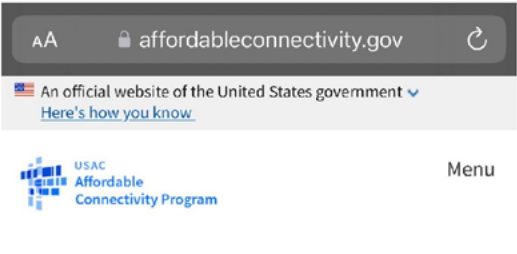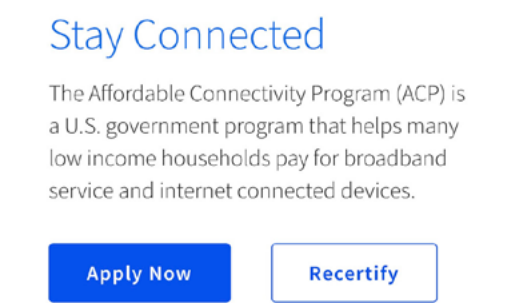
- Enter an **email address** so we can contact you.

Next

The new flow of the application has two main options for the applicant.

Option 1
- Residents can provide the last four digits of their Social Security number to process their application faster.
- They will need an email address to receive communication and verification

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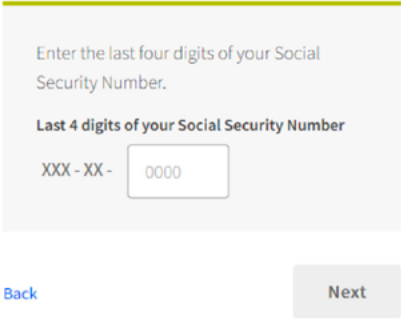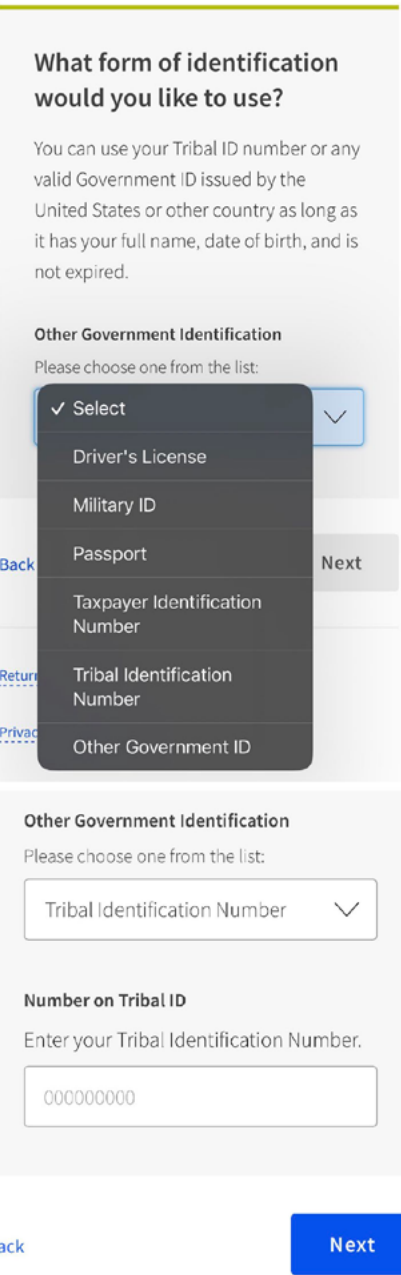7. **Create account.**
8. **Complete certification.**

Option 2
- Residents who choose not to provide the last four digits of their Social Security number or do not have auto-qualify can still qualify and will need to upload identity documentation.

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

	Steps	Online Application Overview
1	Tap or click on a web browser on your mobile device or computer. • Type AffordableConnectivity.gov in the web address bar and press **Enter** on the keyboard or **Go/Search** on your mobile device to open the website.	AA 🔒 affordableconnectivity.gov ⟳ 🇺🇸 An official website of the United States government ⌄ Here's how you know USAC Affordable Connectivity Program Menu
2	Tap or click **Apply Now**.	**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**

3	Read about helpful tips and learn more about how your information will be used. • Tap or click **Next** to get started with your application.	## Affordable Connectivity Program Application ### Before you get started The personal information you enter will be used to see if you qualify for a discount on your internet. This information will only be used to find out if you qualify. ▪ Verify your identity using the **last four digits of your Social Security Number**, a Tribal ID number, or other government ID (Driver's License, Passport, etc.). Providing a Social Security Number may reduce the need to provide extra documentation. ▪ Enter an **email address** so we can contact you. **Next**
4	Fill out your home address and contact information. • Type in your home address. 　○ This **cannot** be a P.O. Box. • Tap or click the checkbox to enter in a mailing address if it's different from your home address. 　○ This **can** be a P.O. Box.	### Fill out your information **Home address where you will get internet** It cannot be a P.O. Box. Street Number and Name [Street Number and Name] Apartment, Unit, etc. [Apt, Unit, etc.] City or Town [City or Town] State or Territory [State ∨] Zip Code [00000] ☐ My mailing address is different than my home address.

4a	Fill out your contact information.
	    • Type in your email address.
	        ○ Notifications about your application will go to the email address that you provide.
	    • Type in your phone number (optional).
	    • Tap or click **Next**.
		Contact information
		
		Please provide the best email address to receive important reminders about your application.
		
		Email Address
		
		email@email.com
		
		Phone (optional)
		
		(000) 000-0000
		
		By providing a phone number, you consent to letting USAC contact you at that phone number via artificial or prerecorded voice message or text for important reminders and updates about your ACP benefit. For text messages, message and data rates may apply. Text STOP to end messages.
		
		Back Next

5	Do you want us to check your identity with the last four digits of your Social Security Number?
	
	    • **Yes** - Tap or click **Next**.
	        ○ Go to **step 5a** to type in your Social Security Number.
	
	    • **No** - Tap or click **No,** then **Next.**
	        ○ Go to **step 5b** to type in your Tribal ID number.
	        ○ Go to **step 5c** for instructions on how to provide an official document.
		# Fill out your information
		
		We'll use this information to see if you are eligible. It won't affect your credit.
		
		Do you want us to check your identity with your Social Security Number?
		
		Using the last four digits of your Social Security Number will help speed up your application process and may avoid you having to provide extra documentation.
		
		🔵 Yes, use the last four digits of my Social Security Number.
		
		⚪ No, I want to provide an official document (Driver's License, Passport, etc.) or use my Tribal ID number.
		
		Back **Next**

5a	Type in the last four digits of your Social Security Number and tap or click **Next.**	Enter the last four digits of your Social Security Number. **Last 4 digits of your Social Security Number** XXX - XX - 0000 Back Next
5b	Select **Tribal Identification Number** from the drop-down. • Type in your Tribal ID number. • Tap or click **Next**.	**What form of identification would you like to use?** You can use your Tribal ID number or any valid Government ID issued by the United States or other country as long as it has your full name, date of birth, and is not expired. **Other Government Identification** Please choose one from the list: ✓ Select Driver's License Military ID Passport Taxpayer Identification Number Tribal Identification Number Other Government ID Back Next Return Privac **Other Government Identification** Please choose one from the list: Tribal Identification Number ⌄ **Number on Tribal ID** Enter your Tribal Identification Number. 000000000 Back **Next**

5c	Select the **form of identification** you'd like to use from the drop-down.
	• Tap or click **Select Photo** to attach a copy of your identification.
	o The options to attach your identification will vary based on your device.
	o You will receive a success message after you attach your identification.
	• Tap or click **Next**.

What form of identification would you like to use?

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

Other Government Identification
Please choose one from the list:

✓ Select

Driver's License

Military ID

Passport

Taxpayer Identification Number

Tribal Identification Number

Other Government ID

Back   Next

Return

Privacy

Other Government Identification
Please choose one from the list:

Driver's License ⌄

Attach photo of the ID

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

Select Photo

⊘ Congratulations on successfully uploading your photo.

↑ FA351EE2-9... (210767) ✕

Back   **Next**

6	Type in your full first and last name as it appears on your official documents, like a Social Security Card or government ID.	**Full name as it appears on your identification** Enter the name you have on your official documents like Social Security Card or Government ID. This should be your full legal name, not a nickname. **First Name** [First Name] **Middle Name (optional)** [Middle Name] **Last or Family Name** [Family Name]
6a	Fill out your date of birth. • Select the month from the drop-down. • Type in the day. • Type in the year. • Tap or click **Next.**	**Date of Birth** Month [MM ⌄] Day [DD] Year [YYYY] Back Next

7	Do you participate in Medicaid or the Supplemental Nutrition Assistance Program (SNAP)?
	
	• **Yes** - Tap or click **Next**.
	    o Go to **step 8** to continue.
	
	• **No** - Tap or click **No,** then **Next**.
	    o Go to **step 7a** if you qualify another way.
		## Confirm your program participation
		
		Do you participate in Medicaid or the Supplemental Nutrition Assistance Program (SNAP)?
		
		If you do not participate in either of these programs you may still be eligible. We'll just need to ask a few more questions.
		
		● Yes, I think I participate in Medicaid and/or SNAP.
		
		○ No, I do not think I participate in Medicaid and/or SNAP and want to qualify another way.
		
		Back **Next**

7a	Do you participate in another program or qualify through your income?
	
	• **Yes** - Tap or click the check box next to all that apply.
	    o Tap or click **Next**.
	    o Go to **step 8** to continue.
	
	• **No** - Tap or click the last check box if your child or dependent may qualify.
	    o Go to **step 7b** if your child or dependent who may qualify.
		Which of the following programs do you participate in?
		
		Check all that apply.
		
		☐ Federal Pell Grant
		☐ Veterans Pension and Survivors Benefit Programs
		☐ Federal Housing Assistance ⓘ
		☐ Supplemental Security Income (SSI)
		☐ Special Supplemental Nutrition Program for Woman, Infants, and Children (WIC)
		☐ Tribal Specific Program (Only choose if you live on Tribal lands)
		☐ I don't think I participate in any of these programs, I may qualify through my income
		☐ I don't participate in any of these, but I have a child or dependent who may qualify
		
		Back Next

7b	Does your child or dependent participate in a qualifying program? • Tap or click the check box next to all that apply. • Tap or click **Next**. ○ Go to **step 7c** to continue.	

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

Check all that apply.

☐ SNAP (Supplemental Nutrition Assistance Program) or Food Stamps

☐ Medicaid

☐ Free and Reduced-Price School Lunch or Breakfast Program

☐ USDA Community Eligibility Provision (CEP) School

☐ Veterans Pension and Survivors Benefit Programs

☐ Federal Housing Assistance ⑦

☐ Supplemental Security Income (SSI)

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

☐ Tribal Specific Program (Only choose if they live on Tribal lands)

☐ I don't think my child or dependent participates in any of these programs, but may qualify through income

Back   Next

| 7c | Fill out your child or dependent's information.

You'll need to:
- Verify your child or dependent's identity using the last four digits of their Social Security Number, a Tribal ID number, or by attaching a copy of their identification.
- Fill out their first and last name.
- Fill out their date of birth.
- Tap or click **Next.**
  - o Go to **step 8** to continue. | Do you want us to check your child or dependent's identity with their Social Security Number?

Using the last four digits of their Social Security Number will help speed up your application process and may avoid you having to provide extra documentation.

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

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

Back   Next

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

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

First Name

First Name

Middle Name (optional)

Middle Name

Last or Family Name

Family Name

Date of Birth

Month

MM

Day

DD

Year

YYYY

Back   Next |

8	Review your information.

Review the information you provided. If you need to correct your information, tap or click ✏️ **Edit** and make any edits.

Review the consent statement to confirm the information you provided will be used to check if you are eligible.

Tap or click **Check my eligibility**.
- It may take a few minutes to check your information against available automated databases.

Review your information

Please review the information you provided and make any edits.

Your Information ✏️ Edit

Name
Francine Tester

Home Address
123 Main Street
Town, PA 11111

Mailing Address
Same

Date of Birth
1/01/1970

Phone (optional)
Not Provided

Email Address
email@email.com

Your ID

Last four digits of your Social Security Number
XXX-XX-1111

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

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

Back   **Check my eligibility**

| 9 | You'll find out right away if you qualify to get a benefit or if we need more information to see if you qualify.

What to do next to save your information and continue your application.

If you need to **create an account**
• Tap or click **Create account**.
• Type in a username. It can be an email address or a unique ID.
• Type in a password that is a mix of letters, numbers, and symbols.
• Type in the same password again.
• Tap or click the **I'm not a robot** checkbox.
• Tap or click **Create account and sign in**.

If you already have an account, **sign in**
• Tap or click **Sign in**.
• Type in your username.
• Type in your password.
• Type the same password again.
• Tap or click **Sign in**.

ⓘ **If you need to leave and come back to complete this step later, you'll need to enter in your information again.** We will send a reminder to the email you provided on your application. | **You qualify to get your benefit**

Affordable Connectivity Program benefits:

📶 Service discount up to $30/month

⛰ Service discount up to $75/month on qualifying Tribal lands

📱 Device discount up to $100 for a qualifying device

What to do next
Create an account with a username and password to save the details you already entered and learn how to get your benefit.

[Create account]

Create your account
You need to create an account to save your information and continue your application.
Username
This could be an email address or unique ID.
[email@email.com]

Create a password
Choose something that is a mix of letters, numbers, and symbols. Write down your password and keep it in a safe location because you will need to use it again.
• At least 8 characters long
• At least 1 capital letter
• At least 1 number (0-9)
• At least 1 special character (!@#$%^&*)
• No restricted phrases ⓘ
[ ]
☐ Show password
Confirm password
Type the same password again.
[ ]
☐ Show password
☐ I'm not a robot
[Create account and sign in] | **We need more information to see if you qualify**

A few things happened:

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

What to do next
It looks like you already have an account. Sign in to save your information.
Then, we'll help you provide the extra information to see if you qualify.

[Sign in]

Sign in
Username
This could be your email address or unique ID.
[email@email.com]
Forgot your username?
Password
[••••••••]
☐ Show password
Forgot your password?
☑ I'm not a robot

[Sign in] |

10	Finish your application.

Did we ask you to provide additional information or documentation?

- **Yes** - Go to the **Show You Qualify** section to continue your application.

- **No** - Your last step is to review the certification statements.
  - ○ Read the statements.
  - ○ Type your first and last name to confirm you agree with the statements.
  - ○ Tap or click **Submit**.
  - ○ Go to **step 11** to continue.

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

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

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

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

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

How your information will be used
I agree that all of the information I provide on this form may be collected, used, shared, and retained by the Affordable Connectivity Program Administrator (Universal Service Administrative Company) for the purposes of applying for and/or receiving the Affordable Connectivity Program benefit.
- I agree that my state or Tribal government may share information about my benefits for a qualifying program with the Affordable Connectivity Program Administrator if required by law and this information will be used only to help find out whether I can get an Affordable Connectivity Program benefit.

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

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

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

Your Signature

Type your name below
Francine Teszer

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

Back   Submit

| 11 | Contact a participating internet company to get your benefit.

• **Contact a participating internet company** to start receiving your ACP benefit.
• Sign up by the deadline or you will need to re-apply.
• We will also send this information to the email you provided on your application. | **Contact an internet company to get your benefit**

You're approved to get your benefit. **Sign up by June 26, 2023.**

What to do next

If you already have internet

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

If you don't currently have internet

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

Application ID:
B11111-BBBBB

Full legal name:
Francine Tester

Address:
123 Main Street,
TOWN, PA 11111

Method of identity verification:
Last 4 digits of SSN

We have sent this information to the email you provided on your application.

Do you live on Tribal lands?   +

Need to find an internet company near you?   + |

Show You Qualify

You may need to provide additional information or documentation if we cannot confirm your eligibility, identity, or address. This section includes information on the steps you take to confirm your information if you encounter these questions in your online application. For more information, review our Acceptable Documentation Guide (available in English and Spanish).

Information or Documentation Needed	Online Application Overview
### Confirm Your Address You may be asked to confirm your address by locating where you live on the map. - If you need to correct your address, tap or click **fix it here**. **Show us where you live** - To locate where you live, double click on the map, or use the (+) button to zoom in. - Tap or click the + icon to expand the How to Find Your Address section and view a short video. - Tap or click on the pin once you have found your address on the map. - Tap or click **Next**.	
### Confirm Your Household Qualifies You may be asked to confirm that your household qualifies for the Affordable Connectivity Program benefit. (!) Only one monthly benefit is allowed per household. A household is a group of people who live together and share money even if they are not related to each other. - Answer the questions. - Tap or click **Next**.	

Confirm Your Identity

You may be asked to upload documents that confirm your identity information.

- If you need to correct your identity information, tap or click **fix it here**.

If you need to confirm your date of birth,

- Provide a copy of an unexpired official document, such as a driver's license, that has your first and last name and date of birth.

If you need to confirm your Social Security Number or Tribal ID*

- Provide a copy of an unexpired official document, such as a Social Security Card or Tribal ID, that includes your first and last name and the last 4 digits of your SSN or full Tribal ID.
    - *If you did not provide the last 4 digits of your Social Security Number or your Tribal ID on your application, verify your identity using another form of identification such as a driver's license, military ID, passport, taxpayer identification number (ITIN) document, or other government ID.

- Tap or click **Choose File** to attach a copy or photo of the document you will use to confirm your identity information.
- Tap or click **Next**.

Confirm Your Identity

We couldn't confirm your identity information.

This is the information you gave us.

Full Legal Name:	Francine Tester
Date of Birth:	January 1, 1990
Last 4 SSN:	1234

If you see a typo in your information, fix it here.

You have until **5/14/2023** to provide documentation to confirm your identity. If you miss this deadline, you will need to submit a new application.

Provide documentation that includes:

- Your first and last name
- Your date of birth
- The last four digits of your SSN or Tribal ID number*

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

Show us one document:

Provide one document that includes your first and last name, date of birth, and last four digits of your SSN or full Tribal ID number.*

Document examples:

- U.S. government, military, state, or Tribal issued ID (unexpired)
- Military discharge documentation
- Weapons permit (unexpired)
- Government assistance program document (that includes proof of identity)
- Statement of benefits from a qualifying program (that includes proof of identity)
- Unemployment or worker's compensation statement of benefits

Or show us two documents:

Provide two documents to confirm your first and last name, date of birth, and last four digits of your SSN or full Tribal ID number.*

Show your date of birth

- Driver's license (unexpired)
- Birth certificate
- Passport (unexpired)
- Certificate of Naturalization (or Certificate of U.S. Citizenship)
- Permanent Resident Card (unexpired)

Show the last four digits of your SSN or full Tribal ID number

- Social Security card
- Social Security Benefit Statement (SSA-1099)
- W-2
- Prior year's state, federal, or Tribal tax return

Upload your documents

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

Choose file

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

Back   Save   Next

Confirm You Qualify

You may also be asked to upload documents that confirm your eligibility (such as your income or participation in a government program).

- Choose how you qualify.
- Tap or click **Next**.

If you qualify based on your household income

- Provide documentation, such as a prior year's state tax return, that includes your (or your dependent's) first and last name, your annual income, and an issue date within the last 12 months.

If you participate in one of the qualifying assistance programs

- Provide documentation, such as a benefit award letter or statement, that includes your (or your dependent's) first and last name, the name of the qualifying program (such as SNAP), the name of the government, Tribal entity, program administrator that issued the document, and an issue date within the last 12 months or a future expiration date.

  - **If you participate in the Free and Reduced-Price School Lunch Program or School Breakfast Program**, documents such as a letter from the school must be from the current school year or the school year immediately preceding the application.
  - **For enrollment in a CEP school**, documents must include the student's name, the relevant school year, the name and address of the school, and contact information (phone or email) for the school and show that the student is enrolled in a CEP school for the relevant school year. (The student must still be enrolled at the time of the application.)
  - **For Federal Pell Grants**, documents must be from the student's school or the Department of Education and must show that the student has received a Pell Grant for the current award year.

- Tap or click **Choose File** to attach a copy or photo of the document you will use to confirm your identity information.
- Tap or click **Next**.

We Could Not Confirm Your Eligibility

> ⓘ You have until **5/14/2023** to provide documentation to confirm your eligibility. If you miss this deadline, you will need to submit a new application.

If you think you may have entered any of your information (such as a name, date of birth, or address) incorrectly, or would like to add a child or dependent, fix it here.

Are you or someone in your household in any of these?
Choose one.

- 🔵 SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ⓘ
- ○ Medicaid
- ○ Supplemental Security Income (SSI)
- ○ Federal 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, or enrollment in a USDA Community Eligibility Provision School in the current school year
- ○ Special Nutrition Program for Women, Infants, and Children (WIC)
- ○ Tribal Specific Program (only choose if you live on Tribal lands)
- ○ I don't participate in one of these programs, I want to qualify through my income.

Document Requirements

Provide a document that includes:

- Your name, or your dependent's name
- The name of the qualifying program, such as SNAP
- The name of the government, Tribal entity, or program administrator that issued the document
- An issue date within the last 12 months or expiration date (in the future)

Document examples:

- Benefit award letter
- Statement of benefits
- Benefit verification letter
- Screenshot of online benefits portal

Upload your documents

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

Choose file

⌐ App_Qualifi... (434428) ✕

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

Back   Save   Next

After you submit your information or documentation, the final step is to certify and sign the application form.

- Read the statements.
- Type your first and last name to confirm you agree with the statements.
- Tap or click **Submit**.

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

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

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

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

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

How your information will be used
I agree that all of the information I provide on this form may be collected, used, shared, and retained by the Affordable Connectivity Program Administrator (Universal Service Administrative Company) for the purposes of applying for and/or receiving the Affordable Connectivity Program benefit.
- I agree that my state or Tribal government may share information about my benefits for a qualifying program with the Affordable Connectivity Program Administrator if required by law and this information will be used only to help find out whether I can get an Affordable Connectivity Program benefit.

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

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

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

Your Signature

Type your name below
Francine Tester

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

Back   Submit

You have submitted your application!

You will receive a message that says we are checking your documents.

After we review your documents, you will receive an email about the status of your application. You can also sign into your account to check the status of your application.

- If we cannot confirm your information based on the documentation you submitted, you will receive instructions on how to submit additional documentation.
- If your application is approved, you will receive a message that says you're approved and instructions for how to start receiving your benefit.

We Are Checking Your Documents

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

This may take some time.

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

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

This page will be available to be refreshed until 5/14/2023. If you need to leave and sign back in later, you can see your application status on your home page.

If you qualify…

You will have 90 days to find a company and sign up for service.

If you do not qualify…

We'll ask you for more information or tell you what to do next. You will have until 5/14/2023 (Based on US Eastern Time) to send us the information or complete the next steps.

Full Legal Name:	**Francine Tester**
Address:	**123 Main Street, TOWN, PA 11111**
Application ID:	**B11111-AAAAA**

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.

1. 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

Middle (Optional)   Suffix (optional)

Last

2. What is your phone number (if you have one)**?**

3. What is your date of birth?

Month   Day   Year

Guide:
- 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:

4. What is your email address? (Recommended)

Guide:
- 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:

Guide:
- #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:

6. **What is your home address?** (The address where you will get service. Do not use a P.O. Box.)

Street Number and Name

Apt., Unit, etc.   City

State   Zip Code

7. **Is this a temporary address**? ☐ Yes ☐ No   8. **Check if you live on Tribal lands*** ☐

9. **What is your mailing address?** (Only fill this out if it is not the same as your home address.)

Street Number and Name

Apt., Unit, etc.   City

State   Zip Code

Guide:
- #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:

> **10. Check if you are qualifying through a child or dependent in your household. If so, answer the following questions:**
>
> **11. What is their full legal name?**
>
> First
>
> Middle (optional)   Suffix (optional)
>
> Last
>
> **12. What is their date of birth?**
>
> Month   Day   Year

Guide:

- #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.

Guide:
- 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:

14. Check all programs that you or someone in your household have:

☐ Supplemental Nutrition Assistance Program (SNAP, also called Food Stamps)

☐ Supplemental Security Income (SSI)

☐ Medicaid

Federal Public Housing Assistance (FPHA)

☐ Housing Choice Voucher (HCV) Program (Section 8 Vouchers)

☐ Project-Based Rental Assistance (PBRA)/202/811

☐ Public Housing

☐ Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians

☐ Veterans Pension or Survivors Benefit Programs

☐ Federal Pell Grant for the current award year

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

☐ Free and Reduced-Price School Lunch or Breakfast Program, or enrollment in a Community Eligibility Provision School. If you choose this program, please enter your school name, school district and state.

School Name	School District	State

Tribal Specific Programs

☐ Bureau of Indian Affairs (BIA) General Assistance

☐ Tribal Temporary Assistance for Needy Families (Tribal TANF)

☐ Food Distribution Program on Indian Reservations (FDPIR)

☐ Tribal Head Start (only households that meet the income qualifying standard)

Guide:

- 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.

Questions #15-16:

15. Including you, how many people live in your household? (check one)	16. Is your income the same or less than the amount listed for your state and household size? (only check yes or no next to your household size)				
	All 48 States, DC, and Territories	Alaska	Hawaii		
☐ 1	$25,760	$32,180	$29,640	☐ Yes	☐ No
☐ 2	$34,840	$43,540	$40,080	☐ Yes	☐ No
☐ 3	$43,920	$54,900	$50,520	☐ Yes	☐ No
☐ 4	$53,000	$66,260	$60,960	☐ Yes	☐ No
☐ 5	$62,080	$77,620	$71,400	☐ Yes	☐ No
☐ 6	$71,160	$88,980	$81,840	☐ Yes	☐ No
☐ 7	$80,240	$100,340	$92,280	☐ Yes	☐ No
☐ 8	$89,320	$111,700	$102,720	☐ Yes	☐ No
☐ If more than 8, add this amount for each extra person:	Add $9,080	Add $11,360	Add $10,440	☐ Yes	☐ No

200% of the 2021 Federal Poverty Guidelines
*The Federal Poverty Guidelines are typically updated at the end of January.

Guide:
- #15- This is only required if the applicant is not using participation in a federal benefit program to qualify. Check the box with the total number of people, including the applicant
- #16 - only check YES to the box you checked off in #15
- Reminder they only need to qualify for one: government program or income
- Reminder the resident must be within 200% below the 2021 Federal Poverty Guidelines

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).

Initial

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

Initial

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.

Initial

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.

Guide:

- 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:

Initial

21. I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the ACP benefit. I understand that if this information is not provided to the Program Administrator, I will not be able to get ACP benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the ACP Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get an ACP benefit.

Initial

22. 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

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

Initial

24. 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

25. 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.

The certification below applies to all consumers and is required to process your application.

Initial

26. I was truthful about whether or not I am a resident of Tribal lands, as defined in the "Your Information" section of this form.

Guide:
- 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:

27. **Signature**

28. **Today's Date**

Guide:
- Please make sure the resident signs and dates the document

Question #29:

29. **What is your Representative ID?**

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

📞 (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

RECERTIFY

Every year, USAC or your internet company will check to confirm you still qualify for the benefit. This process is called recertification. If you are required to respond to a recertification notice and do not respond timely, you will lose your ACP benefit and your ACP internet service may be terminated or your bill may increase.

- If USAC is confirming your continued eligibility for the ACP:

    - If USAC can confirm you still qualify through an automated database, there is nothing else that you need to do to confirm your continued eligibility for the ACP.

    - If USAC cannot confirm you still qualify through an automated database, you will receive a letter in the mail to help you recertify. You may also receive additional reminders by e-mail, mail, or pre-recorded messages on your phone. When you are asked to recertify you must do so within 60 days, or you will lose your ACP benefit.

- If your ACP service provider is responsible for confirming your continued eligibility, your service provider will contact you about the steps you will need to take.

If USAC Send You a Letter
If you are asked to recertify because USAC could not confirm your continued eligibility through an automated database, you will receive a written letter from USAC's ACP Support Center notifying you that you need to recertify. USAC will start the 2023 recertification process in June.

The notice will say:
- You have to recertify
- You have 60 days to respond

What to Do If Asked to Recertify
There are three ways to recertify for ACP.

📞 **Call**
This option is only available if you DO NOT have to provide proof documentation.

Call (877) 384-2470, enter in the application ID number included in your letter, and follow the prompts.

💻 **Online**
Log in or create a new account to complete the ACP recertification form online.

✉ **Mail**
Complete the ACP Recertification Form: English, Spanish (Recertification Form Instructions) and sent it with copies of your proof documentation (if required) to:

ACP Support Center
PO Box 9100
Wilkes-Barre, PA 18773

If You Don't Respond On Time
If you don't respond by the deadline, you will lose your ACP benefit. This means your monthly bill may increase or your internet service may end.

If you lose your discount (or if your service ends) but you think you still qualify, you can reapply to get ACP.

Need Help? Email us at ACPSupport@usac.org or call (877) 384-2575.

INTERNET SERVICE PROVIDER ACP PLANS

Google Fiber

https://fiber.google.com/affordable-connectivity-program

access from AT&T

www.att.com/internet/access

Spectrum

www.spectrum.com/cp/broadband-get-qualified

ADDITIONAL INFORMATION FOR DOCUMENTATION:

Show You Qualify
When you apply for the Affordable Connectivity Program (ACP) benefit, you may need to provide additional information or documentation if we cannot confirm your eligibility, identity, or address. They will contact you to let you know if we need additional information to confirm your eligibility.

How to Provide Additional Information or Documentation
Qualifying Assistance Program Participation
If you participate in qualifying programs, provide a letter or official document as proof.
Documentation must include:
- Your (or your dependent's) first and last name
- The name of the qualifying program, such as SNAP
- The name of the government, Tribal entity, program administrator, school, school district, university, or college that issued the document
- An issue date within the last 12 months or a future expiration date
- For the Free and Reduced Price School Lunch Program or School Breakfast Program, including at US Department of Agriculture (USDA) Community Eligibility Provision schools, documents must be from the current school year or the school year immediately preceding the application.
- For USDA Community Eligibility Provision (CEP) schools, documents must show that the student is enrolled in a CEP School for the relevant school year (the student must still be enrolled in the CEP school at the time of the application). Acceptable documentation shows the student's name, the relevant school year, the name and address of the school, and contact information for the school.
- For Federal Pell Grants, documents must be from the student's school (college or university, community college, or career school) or the Department of Education and show the student has received a Pell Grant for the current award year.

Document Examples:
- Benefit award letter
- Approval letter
- Statement of benefits
- Benefit verification letter
- School documentation

Household Income:
If you qualify through your income, you will need to provide a document that shows that your annual income is at or below 200% of the Federal Poverty Guidelines.

Documentation must include:
- Your (or your dependent's) first and last name
- Your annual income
- To show documentation of income that does not cover a full year, such as current pay stubs, the documentation must cover three months in a row within the past twelve months
- Document Examples
- Prior year's state, federal, or Tribal tax return
- Current income statement from your employer or a paycheck stub
- A Social Security statement of benefits
- Veterans Administration statement of benefits
- Unemployment or Worker's Compensation statement of benefits

Additional information can be found at
www.affordableconnectivity.gov/how-to-apply/show-you-qualify.

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- Divorce decree, child support award, or a similar official document showing your income
- A retirement/pension statement of benefits

Identity Verification
- Documentation must include:
  - Your first and last name
  - Your date of birth
- Document Examples:
  - Valid government, military, state or Tribal ID
  - Birth Certificate
  - U.S. Driver's license
  - Passport
  - Certificate of U.S. Citizenship or Naturalization
  - Permanent Resident Card or Green Card
  - Government assistance program document
  - Individual Taxpayer Identification Number (ITIN) document (does not need to include date of birth)

Address
Documentation must include:
- Your first and last name
- Your physical address

Document Examples and Tips:
- To prove your address using the online application, you will use the online mapping tool in the application to help USAC find your address
- If you choose to mail in documentation, you can send a map that clearly shows your physical address or location, including latitude and longitude coordinates (coordinates are required if you live on Tribal lands)

Other options include:
- Driver's license or other valid government, state, or Tribal ID
- Utility bill
- Mortgage or lease statement
- Most recent W-2 or tax return

Duplicate Address
If you live with another adult who participates in the ACP, you will need to answer a few questions to find out if your household qualifies for more than one benefit.

Documentation must include:
- Complete an **ACP Household Worksheet** if someone else at your address already gets an ACP benefit.

Document Examples and Tips:
- If you use the online application, a blank, fillable worksheet will appear in the online application.
- By mail, you must complete the paper form and mail it to the ACP Support Center

Emancipated Minor
You must be at least 18 years old to participate in the ACP on your own, unless you are an emancipated minor.

Documentation must include:
- Your first and last name
- Confirmation of emancipated minor status
- Document Examples
- Court document
- Certificate of emancipation

NOTES

SA DIGITAL CONNECTS

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