

Digital Literacy Volunteer In-Service Presentation presented on October 26<sup>th</sup>, 2022. This document will review the background of the program, how to apply, how to locate participating internet providers, and protections for program participants.



LiteracyCNY created our Digital Literacy program with the mission of narrowing the digital divide. While smartphones are prevalent, they cannot perform all of the tasks that desktops or laptops can. Lack of computers in homes or easy access to the internet has serious economic and social consequences. Without a computer and internet access, computer skills become much harder to acquire, and access to invaluable information, jobs and services is severely constricted.

# History

Emergency Broadband  
Benefit Program 2021

Affordable Connectivity  
Program 2022



The Federal Communications Commission (FCC) established the Broadband Benefit Program, a \$3.2 billion federal initiative to help lower the cost of internet during the Covid-19 pandemic. In November 2021, Congress passed the bipartisan infrastructure bill, included in this bill was the Digital Equity Act (DEA). The DEA was passed to promote the achievement of digital equity and support digital inclusion activities This resulted in the establishment of the Affordable Connectivity Program. This program continues to be managed by the FCC.

## Affordable Connectivity Program Benefits



Up to \$30/month  
towards broadband  
service from  
participating providers



Up to \$75/month  
towards broadband  
service for households  
on tribal lands, including  
Hawaiian Home Lands



A one-time discount of  
up to \$100 to purchase  
a laptop, desktop,  
computer, or tablet

# Who Qualifies for the ACP?

A household is eligible if a member of the household meets at least one of the criteria below:

- Has an income that is at or below 200% of the federal poverty guidelines;
- Participates in certain assistance programs, such as SNAP, Medicaid, SafeLink etc.
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, etc.
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program in the current or immediately preceding school year;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating provider's existing low-income program.



## Ways to Apply for the ACP



Apply online at [Affordableconnectivity.gov](https://Affordableconnectivity.gov)



Print out and mail in a paper eligibility application



Apply directly through a participating internet provider



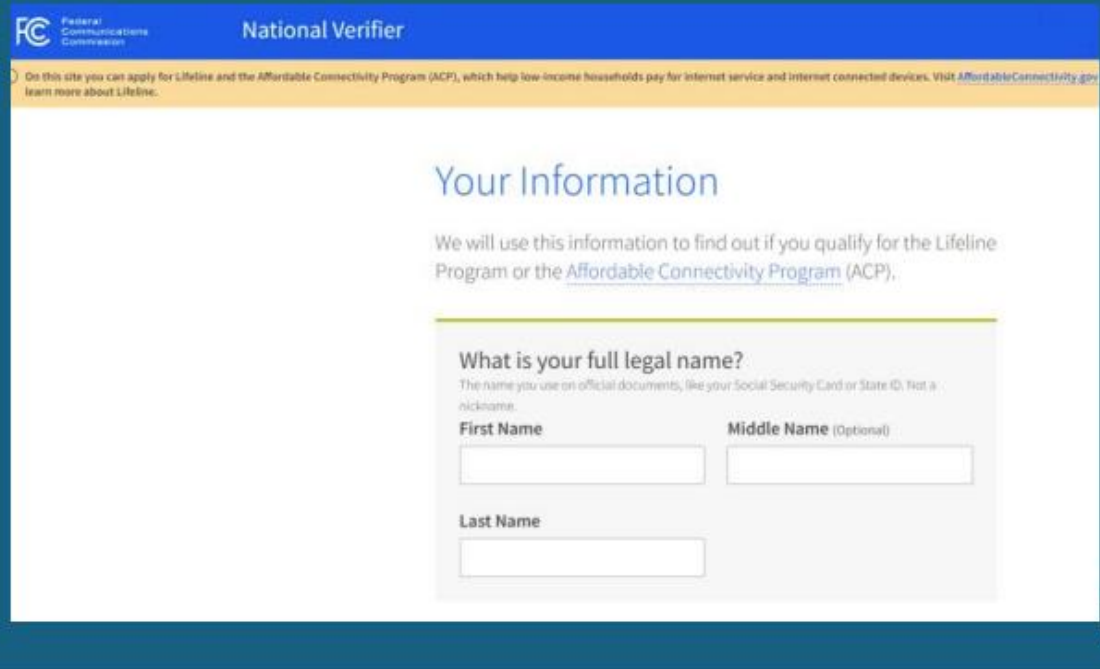
# Things to Consider When Applying

- Does the customer already have a wifi connection?
- Does their current internet provider participate in the ACP?
- Does the customer have an email account they have access to?
- What do they want to do with the device they plan on purchasing?
- Unsure if they will qualify? Apply anyways!!!

Taking into consideration questions like these will help you decide which way is best!



# Apply Online at Affordableconnectivity.gov



FC Federal Communications Commission National Verifier

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](https://AffordableConnectivity.gov) learn more about Lifeline.

## Your Information


We will use this information to find out if you qualify for the Lifeline Program or the [Affordable Connectivity Program \(ACP\)](#).

**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**



When you click 'apply now' on the website, you will be taken to the National Verifier site, where you will need to enter your name, date of birth, proof of identity (ssn, tribal ID number, or driver's license number), and address.



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National Verifier

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## 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. You can also use your email address or your name in some form.

Username

### Choose your password.

Make sure it is something you can remember. It has to follow the requirements below.

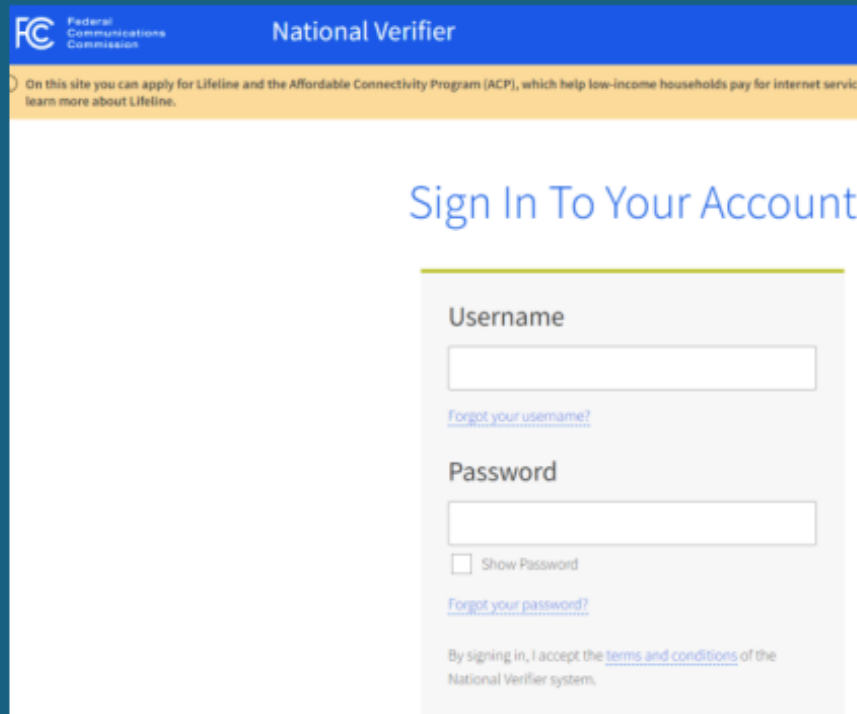
Password Requirements

Password



Next, you will need to make an account. This requires an active email address, and for you to choose a username and password.

# Apply Online at Affordableconnectivity.gov



The screenshot shows the 'National Verifier' sign-in page. At the top left is the FCC logo (Federal Communications Commission). The page title is 'National Verifier'. Below the title is a yellow banner with the text: 'On this site you can apply for Lifeline and the Affordable Connectivity Program (ACP), which help low-income households pay for internet service. learn more about Lifeline.' The main heading is 'Sign In To Your Account'. The sign-in form includes a 'Username' field with a 'Forgot your username?' link below it, and a 'Password' field with a 'Show Password' checkbox and a 'Forgot your password?' link below it. At the bottom of the form, it says: 'By signing in, I accept the [terms and conditions](#) of the National Verifier system.'



Next, you will be taken to this page where you will sign-in with the account information you just created.

# Apply Online at Affordableconnectivity.gov

Are you or someone in your household in any of these?

**Choose one.**

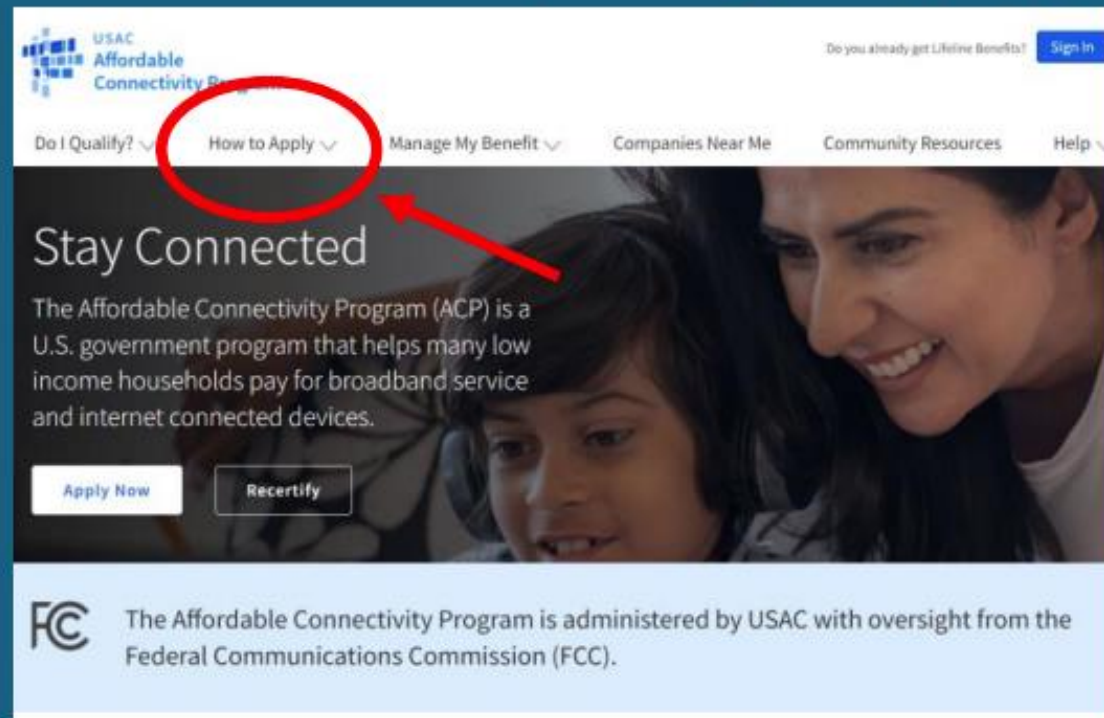
- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ⓘ
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Federal Pell Grant in the current award year
- Free and Reduced-Price School Lunch or Breakfast Program, 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.

Save Next



Once logged in, click apply for ACP. Here is where you will be required to prove your eligibility. This will require you to provide proof that you participate in one of these programs, or you can upload proof of your income. After this process, your application will be complete once submitted.

# Print Out & Mail in a Paper Eligibility Application



USAC  
Affordable  
Connectivity Program


Do you already get Lifetime 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](#)

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





Click the how to apply tab on the home page of the ACP site.

# Print Out & Mail in a Paper Eligibility Application



## Mail

Print an application: [English](#)  [Spanish](#)  ([Application Instructions](#) also available in 9 other languages)

USAC strongly recommends including a Household Worksheet with your application: [English](#)  [Spanish](#)  ([Household Worksheet Instructions](#) also available in 9 other languages)

Complete the application and Household Worksheet and send them, along with copies of your proof documentation, to:

ACP Support Center  
PO Box 7081  
London, KY 40742



When you scroll down you will see the mailing option outlined.

# Apply Directly through a Participating Internet Provider

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](#)

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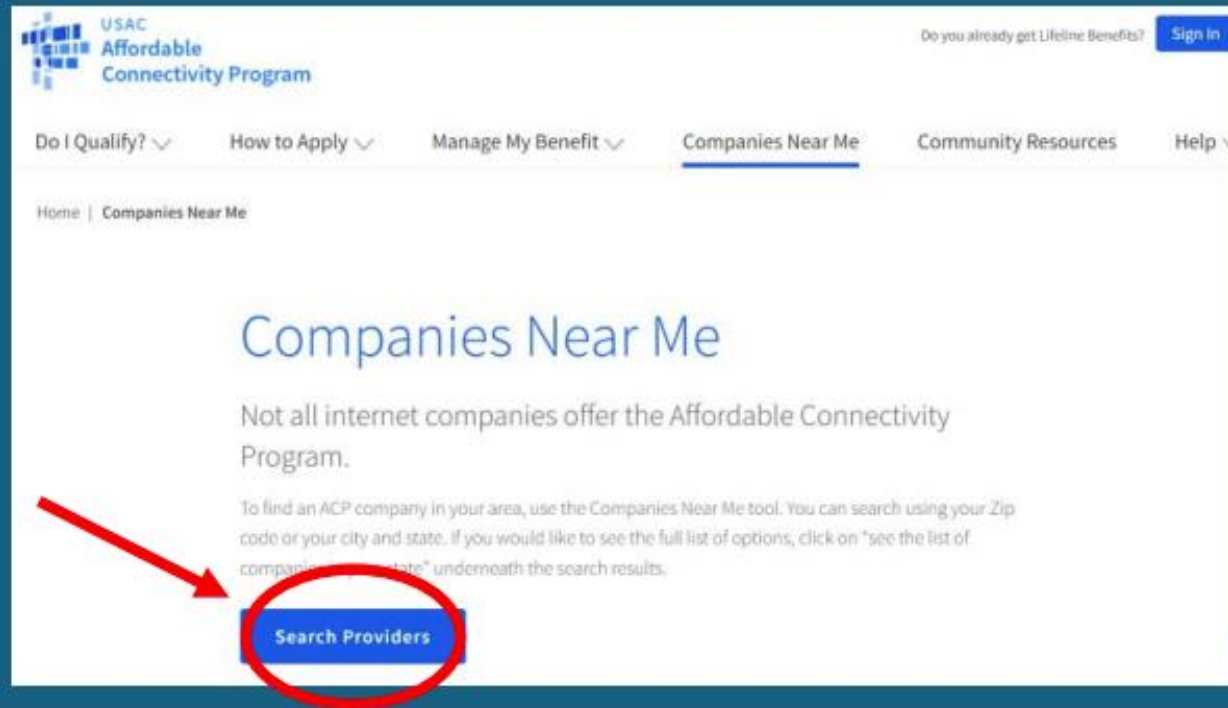
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Go to 'companies near me' on the ACP homepage.

# Apply Directly through a Participating Internet Provider



USAC  
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Home | [Companies Near Me](#)

## Companies Near Me

Not all internet companies offer the Affordable Connectivity Program.

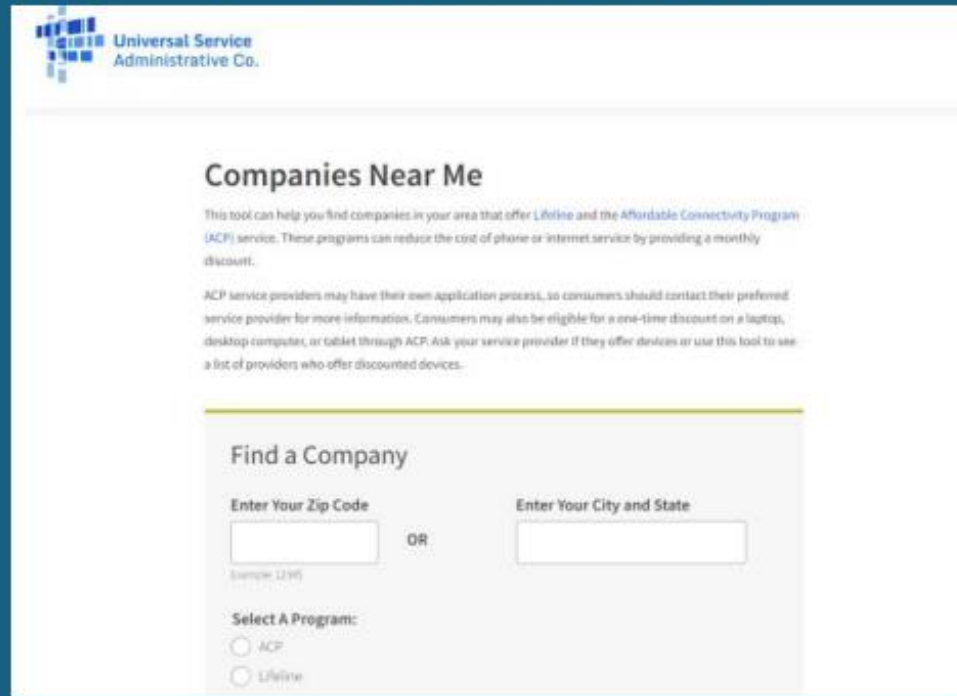
To find an ACP company in your area, use the Companies Near Me tool. You can search using your Zip code or your city and state. If you would like to see the full list of options, click on "see the list of companies in your state" underneath the search results.

[Search Providers](#)



Click search providers, you will be notified that you are leaving the ACP website, confirm this.

# Apply Directly through a Participating Internet Provider



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




Enter your zipcode, city, or state.



# Apply Directly through a Participating Internet Provider

Showing 25 of 99 companies

Download List: 

Company Name	Phone	Type of Service	\$0 with ACP ▼	Discounted Device ▼
Access Wireless*	866-594-3644	Mobile Internet	Yes	Yes
AirVoice Wireless, LLC*	877-247-7799	Mobile Internet	Yes	Yes
Assurance Wireless*	800-937-8997	Mobile Internet	Yes	Yes
AT&T Mobility LLC	866-986-0963	Mobile Internet	Yes	Yes
Cintex Wireless, LLC	800-931-0141	Mobile Internet	Yes	Yes



Here is an example of results for the zip code 13204. The "\$0 with ACP" column indicates that a service provider offers one or more plans that are covered in full by the ACP discount and by choosing one of those plans your monthly cost for service is \$0. The "Discounted Device" column indicates that a service provider offers a discounted laptop, desktop computer, or tablet. To get this discount, you must pay more than \$10 and no more than \$50 toward the purchase price. The device must be purchased through the provider.

# Protections & Rules

As an Affordable Connectivity Program (ACP) consumer, you have certain protections:

- 1. Choose a service plan that best meets your needs (including a plan you may already be on)**

Your internet company cannot force you to sign up for a more expensive or lower quality plan. If you receive Lifeline and ACP benefits, you can apply both benefits to the same plan or separate plans. You are not required to apply both benefits to the same service or to the same company.

- 2. Get access to supported internet services regardless of your credit status, past due balances, or prior debt**
- 3. Switch companies or internet service offerings**

You can [change companies](#) once per month. You won't need to pay an early termination fee if you decide to change providers.

## 4. Get answers and help

If you need additional assistance, we're here to help you. Learn more about how to [get help](#).

If your company is unresponsive or does not help you, you may want to file an informal consumer complaint with the FCC. Learn more at: [consumercomplaints.fcc.gov](https://consumercomplaints.fcc.gov).

By signing up for the ACP, you agree to follow the program's rules.



### **Prove your eligibility**

When you apply for the ACP, you may need to show [proof of participation](#) in a qualifying program or proof of income.



### **Recertify every year**

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.



### **Keep your company up-to-date**

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.



### **One discount per household**

Only one monthly service discount and one device discount is allowed per [household](#). A “household” is a group of people who live together and share income and expenses.



### **Use it or lose it**

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.



### **Be honest on your application and forms**

It is against the law to lie on any ACP-related forms or questionnaires.