Education
SUPERHIGHWAY

ACP 101 and Awareness/Enrollment Training

May 18th, 2022

In Collaboration with:

COUNTY OF
MARIN

Welcome

Agenda

01 The Digital Divide
The Importance of Broadband Adoption

02 Affordable Connectivity Program (ACP): *An Overview*

03 ACP Enrollment Process: National Verifier

04 Working with the ISP

05 ACP Enrollment FAQ

06 Resources

07 General Q & A

Introurmoductions

Marcela Engmann

Community Engagement Manager

Name

Organization

If you could be eating anything right now, what would it be?

OUR MISSION

Close the digital divide for the 18 million households that have access to the Internet but can't afford to connect.

We focus on America's most unconnected communities, where more than 25% of people don't have Internet.

1 The Digital Divide and the Affordability Gap

Barriers to Bridging the Digital Divide

These three barriers intensify existing disparities in the digital divide resulting in even **greater inequity.**

BARRIER #1
Lack of Connectivity
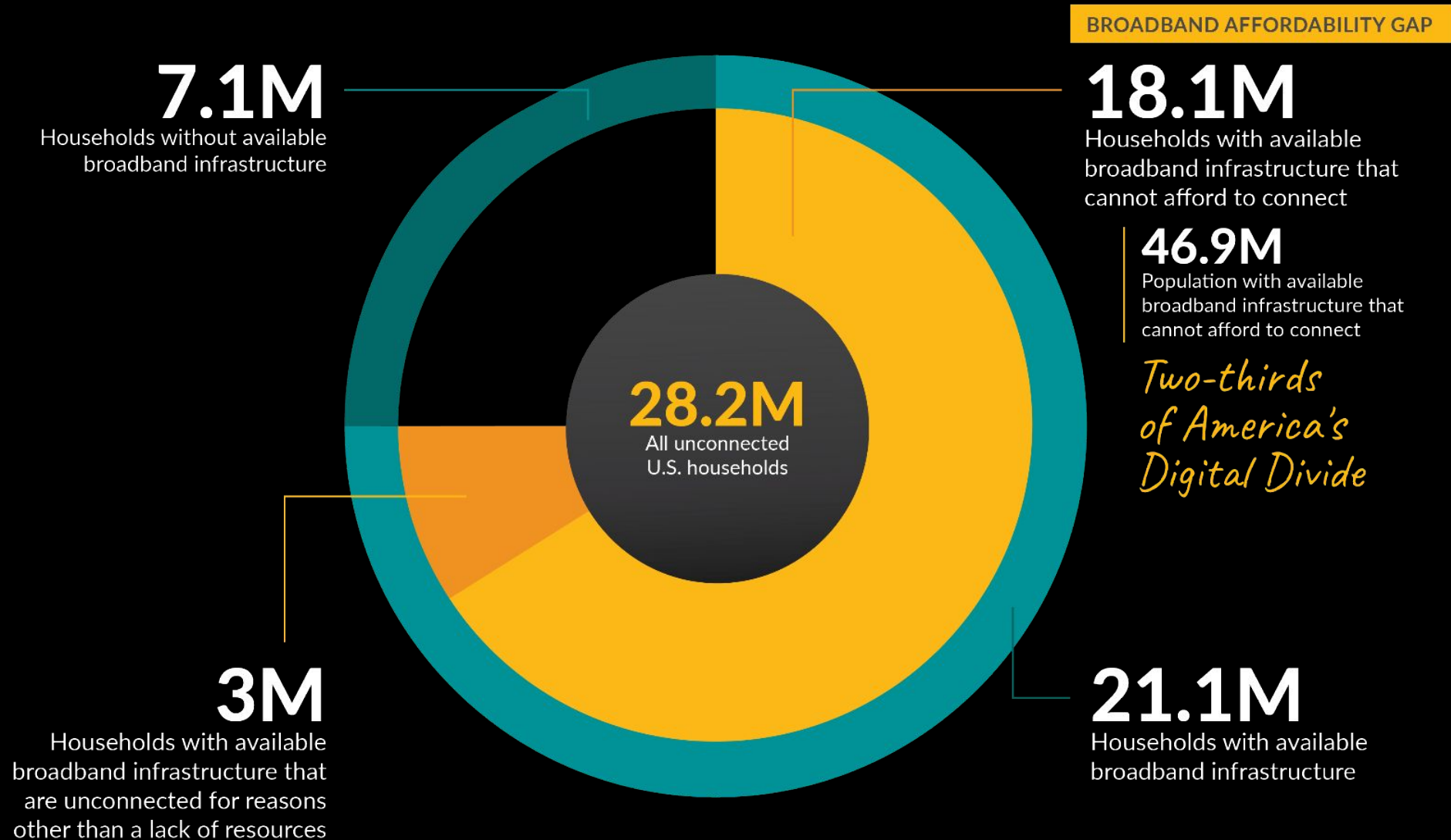
BARRIER #2
Lack of Equipment

BARRIER #3
Lack of Digital Literacy

Today's training addresses Barrier #1: Lack of connectivity due to issues of affordability.
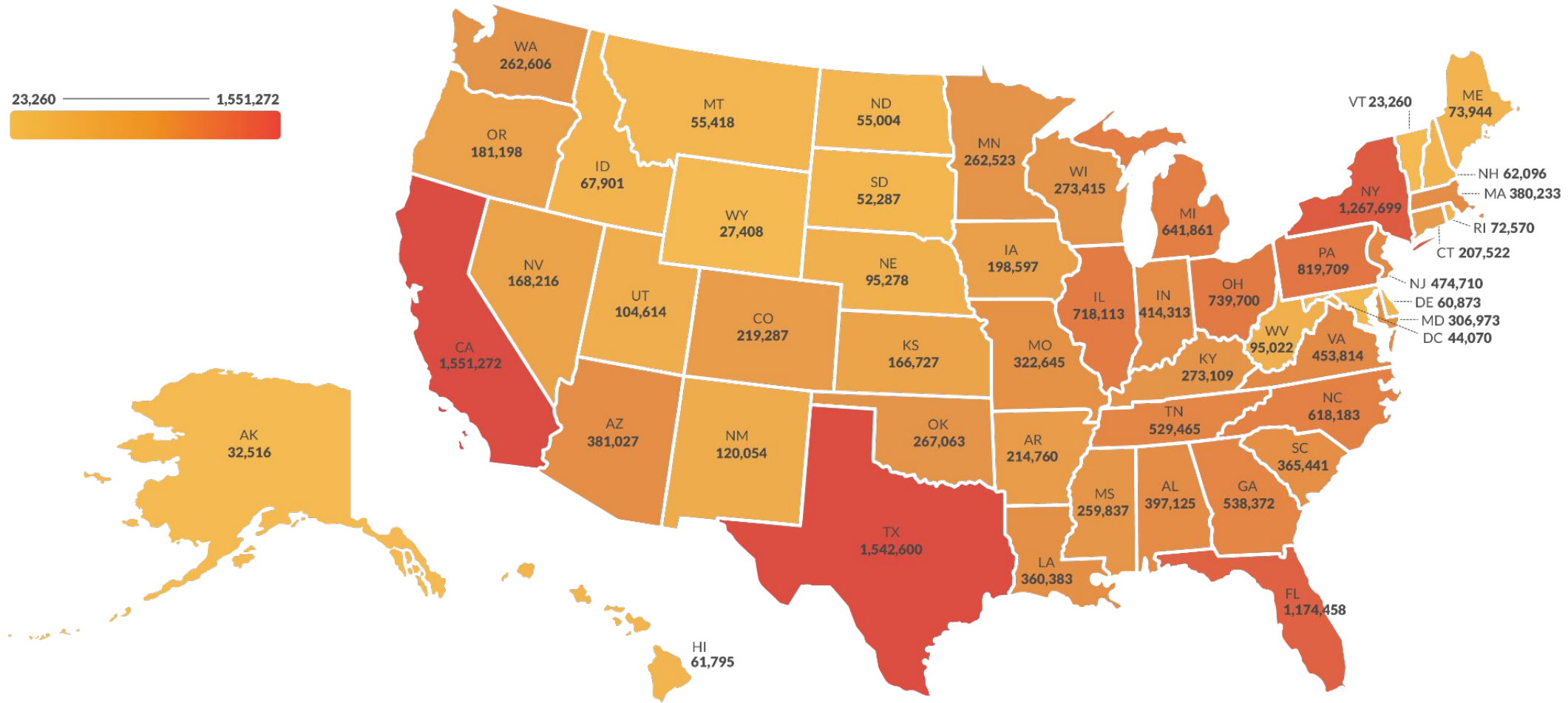
The Causes and Impact of the Digital Divide

BROADBAND AFFORDABILITY GAP

7.1M
Households without available broadband infrastructure

18.1M
Households with available broadband infrastructure that cannot afford to connect

46.9M
Population with available broadband infrastructure that cannot afford to connect

Two-thirds of America's Digital Divide

28.2M
All unconnected U.S. households

3M
Households with available broadband infrastructure that are unconnected for reasons other than a lack of resources

21.1M
Households with available broadband infrastructure

NO HOME LEFT OFFLINE

The Broadband Affordability Gap Impacts 18.1 Million Households.

23,260 —————— 1,551,272

WA
262,606

MT
55,418

ND
55,004

MN
262,523

OR
181,198

ID
67,901

SD
52,287

WI
273,415

MI
641,861

VT 23,260

ME
73,944

NY
1,267,699

NH 62,096
MA 380,233

RI 72,570

CT 207,522

WY
27,408

IA
198,597

PA
819,709

NV
168,216

NE
95,278

IL
718,113

IN
414,313

OH
739,700

NJ 474,710
DE 60,873
MD 306,973
DC 44,070

CA
1,551,272

UT
104,614

CO
219,287

KS
166,727

MO
322,645

KY
273,109

WV
95,022

VA
453,814

AK
32,516

AZ
381,027

NM
120,054

OK
267,063

AR
214,760

TN
529,465

NC
618,183

SC
365,441

MS
259,837

AL
397,125

GA
538,372

TX
1,542,600

LA
360,383

FL
1,174,458

HI
61,795

18.1 million households (64% of the digital divide) lack home broadband because they cannot afford it

The Affordability Gap Disproportionately Impacts Black and Latinx Communities
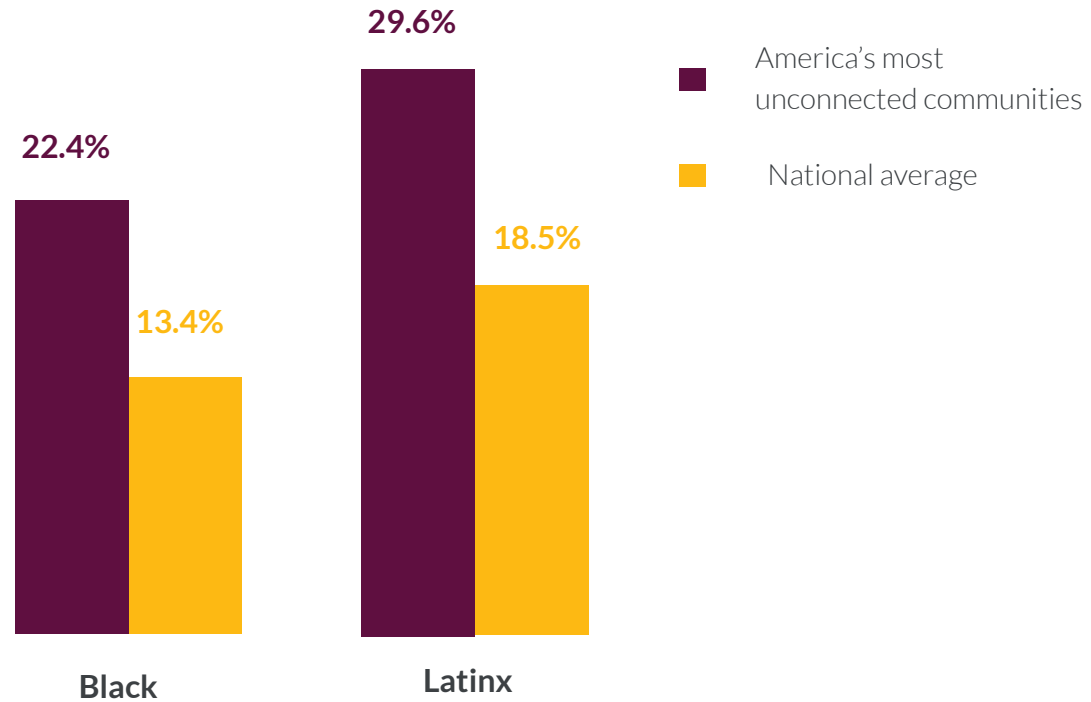
29.6%

22.4%

18.5%

13.4%

- ■ America's most unconnected communities
- ■ National average

Black

Latinx

Some Marin County Income Stats

Two of the most populous historically low-income and diverse areas are the Canal neighborhood in San Rafael and Marin City. Both regions have significantly lower household incomes than surrounding neighborhoods.

Marin City, represented by Census Tract 1290, has a median household income of $38,950, compared to its neighboring Census Tracts (1281 and 1302.02) with median household incomes of $160,417 and $105,913 respectively.

Marin City neighborhood is 40% Black

The Canal neighborhood (Census Tract 1122.01) has a median household income of $49,333. The median household income for Marin County as a whole is $110,843.

The Canal neighborhood is 89% Hispanic

Marin County as a whole is 16% Hispanic and 3% Black.

Marin County ACP Enrollment Map

2,553	**37,279**	**132,982**
ACP Enrollment	ACP Eligible Households	Total Households

ACP Enrollment Map

Location Filter

(All) ▼

Percent Enrolled in ACP

0.0000   0.2000
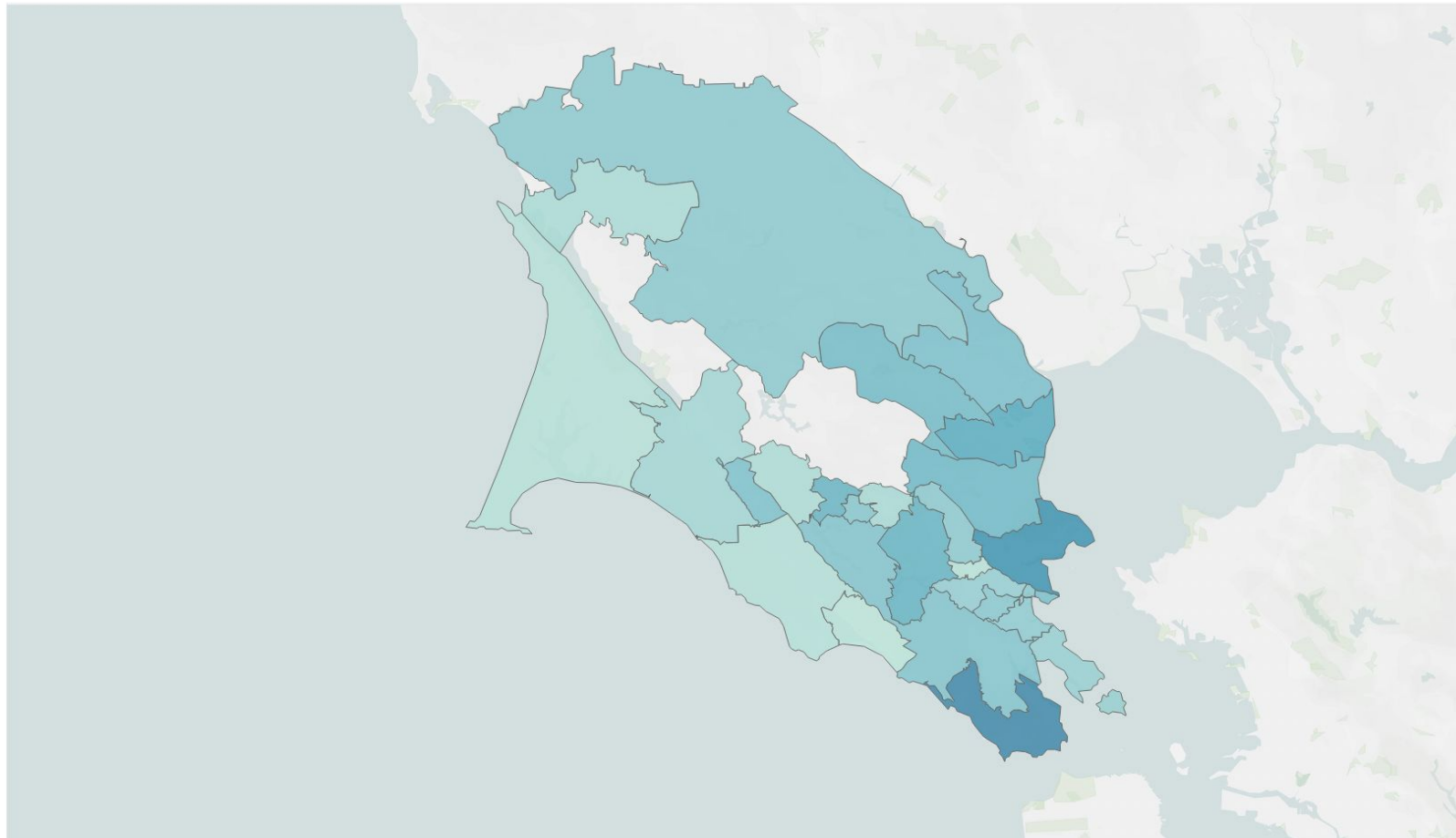
Marin County

San Rafael

Location Filter: **Marin County**
Percent Enrolled in ACP: **0.0684**
Total Households: **132,982**
ACP Enrolled Households: **2,553**
ACP Eligible Households: **37,279**

Location Filter: **San Rafael**
Percent Enrolled in ACP: **0.07164**
Zipcode: **94903**
ACP Enrolled Households: **276**
ACP Eligible Households: **3,852.5**

Marin City

Location Filter: **Non San Rafael Marin**
Percent Enrolled in ACP: **0.1446**
Zipcode: **94965**
ACP Enrolled Households: **258**
ACP Eligible Households: **1,785**

Location Filter: **San Rafael**
Percent Enrolled in ACP: **0.12762**
Zipcode: **94901**
ACP Enrolled Households: **576**
ACP Eligible Households: **4,513.4**

Why Internet?

As trusted voices in your community, it's important to know the obstacles they face due to their lack of at-home internet, and similarly to be able to communicate the benefits of internet access in the context of your unique community.

So why internet? ESH has put together resources to help you understand the impacts of the digital divide and to advocate for internet adoption in your communities within Charlotte.

Education SUPERHIGHWAY

Why Internet? A Community Partner's Cheat Sheet for Enrolling Communities into the Affordable Connectivity Program

In November 2021, the Infrastructure Investment and Jobs Act extended the 2020 COVID relief bill to make a number of temporary responses to the ongoing coronavirus pandemic more long term. Amongst these revisions was the transition of the Emergency Broadband Benefit (EBB) Program into the Affordable Connectivity Program (ACP). The ACP provides qualifying consumers with a benefit of $30 a month (and $75 a month for households on Tribal lands) onto their Internet or mobile plan, as well as a one-time discount of $100 towards purchasing a device (laptop, desktop, or tablet) through a participating provider. Such a benefit is a victory for advocates who wish to close the digital divide, a barrier that gained national attention when the pandemic forced a number of students and adults to learn and work from home.

2 The Affordable Connectivity Program (ACP):

An Overview

The Affordable Connectivity Program (ACP)

WHAT

A $14.2 billion program of the Federal Communications Commission (FCC) to assist families unable to afford broadband internet service.

WHO

 A household is eligible if a member meets at least one of the criteria, such as an income at or **below 200% of the Federal Poverty Guidelines**, participation in **government assistance program(s),** or eligibility through dependents participating in the Free and Reduced Price School Meal program or their student attends a **Community Eligibility Provision (CEP) school**.

HOW

Households receive a **discount of up to $30 a month** for broadband service ($**75 for eligible households on qualifying Tribal lands**), as well as a one-time discount of $100 toward the purchase of a connected device, such as a laptop, desktop or tablet.
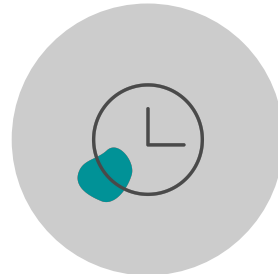
WHEN

Began December 31, 2021

The ACP: *Eligibility*

	Affordable Connectivity Program
WHO IS ELIGIBLE?	**A household is eligible if a member meets at least one of these criteria:**
	200% of the federal poverty guidelines
	• **Participates in government assistance programs such as:** ○ Supplemental Nutrition Assistance (SNAP) ○ Medicaid ○ Supplemental Security Income (SSI) ○ Federal Public Housing Assistance ○ Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) ○ Veterans Pension and Survivors Benefit • Has a student that participates in the **Free and Reduced Price School Meal program** or attends a **Community Eligibility Provision (CEP)** school • Received a **Federal Pell Grant** during the current year

ACP Eligibility

Poverty Guidelines

Family Size	100%	200%
1	$13,590	$27,180
4	$27,750	$55,500
5	$32,470	$64,940
6	$37,190	$74,380

ACP Eligibility

Lifeline + ACP

There are benefits to participating in both Lifeline and ACP:

1. Household receives up to $9.25 off phone and internet services per month with Lifeline and up to $34.25 for those of Tribal Lands
2. Eligible Lifeline plans include phone and internet services

4. **Lifeline participation guarantees eligibility for ACP**
5. Lifeline and ACP benefits can be used at the same time
6. Lifeline is considered a long-term benefit

How does a household enroll?

There are two ways to apply:

1

Apply Online
Visit: https://acpbenefit.org/

Online application is available in English or Spanish

2

Mail in an application (In either English or Spanish) and return it along with proof of eligibility to:

USAC ACP Support Center
P.O. Box 7081
London, KY 40742

ACP Enrollment Steps: Overview

The applicant:

1 **Determines if they (or a dependent) are eligible for the ACP, and shows proof of eligibility.**
- A Household is eligible if a member meets at least one of the aforementioned criteria

2 **Applies via one of two options:**
- Online through the National Verifier
- Mailing in a paper application to the Universal Service Administrative Co (USAC)

3 **Receives confirmation that their application is approved**
- Applicant can also navigate to their National Verifier dashboard to check that the "application status" reads "Qualified" at any time

4 **Selects a** **participating internet service provider**
- Contacts their local ISP Provider
- Search USAC's online tool for a participating provider
  Note that all internet service plans are now eligible for ACP

5 **Enrolls with the internet service provider and provides their Application ID from the National Verifier to show proof of ACP qualification**
- The service provider may have their own application that the applicant needs to fill out as well

Despite available funding, ACP adoption has remained low due to key barriers

AWARENESS

- Low awareness of subsidy and low-cost programs
- Only 25% of eligible households aware of federal subsidy
- Confusion about what the program is actually offering and its benefits

TRUST

- Lack of trust in government programs
- Worried that the bill will increase or subsidy will go away
- Concerned about sharing personal information with ISPs

ENROLLMENT

- Documentation required to prove eligibility
- Confusion about the application process
- Language barriers

3 ACP Enrollment Process: National Verifier

Preparation Steps

The community member needs a few things before starting their application:

1. **A device to use for signing-up (unless going the paper route) such as their phone.**

2. **A form of identification**
   a. last four of social security,
   b. tribal ID number,
   c. ITIN,
   d. driver's license
   e. or other current government-issued ID

3. **Eligibility documentation. This could include:**
   1. Eligibility letter for a qualifying federal program
   2. Pell Grant award letter
   3. Dependent's report card/CEP letter
   4. 1040 Individual Income Tax Form

4. **A form of identification for their dependent (if applicable)**

ACP Enrollment Step 2: *Online Application*

Visit: https://acpbenefit.org/

Online application is available in English and Spanish

STEP 1 — **Enter Personal Information**
- First, Middle & Last Name
- Date of Birth

STEP 2 — **Confirm Identity**
- Social Security Number
- Tribal ID number
- Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID

STEP 3 — **Enter Address**
- Full home address

STEP 4 — **Qualify as Applicant or as a Dependent**
- Decide if submitting information to qualify as the applicant or on behalf of a dependent

STEP 5 — **Create an Account**
- Create a username and password

STEP 6 — **Confirm Eligibility**
- Select the criterion to qualify:
  - Government assistance and other programs
  - Income eligibility

STEP 7 — **Review Information**

STEP 8 — **Sign Agreement**

Access ACP Benefit Page: ACPbenefit.org

USAC
**Affordable
Connectivity Program**

Do you already get Lifeline Benefits? **Sign In**

Home | Do I Qualify? ∨ | How to Apply ∨ | Manage My Benefit ∨ | Companies Near Me | Help ∨

Stay Connected

The Affordable Connectivity Program (ACP) helps low-income households pay for broadband service and internet connected devices.
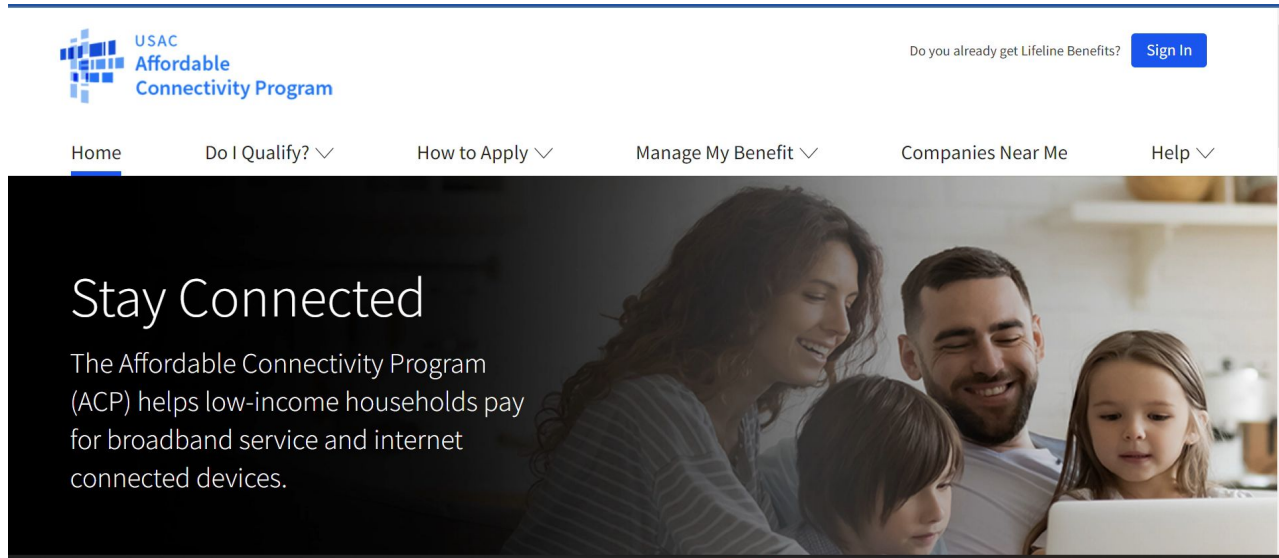
If the community member prefers to complete the application in Spanish, they select that option here

English | Español   **Consumer Sign In**

for the Affordable Connectivity Program. To learn more about the Affordable Connectivity Program,
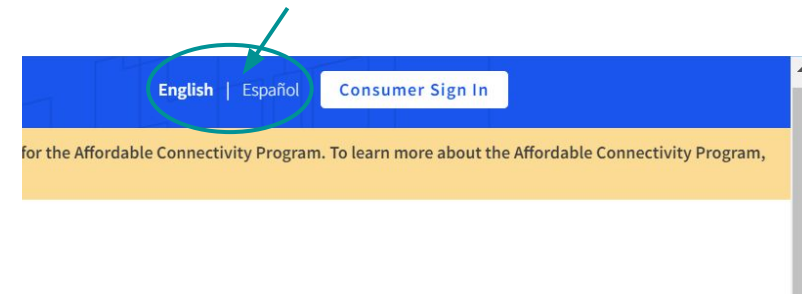
They scroll to the bottom of the page and select the "Apply Now" button

1 Check if You Qualify

See if your household fits into any eligible categories

2 Apply for the ACP

Choose how you want to apply and submit all necessary documents

Apply Now

3 Find a Company Near You

Use our search tool to find a company that offers ACP discounts
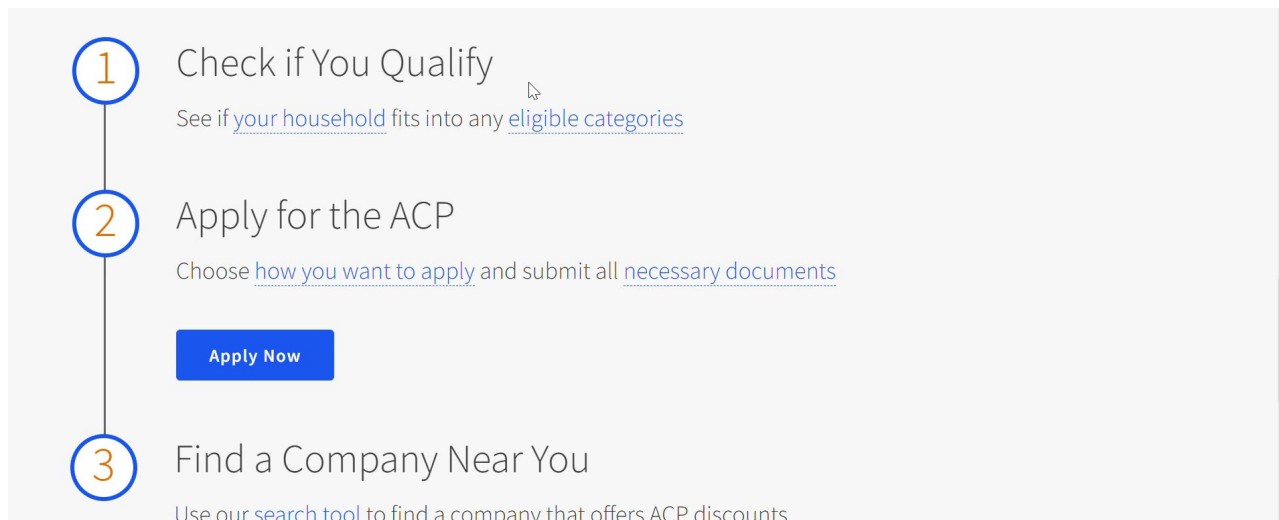
Step 1: Enter Personal Information

Your Information

We will use this information to find out if you qualify for the Lifeline Program or the Emergency Broadband Benefit Program.

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

What is your date of birth?

Month — Choose

Day — DD

Year — YYYY

- First and last name may only consist of letters, hyphens, spaces and single quotes
- The first name should be the family member's legal name, not a nickname
- The last name must be at least 2 characters
- Ensure name matches exactly how the name appears on the form of ID chosen

Step One: Enter Personal Information

- Community member enters their personal information:

    - **First, Middle & Last Name**

    - **Date of Birth**

STEP 2: Confirm Identity

Community member chooses how they would like to confirm their identity. The last four of the social security number is the fastest way to confirm identity.

If the community member chooses a government ID, they can take a picture of the document with their phone, email it to themselves, and then save the picture to their computer for uploading.

Identity Verification

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

🔵 **Social Security Number**

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 4 digits of your SSN

[   ]

* Social Security Numbers are **not** required to participate in the Affordable Connectivity Program (ACP), but using a Social Security Number will process your application the fastest. **A Social Security Number is required if you are applying for Lifeline.**

⚪ **Tribal ID Number**

⚪ **Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID**

Identity Verification

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

⚪ **Social Security Number**

⚪ **Tribal ID Number**

🔵 **Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID**

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

🔵 Driver's License
⚪ Military ID
⚪ Passport
⚪ Taxpayer Identification Number
⚪ Other Government ID

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

Choose file

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

Proof of Identity Example Documents

Driver's License
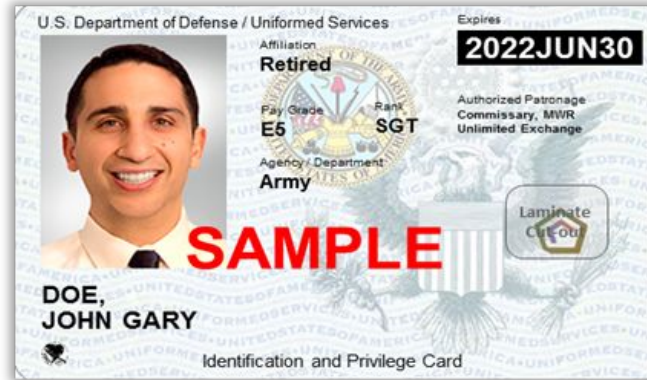
Military ID Card

Passport
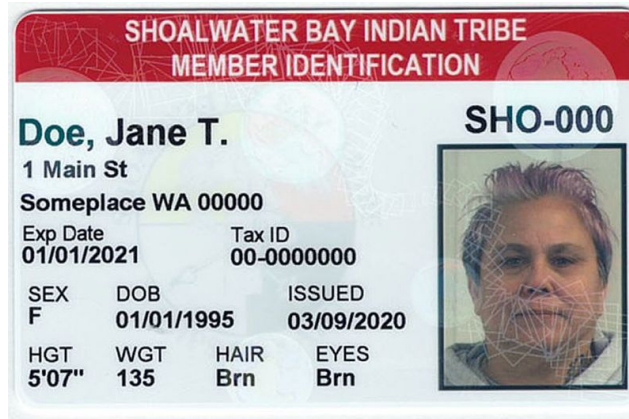
Tribal ID Card

School-issued ID Card (*for dependents*)

STEP 3: Enter full address

Ensure the full home address of where the community member wants to connect service, including unit or apartment number is entered.

What is your home address?

The address where you will get service. Do not use a P.O. Box.

Street Number and Name

123 Street Road

Apt, Unit, etc.

City

Your City or Town

State

Choose ∨

Zip Code

00000

STEP 4: Qualify Through a Dependent

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

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

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

STEP 4: Qualify Through a Dependent

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

First Name

Middle Name (Optional)

Last Name

What is their date of birth?

Month
Choose

Day
DD

Year
YYYY

Identity Verification
Please select their form of identification from **one** of the following:

○ **Social Security Number**

○ **Tribal ID Number**

○ **Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID**

Back

Next

Enter the child/dependent(s)' information:

Child/Dependent's:
- Full Legal Name
- Date of Birth
- Identity Verification:
  - Social Security Number
  - Tribal ID Number
  - Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID (school ID)

Press the "Next" button

STEP 5: Create an Account

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
- ⚠ At least 8 characters long
- ⚠ At least 1 capital letter
- ⚠ At least 1 number (0-9)
- ⚠ At least 1 special character (!@#$%^&*)
- ⚠ No restricted phrases ⓘ

Password

Confirm Password
Type the same password again.

Step Five: Create an Account

The applicant will create a username and password:

- **Username**
  - Can be an email address or their name in some form.

- **Password**
  - At least 8 characters long
  - At least 1 capital letter
  - At least 1 number (0-9)
  - At least 1 special character (!@#$%^&*)
  - No restricted phrases (the selected username or the words - password, lifeline, fcc or usac)

STEP 5: Create an Account

Your Contact Information

What is your email address?

example@email.com

☐ I want to provide an alternate email.

What is your phone number? (Optional)

( ) -

☐ I have a mailing address that is different than my home address.

Step Five Cont'd: Create an Account

Email Address
- Can also provide an alternate email as a back-up

Phone Number
- Optional

If they check that they have a different mailing address than their home address, they will need to provide that information at this time.

What is your preferred language? (Optional)

We will send outreach to you about your Lifeline benefit in the language(s) you select. You may select more than one language.

☑ English ☐ Español

Back

☐ I'm not a robot

reCAPTCHA
Privacy - Terms

Submit

Select preferred language and "I am not a robot" and press the "Submit" button

STEP 5: Create an Account

The community member has now created an account! Click "Close."

STEP 5: Create an Account and Sign-in

The community member has now created an account! Sign in with the username and password that was created.

⊘ **Your Account is Created!**

Please sign back in so we know it is still you and then you can complete the process.

Username

Forgot your username?

Password

Forgot your password?

Don't Have an Account?

Find out if you qualify for the Lifeline program by creating an account.

Create an Account

Print an application to mail in?

If you want to fill out an application on

STEP 5: Sign-in to Account

The community member has now created an account! Sign in with the username and password that was created.

Forgot your username?

Password

••••••••••••

Forgot your password?

By signing in, I accept the terms and conditions of the National Verifier system.

Create an Account

Print an application to mail in?

If you want to fill out an application on paper, you can print a Lifeline form ↗ or an Affordable Connectivity Benefit form ↗ to mail in.

✓ I'm not a robot

reCAPTCHA
Privacy - Terms

Sign In
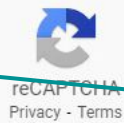
Select preferred language and "I am not a robot" and press the "Submit" button

Are you a service provider? Please sign-in through the service provider portal

Welcome

Lifeline is a federal program that lowers the cost of phone or internet services.

Learn more about the Lifeline Program

My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

Start Lifeline Application   **Return to Application**

Application Type	Application ID	Application Created	Expiration Date	Status

Please select **"Apply or Transfer Your Service"** to qualify for Lifeline.

Affordable Connectivity Program (ACP)

The Affordable Connectivity Program (ACP) provides a discount of up to $30 per month towards broadband service for eligible households and up to $75 per month for those on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to $100 to purchase a laptop, desktop, or tablet from participating providers if they contribute more than $10 and less than $50 toward the purchase price. To see if you qualify, click "Apply for ACP."

Choose "Apply to ACP"

Apply for ACP

STEP 6: Confirm Eligibility

Tell Us Which Program You Are In

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

Choose the form of eligibility.

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

- [ ] SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ?
- [ ] Medicaid
- [ ] Supplemental Security Income (SSI)
- [ ] Federal Public Housing Assistance
- [ ] Veterans Pension and Survivors Benefit Programs
- [ ] Federal Pell Grant in the current award year
- [ ] Free and Reduced Price School Lunch or Breakfast Program in the 2019-20, 2020-21, or 2021-22 school year ?
- [ ] Enrollment at USDA Community Eligibility Provision (CEP) School ?
- [ ] Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- [ ] Tribal Specific Program (only choose if you live on Tribal lands)
- [ ] I don't participate in one of these programs, I want to qualify through my income.
- [ ] I am not in any of these, but my child or dependent is in one of these programs. ?

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

Back

Next

Documentation and Requirements to Confirm Eligibility for ACP

STEP 6: Confirm Eligibility

Qualifying Assistance Program Participation

If the applicant (or dependent) participates in one of the qualifying programs, they may need to provide a letter or official document as proof.

Documentation **must include**:	Document **Examples** and **Tips**:
• Applicant's (or dependent's) first and last name • Name of qualifying program (ex SNAP, Medicaid, etc) • The name of the government, program administrator, school, school district, university, college, etc that issued the document • An issue date within the last 12 months or a future expiration date • Free & Reduced Price School Lunch Program/School Breakfast Program documents can be from either the 2019-20, 20-21, or 21-22 school year • Proof of enrollment in a CEP school (i.e. enrollment letter or report card) that includes school name, student name, and current academic year • Federal Pell Grant documents should be from the current award year	• Benefit award letter • Approval letter • Statement of benefits • Benefit verification letter • For Federal Pell Grants, documents should be from this academic year and can include screenshots of a StudentAid.gov dashboard or a copy of the email sent by the Department of Education about the EBB Program

Household Income

If the applicant qualifies through their income, they *may* need to show documents that their annual income is at or below 200% of the Federal Poverty Guidelines.

Documentation **must include**:	Document **Examples** and **Tips**:
• Applicant's (or dependent's) first and last name • Applicant's annual income	• Prior year's state or federal tax return • Current income statement from an 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 similar official document with income • Retirement or pension statement of benefits

Upload Documentation (if needed)

Student Report Card

Federal Pell Grant Award Letter

1040 Individual Income Tax Return

Review Your Information

Before we check if you qualify for the Affordable Connectivity Benefit, make sure your information is right.

Double check the information below.

Full Legal Name:	**Leanne**	✎ Edit
Date of Birth:	**August**	
Last 4 Numbers of SSN:		
Address:	**Avenue**	
	Orange, MA 01364	

The information you gave us will be used to check if you qualify for the Affordable Connectivity Benefit. Please confirm that it is okay.

☐ By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Affordable Connectivity Benefit.

Back

Submit

Confirm all information is correct and then scroll to the bottom. Check box to confirm all information is correct and you consent to sharing this information.

Click Submit.

Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

I certify, under penalty of perjury, that:

Initial

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

Initial

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

Your Signature

Type your full legal name below

Leanne

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

Submit

Initial in each box to certify the application

At the bottom, type in name as it appears below (make sure the first and last name are capitalized) to certify the application.

Check the box. Click Submit.

Once an applicant receives confirmation that they qualify for the ACP, what's next?

You Qualify for the Affordable Connectivity Benefit! Now, it's time to sign up with a provider.

Your application has been approved. If you haven't already done so, your next step is to sign up with a participating internet company by 4/13/2022 (based on US Eastern Time) so you can begin receiving discounted broadband service through the Affordable Connectivity Program (ACP).

If you do NOT sign up by 4/13/2022, you will have to reapply for the Affordable Connectvity Benefit.

Even if you want to receive the benefit from your current broadband service provider, you still need to contact them to start receiving the benefit.

Step 1: Receive and locate the Application ID

Lifeline National Verifier

English | Español   Your Account ∨

Benefit Program are no longer available. Starting on Friday, December 31, 2021 you may apply for the Affordable Connectivity Program. To learn more about the Affordable Conn~ during th~ time.

At any point during the application process, the applicant can click "Lifeline National Verifier" to be redirected to their dashboard.

Welcome LEANNE

Lifeline is a federal program that lowers the cost of phone or internet services.

Learn more about the Lifeline Program

My Applications

Before using their Application ID with an ISP, ensure the ID status reads "Qualified"

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

Start Lifeline Application	Return to Application

Application Type	Application ID	Application Created	Expiration Date	Status
Affordable Connectivity (ACP)	B12262-14369	01/13/2022	04/13/2022	Qualified

Enrollment Exercise (3 min)

Antonia and Luis are recent immigrants to the United States. They are currently undocumented and working under the table at a local farm. They currently do not have internet at their home. They are hoping to learn how they can connect at home to access language learning resources and so their three children can complete their homework.

Here is more information about Antonia and Luis' situation:

Location: Antonia and Luis live in Marin County.

Household: They live in an apartment complex.

Income: They both work full-time and they each make $12 per hour under the table.

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Dependents: Antonia and Luis have three children, ranging in age from 10 to 17. All three children attend Community Eligibility Provision schools.

Assistance Programs: They do not participate in any government programs.

As you talk to Antonia and Luis, help them assess their situation to determine:

(1) If they are eligible for the ACP and how much they would receive;
(2) How they can prove eligibility for the ACP

4 Working with the ISP

ACP Enrollment Step 2: Contacting an ISP

STEP 1: **Receive Verification Code**

STEP 2: **Choose an Internet Provider**

- Click on link provided when receive verification code
- Use USAC's look up tool
- Contact your local provider

STEP 3: **Provide information to ISP**

- Verification Code
- This may be different depending on the provider

STEP 4: **Choose plan**

- Families are able to choose any plan!
- Some plans such as Comcast's Internet Essentials plan are completely free with ACP

Step 2: Selecting the ISP

Alternative method for connecting with an ISP:

Click "Contact an internet company" to find a provider.

Make sure the Application ID is handy.

You Qualify for the Affordable Connectivity Benefit! Now, it's time to sign up with a provider.

Your application has been approved. If you haven't already done so, your next step is to sign up with a participating internet company by 4/13/2022 (based on US Eastern Time) so you can begin receiving discounted broadband service through the Affordable Connectivity Program (ACP).

If you do NOT sign up by 4/13/2022, you will have to reapply for the Affordable Connectvity Benefit.

Even if you want to receive the benefit from your current broadband service provider, you still need to contact them to start receiving the benefit.

How to Sign Up with a Provider

1. Contact an internet company to pick a service plan and begin receiving your monthly Affordable Connectivity Benefit discount.

   If you are interested in a connected device, click here for a list of companies that offer connected devices. Not all companies participating in the program are offering connected devices. You will need to enroll with a company to receive your broadband AND device benefit.

2. Tell the provider that you have been approved by the Universal Service Administrative Company (USAC).

3. **IMPORTANT TIP:** Give the provider the following information as it appears on your application so they can sign you up:

Application ID:	▓▓▓▓▓▓▓▓
Full Legal Name:	Leanne I
Address:	AVE, ORANGE, MA 01364
Method of Identity Verification:	Last 4 digits of SSN

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

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, which began on December 31, 2021, is the long-term replacement of the Emergency Broadband Benefit Program.

To learn more about these programs and learn if you qualify for a discount, visit Lifeline Do I Qualify? page or the ACP Do I Qualify? page.

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. However, not all service providers offer the device benefit. Ask your service provider if they offer devices or visit the FCC's website to see a list of providers who offer the device benefit.

Find a Company

Enter Your Zip Code

Example: 12345

OR

Enter Your City and State

Springfield

Springfield, GA
Springfield, IL
Springfield, KY
Springfield, LA
Springfield, MA
Springfield, MI
Springfield, MN

Search   Clear Results

Note: Search results are based on program enrollment companies. The search results may include a company listed in your area that may not provide service to your address. Also, the search results might not show every company that is near you. A company may still offer Lifeline and/or ACP service even if it is not on the list. Please contact the company to confirm if they offer Lifeline or the ACP service for your address.

Type in zip code or City and State.

Click Search

Select and contact the ISP of choice

Companies near Springfield, MA

The order of these companies are random and may be different the next time you search.

Types of Service:

Fixed Lifeline Service: Lifeline home phone or Internet service

Mobile Lifeline Service: Lifeline mobile phone or Internet service

ACP Home Internet: ACP home Internet service

ACP Mobile Internet: ACP mobile Internet service

Advise community member to select an Internet Service Provider that offers "ACP Home Internet."

Contact provider with the phone number listed.

Showing 25 of 44 companies

🖶 Print List   Download List: [CSV] [XLS] [PDF]

Company Name	Phone	Type of Service ▲	State
Verizon Wireless	800-922-0204	ACP Home Internet	MA
EARTHLINK, LLC	888-327-8454	ACP Home Internet	MA
South Hadley Electric Light Department	413-437-0344	ACP Home Internet	MA
Hughes Network Systems, LLC	844-737-2700	ACP Home Internet	MA

2. Getting service through current provider

Available Plans	Type of Internet	Speed	Provider	Best Way to Enroll
Internet Essentials Regular - **$9.95 per month**	Cable	50 mbps	Comcast	Call or Online 1-855-846-8376 https://apply.internetessentials.com/
Internet Essentials Plus for **$29.95 per month**	Cable	100 mbps	Comcast	Call or Online 1-855-846-8376 https://apply.internetessentials.com/
AT&T Access for **$30 per month**	Wireless	100 mbps	AT&T	Call: English - 866.531.0531 Spanish - 877.649.6154
AT&T Prepaid 5G for **$30 per month**	Prepaid Data	5G Data (50 mbps avg. speed)	AT&T	Online https://attprepaidebb.com/

Community members can choose ANY plan!

- Community members can apply the ACP benefit to their existing internet plan or choose a new plan.

What Internet speed does a household need?

# of devices connected (phones, computers, etc.)	Internet is used for	Recommended Speed
1-5	50 mbps	web browsing and email
6-11	100 mbps	
1-5	100 mbps	Streaming shows and videos
6-11	300 mbps	
1-5	100 mbps	Work/school from home
6-11	300 mbps	

ISP FAQs

Can the ACP be applied to services other than internet?

No.

Am I disqualified if I have unpaid bills with the service provider?

Nope!

Can I change internet service providers?

Yes!

Can I apply the ACP to my existing account?

Yes!

Can I choose a bundled plan with my ACP benefit?

Yes, it will be applied to the internet part.

CONSUMER PROTECTIONS

Internet Service Providers are not allowed to:

- Upsell or downsell services.
- Restrict the consumer from changing internet service providers or offerings (the consumer still needs to return any provider-owned equipment).
- Insist that the consumer enter into an extended contract to participate in the ACP.
- Require consumers to get a credit check to receive the benefit.

Other FAQs: De-enrollment

1. **Household Usage Requirements**
   a. ISPs are responsible for tracking the usage of subscribers not charged a monthly fee (the amount remaining on a customer's bill after the ACP and/or Lifeline benefit has been applied)
   b. Community members must use their ACP-supported service at least once every consecutive 30 days or be de-enrolled from the benefit.

2. **Duplicative Support**
   a. A community member will be de-enrolled if it is found that they are applying the benefit with multiple providers.
   b. They can also be de-endollred if multiple members of a household are using the benefit.

3. **Failure to re-certify eligibility**
   a. The provider will de-enroll a community member if the participant does not respond to the request within 60 days.

5 ACP FAQs and Resources

Changing plan, address, or providers -FAQs

Changing Service Plan

- All plans are eligible for ACP benefit
- Can change plans at any time
- If new plan costs more than ACP benefit, consumer is in charge of difference

Changing Service Address

- Check if provider services new address
- Update National Verifier account with new address
- Update address with a provider or switch to new provider

Changing Service Provider

- Can change providers at any time
- Note: device discount can by used only once per household

Undocumented Households - FAQs

ARE UNDOCUMENTED INDIVIDUALS ELIGIBLE?

Yes. ACP does not take into account one's immigration status, meaning undocumented immigrants can receive this benefit

DOES THE ACP AFFECT GREEN CARD APPLICATIONS?

Applying for the ACP or receiving ACP benefits will not jeopardize anyone's ability to obtain a green card or sponsor a family member under the public charge test, as it is not considered in the test.

HOW CAN AN UNDOCUMENTED INDIVIDUAL QUALIFY?

They can qualify through their own eligibility or through their dependent's eligibility.

Undocumented Individuals - How to Apply for ACP

How to Prove Identity

- **Driver's License:** 16 states and Washington D.C. do not require proof of citizenship
- Up-to-date **foreign passports**
- **Taxpayer ID Number**
- **State or Municipal ID**

How to Prove Eligibility

- All students, regardless of imimigration status may receive **Free & Reduced Price Lunch** or prove eligibility through attendance at a **CEP school**
- Undocumented immigrants are eligible to receive **WIC**
- Dependent (under 18) receives a **Federal Pell Grant**

Unhoused Individuals - FAQs

There are two important steps for unhoused individuals to follow when applying for the ACP:

1. When entering the address for service, the individual can use the address of the shelter where they reside or enter '123 Homeless'
2. The individual must then fill out a [household worksheet](#) and upload the worksheet with their application.

Houseless individuals can choose to find a plan that supports mobile internet and apply their device credit to the purchase of a hotspot.

By using the [Companies Near Me Tool](#), families can search for providers listed as "ACP Mobile."

Enhanced Tribal Benefit

	LIFELINE ENHANCED	ACP ENHANCED
WHAT ARE THE BENEFITS?	Up to $34.25 off per month + One-time $100 reimbursement of the cost of initiating service with certain phone companies at a primary residence through LinkUp	Up to a $75/month discount on your internet service, and A one-time discount of up to $100 for a connected device at certain providers.
WHAT PLANS ARE ELIGIBLE?	Phone + Internet plans with participating providers	Choose any internet service plan from participating providers
WHO IS ELIGIBLE?	Live on Tribal Lands AND meet at least one of the following criteria:	
	135% of the federal poverty guidelines	200% of the federal poverty guidelines
	Participate in any of the ACP qualifying programs, or additionally in: ● Bureau of Indian Affairs General Assistance ● Tribal Head Start (income based) ● Tribal Temporary Assistance for Needy Families (Tribal TANF) ● Food Distribution Program on Indian Reservations Assistance	

Additional Enrollment Tips & Tricks

Applying for the ACP can be complicated.

Here are some tips and tricks to overcome commonly seen issues.

1	2	3	4	5
QUALIFYING WITH DEPENDENT	**FRPL/CEP ELIGIBILITY**	**TWO PART PROCESS**	**EMAIL ADDRESS**	**DIGITAL SIGNING**
Use the youngest dependent's information since eligibility expires when a student graduates from a CEP/FRPL program.	If school name does not appear in the drown down, select eligibility as F&RSL and then type in school name.	Many people won't have the time or documents ready to complete the application when first contacted. Provide them with information to get started and set-up a follow-up time.	Options if the individual does not have an email include (1) use a family or friend's, (2) create a new account, (3) use a mobile one-way address (*options in notes*).	When digitally signing, the applicant's name must match with their chosen ID and the first letter of the first and last name must be capitalized (regardless of how it appears underneath).

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6 Awareness Toolkit Intro

For Schools Districts

Before the end of the schools year provide:

ACP Eligibility Letter
CEP Eligibility Letter

The full toolkit can be found Here

As of Jan 2022,
- San Rafael City USD operates 5 CEP schools
- Sausalito Marin City USD operates 1 CEP schools

Total eligible students: 1,360

For Local Government Leaders

PREPARE
a communications and
outreach plan

CONVENE
stakeholders to unite
behind your city-wide goal

PROMOTE
the ACP via governement
communcations channels

ACTIVATE
outreach by CBO's
and trusted institutions

The toolkit provides many templates and communication strategies to equip yourself for every step of the process

Awareness Resources

Knowledge of the ACP is a critical first step to helping your community enroll for the ACP. Depending on your resources and your organization's structure, you can:

1. Hang fliers in your physical spaces and around the community.

2. Make enrollment fliers with information on how to enroll available to those you help at your office space or by mail/on home visits.

3. Post on your social media channels.

4. Send or schedule awareness texts or robocalls.

Resources

Enrollment Resources

ACP Step-by-Step Flyer
- This visual flyer can be posted and sent to community members to assist them with their application process.

ACP Enrollment Checklist
- Checklist to walk an applicant through items they will need to apply as well as how to work through the whole application process.

ACP Enrollment Call Script
- This is an optional script to help you practice the flow of enrollment. As every call and every individual is different we recommend using this for practice and the checklist for actual enrollment.

ACP FAQs
- Frequently asked questions about the ACP, as well as how to troubleshoot common errors (note this is a linked website to our district toolkit as it is a living document and being constantly updated)

7 Q&A