



**Affordable Connectivity Program**  
Helping Households Connect

# Affordable Connectivity Program

**What is the benefit?**

**Who is eligible?**

**How can households apply?**



# **Affordable Connectivity Program**

Helping Households Connect

## Agenda

- **The Affordable Connectivity Program (ACP) Program Description and Design Overview**
- **Who is eligible for the ACP?**
- **Consumer Protections Within the Program**
- **Be A Local Outreach Partner**
- **Contacts and References**



## **Affordable Connectivity Program**

Helping Households Connect

### What is the Benefit?

The Affordable Connectivity Program is a Federal Communications Commission (FCC) Program that provides a discount on monthly broadband bills for qualifying households. Eligible households can receive:

- Up to \$30/month discount for broadband service and associated equipment rentals;
- Up to \$75/month discount for households on Tribal lands, and;
- A one-time discount for \$100 for a laptop, desktop, or tablet purchased through a participating provider. Participating consumers pay a \$10 to \$50 co-pay.





## **Affordable Connectivity Program**

Helping Households Connect

# What is a Household?

- A household is a group of people who live together and share money (even if they are not related to each other.) If you live together and share money, you are one household. If you either don't live together or you don't share money, you are two or more households.
- A household can qualify because of an eligible dependent that meets the eligibility criteria.
- You may have to answer questions about your household when you apply for the Affordable Connectivity Program.
- A household worksheet will be available to assist in determining household eligibility.



## **Affordable Connectivity Program**

Helping Households Connect

# Examples of Households

### **One Household :**

- **A married couple who live together must share one ACP benefit**
- **A parent/guardian and child who live together must share one ACP benefit**
- **An adult who lives with friends or family who provide financial support must share one ACP benefit**

### **Multiple Household:**

- **Four roommates who live together but do not share money are four separate households. All four can receive the ACP.**
- **30 seniors who live in an assisted-living home but do not share money are 30 separate households. All 30 can receive the ACP.**
- **A student who receives a Federal Pell Grant and lives alone is a different household than his or her parents. Both the student and their parents are separate households and can receive their own benefits.**



# Affordable Connectivity Program

## Helping Households Connect

### A Household is Eligible if:

Household income is at or below 200% of the Federal Poverty Guidelines or if a member of the household meets at least *one* of the criteria below:

- Participates in assistance programs:
  - Supplemental Nutrition Assistance Program (SNAP)
  - Medicaid
- Federal Housing Assistance programs:
  - Housing Choice Voucher (HCV) Program (Section 8 Vouchers)
  - Project-Based Rental Assistance (PBRA)/Section 202/Section 811
  - Public Housing
  - Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians
- Supplemental Security Income (SSI)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Lifeline



## **Affordable Connectivity Program**

Helping Households Connect

### **A Household is Eligible if (cont.)**

- **Receives Veterans Pension or Survivors Benefit;**
- **Meets the eligibility criteria for a participating provider's existing low-income program;**
- **Received a Pell Grant in the current award year; or**
- **Participates in the National School Lunch Program or the School Breakfast Program (Including the Community Eligibility Provision).**



## **Affordable Connectivity Program**

Helping Households Connect

Households on qualifying Tribal lands are eligible they participate in one of the following programs:

- **Bureau of Indian Affairs General Assistance**
- **Tribal Temporary Assistance for Needy Families**
- **Food Distribution Program on Indian Reservations**
- **Tribal Head Start (income based)**





## **Affordable Connectivity Program**

Helping Households Connect

# What is Lifeline?

Lifeline is a federal program that lowers the monthly cost of phone and internet. Eligible customers will get up to \$9.25 (up to \$34.25 on Tribal lands) toward their bill.

Household income is at or below 135% of the Federal Poverty Guidelines or a member of the household participates in one of these programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Housing Assistance
- Veterans Pension or Survivors Benefit
- Tribal programs (and you live on qualifying Tribal lands)



# Affordable Connectivity Program

Helping Households Connect

## Two Steps to Enroll

1. Go to <https://www.getinternet/> to apply online or visit <https://www.affordableconnectivity.gov/how-to-apply/> print out a mail-in application; and
2. Contact your preferred participating provider to select a plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must both apply for the program and contact a participating provider to select a service plan.





**Affordable Connectivity Program**  
Helping Households Connect

# How Does the ACP Protect Consumers?

FCC rules protect Affordable Connectivity Program recipients by:

- Empowering consumers to choose the service plan that best meets their needs (including a plan they may already be on);
- Ensuring consumers have access to supported broadband services regardless of their credit status;
- Prohibiting providers from excluding consumers with past due balances or prior debt from enrolling in the program;
- Preventing consumers from being forced into more expensive or lower quality plans in order to receive the ACP;
- Ensuring that consumers are not liable for early termination fees;
- Reducing the potential for bill shock or other financial harms;
- Allowing ACP recipients to switch providers or broadband service offerings; and
- Providing a dedicated FCC process for ACP complaints: [www.consumercomplaints.fcc.gov](https://www.consumercomplaints.fcc.gov)



**Affordable Connectivity Program**  
Helping Households Connect

## Become an Outreach Partner

The FCC is mobilizing people and organizations to help share important consumer information about the new Affordable Connectivity Program.

- **Request A Speaker:** Send a speaker request to [ACPspeakers@fcc.gov](mailto:ACPspeakers@fcc.gov).
- **Become A Partner:** Send an email to [outreach@fcc.gov](mailto:outreach@fcc.gov).



**Affordable Connectivity Program**  
Helping Households Connect

## ACP Outreach Toolkit

### Social

Logos

Social Media Images

Draft Posts

Newsletter Insert

Draft Press Release

### Printables

Fact Sheet

Flyer

9" x 5" Info Card

¼ Page Handout

Poster/Infographic

### Videos and PSAs

ASL Video

Overview Video

Audio PSAs



# Affordable Connectivity Program

Helping Households Connect

## Resources

FCC's ACP Consumer Hub: [www.fcc.gov/ACP](https://www.fcc.gov/ACP)

Help Line: Call the ACP Support Center at (877) 384-2575 or send an email to [ACPSupport@usac.org](mailto:ACPSupport@usac.org)

USAC ACP Claims and Enrollment Tracker:  
<https://www.usac.org/about/affordable-connectivity-program/acp-enrollment-and-claims-tracker/>

Subscribe for ACP Email Notifications;  
<https://cloud.outreach.usac.org/subscription>

Toolkit: <https://www.fcc.gov/acp-consumer-outreach-toolkit>

Accessibility: [FCC504@fcc.gov](mailto:FCC504@fcc.gov)

To apply: <https://www.getinternet.gov>

Contact: [ACPinfo@fcc.gov](mailto:ACPinfo@fcc.gov)

