



NDEC Digital Skills Classes

Partnering To Create Disruptive Strategies To Close The Digital Divide Across the United States

Collaborating with local and global change makers
driving disruptive strategies to close the digital divide, assuring all populations
valid and equitable participation in the Internet of Things.



AFFORDABLE CONNECTIVITY PROGRAM



Helping Households Connect



Presented by the National Digital Equity Center



NDEC

National Digital Equity Center
Disruptive Strategies to Close the Digital Divide

What is the Affordable Connectivity Program?



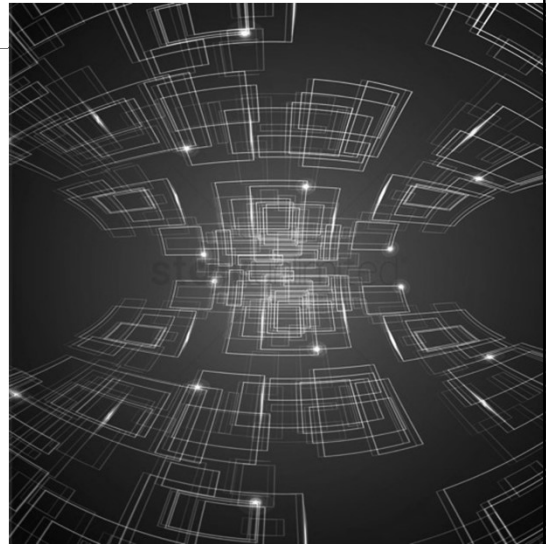
The Affordable Connectivity Program (ACP) is a U.S. government program run by the Federal Communications Commission (FCC) program to help low-income households pay for internet service and connected devices like a laptop or tablet.

If your household is eligible, you could receive:

- Up to a \$30/month discount on your internet service
- Up to a \$75/month discount if your household is on qualifying Tribal lands
- A one-time discount of up to \$100 for a laptop, tablet, or desktop computer (with a co-payment of more than \$10 but less than \$50)

Who qualifies for the Affordable Connectivity Program?

- Has an income that is at or below 200% of the federal poverty guidelines (<https://www.affordableconnectivity.gov/do-i-qualify/>)
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating provider's existing low-income program.
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision in the 2019-2020, 2020-2021, or 2021-2022 school year;



THE TABLE BELOW REFLECTS 200% OF THE FEDERAL POVERTY GUIDELINES FOR 2023

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	\$29,160	\$36,420	\$33,540
2	\$39,440	\$49,280	\$45,360
3	\$49,720	\$62,140	\$57,180
4	\$60,000	\$75,000	\$69,000
5	\$70,280	\$87,860	\$80,820
6	\$80,560	\$100,720	\$92,640
7	\$90,840	\$113,580	\$104,460
8	\$101,120	\$126,440	\$116,280
For each additional person, add:	\$10,280	\$12,860	\$11,820

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 eligible dependent children that meet the eligibility criteria.
- You may have to answer questions about your household when you apply for the Affordable Connectivity Program.

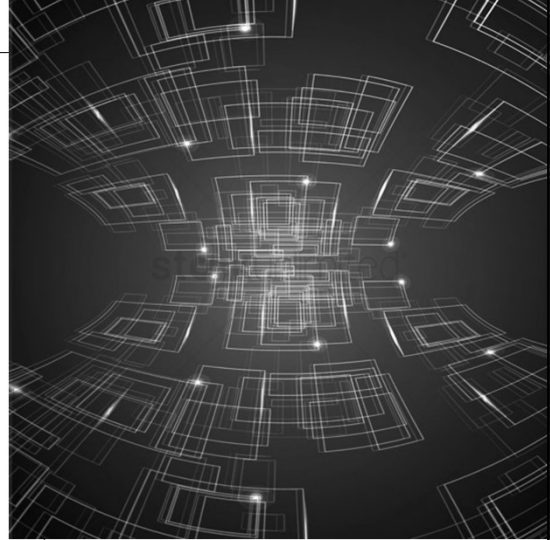
Household Worksheet:

<https://www.affordableconnectivity.gov/wp-content/uploads/ACP-Household-Worksheet-English.pdf>

Multi-unit dwellings

Eligible households living in multi-unit dwellings such as apartment buildings, nursing homes, and group homes can also take advantage of the benefit.

- Households within multi-unit dwellings, where the landlord or the property manager is the internet account holder, may be able to apply the benefit to that broadband service if they otherwise qualify.
- If the household has a bill or other liability for their broadband access that someone else, such as the property owner, is helping to pay, the household could switch temporarily to using ACP support to pay for broadband service instead of relying on that third party's support.



How long does the benefit last?

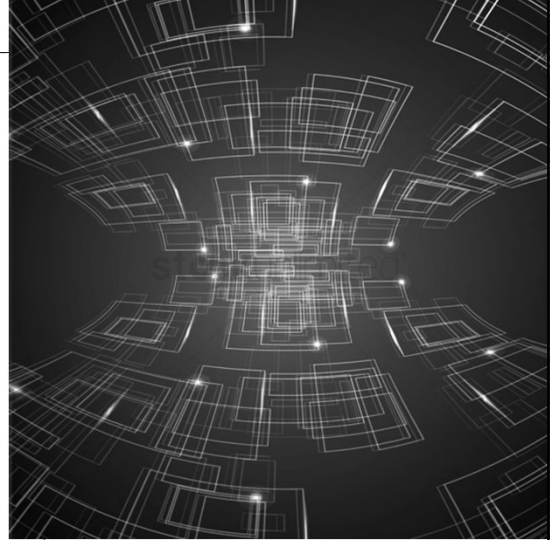


Congress mandated the creation of the Affordable Connectivity Program as part of the Infrastructure Investment and Jobs Act, which became law in November 2021.

How long the benefit will last is in question. Although there is broad bipartisan support for broadband support to low-income Americans, the path through Congress is uncertain at this time.

Consumer Protection

- Participating providers must give households notice about the last date or billing cycle that the full benefit will apply to their bill and the date or billing cycle that a partial benefit will apply to their bill, in addition to information about the cost of broadband service after the program ends.
- Households will need to opt-in or request to continue broadband services with their provider. If they don't opt-in or select a new service plan with the provider, their broadband service will end once the program ends. Even if they had service with the same provider before enrolling in the Affordable Connectivity Program, they will need to opt-in to continue broadband services after the program ends.

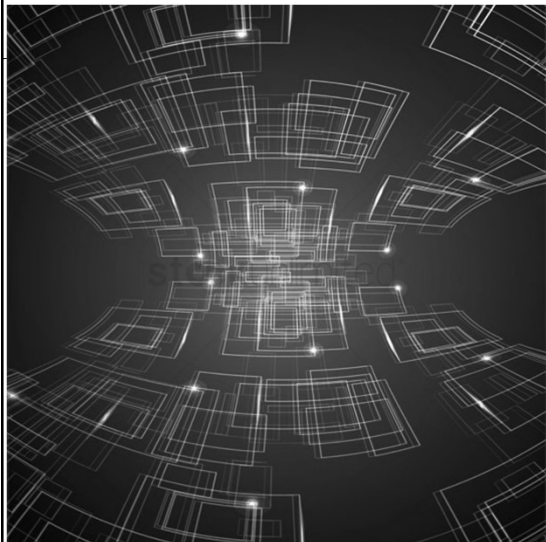


Participating Providers



- The program is open to all broadband providers, not just those currently offering Lifeline services.
- Fixed broadband services are provided to your home, or a single location. These include cable, fiber optic, DSL, satellite, and fixed wireless services.
- Mobile broadband services are device-based and available throughout the service provider's cellular coverage area, similar to cell phone services.
- Check with the broadband providers in your area to learn about their plans for program participation and eligible service offerings.
- Not all providers plan to offer connected devices through the program.

How to Apply



Contact your phone or internet company

Ask your internet company if they participate in the ACP or use our online tool to find a participating company near you. Participating companies can help you apply through their company's application process.

Online

Login or create a new account to complete the application online.

Mail

Print an application, USAC recommends including a Household Worksheet with your application, Complete the application and Household Worksheet and send them, along with copies of your proof documentation.

How Much Speed Do I Need?

Internet Speeds to Meet Your Needs

How to choose a plan that is right for your household.

1. How many people will use the internet?

When more people share the same connection, a faster plan is needed to accommodate their devices.



Plans for households with limited internet use

HOW MANY PEOPLE IN HOUSEHOLD	DOWNLOAD SPEEDS	UPLOAD SPEEDS
1-2	50 Mbps	5 Mbps
2-4	100 Mbps	10 Mbps
4-6	200 Mbps	10 Mbps
6+	300 Mbps	15 Mbps



Plans for households who need higher download speeds

HOW MANY PEOPLE IN HOUSEHOLD	DOWNLOAD SPEEDS	UPLOAD SPEEDS
1-2	100 Mbps	10 Mbps
2-4	200 Mbps	15 Mbps
4-6	500 Mbps	20 Mbps
6+	1000 Mbps	30 Mbps

If your connection speed is too slow, you'll see buffering.

2. How will you be using the internet?

Downloading is when the internet shares information with your computer. You'll need higher download speeds when watching Netflix and online gaming, than if you only surf the web, use social media, and do online shopping.

More day-to-day activities also require the fastest upload speeds (when our computers share information with the internet) e.g. **Zoom and video/audio calls, online gaming and sharing photos on social media.**

Enrolling directly with your service provider.



- If you already have internet service, and you want to continue with them, call your company. If you need a provider, use this link: <https://www.affordableconnectivity.gov/companies-near-me/>
- Let the customer service rep know that you want to apply for the ACP with them
- When you have been verified, the representative will give you your ID number. **YOU WILL NEED THIS NUMBER**, so keep it in a safe place & have it on hand any time you need to talk to anyone about the Affordable Connectivity Program.
 - Don't be afraid to ask questions
 - Confirm what you have been told, make notes as you go, and don't be afraid to ask them to repeat something
 - Before ending the conversation, once again confirm your ID number

What happens next?

Your Service Provider...

- Will be able to tell you when your benefit will go into effect and when you can expect to see it reflected on your bill if you already have service
- If this service is new, they will arrange to get you hooked up and let you know what to expect from there

Apply by mail.

To apply by mail, you will need:

- A printed application, a printed household worksheet and printed copies of proof of eligibility
- Paper Application Instructions: <https://www.affordableconnectivity.gov/wp-content/uploads/ACP-Application-Instructions.pdf>
- To print the Paper Application Form: : <https://www.affordableconnectivity.gov/wp-content/uploads/ACP-Application-Form-English.pdf>
- Instructions for the Household Worksheet: [:https://www.affordableconnectivity.gov/wp-content/uploads/ACP-Household-Worksheet-Instructions.pdf](https://www.affordableconnectivity.gov/wp-content/uploads/ACP-Household-Worksheet-Instructions.pdf)
- To print the Household Worksheet: : <https://www.affordableconnectivity.gov/wp-content/uploads/lifeline/images/ACP-Household-Worksheet-English.pdf>

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

If it is not possible to obtain printed copies of the application and worksheet, call to have one mailed to you. You will still need to get copies of your proof of eligibility.

(877) 384-2575



Enrolling online.

<https://www.affordableconnectivity.gov>




Online Application Instructions:

<https://www.affordableconnectivity.gov/help/tools/#instructions>


Online Application:

https://nv.fcc.gov/lifeline/?awsI=link-from-how-to-apply&ebbp=true&id=nv_flow&ln=RW5nbGlzaA%3D%3D

What happens next?

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- When you apply online, you may receive immediate approval. If you do not, you will be told exactly what additional information you need to provide.
 - If you have qualified, you will be given an ID number. **YOU WILL NEED THIS NUMBER**, so keep it in a safe place & have it on hand any time you need to talk to anyone about the Affordable Connectivity Program.
 - If you need to find a provider, use this link:
<https://www.affordableconnectivity.gov/companies-near-me/>
 - Let the ISP know that you have been verified as eligible for the Affordable Connectivity Program and would like to have your service with them
 - Give the provider your ID number
 - The customer service representative will take let you know what to expect from here
 - Don't be afraid to ask questions
 - If you don't understand something, don't be afraid to ask for clarification

What happens next?

- 
- You will receive written confirmation of your eligibility
 - If you have qualified, you will be given an ID number. **YOU WILL NEED THIS NUMBER**, so keep it in a safe place & have it on hand any time you need to talk to anyone about the Affordable Connectivity Program.
 - If you need a provider, use this tool:
<https://www.affordableconnectivity.gov/companies-near-me/>
 - Let them know that you have been verified as eligible for the Affordable Connectivity Program and would like to have your service with them
 - Give the provider your ID number
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The ACP Support Center serves consumers and those supporting consumers.



Hours: 7 days a week, from 9:00 a.m. to 9:00 p.m. ET



E-mail: Contact us at: ACPSupport@usac.org



By Phone: Contact the ACP Support Center at **(877) 384-2575**.



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Helping Households Connect

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



Contact Your Company

Contact your internet company if you have questions about your device, service, or bill—USAC cannot provide assistance with device, service, or billing issues. You can find your company's customer service number on your bill or online on the company's website.



File a Consumer Complaint

If you are having issues with your internet company involving the ACP, you may want to file an informal consumer complaint with the FCC. If your issue is a billing or service issue, they will serve your complaint on your internet company. Learn more at: consumercomplaints.fcc.gov.



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If you would like to volunteer to help folks apply for the ACP, or find out about other Digital Navigator Volunteer opportunities, we would love to hear from you, email: dnmgmt@digitalequitycenter.org or call (207) 259-5010

If you would like one-on-one assistance with applying to this program, please email us at dnmgmt@digitalequitycenter.org or call (207) 259-5010



NDEC
National Digital Equity Center
Disruptive Strategies to Close the Digital Divide

Thank you for joining us!

Check out all of our great classes at: digitalequitycenter.org/classes