

# Affordable Connectivity Program

Train-the-Trainer Module  
How to submit an online ACP application

Notes section:

This train-the-trainer module is intended for ACP Grant recipients to provide tips and guidance on how to help households complete the ACP application.

For the purposes of this presentation, grantees and staff whose role is to help applicants submit the ACP application will be referred to as ACP Navigators.

Notes section:

## Materials & Tools

The following are suggested materials and tools that are recommended to have on hand when assisting an applicant with the ACP application, whether on a case-by-case basis or during enrollment events.

### Outreach Materials:

- Acceptable Documentations Guide
- List of local ACP Providers
- ACP Flyer

### Equipment:

- Wi-fi or alternative internet connection
- Scanner or alternative device to scan and upload documents

### Reference Materials:

- Applicant Reference Sheet:
  - ☐ New Email Address
  - ☐ ACP Username & Password
  - ☐ ACP Application ID #
- ACP Reporting Reference Sheet:
  - ☐ # of Applicants served
  - ☐ # of Applicants approved
  - ☐ # of Applicants hearing about the ACP for the first time.

Notes section:

Visit [GetInternet.gov](https://www.getinternet.gov)

Notes section:

An official website of the United States government [Help](#) [3. How you locate](#)

English Sign In

We've made some updates: This is now an official FCC website. View the previous non-FCC content.

## Save on your internet bill

With the FCC's Affordable Connectivity Program, you can save on your bill and may be able to get high-speed internet for free.

Apply



**What are the 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

**How can I qualify?**

- You, or your child or dependent are enrolled in government programs like Medicaid, SNAP, WIC, or others, or,
- Based on your household income

Learn more about how you qualify.

**How do I sign up?**

**1 | Apply**  
Apply now. We'll help you every step of the way.  
Apply

**2 | Get internet**  
Contact an internet company to get your benefit.

**Train-the-trainer notes:**

- Provide a brief ACP overview using the ACP homepage or flyer.
- Discuss how the applicant intends to qualify.
- The ACP Navigator should state their role and how they plan to help the applicant with their ACP application.

Notes section:

## Fill out your information



We will only use this information to see if you are eligible for a discount on your internet.

### Train-the-trainer notes:

- Provide the address where the applicant will receive internet service, even if the address is temporary.
- It may be more effective to copy this information from another document such as the applicant's license.
- Make sure the information & spelling is correct.
- There will be "*fix this*" hyperlinks throughout the application to be brought back to other areas of the application to make corrections.

#### Home address where you will get internet

It cannot be a P.O. Box.

##### Street Number and Name

##### Apartment, Unit, etc.

##### City or Town

##### State or Territory

##### Zip Code

 My mailing address is different than my home address.

## Notes section:

### Contact information

You need an email address to apply. We'll use this email address to contact you about the status of 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 Affordable Connectivity Program benefit. For text messages, message and data rates may apply. Text STOP to end messages.

Next

**Train-the-trainer notes:**

- Confirm if the applicant presently have access to their emails.
- It may be necessary to help the applicant create an email account.
- Encourage the applicant to safely store this new information for future reference. Use the "Applicants Reference Sheet"

Notes section:

### 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 the last four digits of your Social Security Number?

Providing the last four digits of your Social Security Number may speed up the process and reduce the need to provide documentation, but is not required.

- Yes, use the last four digits of my Social Security Number.
- No, I want to provide an official document (Driver's License, Taxpayer Identification Number, Passport, etc.) or use my Tribal ID number.

Back

Next

### Fill out your information

We'll use this information to see if you are eligible. It won't affect your credit.

Enter the last four digits of your Social Security Number.

Last 4 digits of your Social Security Number

XXX-XX- 0000

Back

Next

#### Train-the-trainer notes:

- Note: The applicant **MAY** be asked to provide proof, if the SSN does not match.
- If the applicant does not have proof of their SSN, the applicant can return to this page to *“fix this”* information by selecting the option to provide other official documentation such as a copy of their license.

### Notes section:

## 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 the last four digits of your Social Security Number?

Providing the last four digits of your Social Security Number may speed up the process and reduce the need to provide documentation, but is not required.

- Yes, use the last four digits of my Social Security Number.
- No, I want to provide an official document (Driver's License, Taxpayer Identification Number, Passport, etc.) or use my Tribal ID number.

[Back](#)

[Next](#)

## Fill out your information

### 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 another 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

- Select
- Driver's License
- Military ID
- Passport
- Taxpayer Identification Number
- Tribal Identification Number
- Other Government ID

[Back](#)

[Next](#)

#### Train-the-trainer notes:

- Confirm that the applicant has the document available to be uploaded into the application.

## Notes section:

**Train-the-trainer notes:**

- Enter the applicant’s name exactly as shown on their official document.
- The applicant may have multiple names, such as:
  - two first names
  - two middle names
  - hyphenated last name
  - etc.
- If the application indicates an error with the applicant’s name, the applicant can return to this page to *“fix this”* information. For ex: Consider removing or adding parts of the applicant’s name.
- The applicant may also be asked to upload their identification document, such a license as proof.

Fill out your information

We'll use this information to see if you are eligible. It won't affect your credit.

**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**

**Middle Name (optional)**

**Last or Family Name**



---

**Date of Birth**

<small>Month</small>	<small>Day</small>	<small>Year</small>
<input type="text" value="MM"/> <input type="button" value="v"/>	<input type="text" value="DD"/>	<input type="text" value="YYY"/>

Notes section:

## 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](#)

Notes section:

### 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](#)

### Confirm your program participation

#### 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](#)

#### **Train-the-trainer notes:**

Applicants, without the necessary eligibility documents to submit in the ACP application, may be able to access those documents online. For ex: In some areas, it may be possible to download documents from the applicants online SNAP account, to be uploaded to their ACP application. Just make sure the document has the necessary details required to prove ACP eligibility.

### Notes section:

## Review your information

Please review the information you provided and make any edits.



### Your Information [Edit](#)

Name  
**Abc Test**

Home Address  
**123 Not Real St  
Gotham, NY 11111**

Mailing Address  
**Same**

Date of Birth  
**1/01/1970**

Phone (optional)  
**Not Provided**

Email Address  
**abctest@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](#)

### Train-the-trainer notes:

- The applicant should verify if their information is accurate or require corrections.
- Click “Edit” for the ability to correct the applicant’s information.

## Notes section:

## We need more information to see if you qualify

A few things happened:

- We couldn't find your address, please show us where you live on a map.
- We couldn't verify who you are, please attach a photo of a document that shows your identity information.
- We couldn't confirm your eligibility, please attach a photo of a document that shows you (or your child or dependent) participate in a government assistance program or your income.

### What to do next

You need to **create an account** to save your information and continue your application.

[Create account](#)

Notes section:

### Create your account

You need to create an account to save your information and continue your application.

#### Username

This could be your email address or unique ID.

#### 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

Create account and sign in

#### Train-the-trainer notes:

- The applicant's username can be their email address.
- The applicant's password can be the same password used for their email address, as long as their ACP account password meet the listed requirements.
- Before moving forward with the application, the applicant should verify and safely store their username and password to ensure future access.

## Notes section:

## Confirm Your Location

Show us that your address is right.

This is the information you gave us.

Address: 123 NOT REAL ST,  
GOTHAM, NY 11111

If you see a typo in your address, [fix it here](#).

You have until **9/17/2023** to confirm your address. If you miss the deadline, you will need to submit a new application.

[How to Find Your Address](#) +

Confirm where you live by double clicking on the map or use the (+) button to zoom in. Drop a pin once you find your address.



If you do not zoom in enough, you will not be able to drop a pin.

Latitude  Longitude

Note: If you live on Tribal lands, this information will be used to confirm you qualify for the enhanced Tribal benefit.

Next

### Train-the-trainer notes:

- To correct the applicant’s address, click on the “*fix it*” hyperlink.
- If the address is correct, go to the map provided and drag the blue icon to the closest location that represents the applicant’s address. This will populate a latitude and longitude description.

## Notes section:

## Share more information to see if you qualify

With your help, we can confirm you qualify in a few more steps.

### Do you have a document that shows your income?

- Yes. I have a document such as pay stubs, last year's tax return, or a social security statement.
- No. But I have a document that shows I (or my child or dependent) participate in a program such as SNAP or Medicaid.

[Back](#)

[Next](#)

You have until **9/17/2023** to complete this selection. If you do not complete it by this date, you will need to submit a new application.

Notes section:

## Share more information to see if you qualify

With your help, we can confirm you qualify in a few more steps.

### Do you have a document that shows your income?

- Yes. I have a document such as pay stubs, last year's tax return, or a social security statement.
- No. But I have a document that shows I (or my child or dependent) participate in a program such as SNAP or Medicaid.

[Back](#)

[Next](#)

You have until 9/17/2023 to complete this selection. If you do not complete it by this date, you will need to submit a new application.

Notes section:

# SNAP

## We Could Not Confirm Your Eligibility

**⚠️ You have until 9/17/2023 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-Priced School Lunch or Breakfast Program
- USDA Community Eligibility Provision (CEP) School
- 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.

Back

Save

Next

## Share proof that you're enrolled in Supplemental Nutrition Assistance Program (SNAP)

Your document must include:

1. Your name, or your child or dependent's name
2. The name of the program
3. The name of the government, Tribal entity, or program administrator that issued the document
4. An issue date within the last 12 months or expiration date in the future

Here are common document examples:

- A benefit award letter
- A statement of benefits
- A benefit verification letter
- A screenshot of an online benefits portal

Common mistakes:

- Most SNAP cards do not include the required information. If your card does not, then it will not be accepted.

How to add your photo or scanned copy

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

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Take a photo

Back

Next

What if I don't have proof that I'm enrolled in SNAP? +

How can I edit my information or add a child or dependent? +



### Train-the-trainer notes:

- Which ever program is selected, the applicant will be prompted to upload supporting documentation as proof.
- Directions will be provided each time the applicant is prompted to upload documents.

## Notes section:

## Share proof that you're enrolled in Supplemental Nutrition Assistance Program (SNAP)

### Your document must include:

1. Your name, or your child or dependent's name
2. The name of the program
3. The name of the government, Tribal entity, or program administrator that issued the document
4. An issue date within the last 12 months or expiration date in the future

### Here are common document examples:

- A benefit award letter
- A statement of benefits
- A benefit verification letter
- A screenshot of an online benefits portal

### Common mistakes:

- Some SNAP cards do not include the required information. If your card does not, then it will not be accepted.
- Letters of temporary food assistance (i.e., TANF) will not be accepted.

### How to add your photo or scanned copy

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

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Take a photo

Back

Next

What if I don't have proof that I'm enrolled in SNAP?



How can I edit my information or add a child or dependent?



### Train-the-trainer notes:

- Directions for proof of eligibility will include:
  - Details each document should have,
  - common documents used and
  - common mistakes to avoid

This same information can be downloaded in English and Spanish at [www.GetInternet.gov](http://www.GetInternet.gov). Look for the [Acceptable Documentation Guide](#).



[The Acceptable Documentations Guide](#)

### Uploading Documents:

If possible, use a scanner to upload documents into the application. However, applicants can use a smart device (such as a cell phone) to take a photo of their documents to upload into the application.

Note: An application error may appear, if the uploaded document is unclear or lacks the information needed.

Remember to delete any of the applicant's personal information that may have transferred to the Navigators device.

## Notes section:

The next few slides to follow  
are recommendations on  
how to share proof of some  
of the other qualifying  
programs.

Or visit [GetInternet.gov](https://www.getinternet.gov) to download the  
[Acceptable Documentation Guide](#)

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

Notes section:

### We Could Not Confirm Your Eligibility

**⚠ You have until 9/17/2023 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
- USDA Community Eligibility Provision (CEP) School
- 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.

[Back](#)

[Save](#)

[Next](#)

#### Your document must include:

1. Your name, or your child or dependent's name
2. The name of the program
3. The name of the government, Tribal entity, program administrator, or health insurance company that issued the document.
4. An issue date within the last 12 months or expiration date in the future

#### Here are common examples:

- A Medicaid card
- A benefit award letter
- A statement of benefits
- A benefit verification letter
- A screenshot of an online benefits portal

#### Common mistakes:

- Some Medicaid cards do not include the required information. If your card does not, then it will not be accepted.

#### How to add your photo or scanned copy

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

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

[Take a photo](#)

[Back](#)

[Next](#)

What if I don't have proof that I'm enrolled in Medicaid? [+](#)

How can I edit my information or add a child or dependent? [+](#)

## Notes section:

We Could Not Confirm Your Eligibility

**⚠ You have until 9/17/2023 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, [go to 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-Priced School Lunch or Breakfast Program
- USDA Community Eligibility Provision (CEP) School ⓘ
- 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.

Back

Save

Next

Share proof that you get Supplemental Security Income (SSI)

Your document must include:

1. Your name, or your child or dependent's name
2. The name of the program
3. The name of the government agency that issued the document
4. An issue date within the last 12 months or expiration date in the future

Here are common document examples:

- A benefit verification letter
- A screenshot of an online benefits portal

Common mistakes:

- Supplemental Security Income (SSI) is not the same as a Social Security benefit. However, you may be able to use your Social Security benefit document to qualify using your income.

How to add your photo or scanned copy

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

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Take a photo

Back

Next

What if I don't have proof that I get SSI? +

How can I edit my information or add a child or dependent? +

Notes section:

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
- USDA Community Eligibility Provision (CEP) School ⓘ
- 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.

Enter your (or your dependent's) University or College

Back

Save

Next

Share proof that you received a Federal Pell Grant

Your document must include:

1. Your name, or your child or dependent's name
2. The name of the program
3. The name of the school or the U.S. Department of Education that issued the document
4. The current award year

Here are common examples

- An official financial aid award letter from the school or the U.S. Department of Education. It must show that the student got a Pell Grant for the current award year.
- A paid invoice that shows the student got a Pell Grant for the current award year
- A screenshot of an online financial aid portal.

Common mistakes:

- If a screenshot of a student aid account or other documentation does not include the student's name, then it will not be accepted.

How to add your photo or scanned copy

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

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Take a photo

Back

Next

Notes section:

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 Survivor's Benefit Programs
- Federal Pell Grant in the current award year
- Free and Reduced-Price School Lunch or Breakfast Program
- USDA Community Eligibility Provision (CEP) School ⓘ
- 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.

Enter name of school

[Back](#)

Share proof that your child or dependent gets the Free and Reduced-Priced School Lunch or Breakfast Program

**Your document must include:**

1. The student's first and last name
2. The name of the school or school district
3. Name of the program
4. The current or prior school year

**Here are common document examples:**

- Letter from the school or school district

**How to add your photo or scanned copy**

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

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

What if I don't have proof that my child or dependent gets the Free and Reduced-Priced School Lunch or Breakfast Program?

How can I edit my information or add a child or dependent?

Notes section:

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.

Your Signature

Type your name below

Abc Test

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

Back

Submit

**Train-the-trainer notes:**

- Encourage the applicant to read the statement.
- If the applicant agrees, the applicant **MUST** type in their own signature. No one else can type in their signature on the applicant's behalf.
- The typed-in signature must be the same as the name shown above the signature line.

Notes section:

## We are reviewing your documents

We'll email you when our review is complete. You can check the status of your application at any time on your [account homepage](#)

It generally takes about 15 minutes, but could be up to 2 days.

**Need Help?** If you have questions about the Affordable Connectivity Program (ACP), call us at [1 \(877\) 384-2575](tel:18773842575) or send us an email at [ACPSupport@usac.org](mailto:ACPSupport@usac.org).

### Train-the-trainer notes:

- The application is under review and contact take 15 minutes or up to 2 days.
- Once the review is completed, notification of the application status will be sent to the provided email address.
- The application status can also be accessed by visiting the applicants "account homepage".
- If available, the applicant can wait a few moments at the enrollment site for an update on their status. If the application status indicates an "incomplete", the applicant may be provided further guidance on site.

### Notes section:

## Welcome ABC

The National Verifier is a tool to help you confirm your eligibility for the Lifeline Program and/or the Affordable Connectivity Program (ACP).



[Get Started](#) [Need Help?](#)

### Do you need to start an application?

To start an application for either ACP or Lifeline, select one of the blue buttons below. If you are interested in receiving an ACP and Lifeline benefit, select "Start Lifeline Application".

### Do you already have an application?

You can check the My Applications table below to see if you already have an application. To return to an incomplete application, select the "Return to Application" button. If you need to edit an application, please review the "Need Help" section.

[Start Lifeline Application](#)

[Start ACP Application](#)

### My Applications

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

[Return to Application](#)

Application Type	Application ID	Application Created	Expiration Date	Status
Affordable Connectivity (ACP)	B77506-57166	08/03/2023	11/01/2023	Qualified

Application Type	Application ID	Application Created	Expiration Date	Status
Affordable Connectivity (ACP)	B77506-57166	08/03/2023	11/01/2023	Qualified

### Train-the-trainer notes:

- Refresh your screen to display any updates on the application status.
- An **"Incomplete"** status indicates there is a correction or further information is needed in the application. Click on **"incomplete"** for details on how to correct or upload additional information in the application.
- A **"Qualified"** status indicates the application has been approved. The applicant should move forward with selecting a participating provider. Note the **"Application ID"** and **"Expiration Date"**.

## Notes section:

## Contact an internet company to get your benefit



### Train-the-trainer notes:

- **Congratulations!** The application has been approved.
- If possible, the applicant may want to take a photo of this page with their phones, for future reference.
- Remember: Notification of the application status has also been sent to the provided email address.

You're approved to get your benefit. **Sign up by November 1, 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:  
**B77506-57166**

Full legal name:  
**Abc Test**

Address:  
**123 NOT REAL ST,  
GOTHAM, NY 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?

### Train-the-trainer notes:

#### Emphasize to Applicant:

- The sign-up date - The applicant has up until this date to choose a provider and begin receiving the benefit, otherwise their approval status will expire.
- Next steps: The applicant can choose a provider by visiting the list of internet providers in the area who are participating in the ACP.
- Provide the Application # to the internet provider.

## Notes section:

## This concludes the ACP application process!

REMEMBER, approved applicants **MUST** contact a participating provider to begin receiving the discounted internet service and/or device.

Notes section:



**Train-the-trainer notes:**

- If hosting an enrollment event, there may be some providers in the room, however, it is still important to show the applicant the full list of ACP providers.
- At [GetInternet.gov](http://GetInternet.gov), click on “Find an internet company” or “Companies near me” for the full list of participating providers in the area.

**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

Example: 12345

OR

Enter Your City and State

**Select a Program:**

Affordable Connectivity Program (ACP)

Lifeline

**Train-the-trainer notes:**

Remind Applicants:

- The ACP Navigator does not represent the internet provider and can not choose a provider or service for the applicant.
- It is the applicant’s choice as to which provider and service they choose.
- Shop around! Choose the right provider and service that will best meet the household needs.
- No splitting the benefit! The ACP benefit can only be applied to one participating provider.

Notes section:

## Companies Near Me

The order of these companies are random and may be different the next time you search. An asterisk (\*) after the company name means that this company offers both ACP and Lifeline.

Download List: 

Company Name	Phone	Type of Service	\$0 with ACP	Discounted Device
		Mobile Internet	Yes	Yes
		Home Internet		Yes
		Mobile Internet	Yes	Yes
		Mobile Internet		
		Mobile Internet		Yes
		Home internet		Yes
		Mobile Internet		Yes
		Mobile Internet	Yes	Yes
		Mobile Internet		Yes
		Home internet	Yes	Yes
		Mobile Internet	Yes	Yes
		Mobile Internet		Yes
		Mobile Internet	Yes	Yes

Company names will be listed here.

Company contact # will be listed here.

### Train-the-trainer notes:

- Check the “Companies Near Me” list often for updates.
- Click to download the list.
- “Yes”, in 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.
- “Yes”, in 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.

## Notes section:

## Resources

- [ACP website](https://www.fcc.gov/acp-grants)  
<https://www.fcc.gov/acp-grants>
- [Online application instructions](https://www.affordableconnectivity.gov/wp-content/uploads/Online-ACP-Application-Instructions.pdf) are available in English and 9 other languages  
<https://www.affordableconnectivity.gov/wp-content/uploads/Online-ACP-Application-Instructions.pdf>
- FCC's [Grant Program](https://www.fcc.gov/acp-grants) website  
<https://www.fcc.gov/acp-grants>
- Access downloadable [ACP Outreach Materials](https://www.affordableconnectivity.gov/community-resources/)  
<https://www.affordableconnectivity.gov/community-resources/>
- Visit the [Grantee Engagement Hub](https://www.fcc.gov/acp-grants-management) to share and download useful grantee materials.  
<https://www.fcc.gov/acp-grants-management>
- Questions about the ACP Application? Email [ACProgram@usac.org](mailto:ACProgram@usac.org)
  - ACP Support Center is available by email at [ACPSupport@usac.org](mailto:ACPSupport@usac.org) or phone (877) 384-2575 seven days a week from 9 a.m. – 9 p.m. ET.

### Notes section:

# FCC ACP Affordable Connectivity Program

*Helping Households Connect and Save*

Enroll Today

[www.GetInternet.gov](http://www.GetInternet.gov)

Federal Communication Commission (FCC) Consumer and Governmental Affairs Bureau (CGB)

34

Notes section: