



## Affordable Connectivity Program

### Pilot Participant Guide: How to Assist Consumers Apply Online

The Affordable Connectivity Program (ACP) is a Federal Communications Commission (FCC) benefit program that helps low-income households pay for broadband service and connected internet devices.

Eligible households can receive:

- Up to a \$30 per month discount on internet service
- Up to a \$75 per month discount if their 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) from participating providers that offer devices.

### Get Started

Participants in the Your Home, Your Internet and the ACP Navigator Pilot Programs that receive access to the National Verifier can help eligible consumers complete and submit an application for the ACP in person through the National Verifier.

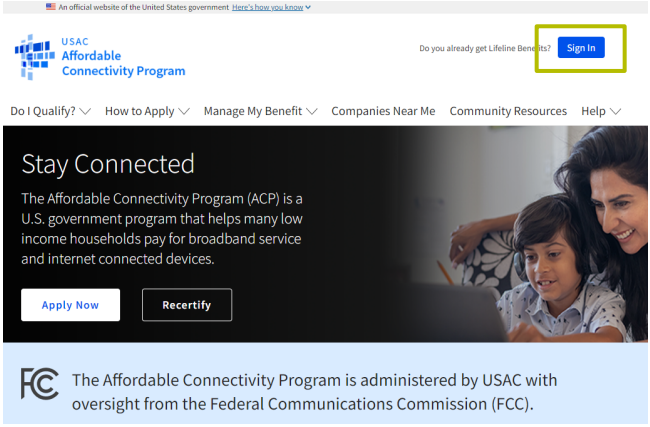
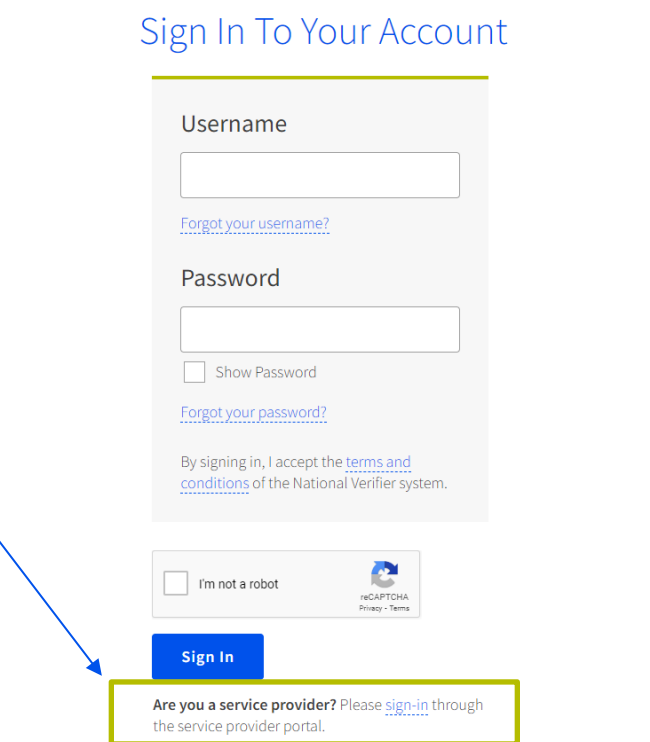

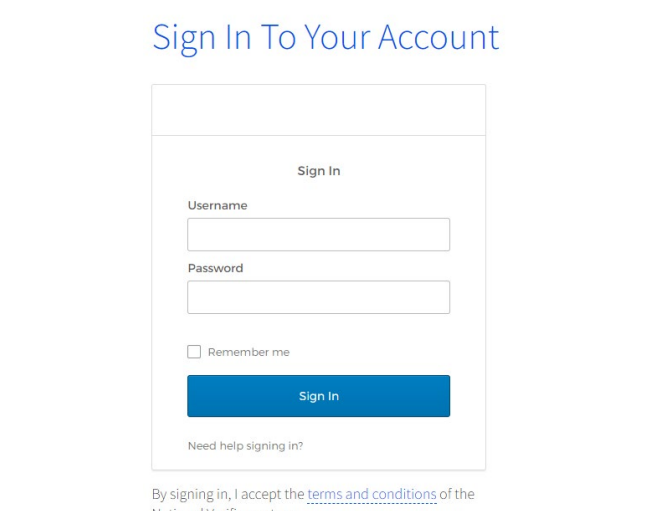
This guide provides detailed instructions for pilot participants with access to the National Verifier on how to:

- [Sign in to your National Verifier account](#),
- [Help consumers complete and submit an ACP application](#), and
- [Refer consumers to a list of participating ACP providers in their area](#).

### Helpful Tips and Reminders

- *Assisting Existing Lifeline subscribers* - If a consumer already participates in the Lifeline program, **they do not have to apply again for the ACP**. To get enrolled in the ACP, they can:
  - Talk to their current Lifeline provider about enrolling in the ACP, including options to apply the discount to their existing Lifeline service, or
  - [Contact another internet company](#) participating in the ACP to apply the benefit to a separate internet service.

# Sign in to Your National Verifier Pilot Participant Account

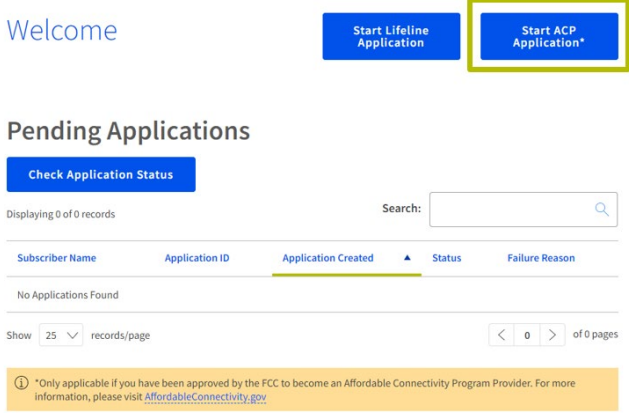
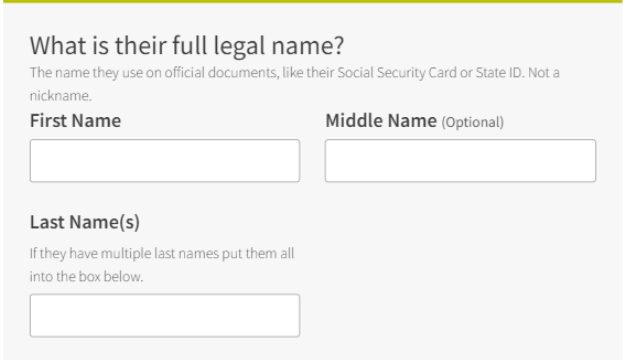
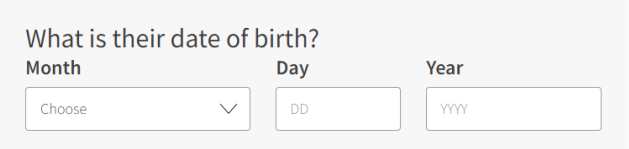
	Steps	Account Sign In
<p><b>1</b></p>	<p>Go to <a href="https://AffordableConnectivity.gov">AffordableConnectivity.gov</a>.</p> <ul style="list-style-type: none"> <li>Click or tap <b>Sign In</b></li> </ul>	 <p>An official website of the United States government. <a href="#">Here's how you know</a></p> <p>USAC Affordable Connectivity Program</p> <p>Do you already get Lifeline Benefits? <a href="#">Sign In</a></p> <p>Do I Qualify? How to Apply Manage My Benefit Companies Near Me Community Resources Help</p> <p><b>Stay Connected</b></p> <p>The Affordable Connectivity Program (ACP) is a U.S. government program that helps many low income households pay for broadband service and internet connected devices.</p> <p><a href="#">Apply Now</a> <a href="#">Recertify</a></p> <p><b>FC</b> The Affordable Connectivity Program is administered by USAC with oversight from the Federal Communications Commission (FCC).</p>
<p><b>2</b></p>	<p>Find the <b>sign-in</b> link and click or tap it to get to the <b>Service Provider/Navigator Portal</b></p>	 <p><b>Sign In To Your Account</b></p> <p>Username</p> <input type="text"/> <p><a href="#">Forgot your username?</a></p> <p>Password</p> <input type="password"/> <p><input type="checkbox"/> Show Password</p> <p><a href="#">Forgot your password?</a></p> <p>By signing in, I accept the <a href="#">terms and conditions</a> of the National Verifier system.</p> <p><input type="checkbox"/> I'm not a robot  reCAPTCHA Privacy - Terms</p> <p><a href="#">Sign In</a></p> <p><b>Are you a service provider? Please <a href="#">sign-in</a> through the service provider portal.</b></p>
<p><b>2</b></p>	<p>Sign in to your account.</p> <ul style="list-style-type: none"> <li>Enter your username and password to sign into your National Verifier pilot participant account.</li> <li>Click or tap <b>Sign In</b>.</li> </ul> <p><b>If you have issues signing into your account, contact us at <a href="mailto:ACPPilotPrograms@usac.org">ACPPilotPrograms@usac.org</a>.</b></p>	 <p><b>Sign In To Your Account</b></p> <p>Sign In</p> <p>Username</p> <input type="text"/> <p>Password</p> <input type="password"/> <p><input type="checkbox"/> Remember me</p> <p><a href="#">Sign In</a></p> <p>Need help signing in?</p> <p>By signing in, I accept the <a href="#">terms and conditions</a> of the National Verifier system.</p>

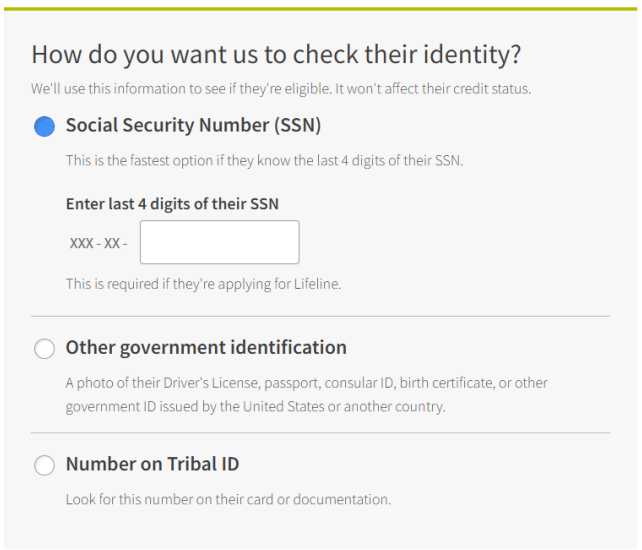
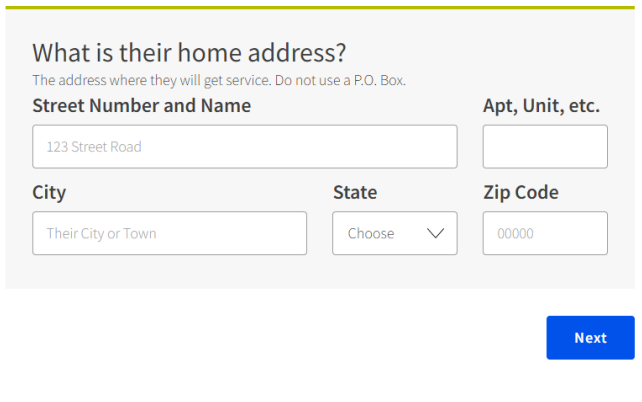
## Assist Consumers with Completing and Submitting an ACP Application

Follow the steps below to help a consumer complete and submit an ACP application online using your National Verifier Pilot Participant account. When using your National Verifier access to help a consumer apply through the National Verifier, **the consumer must be physically present with you in person, and the consumer must review the certifications and sign the application.** To complete the application, you will gather the information from the consumer for the application.

It typically takes about 10 minutes to complete the online application. (Please note that application times may vary per applicant.) Consumers may need to provide additional information or documentation to confirm their eligibility, identity, or home address.

If you have questions during the application process, contact the ACP Pilot Programs email at [ACPPilotPrograms@usac.org](mailto:ACPPilotPrograms@usac.org) or email our designated point of contact, Raquel Richards, at [Raquel.Richards@usac.org](mailto:Raquel.Richards@usac.org).

	Steps	Online Application Overview										
1	<p>Click or tap <b>Start ACP Application</b> on your account dashboard.</p> <p>✓ You are <b>only permitted to assist consumers with completing and submitting an ACP application</b> while they are physically present with you in person.</p> <p>✗ <b>DO NOT</b> use your access to submit a Lifeline application.</p>	 <p>Welcome</p> <p>Start Lifeline Application Start ACP Application*</p> <p>Pending Applications</p> <p>Check Application Status</p> <p>Displaying 0 of 0 records Search: [ ]</p> <table border="1"> <thead> <tr> <th>Subscriber Name</th> <th>Application ID</th> <th>Application Created</th> <th>Status</th> <th>Failure Reason</th> </tr> </thead> <tbody> <tr> <td colspan="5">No Applications Found</td> </tr> </tbody> </table> <p>Show 25 records/page &lt; 0 &gt; of 0 pages</p> <p>*Only applicable if you have been approved by the FCC to become an Affordable Connectivity Program Provider. For more information, please visit <a href="https://www.AffordableConnectivity.gov">AffordableConnectivity.gov</a></p>	Subscriber Name	Application ID	Application Created	Status	Failure Reason	No Applications Found				
Subscriber Name	Application ID	Application Created	Status	Failure Reason								
No Applications Found												
2	<p>Enter the consumer's full first and last name, as it appears on official documents.</p> <ul style="list-style-type: none"> <li>Tip: If they have more than one last name, enter them all in the last name field.</li> </ul>	 <p>What is their full legal name?</p> <p>The name they use on official documents, like their Social Security Card or State ID. Not a nickname.</p> <p>First Name Middle Name (Optional)</p> <p>Last Name(s)</p> <p>If they have multiple last names put them all into the box below.</p>										
3	<p>Select the month of the consumer's date of birth from the drop-down menu. Then, enter the day and year.</p>	 <p>What is their date of birth?</p> <p>Month Day Year</p> <p>Choose DD YYYY</p>										

<p>4</p>	<p>Choose how the consumer would like to verify their identity.</p> <ul style="list-style-type: none"> <li>• Tip: Entering the last four digits of their SSN is the fastest way to process the application and may reduce the need to provide proof documentation later in the application.</li> <li>• If the consumer prefers not to provide the last four digits of their SSN, choose one of the other forms of identification that they want to use to verify their identity.</li> </ul>	 <p><b>How do you want us to check their identity?</b> We'll use this information to see if they're eligible. It won't affect their credit status.</p> <p><input checked="" type="radio"/> <b>Social Security Number (SSN)</b> This is the fastest option if they know the last 4 digits of their SSN.</p> <p>Enter last 4 digits of their SSN XXX - XX - <input type="text"/></p> <p>This is required if they're applying for Lifeline.</p> <hr/> <p><input type="radio"/> <b>Other government identification</b> A photo of their Driver's License, passport, consular ID, birth certificate, or other government ID issued by the United States or another country.</p> <hr/> <p><input type="radio"/> <b>Number on Tribal ID</b> Look for this number on their card or documentation.</p>
<p>5</p>	<p>Enter the consumer's home address.</p> <ul style="list-style-type: none"> <li>• Tip: The consumer's home address <b>cannot</b> be a Post Office (P.O.) Box.</li> <li>• Consumers may enter a descriptive address to identify where they live if they don't have a street or rural route address, or if they do not have a fixed address.</li> </ul> <p>Click or tap <b>Next</b>.</p>	 <p><b>What is their home address?</b> The address where they will get service. Do not use a P.O. Box.</p> <p><b>Street Number and Name</b> <input type="text" value="123 Street Road"/> <b>Apt, Unit, etc.</b> <input type="text"/></p> <p><b>City</b> <input type="text" value="Their City or Town"/> <b>State</b> <input type="text" value="Choose"/> <b>Zip Code</b> <input type="text" value="00000"/></p> <p><a href="#">Next</a></p>

<p>6</p>	<p>Tell us how they qualify.</p> <ul style="list-style-type: none"> <li>• Check the box next to <b>all</b> that apply. <ul style="list-style-type: none"> <li>○ If the consumer qualifies through a child or dependent, select the last option and follow the prompts to enter the child or dependent’s information.</li> </ul> </li> <li>• Click or tap <b>Next</b>.</li> </ul>	<h3>Tell Us Which Program They Are In</h3> <p>To qualify for the <a href="#">Affordable Connectivity Program</a> (ACP), we need to know which government assistance program they are in or if they qualify based on acceptable income criteria.</p> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p><b>Are they in any of these?</b></p> <p><b>Check all that apply.</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> SNAP (Supplemental Nutrition Assistance Program) or Food Stamps <a href="#">?</a></li> <li><input type="checkbox"/> Medicaid</li> <li><input type="checkbox"/> Supplemental Security Income (SSI)</li> <li><input type="checkbox"/> Federal Housing Assistance</li> <li><input type="checkbox"/> Veterans Pension and Survivors Benefit Programs</li> <li><input type="checkbox"/> Federal Pell Grant in the current award year</li> <li><input type="checkbox"/> Free and Reduced-Price School Lunch or Breakfast Program in the current school year <a href="#">?</a></li> <li><input type="checkbox"/> Enrollment at USDA Community Eligibility Provision (CEP) School <a href="#">?</a></li> <li><input type="checkbox"/> Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)</li> <li><input type="checkbox"/> Tribal Specific Program (only choose if they live on Tribal lands)</li> <li><input type="checkbox"/> They don't participate in one of these programs, and want to qualify through income</li> <li><input type="checkbox"/> They are not in any of these programs, but their child or dependent is in one of these programs <a href="#">?</a></li> </ul> <p style="font-size: small; margin-top: 10px;">They may be asked to submit documents about the program(s) they select.</p> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <span><a href="#">Back</a></span> <span><a href="#">Next</a></span> </div>												
<p>7</p>	<p>Review the consumer’s information and confirm that it is correct.</p> <ul style="list-style-type: none"> <li>• If you need to make a correction, select the  <b>Edit</b> button and follow the prompts to make changes.</li> </ul>	<h3>Review the Subscriber's Information</h3> <p>Before we check if they qualify for the <a href="#">Affordable Connectivity Benefit</a>, make sure they check and see that their information is right.</p> <p>Double check the information below.</p> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9; margin: 10px 0;"> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Full Legal Name:</td> <td style="width: 40%;">Francis Tester</td> <td style="width: 30%; text-align: right;"><a href="#">Edit</a></td> </tr> <tr> <td>Date of Birth:</td> <td>February 01, 1990</td> <td></td> </tr> <tr> <td>Last 4 Numbers of SSN:</td> <td>1234</td> <td></td> </tr> <tr> <td>Address:</td> <td>123 Main Street Town, PA 15046</td> <td></td> </tr> </table> </div>	Full Legal Name:	Francis Tester	<a href="#">Edit</a>	Date of Birth:	February 01, 1990		Last 4 Numbers of SSN:	1234		Address:	123 Main Street Town, PA 15046	
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Address:	123 Main Street Town, PA 15046													
<p>8</p>	<p>Ask the consumer to confirm it is okay to use their information to check if they qualify for the ACP.</p> <ul style="list-style-type: none"> <li>• Check the box to confirm they agree.</li> <li>• Click or tap <b>Submit</b>.</li> </ul>	<div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9; margin: 10px 0;"> <p>Ask the subscriber to confirm that it is okay for us to use their information to check if they qualify for the <a href="#">Affordable Connectivity Benefit</a>.</p> <p><input type="checkbox"/> 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 <a href="#">Affordable Connectivity Benefit</a>.</p> </div> <div style="display: flex; justify-content: space-between; margin-top: 10px;"> <span><a href="#">Back</a></span> <span><a href="#">Submit</a></span> </div>												

<p>9</p>	<p>It may take a few minutes to check their information against available automated databases.</p> <ul style="list-style-type: none"> <li>• If they are asked to provide additional information or documentation, continue to the <a href="#">Show They Qualify</a> section of this guide for more information.</li> <li>• If they are not asked to provide additional information, continue to the next step (<a href="#">step #10</a>).</li> </ul>	
<p>10</p>	<p>The final step is for the consumer to certify and sign the application form.</p> <p>⚠ <b>You cannot certify or sign on the consumer's behalf</b></p> <p>The consumer <b>MUST</b> read each statement.</p>	<p>By signing their name below, they are agreeing to the following statements:</p> <p>Please have the consumer sign this form to finish the process.</p> <div style="border: 1px solid #ccc; padding: 10px;"> <p><b>Qualifications</b> 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.</p> <p><b>Internet company notification</b> I understand that I must tell my internet company within 30 days:</p> <ul style="list-style-type: none"> <li>• if my household no longer qualifies for the Affordable Connectivity Program or</li> <li>• if I move to a new address.</li> </ul> <p><b>Only one benefit per household allowed</b> 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.</p> <p><b>Potential impact on your bill if program ends</b> 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.</p> <p><b>How your information will be used</b> 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.</p> <ul style="list-style-type: none"> <li>• 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.</li> </ul> <p><b>Check eligibility at any time</b> The Affordable Connectivity Program Administrator or my service provider may check whether I still qualify at any time.</p> <p><b>Must meet recertification deadline</b> 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.</p> </div>
<p>11</p>	<p>The consumer must sign the application form by typing in their full first and last name. If a consumer has multiple last names, all names must be included.</p> <p>Click or tap <b>Submit</b>.</p>	

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You have submitted the consumer's application!

If their application is approved, you will receive a message that says they qualify and instructions for receiving their ACP benefit.

- The next step is for the approved consumer to sign up with a participating internet company to start receiving their ACP benefit.
- The system will provide a deadline for the consumer to sign up with an ACP provider. The deadline is based on the date the ACP application is submitted. Make note of the deadline for signing up with an ACP provider. If they do not sign up by the deadline, they will need to apply again.

You can also select the **Confirm Tribal Qualification** button to see whether a consumer is eligible for the enhanced Tribal benefit of up to \$75 per month – which is based on whether their home address is located on [qualifying Tribal lands](#).

## They Qualify for the [Affordable Connectivity Benefit](#)

### You can enroll Francis Tester in the Affordable Connectivity Program (ACP)

ⓘ If they do NOT sign up with an internet provider by 7/3/2023, they will have to reapply for the [Affordable Connectivity Program benefit](#).

#### Next Steps

Use this information to enroll the subscriber in [NLAD](#).

Application ID: B21895-60975  
Full Legal Name: Francis Tester  
Address: 123 MAIN STREET,  
TOWN, PA 15046


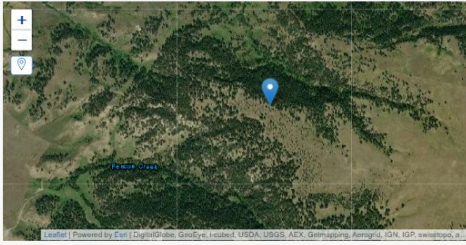

Method of Identity Verification: Last 4 digits of SSN

Do They Live on Tribal lands? Press the button below to see if they qualified for Tribal benefits

[Confirm Tribal Qualification](#)

## Show They Qualify

The consumer may need to provide additional information or documentation if we cannot confirm their eligibility, identity, or address based on the information provided in the ACP application. This section includes information on the steps to confirm their information if asked in their online application. For more information, review our Acceptable Documentation Guide ([English](#), [Spanish](#)).

Information or Documentation Needed	Online Application Overview
<p><a href="#">Confirm Their Address</a></p> <p>The consumer may be asked to confirm their address by locating where they live on the map.</p> <ul style="list-style-type: none"> <li>If you see a typo in their address, click or tap <b>fix it here</b>.</li> </ul> <p>To locate where they live, double-click on the map or use the (+) button on the top left to zoom in on the map. Click on the pin once you have found their address on the map. Then, click or tap <b>Next</b>.</p> <ul style="list-style-type: none"> <li>Click or tap the  icon to expand the “How to Find Their Address” section and view a short video about how to use the mapping tool to find the consumer’s address.</li> </ul>	<p><a href="#">Confirm Their Location</a></p> <p>Show us that their address is right.</p> <p>This is the information you gave us.</p> <div data-bbox="933 646 1307 735" style="border: 1px solid #ccc; padding: 5px;"> <p>Address: 123 NOT REAL ROAD, TOWN, PA 15046</p> </div> <p><small>If you see a typo in their address, <a href="#">fix it here</a>.</small></p> <p><small>They have until <b>5/19/2023</b> to confirm their address. If they miss the deadline, they will need to submit a new application.</small></p> <p><a href="#">How to Find Their Address</a> <span style="float: right;">+</span></p> <hr/> <p><small>Confirm where they live by double clicking on the map or use the (+) button to zoom in. Drop a pin once they find their address.</small></p> <div data-bbox="933 997 1412 1239">  </div> <p><small>If they do not zoom in enough, they will not be able to drop a pin.</small></p> <p><b>Latitude</b> <input type="text"/> <b>Longitude</b> <input type="text"/></p> <p><small>Note: If they live on Tribal lands, this information will be used to confirm they qualify for the enhanced Tribal benefit.</small></p> <p style="text-align: right;"><b>Next</b></p>
<p><a href="#">Confirm Their Household</a></p> <p>The consumer may be asked to confirm information about their household to determine if it qualifies for the ACP benefit.</p> <p> Only one monthly benefit is allowed per household. A household is a group of people who <b>live together and share money</b> even if they are not related to each other.</p> <p>Ask the consumer to answer the questions and then select <b>Next</b>.</p>	<p><a href="#">Confirm Their Household</a></p> <p>We need more information about their household.</p> <p><small>They have until <b>5/19/2023</b> to complete this section. If they miss the deadline, they will need to submit a new application.</small></p> <div data-bbox="933 1659 1412 1879" style="border: 1px solid #ccc; padding: 10px;"> <p>Do they share money (income and expenses) with another adult who gets the Affordable Connectivity Program benefit?</p> <p><small>This can be the cost of bills, food, income, etc. If their spouse receives the Affordable Connectivity Program benefit, please answer “Yes” to this question.</small></p> <p><input type="radio"/> Yes <input type="radio"/> No</p> </div> <p style="text-align: right;"><b>Next</b></p> <p style="text-align: left;"><b>Back</b></p>

## Confirm Their Identity

The consumer may be asked to upload documents that confirm their identity information.

- If you see a typo in their identity information, select **fix it here**.

**If they need to confirm their date of birth**, upload a copy of an official document (unexpired), such as a driver's license, that has their first and last name and date of birth.

**If they need to confirm their Social Security Number or Tribal ID**, upload a copy of an official document (unexpired), such as a Social Security Card or Tribal ID, that has their first and last name and last 4 digits of their SSN or full Tribal ID.

- If the consumer did not provide the last 4 digits of their SSN or Tribal ID on their application, they can verify their identity using another form of identification such as a Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN) Document, or other government ID.

Select **Choose File** to upload a copy or picture of the document the consumer will use to confirm their identity information.

## Confirm Their Identity

We couldn't confirm their identity information.

This is the information they gave us.

Full Legal Name:	Nancy James
Date of Birth:	March 01, 1990
Last 4 SSN:	1111

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

They have until **5/19/2023** to provide documentation to confirm their identity. If they miss this deadline, they will need to submit a new application.

Provide documentation that includes:

- Their first and last name
- Their date of birth
- The last four digits of their SSN or Tribal ID number\*

\*If they did not provide the last four digits of their Social Security Number or Tribal ID number with their application, they must provide a Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN) Document, or other Government ID.

**Show us one document:**

Provide one document that includes their first and last name, date of birth, and last four digits of their SSN or full Tribal ID number.\*

Document examples:

- U.S. government, military, state, or Tribal issued ID (unexpired)
- Military discharge documentation
- Weapons permit (unexpired)
- Government assistance program document (that includes proof of identity)
- Statement of benefits from a qualifying program (that includes proof of identity)
- Unemployment or worker's compensation statement of benefits

**Or show us two documents:**

Provide two documents to confirm their first and last name, date of birth, and last four digits of their SSN or full Tribal ID number.\*

**Show their date of birth**

- Driver's license (unexpired)
- Birth certificate
- Passport (unexpired)
- Certificate of Naturalization (or Certificate of U.S. Citizenship)
- Permanent Resident Card (unexpired)

**Show the last four digits of their SSN or full Tribal ID number**

- Social Security card
- Social Security Benefit Statement (SSA-1099)
- W-2
- Prior year's state, federal, or Tribal tax return

### Upload your documents

- You can use the following file types: .jpg, .jpeg, .png, .pdf, or .gif
- Make sure that your file is not too large. The size limit is 10MB.
- If you are using a phone, you can take a photo of your document and upload it.

**Choose file**

Willingly giving false or fraudulent information to get Lifeline or ACP benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

[Back](#)

[Save](#)

[Next](#)

## Confirm They Qualify

The consumer may also be asked to upload documents that confirm their eligibility (their income or participation in a qualifying government assistance program).

First, choose how they qualify (select ALL that apply). Then, select **Next**.

**If they seek to qualify based on their household income**, they will need to provide documentation, such as a prior year's state tax return, that has their (or their dependent's) first and last name, annual income, and an issue date within the last 12 months.

**If they participate in one of the qualifying assistance programs**, they will need to provide documentation, such as a benefit award letter or statement, that has their (or their dependent's) first and last name, the name of the qualifying program (such as SNAP), the name of the government, Tribal entity, program administrator, school, school district, university, or college that issued the document, and an issue date within the last 12 months or a future expiration date

- **If they participate in the Free and Reduced-Price School Lunch Program or School Breakfast Program**, documents such as a letter from the school must be from the current school year or the school year immediately preceding the application.
- **For enrollment in a CEP school**, documents must show the student's name, the relevant school year, the name and address of the school, and contact information (phone or email) for the school, and that the student is enrolled in a CEP school for the relevant school year. (The student must still be enrolled at the time of the application.)
- **For Federal Pell Grants**, documents must be from the student's school or the Department of Education and show the student has received a Pell Grant for the current award year.

Click or tap **Choose File** to upload a copy or picture of the document the consumer will use to confirm their identity information.

## We Could Not Confirm Their Eligibility

ⓘ They have until 5/19/2023 to provide documentation to confirm their eligibility. If they miss this deadline, they will need to submit a new application.

If they think they may have entered any of their information (such as a name, date of birth, or address) incorrectly, or would like to add a child or dependent, [fix it here](#).

Are they or someone in their 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, or enrollment in a USDA Community Eligibility Provision School in the current school year
- Special Nutrition Program for Women, Infants, and Children (WIC)
- Tribal Specific Program (only choose if they live on Tribal lands)
- They don't participate in one of these programs, and want to qualify through income

[Back](#)

[Save](#)

[Next](#)

After submitting the consumer's information or documentation, the final step is for the consumer to certify and sign the application form.

- **You cannot certify or sign on the consumer's behalf.**

The consumer **MUST** read each statement.

By signing their name below, they are agreeing to the following statements:

Please have the consumer sign this form to finish the process.

**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.

The consumer must sign the application form by typing in their full first and last name. If a consumer has multiple last names, all names must be included.

Click or tap **Submit**.

I certify, under penalty of perjury, that all of the information provided on this form is true and correct to the best of my knowledge. I know that willingly giving false or fraudulent information to get Affordable Connectivity Program benefits is punishable by fine and/or imprisonment under 18 U.S.C. §1001 and can result in being barred from the Affordable Connectivity Program.

**Your Signature**

**Type your name below**

Francis Tester

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

**Submit**

You have submitted the consumer's application!  
You will receive a message that says we are checking their documents.

After we review their documents, the consumer will receive a letter in the mail about the status of their application and the deadline to complete the next step. You can also log into your account to check the status of their application.

- If we cannot confirm their information based on the documentation they submitted, they will receive instructions on how to submit additional documentation.
- If their application is approved, you will receive a message that says they qualify and the consumer will receive a letter in the mail with instructions for how to start receiving their ACP benefit.

ⓘ The next step is for the consumer to **sign up with a participating internet company** to start receiving their ACP benefit.

## We Are Checking Their Documents

We need to check their documents to make sure they qualify. When we finish, **the status on your account dashboard will change.**

### This may take some time.

Their status will be updated in the system when their documents have been reviewed. Please check back later to see if they qualify for the [Affordable Connectivity Benefit](#). You can also see their application status on your account dashboard.

#### If they qualify...

You will have **90 days** to enroll Nancy James in NLAD.

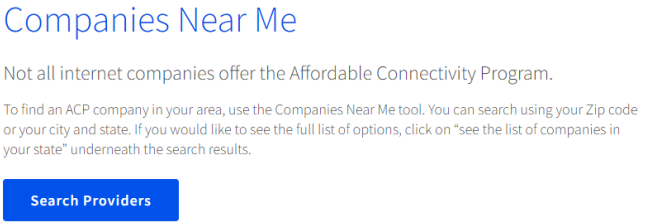
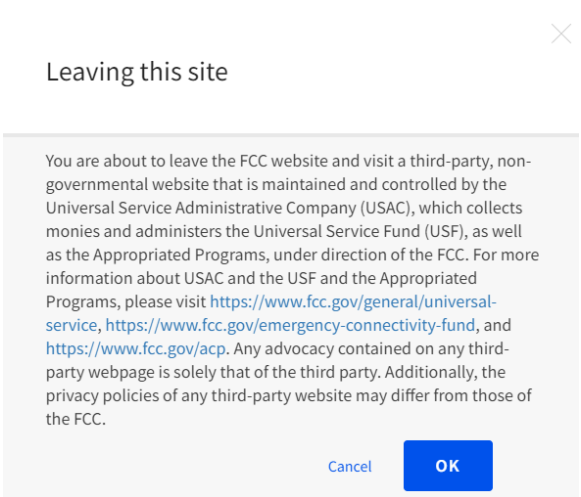
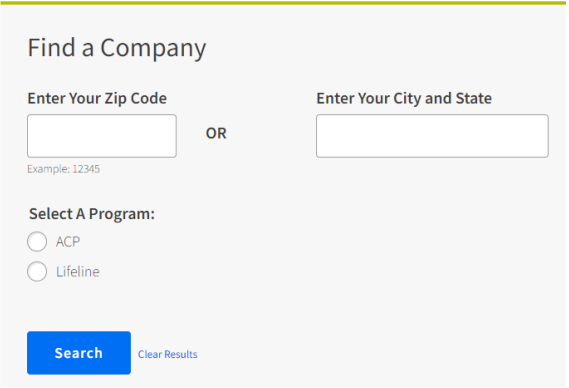

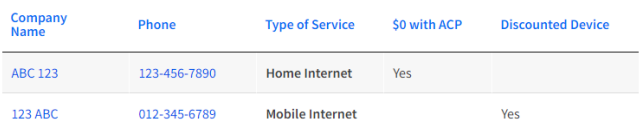
#### If they do not qualify...

We'll ask for more information or tell you what to do next. You will have **until 5/19/2023 (Based on US Eastern Time)** to send us the information or complete the next steps.

Full Legal Name: **Nancy James**  
Address: **123 NOT REAL ROAD,  
TOWN, PA 15046**  
Application ID: **B43865-87551**

## Refer Consumers to List of Providers Offering ACP Service

After a consumer’s application has been approved, the next step is for the consumer to find and select a participating internet provider and request to get enrolled in the ACP with that provider. Pilot participants may refer consumers to a list of providers offering ACP service in their area. As a reminder, Pilot participants must remain service provider neutral and cannot direct consumers to a specific provider’s website or otherwise encourage consumers to enroll with a specific provider.

	Steps	Companies Near Me															
1	<p>Refer the consumer to the <a href="#">Companies Near Me</a> tool or help the consumer use the Companies Near Me tool.</p> <p>Select <b>Search Providers</b>.</p>	 <p>Companies Near Me</p> <p>Not all internet companies offer the Affordable Connectivity Program.</p> <p>To find an ACP company in your area, use the Companies Near Me tool. You can search using your Zip code or your city and state. If you would like to see the full list of options, click on “see the list of companies in your state” underneath the search results.</p> <p><a href="#">Search Providers</a></p>															
2	<p>A pop-up will appear informing the consumer that they are leaving to visit a site maintained by USAC.</p> <p>Select <b>OK</b> to proceed to the Companies Near Me tool.</p>	 <p>Leaving this site</p> <p>You are about to leave the FCC website and visit a third-party, non-governmental website that is maintained and controlled by the Universal Service Administrative Company (USAC), which collects monies and administers the Universal Service Fund (USF), as well as the Appropriated Programs, under direction of the FCC. For more information about USAC and the USF and the Appropriated Programs, please visit <a href="https://www.fcc.gov/general/universal-service">https://www.fcc.gov/general/universal-service</a>, <a href="https://www.fcc.gov/emergency-connectivity-fund">https://www.fcc.gov/emergency-connectivity-fund</a>, and <a href="https://www.fcc.gov/acp">https://www.fcc.gov/acp</a>. Any advocacy contained on any third-party webpage is solely that of the third party. Additionally, the privacy policies of any third-party website may differ from those of the FCC.</p> <p><a href="#">Cancel</a> <a href="#">OK</a></p>															
3	<p>Enter in the consumer’s Zip Code or City and State, then select ACP for the program.</p> <p>Select <b>Search</b>.</p>	 <p>Find a Company</p> <p>Enter Your Zip Code <input type="text"/> OR Enter Your City and State <input type="text"/></p> <p>Example: 12345</p> <p>Select A Program:</p> <p><input type="radio"/> ACP</p> <p><input type="radio"/> Lifeline</p> <p><a href="#">Search</a> <a href="#">Clear Results</a></p>															
4	<p>Share the list of providers offering ACP service in their area.</p> <p> Pilot participants <b>cannot</b> direct consumers to a specific ACP provider or otherwise encourage consumers to enroll with a specific provider.</p>	 <table border="1"> <thead> <tr> <th>Company Name</th> <th>Phone</th> <th>Type of Service</th> <th>\$0 with ACP</th> <th>Discounted Device</th> </tr> </thead> <tbody> <tr> <td>ABC 123</td> <td>123-456-7890</td> <td>Home Internet</td> <td>Yes</td> <td></td> </tr> <tr> <td>123 ABC</td> <td>012-345-6789</td> <td>Mobile Internet</td> <td></td> <td>Yes</td> </tr> </tbody> </table>	Company Name	Phone	Type of Service	\$0 with ACP	Discounted Device	ABC 123	123-456-7890	Home Internet	Yes		123 ABC	012-345-6789	Mobile Internet		Yes
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