

# Affordable Connectivity Program 101

Tribal Training

December 21, 2023



Universal Service  
Administrative Co.

# DISCLAIMER

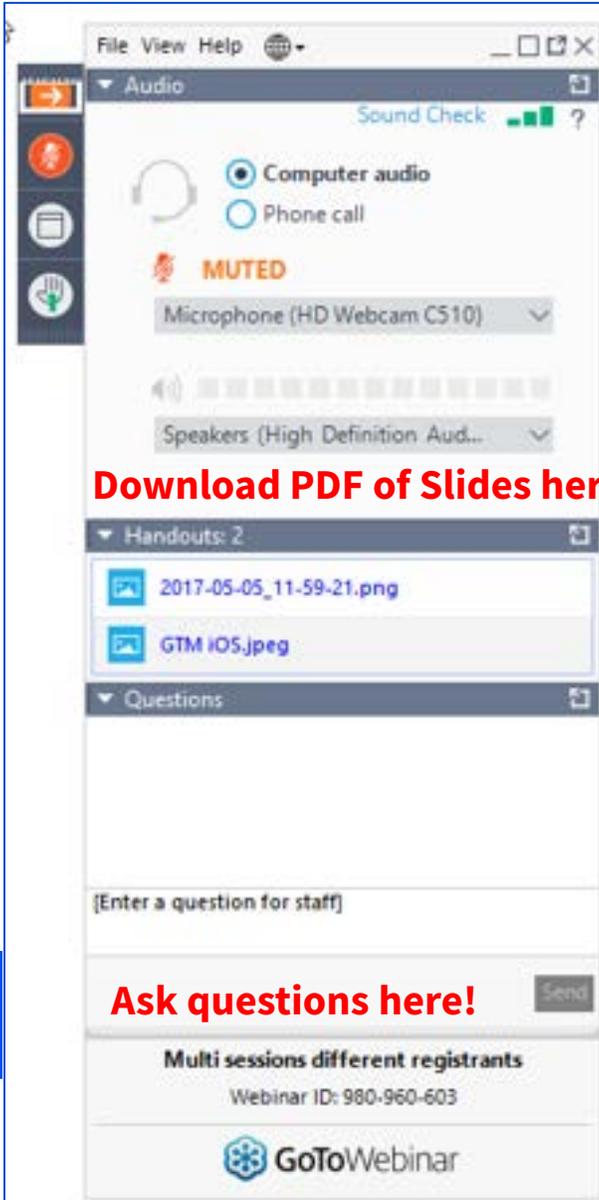
To accommodate all attendees, real-time closed captions will be present during this presentation. We apologize in advance for any transcription errors or distractions. Thank you for your support.

# Housekeeping

Audio is available through your computer's speakers

- The audience will remain on mute
- Enter questions at any time using the “**Questions**” box
- If your audio or slides freeze, restart the webinar
- A copy of the slide deck is in the “**Handouts**” section of webinar panel

Please indicate if you are a Tribal leader as we will answer Tribal leader questions first.

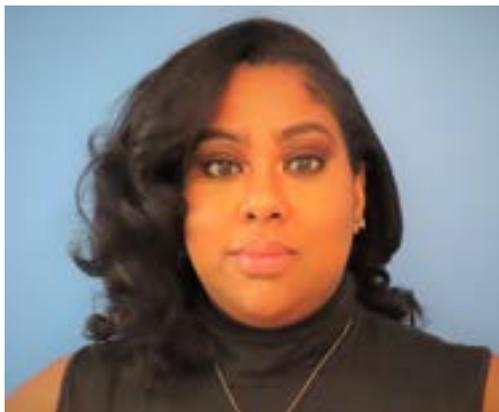


The screenshot displays the GoToWebinar interface. At the top, there is a menu with 'File', 'View', and 'Help'. Below this is the 'Audio' section, which includes a 'Sound Check' indicator and two radio buttons: 'Computer audio' (selected) and 'Phone call'. A red 'MUTED' indicator is visible. The microphone is set to 'Microphone (HD Webcam C510)' and the speakers to 'Speakers (High Definition Aud...'. Below the audio settings is the 'Handouts: 2' section, which lists two files: '2017-05-05\_11-59-21.png' and 'GTM IOS.jpeg'. The 'Questions' section is currently empty and contains a placeholder text '[Enter a question for staff]'. A red text overlay 'Ask questions here!' is positioned above a 'Send' button. At the bottom, the text 'Multi sessions different registrants' and 'Webinar ID: 980-960-603' is displayed, along with the GoToWebinar logo.

**Download PDF of Slides here!**

**Ask questions here!**

# Meet Our Team



**Winta Woldu**

**Communications Specialist**



**Oladotun Adio**

**Communications Specialist**

# Objectives

## At the end of the session, you will...



...be trained in:

### Part One: Consumers

- The basic functions of the Affordable Connectivity Program (ACP)
- How to apply to ACP using the consumer portal



### Part Two: Service Providers

- How to help a consumer apply for ACP using the National Verifier (NV)
- Enrolling Tribal Subscribers in the National Lifeline Accountability Database (NLAD)

# Agenda

1. ACP Program Overview
2. ACP Application Overview
  - **Part 1 - Consumers:**
    - Submitting an application in the consumer portal
  - **Part 2 - Service Providers:**
    - Helping a consumer apply
    - Enrolling consumers for the benefit
3. Resources

# Program Overview

# The Affordable Connectivity Program

## Overview

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:



### **\$30 Standard Discount**

Up to \$30/month discount for broadband services



### **\$75 Tribal Discount**

Up to \$75/month discount for broadband services for households on qualifying Tribal lands



### **Device Discount**

A one-time discount of up to \$100 for a laptop, desktop computer, or tablet (consumer co-pay of \$10-\$50 required)

The ACP benefit is limited to one monthly service discount and one device discount per household

# The Affordable Connectivity Program

## Understanding Your Benefit

The following are key points to remember about the ACP benefit:

- You qualify for the ACP based on your household income, if you or your child or dependent participate in certain government assistance programs or if someone in your household participates in the Lifeline program
- It is important to know that to receive the enhanced Tribal benefit, you must live on qualifying Tribal lands
- The Affordable Connectivity Program is limited to one monthly service discount and one device discount per eligible household
- You can apply for the ACP from your smartphone

# The Affordable Connectivity Program

## How to Apply

There are **three** ways to apply to the ACP:

### Option 1:

#### Apply Online

- The consumer visits [GetInternet.gov](https://www.getinternet.gov) from any computer or mobile device to complete the online application and upload any required documentation
- If approved, the consumer contacts a participating service provider to enroll in ACP

### Option 2:

#### Apply by Mail

- The consumer fills out and signs the ACP Application Form
- The consumer mails the application and supporting documentation to the ACP Support Center
- Service providers may assist consumers with the paper application and mail it on the consumer's behalf

### Option 3:

#### Apply with a Service Provider

- The consumer may apply with the assistance of a service provider
- Service providers may submit an online application on the consumer's behalf (only with the consumer's consent) using the National Verifier service provider portal
  - This is an in-person interaction, where the service provider asks the consumer questions in an interview-style approach
  - The consumer must sign and certify the application

# **Part 1: How to Apply Online - Consumers**

Consumer Portal

# How to Apply Online: Consumer Portal

## Homepage

- The ACP application is available online at [GetInternet.gov](https://www.getinternet.gov)
- By selecting “**Apply**” you can begin the application

FC

English

Sign In

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

**Sign up. Connect. Save.**

Affordable internet is here. Whether it's health care, education, or your career, make the most of your Affordable Connectivity Program discount.

Apply

# How to Apply Online: Consumer Portal

## Submit Home Address

- As a consumer, you'll enter your **home address**

**Note:** This will be used to confirm that the household resides on qualifying Tribal lands

### Fill out your information

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

#### 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.

# How to Apply Online: Consumer Portal

## Contact Information

- An email address is **required** in order to apply

### 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**

  
**Phone (optional)**

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

# How to Apply Online: Consumer Portal

## Identification Information

### 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.

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### 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 -

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Consumer's have the choice to provide the **last 4 digits of their SSN, Tribal ID number, or other form of official documentation**

# How to Apply Online: Consumer Portal

## Identification Information

### 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.

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### 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

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Tribal applicants have the option of selecting **Tribal Identification Number** from the dropdown menu

# How to Apply Online: Consumer Portal

## Personal Information

- The consumer needs to enter their **first** and **last** name, as it appears on official documentation

### 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

Month

Day

Year

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# How to Apply Online: Consumer Portal

## Program Participation

### 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.

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### 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

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# How to Apply Online: Consumer Portal

## Program Participation

### 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)

Which Tribal specific programs do you participate in?

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

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# How to Apply Online: Consumer Portal

## Review Information

- Review your information to make sure that it is correct
  - If corrections are needed, select **Edit** to update the information
- Once the information is confirmed, select **Check my eligibility**

### Review your information

Please review the information you provided and make any edits.

#### Your Information [Edit](#)

Name  
**Abcdel Tester**

Home Address  
**123 Main Street  
Town, DC 12345**

Mailing Address  
**Same**

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

Phone (optional)  
**Not Provided**

Email Address  
**usac@usac.org**

#### Your ID

Last four digits of your Social Security Number  
**XXX-XX-1234**

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](#)

# How to Apply Online: Consumer Portal

## More Information Needed

- This page will populate if **more information** is needed

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](#)

# How to Apply Online: Consumer Portal

## Create Account

- Create a **username** and **password** to set up your account and sign in

### 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

# How to Apply Online: Consumer Portal

## Find Address

- This page will appear if the consumer's address cannot be confirmed via the USPS
- The map will try to locate the consumer's home
  - The consumer can move the pin around to locate where they live
  - The coordinates automatically populate

Having trouble with the map?

To show us where you live, click on the map to move the pin to your address. The pin will automatically fill in the longitude and latitude coordinates of your address.



To move the map, click on the map, hold down, and move it until you find your area.

Your coordinates will automatically be filled in once the pin is placed. You can also find your latitude and longitude coordinates using [Google Maps](#). If you need help please reference the [instructions](#) for using Google Maps.

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

Need Help? Contact the ACP Support Center at 1 (877) 384-2575 or email us at [ACPSupport@usac.org](mailto:ACPSupport@usac.org)

# How to Apply Online: Consumer Portal

## Proof of SSN

- If a consumer's Social Security number (last 4 digits) **cannot** be confirmed, upload an official document that shows the consumer's:
  - First and last name
  - Last 4 digits of their SSN

### Share proof of your Social Security number (SSN)

#### Your document must include:

- Your first and last name:  
**Abcdef Tester**
- The last four digits of your Social Security number:  
**xxx-xx-1234**

#### Here are common examples:

- A Social Security Card
- A Social Security Benefit Statement (SSA-1099)
- A W-2 from the last 2 years
- A prior year's state, federal, or Tribal tax return

#### 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, prg, 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

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Next

# How to Apply Online: Consumer Portal

## Proof of Tribal ID

- If a consumer's Tribal ID **cannot** be confirmed, upload an official document that shows the consumer's:
  - First and last name
  - The Tribal ID number

The screenshot displays the NCP Consumer Portal interface. At the top, there is a blue header with the NCP logo and navigation options for 'English' and 'Sign In'. Below the header, a progress bar indicates the current step: 'Confirm Your Information' (completed), 'Share Your Identity' (current step), and 'Verify & Sign' (pending).

The main heading is 'Share proof of your Tribal ID Number'. Below this, it states 'Your document must include:' followed by a list:
 

- Your first and last name
- Your name
- Your Tribal ID number
- An address

Next, it says 'Here are common examples:' followed by a list:
 

- A Tribal ID card
- An official certificate or letter from your tribe's enrollment office
- A Certificate of Degree of Indian Blood (CDIB)

Under 'Document details', it notes:
 

- Since CDIB certificates are not the responsibility of NCP, we do not accept them.

The section 'How to add your photo or scanned copy' provides instructions:
 

- 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 clear and we can see all the info.
- Make sure you have good lighting.

At the bottom of the form, there is a blue 'Continue' button and a 'Back' button. A blue banner below the form states: 'You have until **May 5, 2023** to complete this selection. If you do not complete it by this date, you will need to submit a new application.'

Below the banner, there are two expandable sections:
 

- 'What if I don't have proof of my Tribal ID?' with a sub-point: 'Contact your tribe's enrollment office to learn more about how to get proof of your Tribal ID.'
- 'How can I edit my information or add a child or dependent?' with a plus sign icon.

At the very bottom, there is a 'Need Help?' section with contact information for the NCP Support Center: 'Contact the NCP Support Center at 1 (877) 884-2673 or email us at [NCPsupport@nccdc.org](mailto:NCPsupport@nccdc.org)'.

# How to Apply Online: Consumer Portal

## Proof of DOB

- If a consumer's date of birth **cannot** be confirmed, upload an official document that shows the consumer's:
  - First and last name
  - Date of birth

### Share proof of your date of birth

Your document must include:

- Your first and last name:  
**Abcdef Tester**
- Your date of birth:  
**1/1/1970**

Here are common examples:

- A Driver's license that is not expired
- A Passport that is not expired
- A birth certificate
- A U.S. government, military, state or Tribal issued ID that includes your date of birth and is not expired
- A Certificate of Naturalization, Certificate of U.S. Citizenship, or Consular Matricular ID

### 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

# How to Apply Online: Consumer Portal

## Proof of Life

- If a consumer is identified as potentially deceased, upload documentation that shows proof of life
  - Documentation **must** have an issue date within the last three months

### Share proof of life

#### Your document must include:

- Your first and last name:  
**Abcdef Tester**
- An issue date within the last three months

#### Here are common examples:

- A current utility bill
- A paystub
- A mortgage or lease statement
- A retirement or pension statement of benefits
- A notarized letter that confirms your identity and that you are alive

#### 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

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Next

# How to Apply Online: Consumer Portal

## Proof of Income

- If a consumer's income cannot be confirmed, upload an official document such as:
  - Pay stubs
  - Previous year's tax return
  - Social Security statement

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 **12/7/2023** to complete this selection. If you do not complete it by this date, you will need to submit a new application.

# How to Apply Online: Consumer Portal

## Proof of Income

Share more information to see if you qualify

You may qualify if your annual income meets the requirements.

How many people live in your household? 

Number of people in my household:

Is your annual income at or below \$29,160? 

Yes

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

Share proof of your income

Your document must include:

1. Your name, or your child or dependent's name
2. Your annual income is at or below \$29,160
3. An issue date within the last 12 months

Here are common examples:

- Your prior year's state, federal, or Tribal tax return
- Current annual income statement from your job
- A Social Security statement of benefits
- An unemployment or worker's compensation statement of benefits
- A Federal or Tribal notice letter of participation in General Assistance
- A divorce decree or child support award
- An official document with a date in the last 12 months that shows your annual income. Or official documents showing your income for three months in a row. This could be pay stubs that have dates within the last 12 months.

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

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Next

What if I don't have proof of my income? 

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

# How to Apply Online: Consumer Portal

## Proof of Income

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 **12/7/2023** to complete this selection. If you do not complete it by this date, you will need to submit a new application.

# How to Apply Online: Consumer Portal

## Proof of Eligibility

- If your **eligibility** cannot be confirmed, you'll need to:
  - Select how you qualify
  - Upload proof of your participation in a qualifying program or of your income

### We Could Not Confirm Your Eligibility

**You have until 12/7/2023 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 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 Benefits Program
- 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.
- 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, 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

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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?



# How to Apply Online: Consumer Portal

## Proof of Eligibility

### We Could Not Confirm Your Eligibility

**ⓘ** You have until 12/7/2023 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 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 Person and Survivors Benefits 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.

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[Save](#)

[Next](#)

### Share proof that you're enrolled in Medicaid

#### 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, 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](#)

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[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? [+](#)

# How to Apply Online: Consumer Portal

## Complete Application

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

Abcdef Tester

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

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Submit

# How to Apply Online: Consumer Portal

## Reviewing Documentation

- After submitting the required documentation, you'll receive a status update confirming we are reviewing your documentation

### 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).

# How to Apply Online: Consumer Portal

## Approval Page

Contact an internet company to get your benefit

You're approved to get your benefit. **Sign up by January 21, 2024.**

### 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:

**B83686-71689**

Full legal name:

**Abcdef Tester**

Address:

**123 MAIN STREET,  
TOWN, DC 12345**

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? +

- Once the application is **approved**, you may sign up with a local company

Tribal applicant can click this button to see if they **qualify** for the enhanced benefit

# How to Apply Online: Consumer Portal

## Confirm Tribal Benefit

- Select **Confirm Tribal Qualification** to see if you qualify for the enhanced Tribal benefit

Do you live on Tribal lands? —

Check to see if you qualified for Tribal benefits by pressing the button below.

**Confirm Tribal Qualification**

Need to find an internet company near you? +

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

Application ID:  
**B50633-55570**

Full legal name:  
**Anita Agro**

Address:  
**147 ANITA LN,  
NOME, AK 99762**

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? —

Check to see if you qualified for Tribal benefits by pressing the button below.

**Confirm Tribal Qualification**

Confirmed Tribal: **No**

Latitude: **40.4107880116773**

Longitude: **-94.6510424232876**

Coordinate Source: **Automated**

# How to Apply Online: Consumer Portal

## Pending Applications

Welcome ABCDEF

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)	883685-71689	10/23/2023	01/21/2024	Qualified

**Questions?**

# **Part 2: Service Providers**

Helping a Consumer Apply

# How to Apply Online: Service Provider Portal

## Creating Applications

- To create a new consumer application for the ACP, service providers should access the National Verifier (NV) through USAC's [One Portal](#) system and select “**Sign in as a Service Provider**” from the landing page
- Once inside the portal, the service provider representative will have a view of their dashboard
  - Select “**Start ACP Application**” to continue consumer enrollment
  - With the participation of the consumer, follow the prompts and enter the consumer's information
- Review the consumer's information and confirm that they consent to having their information checked to see if they qualify for the ACP

# How to Apply Online: Service Provider Portal

## Certifying Consumer Information

- The consumer must certify and sign their application themselves
  - Service provider representatives should have the consumer initial each statement in the form to finish this process
  - Failure to initial each statement and sign will result in an incomplete form and application errors

### Agreement

Please have the consumer initial next to each statement and sign this form to finish the process.

#### I certify, under penalty of perjury, that:

Initial

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

Initial

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

Initial

I understand that I have to tell my service provider within 30 days if I do not qualify for the ACP anymore, including:

1. I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
2. Either I or someone in my household gets more than one ACP benefit.

Initial

I know that **my household can only get one ACP benefit** and, to the best of my knowledge, my household is not getting more than one ACP benefit. I understand that I can only receive one connected device (desktop, laptop, or tablet) through the ACP, even if I switch ACP providers. [?](#)

Initial

For my household, I affirm and understand that the ACP is a federal government subsidy that reduces my broadband internet access service bill and at the conclusion of the program, my household will be subject to the provider's undiscounted general rates, terms, and conditions if my household continues to subscribe to the service.

Initial

**All the answers and agreements that I provided on this form are true and correct** to the best of my knowledge.

Initial

I know that **willingly giving false or fraudulent information to get ACP benefits is punishable by law** and can result in fines, jail time, de-enrollment, or being banned from the program.

Initial

I was truthful about whether or not I am a resident of Tribal lands, as defined in the "Your Information" section of this form. [?](#)

### Your Signature

Type your full legal name below

first last

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

# How to Apply Online: Service Provider Portal

## Qualified Status

- If a consumer's application is successful, you will receive a prompt confirming that the consumer can be enrolled
- To ensure that your consumer receives the enhanced Tribal Benefit, select **“Confirm Tribal Qualification”**
  - When you select **“Confirm Tribal Qualification,”** the system will confirm if the consumer resides on Tribal lands

### They Qualify for the Affordable Connectivity Benefit

You can enroll Jack Smith in the Affordable Connectivity Program (ACP)

#### Next Steps

Use this information to enroll the subscriber in NLAD.

Application ID:	B76501-33702
Full Legal Name:	Jack Smith
Address:	111 MAIN ST, OLD TOWN, VA 20000
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](#)

Need help? Call USAC at [1 \(877\) 384-2575](tel:18773842575)

# How to Apply Online: Service Provider Portal

## Check Application Status

- To check the status of an application, select “**Check Application Status**” from the dashboard
- Service providers can see all pending applications they have submitted
- The **status** column of the dashboard will confirm if a consumer’s application was successful or if more documentation is needed to complete the application
  - If an application has a “**More Documentation Needed**” status, service provider representatives must select “Start ACP Application” and re-enter the consumer’s information to retrieve and update the current application

Welcome ETC Admin UAT

Start Lifeline Application

Start ACP Application\*

### Pending Applications

Check Application Status

Displaying 9 of 9 records

Subscriber Name	Application ID	Application Created	Status	Failure Reason
JACK SMITH	B76501-33702	03/11/2022 16:18:56	Qualified	
ADAM KHAN	Q24164-49917	03/09/2022 16:54:13	Qualified	
ASDD DFRED	Q33041-44766	03/09/2022 16:51:53	More Documentation Needed	Eligibility, tpivSSN4

# **National Lifeline Accountability Database (NLAD)**

# National Lifeline Accountability Database (NLAD)

## Overview

The **National Lifeline Accountability Database (NLAD)** is the system that service providers use to manage their ACP subscribers, including enrolling consumers in the program, transferring and de-enrolling subscribers, and reviewing reports about their ACP subscribers

- Service providers must enroll subscribers in NLAD to claim reimbursements
- [NLAD](#) is available through USAC's One Portal system, which allows users to access their Universal Service Fund IT applications (including ACP systems) through the same portal
- All account types for NLAD and the National Verifier are created in NLAD
- For more information about NLAD, visit the [NLAD section](#) of USAC's website

# National Lifeline Accountability Database (NLAD)

Service providers can perform transactions in NLAD using the following methods:

- 1. Individual Transactions (Portal):** Providers can perform individual transactions for one consumer at a time in the NLAD user interface (UI)
- 2. Batch Upload:** Providers complete a batch template (CSV format file) to perform multiple transactions from a single file upload in NLAD
- 3. NLAD API:** Providers can use an Application Programming Interface (API), which connects their billing or customer management system directly to NLAD to perform transactions

# National Lifeline Accountability Database (NLAD)

## Transaction Types

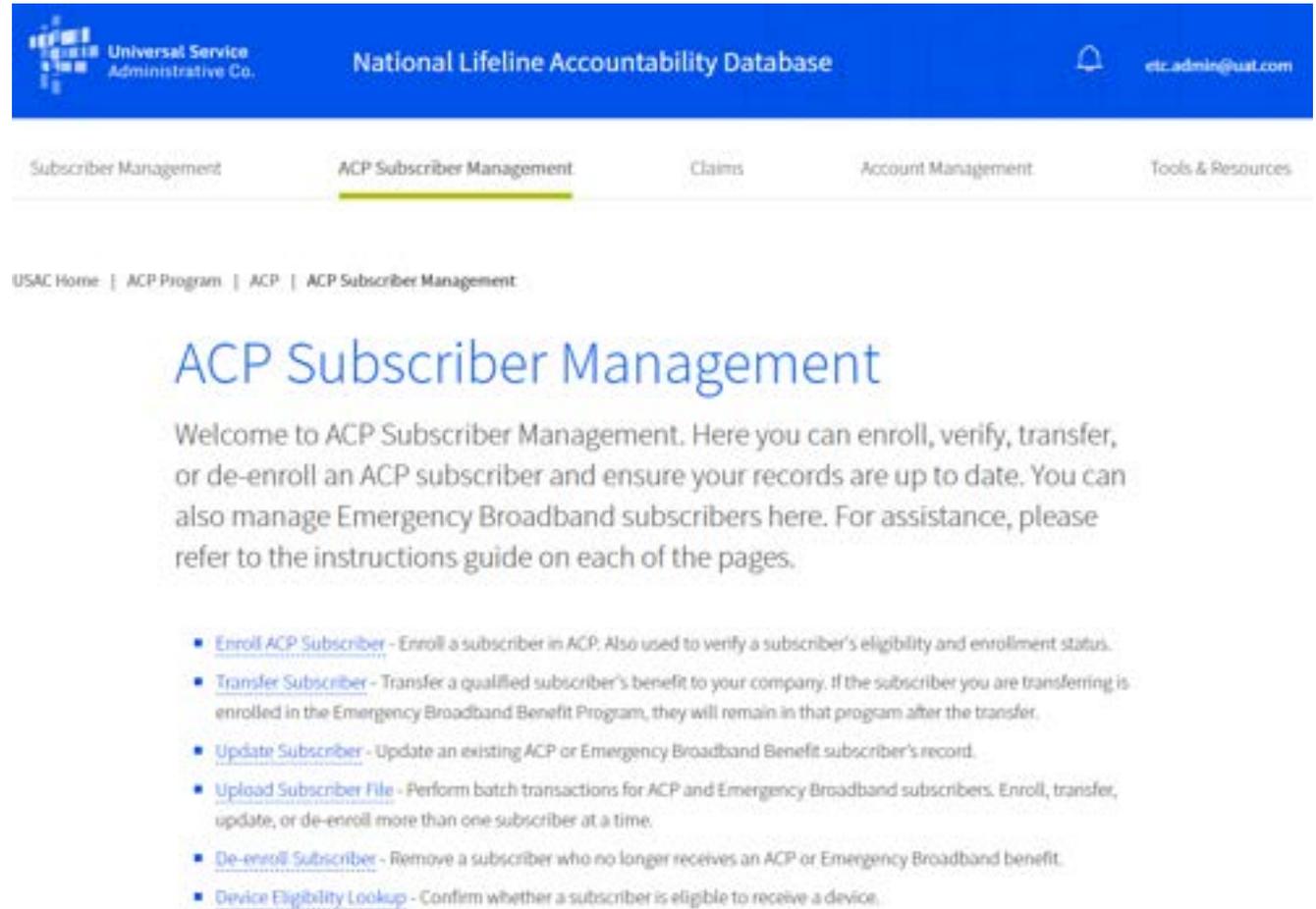
There are **five** transactions that service providers can perform in NLAD:

- **Verify:** Allows a provider to pre-validate whether a subscriber enrollment would successfully process in NLAD
- **Enroll:** Enrolls a new subscriber in ACP and adds consumer to the service provider's NLAD subscriber records
- **Transfer:** Transfers an existing ACP subscriber from their current service provider in NLAD to allow the transacting provider to enroll the subscriber in the ACP
- **Update:** Allows a provider to update a subscriber's information such as the subscriber's service rate, device type, device make, contact information, etc.
- **De-Enroll:** Removes, or de-enrolls, a subscriber who no longer receives ACP from NLAD

# Enrolling Tribal Subscribers

# Enrolling Tribal Subscribers

- Once a consumer has been approved for the ACP benefit, service provider representatives can select “**Enroll ACP Subscriber**” under the ACP Subscriber Management tab in NLAD
- Service provider representatives should fill out all required fields when enrolling an ACP subscriber

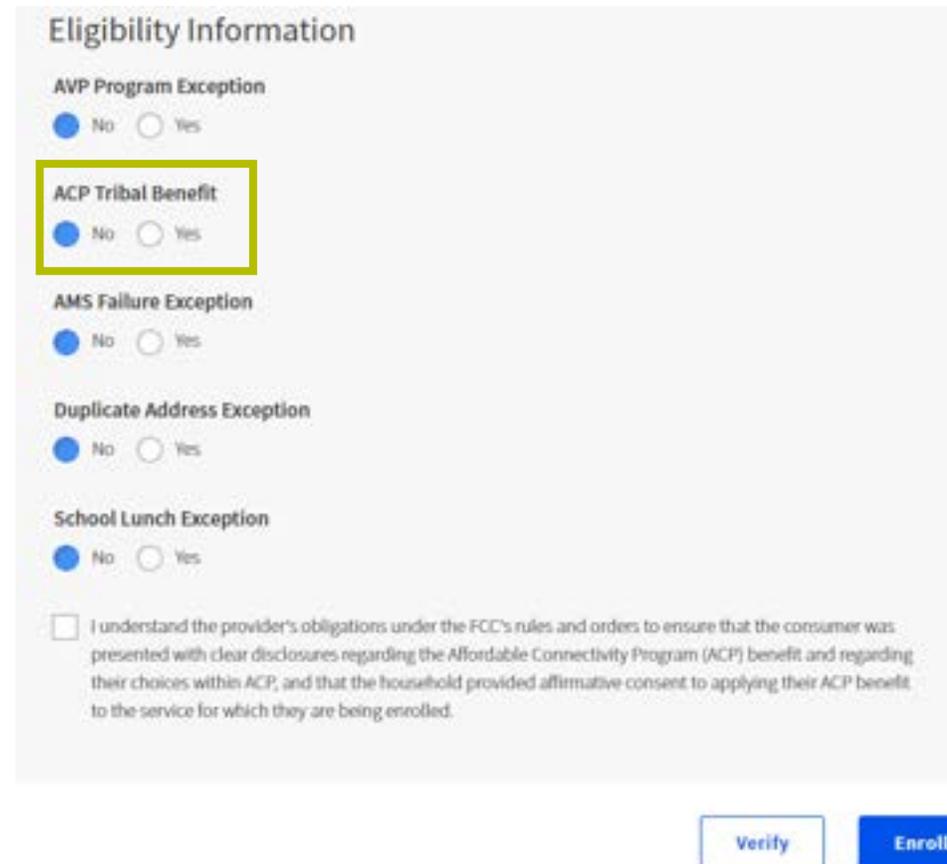


The screenshot shows the National Lifeline Accountability Database (NLAD) interface. The top navigation bar is blue with the Universal Service Administrative Co. logo on the left, the title "National Lifeline Accountability Database" in the center, and a notification bell icon and email address "etc.admin@usal.com" on the right. Below the navigation bar is a horizontal menu with five tabs: "Subscriber Management", "ACP Subscriber Management" (which is highlighted with a yellow underline), "Claims", "Account Management", and "Tools & Resources". Below the menu is a breadcrumb trail: "USAC Home | ACP Program | ACP | ACP Subscriber Management". The main heading is "ACP Subscriber Management" in a large blue font. Below the heading is a welcome message: "Welcome to ACP Subscriber Management. Here you can enroll, verify, transfer, or de-enroll an ACP subscriber and ensure your records are up to date. You can also manage Emergency Broadband subscribers here. For assistance, please refer to the instructions guide on each of the pages." Below the welcome message is a list of six links with brief descriptions:

- [Enroll ACP Subscriber](#) - Enroll a subscriber in ACP. Also used to verify a subscriber's eligibility and enrollment status.
- [Transfer Subscriber](#) - Transfer a qualified subscriber's benefit to your company. If the subscriber you are transferring is enrolled in the Emergency Broadband Benefit Program, they will remain in that program after the transfer.
- [Update Subscriber](#) - Update an existing ACP or Emergency Broadband Benefit subscriber's record.
- [Upload Subscriber File](#) - Perform batch transactions for ACP and Emergency Broadband subscribers. Enroll, transfer, update, or de-enroll more than one subscriber at a time.
- [De-enroll Subscriber](#) - Remove a subscriber who no longer receives an ACP or Emergency Broadband benefit.
- [Device Eligibility Lookup](#) - Confirm whether a subscriber is eligible to receive a device.

# Enrolling Tribal Subscribers

- When a service provider enters in the consumer's address, the ACP Tribal Benefit Flag will only appear if the state the consumer lives in contains Tribal lands
- Once the state is entered (and the system verifies that the state contains Tribal lands) the option to select the Tribal Benefit Flag will appear at the bottom of the enrollment page
- The service provider must select "Yes" for the ACP Tribal Benefit flag in order to ensure the consumer will receive the Tribal benefit



The screenshot shows a form titled "Eligibility Information" with several sections, each containing radio buttons for "No" and "Yes":

- AVP Program Exception:**  No  Yes
- ACP Tribal Benefit:**  No  Yes (This section is highlighted with a yellow box)
- AMS Failure Exception:**  No  Yes
- Duplicate Address Exception:**  No  Yes
- School Lunch Exception:**  No  Yes

At the bottom of the form, there is a checkbox for a disclaimer:  I understand the provider's obligations under the FCC's rules and orders to ensure that the consumer was presented with clear disclosures regarding the Affordable Connectivity Program (ACP) benefit and regarding their choices within ACP, and that the household provided affirmative consent to applying their ACP benefit to the service for which they are being enrolled.

At the bottom right of the form, there are two buttons: "Verify" (white with blue border) and "Enroll" (solid blue).

# Enrolling Tribal Subscribers

- The enhanced Tribal benefit has successfully been applied when “yes” can be seen under the **Tribal Benefit** field

## ACP Enroll Subscriber

You have successfully enrolled a new subscriber.

Subscriber ID: AF2K9JTXD

SAC

XXXX

First Name

XXXX

Last Name

XXXX

Last 4 DIB

XXXX

Date of Birth

11/15/1988

Primary Address

XXXXXX

City

XXXXXX

State

AK

ZIP Code

XXXXXX

### Telephone Information

Service Type

Land

Service Initiation Date

11/15/2011

Consumer Email

XXXXXXXXXX@XXXXXX

ETC General Use

Expected Rate

### Eligibility Information

ACP Exception

No

Tribal Benefit

Yes

AMI Failure Exception

No

Duplicate Address Exception

No

School Lunch Exception

No

I understand the provider's obligations under the ACA, and in order to ensure that the consumer was presented with clear disclosures regarding the Affordable Connectivity Program (ACP) benefit and regarding their choice within ACP, and that the household provided affirmative consent to applying their ACP benefit to the service for which they are being enrolled.

**Questions?**

# Resources

## Part 1 - Consumers:

- Visit our consumer-facing website [AffordableConnectivity.gov](https://AffordableConnectivity.gov) for more information
- Visit for more information on the [ACP Enhanced Tribal benefit](#)
- [Video demonstration](#) of the consumer application
- [Screenshots](#) of different workflows in the consumer application
- [Online application instructions](#) are available in English and 9 other languages

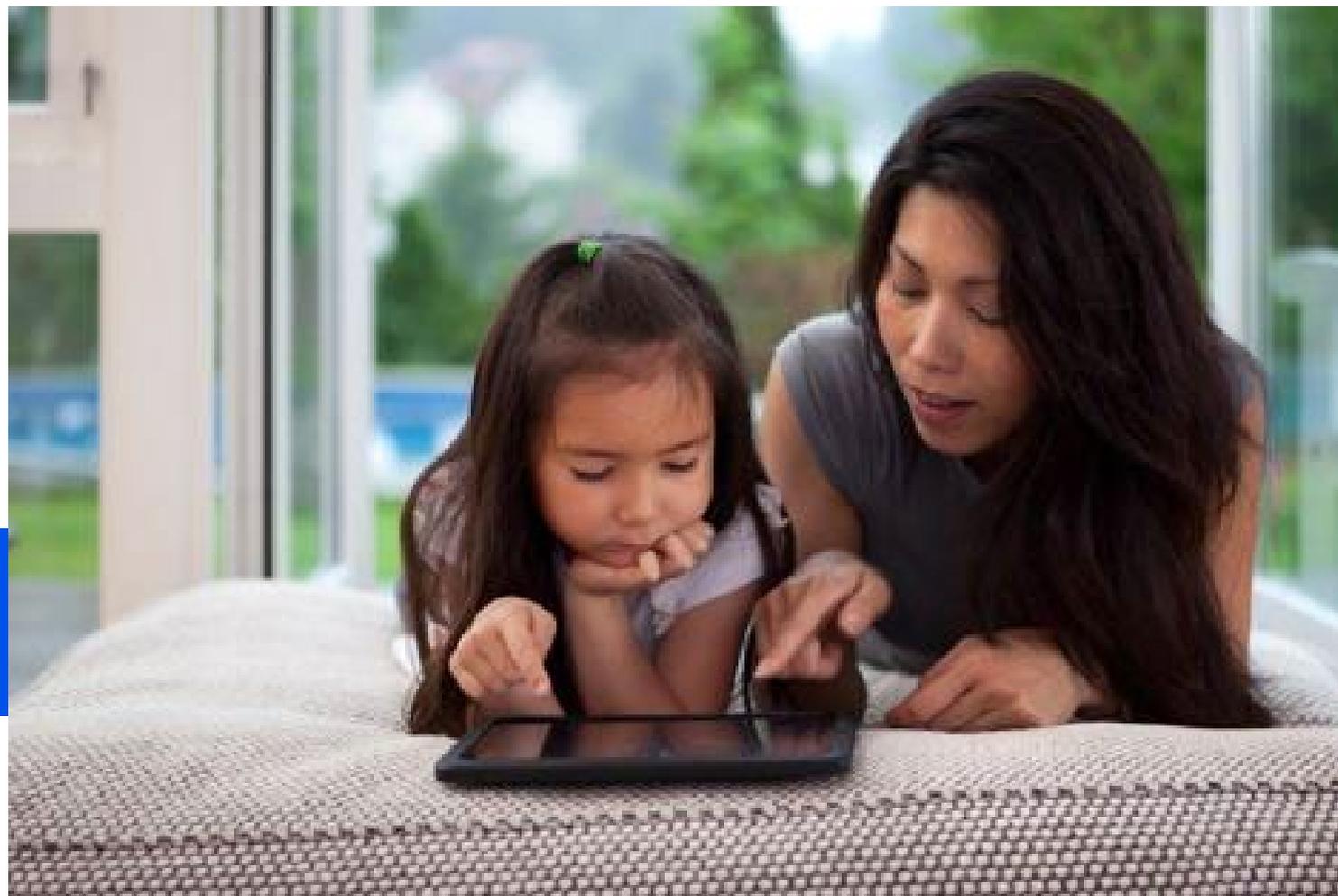
## Part 2 - Service Providers:

- Resources are available in the **Tools & Resources** section of NLAD, and include ACP Reports, a User Guide, and ACP Field Descriptions
  - The **Tools & Resources** page has not been linked because it is only accessible after you have logged into NLAD

# Stay Informed

- [Sign up](#) for ACP email updates, upcoming events and the Tribal Nations newsletter
- Visit [USAC's website](#) for service provider updates
- Find upcoming trainings and other resources on the [ACP Learn page](#)
- **Questions?** Email [ACProgram@usac.org](mailto:ACProgram@usac.org) and CC: [TribalLiaison@usac.org](mailto:TribalLiaison@usac.org)
  - The 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

**Thank You!**





**Universal Service**  
Administrative Co.