# Apply for the
Affordable Connectivity Program Online

The Affordable Connectivity Program (ACP) is a permanent, government program that provides a discount on home internet bills for qualifying low-income households. This program replaces the Emergency Broadband Benefit (EBB) program. You can see if you're eligible and apply for the program online! After your application is accepted, the next step is to contact an Internet Service Provider about getting home internet.
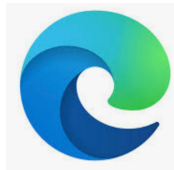
If you have questions at any point during the application process, please call the Senior Planet Tech Hotline: 1-877-745-1930

Get Started

1 Click or tap on the web browser on your computer or mobile device to open it. These are the most common web browsers:
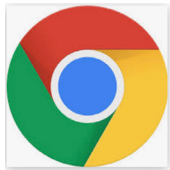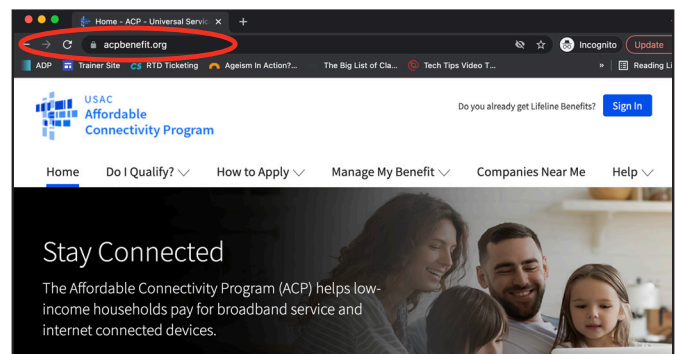

| Chrome | Edge | Safari | Firefox |

2 Type **acpbenefit.org** in the web address bar and select **Enter** on the keyboard. The ACP website will open:

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3 Scroll down the page and find the blue **Apply Now** button. Click or tap it to get started.

Receive Your Benefit

① Check if You Qualify
See if your household fits into any eligible categories

② Apply for the ACP
Choose how you want to apply and submit all necessary documents

Apply Now

③ Find a Company Near You
Use our search tool to find a company that offers ACP discounts

4 Next you'll give some personal information in order to learn if you qualify for ACP. Enter your full name, as it appears on official documents.

What is your full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name

Middle Name (Optional)

Last Name

5 Select the Month of your birthday from the drop down menu that will appear. Then, enter the date and year in the respective boxes.

What is your date of birth?

Month   **Day**   **Year**

DD   YYYY

✓ Choose
January - 1
February - 2
March - 3
April - 4
May - 5
June - 6
July - 7
August - 8
September - 9
October - 10
November - 11
December - 12

tion from **one** of the following:

ber

identity using your Social Security Number, please enter the last four digits of your Social Security Number (SSN4).

6 Select your preferred verification method. Entering the last four digits of your Social Security Number is secure and is the fastest way to process your application.

A SSN is **not** a requirement for receiving ACP. If you don't have a SSN or prefer not to give the last four digits, choose one of the other forms of identification.

For the last choice, you must also select the type of identification.

When you do this, the **Choose file** button will turn blue.

Identity Verification

Please select your form of identification from **one** of the following:

○ **Social Security Number**

If you would like to verify your identity using your Social Security Number, please enter the last four digits of your Social Security Number (SSN4).

Last 4 digits of your SSN

[   ]

* Social Security Numbers are **not** required to participate in the Emergency Broadband Benefit Program, but using a Social Security Number will process your application the fastest. **A Social Security Number is required if you are applying for Lifeline.**

○ **Tribal ID Number**

If you have and would like to use a Tribal Identification Number to verify your identity, please enter it below.

Tribal Identification Number

[   ]

○ **Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID**

Please select the type of identification you would like to use to verify your identity.

○ Driver's License
○ Military ID
○ Passport
○ Taxpayer Identification Number
○ Other Government ID

Please attach a scanned copy or picture of your form of identification. Files must be less than 10 MB in size and of the following file types: jpg, jpeg, png, pdf, or gif.
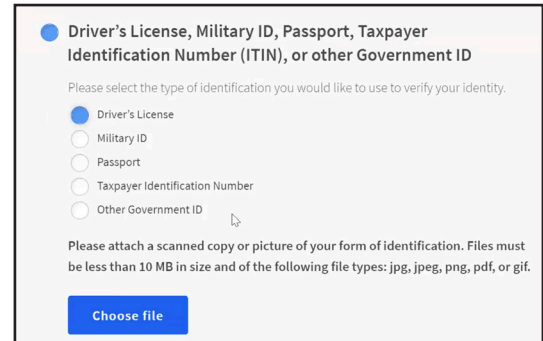
[Choose file]

* This option is only available to those applying to the Affordable Connectivity Program (ACP).

7 If you entered the last four digits of your Social Security Number or your Tribal ID Number, skip ahead to step #8.

If you selected the third option, click or tap the blue **Choose file** button.
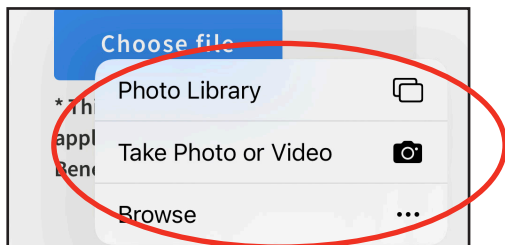

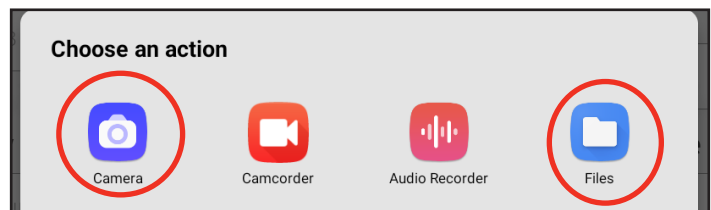The options to attach a file to the application will vary based on your device.

Computer: A new window will open. Find the picture or scanned copy of your identification that is saved to the computer and select it. Then, click **Open**.
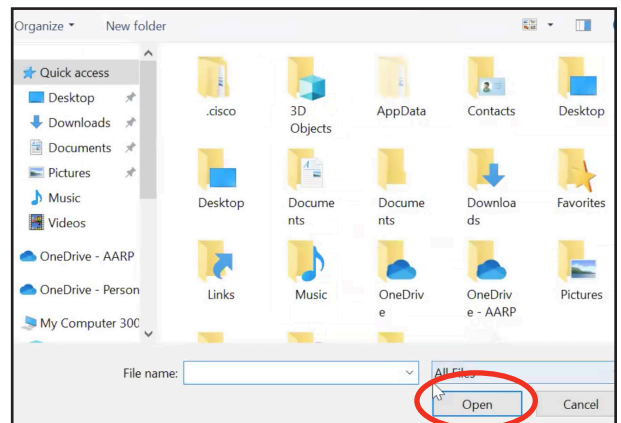
Mobile Device: You can take a picture of your identification and upload it or search for the picture or file on your device.

iPhone or iPad

Android device

8 Enter your home address.

What is your home address?
The address where you will get service. Do not use a P.O. Box.

Street Number and Name

123 Street Road

Apt, Unit, etc.

City

Your City or Town

State

Choose

Zip Code

00000

To select your state, use the **downward arrow**, and a menu will open. Choose your state by clicking or tapping it.

CO
CT
DC
DE
FL
GA
GU
HI
IA
ID

What is your home address
The address where you will get service. Do not use

Street Number and Name

City

Choose

9 If you qualify on your own, select **NO**. If you qualify through a dependent, select **YES**. Click or tap **Next**.

Do you qualify for Lifeline or the Affordable Connectivity Benefit through your child or a dependent?
If you do not qualify on your own, you can sign up for Lifeline or the Affordable Connectivity Benefit through your child or dependent if they participate in any of the qualifying programs.

⬤ No, I qualify by myself.   ◯ Yes, I qualify through my child or dependent.

Next

Create an Account

1 Create a username that's easy to remember.

> **Choose your username.**
> Choose something that you can easily remember. If it helps, use your name in some form.
> **Username**

2 Make sure your password is unique to this account and meets the requirements listed.

> **Choose your password.**
> Make sure it is something you can remember. It has to follow the requirements below.
>
> **Password**
>
> ···········
>
> **Confirm Password**
> Type the same password again.
>
> ···········
>
> **Password Requirements**
> ⊘ At least 8 characters long
> ⊘ At least 1 capital letter
> ⊘ At least 1 number (0-9)
> ⊘ At least 1 special character (!@#$%^&*)
> ⊘ No restricted phrases ⊙

When each requirement has a green check next to it, retype your password in the second text box.

Remember to write your password in a safe place!

3 Type your email address. If you don't have an email address, you may enter someone else's. Notifications about your account will be sent to the email you enter here.

Your Contact Information
What is your email address?

example@email.com

☐ I want to provide an alternate email.

4 Enter your phone number (optional). Check the box only if your mailing address is different than your home address.

What is your phone number? (Optional)

(   )   -

☐ I have a mailing address that is different than my home address.

5 Select your preferred language.

What is your preferred language? (Optional)
We will send outreach to you about your Lifeline benefit in the language(s) you select. You may select more than one language.

☐ English   ☐ Español

6 Select the box that says "I'm not a robot."

✓ I'm not a robot

reCAPTCHA
Privacy - Terms

7 Click or tap **Submit**.

Submit

8   You'll see a message confirming you've created your account!

⊘ **Your Account is Created!**
Please sign back in so we know it is still you and then you can complete the process.

9   Enter the username and password you just created.

Username

Applestraw

Forgot your username?

Password

Forgot your password?

By signing in, I accept the terms and conditions of the National Verifier system.

10   Select the box next to "I'm not a robot" and then click or tap the blue **Sign In** button!

✓ I'm not a robot
reCAPTCHA
Privacy - Terms

Sign In
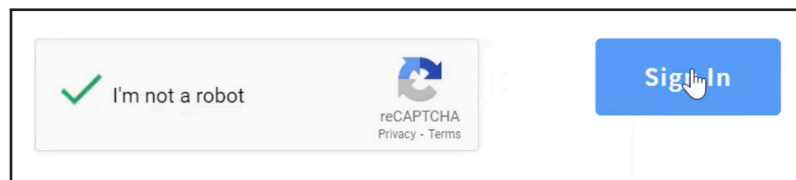
Apply for ACP

1 When you've successfully signed in to your account, you'll see a welcome message and your name. There will be two application options: Lifeline and the Affordable Connectivity Program.

Welcome SOPHIE

Lifeline is a federal program that lowers the cost of phone or internet services.

Learn more about the Lifeline Program

My Applications

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

⚠ To see if you qualify, click "Apply for Emergency Broadband."

Start Lifeline Application **Return to Application**

2 Scroll down until you see the description of the ACP program. Click or tap the blue **Apply for ACP** button.

Affordable Connectivity Program (ACP)

The Affordable Connectivity Program (ACP) provides a discount of up to $30 per month towards broadband service for eligible households and up to $75 per month for those on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to $100 to purchase a laptop, desktop, or tablet from participating providers if they contribute more than $10 and less than $50 toward the purchase price. To see if you qualify, click "Apply for ACP."

Apply for ACP

3 Click or tap the box next to each program you participate in so that a blue check appears.

Tell Us Which Program You Are In

To qualify for the Affordable Connectivity Program (ACP), we need to know which government assistance program you are in or if you qualify based on acceptable income criteria.

Are you in any of these?
Check all that apply.

- [ ] SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ⑦
- [✓] Medicaid
- [ ] Supplemental Security Income (SSI)
- [✓] Federal Public Housing Assistance
- [ ] Veterans Pension and Survivors Benefit Programs
- [ ] Federal Pell Grant
- [ ] Free and Reduced Price School Lunch or Breakfast Program
- [ ] Experienced a significant loss of income since February 29, 2020
- [ ] 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.
- [ ] I am not in any of these, but my child or dependent is in one of these programs. ⑦

You may be asked to submit documents about the program(s) you select.

4 Then click or tap **Next**.

Back   Next

5 Check that all of your personal information is correct. If you need to correct something, select the **Edit** button on the right, and then follow the prompts to make your changes.

6 Check the box to allow the system to use the information you gave in order to find out if you qualify for the Affordable Connectivity Program. Then, select **Submit**.

It may take a few minutes for the system to check your eligibility.
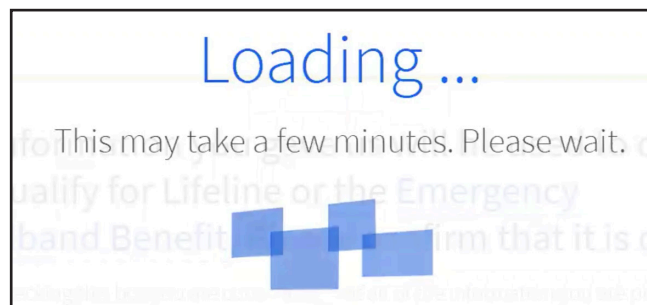
7 You may be asked additional information, such as confirming your home address on a map or confirming what kind of building you live in. Answer the questions and then select **Next** in the bottom, right to continue.

You may also be asked to upload documents that verify your participation in the government programs you selected during step #3 of this section. If so, follow the instructions to upload scanned copies or pictures of the documents.

If you do not see these questions, continue to step #8.

8 The final step is to agree to the conditions of participating in the ACP program by typing your initials in the box next to each statement. You must initial all boxes.

Agreement

You are almost done qualifying. Please 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

Continue reading and typing your initials next to each statement until you've completed them all.

9 Sign the form by typing your full name so that it matches the name printed below the text box. Click or tap the white box and select **Submit**.

10 You've completed your application! If the system was able to verify your eligibility, you will receive a message that says you qualify. Make note of the deadline for signing up for internet service.

You Qualify for the Affordable Connectivity Benefit! Now, it's time to sign up with a provider.

Your application has been approved. If you haven't already done so, your next step is to sign up with a participating internet company by 5/29/2022 (based on US Eastern Time) so you can begin receiving discounted broadband service through the Affordable Connectivity Program (ACP).

If you do NOT sign up by 5/29/2022, you will have to reapply for the Affordable Connectvity Benefit.

Even if you want to receive the benefit from your current broadband service provider, you still need to contact them to start receiving the benefit.

Finally, you'll be given instructions on how to start receiving your benefit.

How to Sign Up with a Provider

1 Contact an internet company to pick a service plan and begin receiving your monthly Affordable Connectivity Benefit discount.

If you are interested in a connected device, click here for a list of companies that offer connected devices. Not all companies participating in the program are offering connected devices. You will need to enroll with a company to receive your broadband AND device benefit.

2 Tell the provider that you have been approved by the Universal Service Administrative Company (USAC).

3 **IMPORTANT TIP:** Give the provider the following information as it appears on your application so they can sign you up:

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