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The Affordable Connectivity Program is administered by USAC with oversight from the Federal Communications Commission (FCC).

Affordable Connectivity Program (ACP)

Outreach Toolkit

Resources and tools for partners to help promote the Affordable Connectivity Program (ACP) to eligible households.

This guidebook is available for download at:
www.affordableconnectivity.gov

Need additional assistance?
ACP Support Center: (877) 384-2575
7 days a week, from 9:00 a.m. to 9:00 p.m. ET

Request a Speaker
ACPspeakers@fcc.gov

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This guidebook is available for download at:
www.affordableconnectivity.gov

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The Affordable Connectivity Program is administered by USAC with oversight from the Federal Communications Commission (FCC).

The Affordable Connectivity Program is a new federal program that helps low income families afford the cost of internet services.

The COVID-19 health crisis fundamentally transformed the way that social safety net programs are implemented and administered with an almost overnight shift online. Having affordable and reliable internet service at home is now essential to sustaining important aspects of our everyday lives.

KEY FACTS

On December 31, 2021, the Federal Communications Commission launched the Affordable Connectivity Program (ACP). This long-term, $14.2 billion program was created by Congress in the Infrastructure Investment and Jobs Act, and replaced the temporary Emergency Broadband Benefit (EBB) program.

The Affordable Connectivity Program (ACP) is a new federal program administered by USAC with oversight from the Federal Communications Commission (FCC) that helps low-income households pay for internet service and connected devices like a laptop or tablet.

Household's are eligible to enroll if their income is below 200% of Federal Poverty Guidelines, or if someone in their household currently receives a government benefit like **SNAP, Medicaid, SSI, WIC, Pell Grant, or Free and Reduced-Price School Breakfast or Lunch (see full list on page 3).**

ELIGIBLE HOUSEHOLDS RECEIVE:

- Up to a $30/month discount on their internet service, including associated equipment rentals such as a modem
- Up to a $75/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)
- Low cost service plans may be fully covered through the ACP*

Through a separate non-FCC initiative, additional no cost plans may be available to Affordable Connectivity Program enrollees. To learn more please visit GetInternet.gov. Provision of a link to this initiative does not imply FCC endorsement of any particular participating provider.

Only one monthly service discount and one device discount is allowed per household. To receive the connected device discount, consumers need to enroll in the ACP with a participating provider that offers connected devices. (Note: not all participating internet service providers offer device discounts.) The internet company will provide the discount to the consumer.

Who Is Eligible for the Affordable Connectivity Program?

There are several ways that a household can qualify for the Affordable Connectivity Program (ACP):

① If an adult or dependent participates in certain federal assistance programs such as SNAP, Medicaid, WIC, or other programs (see full list below)

② Based on their household income

③ If someone in the household already receives a Lifeline benefit

Note: A household may also qualify for the ACP through a participating provider's existing low-income program. Visit www.affordableconnectivity.gov to learn more.

Eligible Through Federal Assistance Programs

Households are eligible for the ACP if someone in their household participates in one of these programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Free and Reduced-Price School Lunch Program or School Breakfast Program, including at
- U.S. Department of Agriculture (USDA) Community Eligibility Provision schools
- Received a Federal Pell Grant in the current award year

Applicants may need to show a card, letter, or official document as proof that they participate in one of these programs when they apply for the ACP.

Based on Household Income

Households are eligible for the ACP if their income is 200% or less than the Federal Poverty Guidelines (see the table below). The guideline is based on household size and state.

The table below reflects the income limit by household size, which is 200% of the 2022 Federal Poverty Guidelines.

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	$27,180	$33,980	$31,260
2	$36,620	$45,780	$42,120
3	$46,060	$57,580	$52,980
4	$55,500	$69,380	$63,840
5	$64,940	$81,180	$74,700
6	$74,380	$92,980	$85,560
7	$83,820	$104,780	$96,420
8	$93,260	$116,580	$107,280
For each additional person, add:	$9,440	$11,800	$10,860

Tribal Assistance Programs

Households on qualifying Tribal lands are eligible if their income is at or below 200% of the Federal Poverty Guidelines, or if they (or someone in the household) participates in:

- Any of the federal assistance programs listed on page 4
- Bureau of Indian Affairs General Assistance
- Head Start (only households meeting the income qualifying standard)
- Tribal Temporary Assistance for Needy Families (Tribal TANF)
- Food Distribution Program on Indian Reservations

Applicants may have to show proof of participation, like a benefit letter or official document, when you apply for the ACP. Regardless of how they qualify, eligible Households on qualifying Tribal lands receive an enhanced ACP benefit of up to $75. Learn more about the Tribal benefit by visiting: www.affordableconnectivity.gov/do-i-qualify/enhanced-tribal-benefit/

If a Member of the Household Already Participates in the Lifeline Program

Lifeline is a Federal Communications Commission program to help make communications services more affordable for low-income consumers. If someone in the household currently participates in the Lifeline Program, a household can automatically qualify for the ACP and receive both benefits at the same time. Households can apply their ACP benefit and their Lifeline benefit to the same or separate services. Lifeline participants can talk to their internet company to learn how to start receiving ACP discounts.

Qualify Through Your Child or Dependent

Any member of the household can make your household eligible to enroll in ACP if they participate in one of the programs above. For example, if their child or dependent receives a Pell Grant, participates in the Free and Reduced-Price School Breakfast or Lunch Program or is enrolled in a USDA Community Eligibility Provision school, their household qualifies for the ACP benefit.

What is a Household?

Only one monthly service discount and one connected device discount is allowed per household.

A household is a group of people who live together and share money even if they are not related to each other. If people live together and share money, they are one household. If they either don't live together or don't share money, they are two or more households.

One Household Examples

- A married couple who live together must share one ACP benefit.
- A parent/guardian and child who live together must share one ACP benefit.
- An adult who lives with friends or family who provide financial support must share one ACP benefit.

Note: These are general examples only.

Household Worksheets are available in English or Spanish to help applicants determine if they are an independent household.

Multiple Household Examples

- 4 roommates who live together but do not share money are 4 separate households. All 4 can receive the ACP.
- 30 seniors who live in an assisted-living home but do not share money are 30 separate households. All 30 can receive the ACP.
- A student who receives a Federal Pell Grant and lives alone is a different household than his or her parents. Both the student and their parents are separate households and can receive their own benefits.

How to Apply

There are three ways to apply for the Affordable Connectivity Program.

Apply Online

- Login or create a new account to complete the ACP application online. If people apply online, they may be able to receive an immediate approval. The application is mobile friendly.

  Apply Online: https://acpbenefit.org/how-to-apply/

Apply by Mail

1. Print the Application Instructions
2. Print an application: available in **English** and **Spanish**
3. Print a Household Worksheet: available in **English** and **Spanish** (Household Worksheet Instructions)

⭐ Complete the application and Household Worksheet and send them, along with copies of your proof documentation, to:

ACP Support Center
PO Box 7081
London, KY 40742

Apply through a participating internet service company

- Households can ask their internet company if they participate in the ACP or **use our online tool to find a participating company near them**. Some providers may have an alternative application they will ask households to complete.

  https://acpbenefit.org/companies-near-me/

After You Apply

Application Approval Code: Once you submit an application, you will either receive an approval code or be prompted to submit additional information. If we cannot confirm an applicant's eligibility automatically, we will request additional documentation and provide information on how they can submit those documents for review.

Sign Up for service: Once an applicant has an approval code, they will need to choose a participating internet service provider and sign up for ACP discounted service or contact their existing service provider and provide the "application approval code" to receive their monthly discount.

Bilingual Support

The ACP Support Center has been established to answer any questions that consumers and those supporting consumers might have. Call center support is available in English and Spanish and 200 other languages upon request.

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

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

Help by Phone
Contact the ACP Support Center at (877) 384-2575.

The ACP Support Center can help answer questions about:

- The status of your ACP application
- Documents needed to show you qualify
- Finding an internet service providers your area
- Assistance with the ACP Household Worksheet
- Resetting your account

Submit a Complaint

The Federal Communications Commission has established a dedicated complaint process to help track and prioritize ACP related consumer complaints.

If someone you are assisting is having issues with their internet service provider involving the Affordable Connectivity Program, they can file an informal consumer complaint with the FCC. If their issue is a billing and service issue, we will serve their complaint on their provider. The provider has 30 days to send a response to the complaint.

We encourage consumers to contact their internet service provider to attempt to resolve their issue *prior* to filing a complaint.

To file a complaint with the FCC, please visit **www.consumercomplaints.fcc.gov**
Select File ACP Complaint >> Proceed with filing a complaint >> Select "availability" as the Issue and fill in the form.

Outreach Resources

The Affordable Connectivity Program is the largest internet affordability program in the history of the United States. This new program is available to a broad intersection of eligible households and people who might already be enrolled in other federal assistance program.

We need your help to ensure that all eligible households know that this program is available and have the support they need to enroll.

How to use these outreach resources:

The materials in this toolkit will help share important information about the Affordable Connectivity Program and how people can access support throughout the enrollment process through the ACP Support Center.

Even if you or your organization don't speak directly to people, you can use these materials to educate low income households about this new program. Included are key messages, print and digital materials and social media assets that have been reviewed for clarity and accuracy.

Key Messages To Share:

1 The Affordable Connectivity Program (ACP) is a new federal program that helps low-income households offset the monthly cost of a new or existing internet service and connected devices like a laptop or tablet.

2 The Affordable Connectivity Program (ACP) provides
- Up to $30/month discount for broadband service;
- Up to $75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to $100 for a laptop, desktop computer, or tablet purchased through a participating provider if the household contributes more than $10 but less than $50 toward the purchase price.

3 Low cost service plans may be fully covered through the ACP*
Through a separate non-FCC initiative, additional no cost plans may be available to Affordable Connectivity Program enrollees. To learn more please visit GetInternet.gov.

4 The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.

5 Household's are eligible to enroll if their income is below 200% of the Federal Poverty Line, or if someone in their household currently receives a government benefit like **SNAP, Medicaid, SSI, WIC, Pell Grant, or Free and Reduced-Price Lunch.**

Multimedia Program Assets

You can insert the images below into newsletters, blogs, email blasts, and social media posts to help get the word out about this new benefit program. All multimedia resources are available for download at: **affordableconnectivity.gov/communityresources**

We encourage all social media posts to use these hashtags **#ACP** along with the link to enroll **www.affordableconnectivity.gov** please also feel free to tag **@FCC**

Full page Flyers

Social Media Graphics

Best Practices for Successful Outreach Campaigns

As a trusted leader in your community, you can help your community know about ACP and how to enroll.

Research shows that outreach from trusted sources increases public participation in benefit programs and helps ensure people enrolled in qualifying federal assistance programs have accurate information about program details and where to find answers to questions they might have.

The resources in this section can help you quickly and easily communicate to your audience about the Affordable Connectivity Program (ACP).

Tips for Conducting Successful Outreach

① Make sure that all communications are action-oriented, deadline-oriented, and frequent. There is evidence that communication that encourages individuals to act (e.g., by going to www.affordableconnectivity.gov) are more effective than simply alerting individuals to the existence of a benefit they may be eligible to receive.

② Messaging should be clear that the ACP will not need to be paid back, nor will it affect an individual's access to other federal or state benefits. It should also make clear that if individuals receive the ACP, it will not impact their Public Charge status.

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Tips for Government Partners

(3) Focus on partnering with local community-based organizations, which may be able to amplify the message and leverage the strong bonds of trust they have in local communities.

(4) Use a range of messengers, including benefits agencies and school districts to get out the word. A consistent approach across government can help ensure that residents receive a more reliable and trustworthy message.

(5) Update government websites with ACP banners linking to affordableconnectivity.gov, where users will be able to find more information about the ACP and how to enroll.

(6) Include information about the ACP on utility bills and payment reminders (e.g. water, gas, electricity bills and/or public housing rent bills). For example, In past years the Detroit Water and Sewage Department has included information about other federal assistance programs on water bills to promote awareness and enrollment.

★ Add an ACP pre-screening widget to your website, email ACProgram@usac.org with the subject line "ACP Widget". In the email, please include the web address where you plan to add the widget."

★ Help ease the enrollment process for your qualifying program beneficiaries. We encourage federal, state, and Tribal agencies with qualifying assistance programs to establish an automated data sharing process to ensure that any person currently enrolled in a qualifying program can easily and quickly enroll in the Affordable Connectivity Program.

To learn more about this secure data integration process and how to set up a new agreement with the FCC please contact: Leigh.Lee@usac.org

Sample Outreach Letter to Automatically Qualified Program Participants.

Hello,

Did you know you automatically qualify for a $30 monthly discount on your home or mobile internet service through the Federal Communications Commission's Affordable Connectivity Program? The [AGENCY/ENTITY NAME] is encouraging all [PROGRAM NAME] recipients/beneficiaries to claim this new benefit and start saving on your internet service.

You are also eligible for a one-time discount of $100 for a laptop, desktop, or tablet purchased through a participating provider if you pay a $10 to $50 co-pay.

To apply, visit affrodableconnectivity.gov or call 1-877-384-2575 to request an application. Once you complete the application you can contact a participating internet service provider to start receiving your monthly discount.

Cost shouldn't be a barrier to getting online. Being connected can help you find job opportunities and access telehealth services, saving you time and transportation costs. And with affordable internet services, students no longer need to rely on public Wi-Fi hotspots to do their homework or for distance learning.

There are many ways to qualify for this new program. Go to affordableconnectivity.gov to learn more and apply. If you have questions, you'll find a consumer FAQ that can help, along with a list of participating internet service providers nearest to you.

Claim your new benefit and get connected today.

Sample Txt Messaging Campaigns

Text Script for Automatically Qualified Program Participants

This is a message from [AGENCY/ENTITY NAME] inviting you to claim a new benefit. Because you are already enrolled in [PROGRAM NAME] you automatically qualify for up to a $30 monthly discount on your home or mobile internet service through the Affordable Connectivity Program. To start getting your discount, visit www.acpbenefit.org or call 1-877-384-2575.

Text Script for General Enrollment

This is a message from [AGENCY/ENTITY NAME] with important information about the Affordable Connectivity Program (ACP). The ACP offers at least a $30 monthly discount on broadband internet service for qualifying households. To check eligibility or submit a free no-risk application, visit www.acpbenefit.org or call 1-877-384-2575.

Text Script for Automatically Qualified Program Participants on Tribal Lands

This is a message from [AGENCY/ENTITY NAME] inviting you to claim a new benefit. Because you are already enrolled in [PROGRAM NAME] you automatically qualify for up to a $75 monthly discount on your home or mobile internet service through the Affordable Connectivity Program. To start getting your discount, visit www.acpbenefit.org or call 1-877-384-2575.

Text Script for General Enrollment Tribal Lands

This is a message from [AGENCY/ENTITY NAME] with important information about the Affordable Connectivity Program (ACP). The ACP offers at least a $75 monthly discount on broadband internet service for qualifying households. To check eligibility or submit a free no-risk application, visit www.acpbenefit.org or call 1-877-384-2575.

Disclaimer: Before beginning an outbound messaging campaign, ensure you understand the rules of the road. The Telephone Consumer Protection Act (TCPA) protects consumers from calls made with autodialer equipment, that use prerecorded messages, and that use artificial voice messages. The TCPA requires consumer consent for these calls unless they are made directly by the federal government or state governmental entity. However, the TCPA does generally apply to calls made by contractors on behalf of any governmental entity, as well as to local governments. More information about auto-dialed calls and texts can be found by visiting:

- *https://www.fcc.gov/general/telemarketing-and-robocalls*
- *https://www.fcc.gov/consumers/guides/wireless-phones-and-national-do-not-call-list*
- *https://www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts*

Sample Phone Messaging Scripts

Phone Script for Automatically Qualified Program Participants

This is a call from [AGENCY/ENTITY NAME] inviting you to claim a new benefit. Because you are already enrolled in [PROGRAM NAME] you automatically qualify for up to a 30 dollar monthly discount on your home or mobile internet service through the Affordable Connectivity Program. To start getting your discount, visit www.acpbenefit.org or call 1-877-384-2575.

Phone Script for General Enrollment

This is a call from [AGENCY/ENTITY NAME] with important information about the Affordable Connectivity Program (ACP). The ACP offers up to a 30 dollar monthly discount on broadband internet service for qualifying households. To check eligibility or submit a free no-risk application, visit www.acpbenefit.org or call 1-877-384-2575.

Phone Script for Automatically Qualified Program Participants Tribal Lands

This is a call from [AGENCY/ENTITY NAME] inviting you to claim a new benefit. Because you are already enrolled in [PROGRAM NAME] you automatically qualify for up to a 75 dollar monthly discount on your home or mobile internet service through the Affordable Connectivity Program. To start getting your discount, visit www.acpbenefit.org or call 1-877-384-2575.

Phone Script for General Enrollment Tribal Lands

This is a call from [AGENCY/ENTITY NAME] with important information about the Affordable Connectivity Program (ACP). The ACP offers up to a 75 dollar monthly discount on broadband internet service for qualifying households. To check eligibility or submit a free no-risk application, visit www.acpbenefit.org or call 1-877-384-2575.

Disclaimer: Before beginning an outbound messaging campaign, ensure you understand the rules of the road. The Telephone Consumer Protection Act (TCPA) protects consumers from calls made with autodialer equipment, that use prerecorded messages, and that use artificial voice messages. The TCPA requires consumer consent for these calls unless they are made directly by the federal government or state governmental entity. However, the TCPA does generally apply to calls made by contractors on behalf of any governmental entity, as well as to local governments. More information about auto-dialed calls and texts can be found by visiting:

- *https://www.fcc.gov/general/telemarketing-and-robocalls*
- *https://www.fcc.gov/consumers/guides/wireless-phones-and-national-do-not-call-list*
- *https://www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts*

Track Enrollment by State/Zip Code

Having accurate information about the impact of your outreach strategy is an effective way to see if your engagement process is working. The Affordable Connectivity Program has a built in Enrollment and Claims Tracker which can help you monitor your progress.

The ACP Enrollment and Claims Tracker publishes key metrics on a weekly, monthly, and quarterly basis on the information listed below:

1. Total Households Enrolled
2. Enrollment by State
3. Enrollment and Claims by Zip Code and County

Additional ACP Data

4. Total Enrolled ACP Subscribers by Method of Verification
5. Total Enrolled Subscribers by Age
6. Total Enrolled Subscribers by Service Type
7. Applicant-Selected Eligibility Categories on National Verifier Applications.

https://www.usac.org/about/affordable-connectivity-program/acp-enrollment-and-claims-tracker/

Become an Official Outreach Partner

The FCC is mobilizing people and organizations to help share important consumer information about the new Affordable Connectivity Program. To join our nationwide outreach network please visit: **fcc.gov/ACP** and fill out the outreach partner form at the bottom of the page.

Request a Speaker

FCC consumer experts are available to explain the Affordable Connectivity Program at your next event/convening. To request a speaker please email ACPspeakers@fcc.gov

Frequently Asked Questions

How Does the ACP Protect Participants?

The rules protect Affordable Connectivity Program recipients by:

- Empowering consumers to choose the service plan that best meets their needs, including a existing plan;
- Ensuring consumers have access to supported broadband services regardless of their credit status;
- Prohibiting providers from excluding consumers with past due balances or prior debt from enrolling;
- Preventing consumers from being forced into more expensive or lower quality plans in order to receive the ACP;
- Ensuring that consumers are not liable for early termination fees;
- Reducing the potential for bill shock or other financial harms;
- Allowing ACP recipients to switch providers or broadband service offerings; and
- Providing a dedicated FCC process for ACP complaints – consumercomplaints.fcc.gov.

Do participants receive ACP funds directly each month?

No, the ACP is a non cash benefit - up to $30 per eligible household, or up to $75 per eligible household on Tribal lands – paid directly to the participating internet service provider of their choice.

Can applicants choose any internet service plan that best meets my needs?

Yes. If a household qualifies for ACP, they may choose to have the ACP discount applied to any internet service plan available through a participating internet service provider in their area.

What income is considered when determining eligibility for the ACP, gross income or adjusted gross income?

Income limitations for the ACP are based on gross income. Commission's rules use the same definition of gross income as the tax code does: "all income actually received by all members of the household from whatever source derived, unless specifically excluded by the Internal Revenue Code, Part III of Title 26, 26 U.S.C. 101 et seq."

How do households qualify through a free school lunch program?

A household can enroll in the ACP if its school participates in the Community Eligibility Provision or the household separately applied for and has been approved for benefits in the free and reduced price school lunch program or school breakfast program. Documentation for school lunch program participation is required.

How are applicants who enroll by mail notified of their status?

Applicants who enroll in ACP by mail will receive updates by mail regarding their application status, or by email if they provided an email address on their application. They can also Contact the ACP Support Center at (877) 384-2575 for updates on their application.

How does the $100 device benefit work?

Participating internet service providers can be reimbursed up to $100 if they supply a connected device to a household, provided the household pays more than $10 but less than $50 for the device. The device benefit is limited to one laptop, desktop computer, or a tablet per household.

For a complete list of frequently asked questions please visit:
www.fcc.gov/affordable-connectivity-program-consumer-faq

Quick Links

- 🔗 Enroll in the ACP Program Online
- 🔗 Paper Application Form ENGLISH
- 🔗 Paper Application Form SPANISH
- 🔗 Household Worksheet ENGLISH
- 🔗 Household Worksheet SPANISH

- 🔗 Application Instructions ENGLISH
- 🔗 Household Worksheet Instructions SPANISH
- 🔗 Acceptable Documentation Guide ENGLISH
- 🔗 Acceptable Documentation Guide SPANISH

- 🔗 Outreach Toolkit
- 🔗 Consumer Toolkit
- 🔗 ACP Flyer ENGLISH
- 🔗 ACP Flyer TRIBAL
- 🔗 Social Media Images
- 🔗 Multilingual ACP Program Information

- 🔗 Become an Outreach Partner Sign up
  Request a Speaker: ACPspeakers@fcc.gov
- 🔗 Track Enrollment By State/ZIP

  Help by E-mail
  Contact us at: ACPSupport@usac.org
  Help by Phone
  Contact the ACP Support Center at (877) 384-2575.

- 🔗 Submit a Complaint Online
- 🔗 Download a Paper Complaint Form
  FCC Complaint Call Center: 888-CALL-FCC (888-225-5322)