AFFORDABLE CONNECTIVITY PROGRAM (ACP) *Digital Navigator Guide*

The Affordable Connectivity Program (ACP) is an expanded program of the Federal Communications Commission's Emergency Broadband Benefit, designed to expand affordable broadband access for low-income households. The ACP is the country's largest internet affordability program in U.S. history connecting households in rural and urban communities alike. Over 20 million households nationwide have already been enrolled in the ACP.
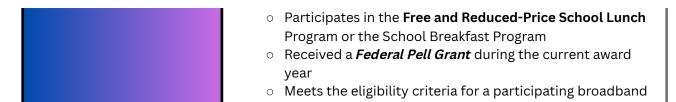
Connectivity is critical for the LGBTQ+ community. For many LGBTQ+ people, the internet is a crucial way to connect with others, build community, and access important medical services like PrEP and gender-affirming care. Having access to affordable, high-speed internet helps LGBTQ+ people to live safe and fulfilling lives by facilitating communication, education, access to resources, and connection to supportive communities.

LGBT Tech is pleased to provide the following information as a resource for those looking to utilize this program. You can read more about ACP at www.lgbttech.org/acp

About ACP

The Affordable Connectivity Program is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more.

What does ACP offer?	• Up to **$30/month** discount for internet service • Up to **$75/month** discount for households on qualifying Tribal lands • A one-time discount of up to **$100 for a laptop, desktop computer, or tablet** purchased through a participating provider

Who is eligible for ACP?	• A household is eligible for the Affordable Connectivity Program if the **household income is at or below 200%** of the Federal Poverty Guidelines, **or if a member of the household meets at least one of the criteria below:**
	  ○ Participates in any of the following assistance programs: **SNAP, Medicaid, Federal Public Housing Assistance, Veterans Pension or Survivor Benefits, SSI, WIC, or Lifeline**
	  ○ Participates in any of the following **Tribal specific programs** (Bureau of Indian Affairs General Assistance, Tribal TANF, Food Distribution Program on Indian Reservations, or Tribal Head Start)

- Participates in the **Free and Reduced-Price School Lunch** Program or the School Breakfast Program
- Received a ***Federal Pell Grant*** during the current award year
- Meets the eligibility criteria for a participating broadband

Applying to the ACP

There are two steps for eligible households to apply. Eligible households must both apply for the program and contact a participating provider to select a service plan.

Submit an application	Contact your internet provider
Go to http://getinternet.gov to submit an application or print out a mail-in application.	Contact your preferred participating provider to select a plan and have the discount applied to your bill. To find participating providers by zip code visit the Companies Near Me page.

QUICK TIPS!

- **Keep your application number handy, you will need to give it to your provider.**
- **USAC is the national ACP verifier and is able to find your application number if you loose it.**

Proof of Eligibility

If you submitted an online application and were asked to share proof of eligibility or you are planning on applying by mail use the following information to learn what document you will need to provide. If you provide a social security number you may not need to share proof of your eligibility.

What do I need to know?

- All documents must be current (*not expired*)
- If applying by mail, **never send the original** document. Send copies or pictures of your original, valid document.

200% of the 2023 Federal Poverty Guidelines

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

The table below reflects the income limit by household size, which is 200% of the 2023 Federal Poverty Guidelines.

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	$29,160	$36,420	$33,540
2	$39,440	$49,280	$45,360
3	$49,720	$62,140	$57,180
4	$60,000	$75,000	$69,000
5	$70,280	$87,860	$80,820
6	$80,560	$100,720	$92,640
7	$90,840	$113,580	$104,460
8	$101,120	$126,440	$116,280
For each additional person, add:	$10,280	$12,860	$11,820

Proof of Income	Tribal Program Verification	Benefits Verification
To show your household income is at or less than the amount listed for your state and household size from the chart above: Provide a document that includes: **1. Your name, or your dependent's name** **2. Your annual income** **3. An issue date within the last 12 months**	If you live on Tribal lands and need to show you or your dependent participate in a program below: - *Bureau of Indian Affairs General Assistance* - *Tribal Temporary Assistance for Needy Families (TANF)* - *Food Distribution Program on Indian Reservations (FDPIR)* - *Head Start (only those households meeting its income qualifying standard)* Provide a document that includes: 1. **Your name, or your child or dependent's name** 2. **The name of the program, such as FDPIR**	To show you or your dependent participate in an eligible benefit program listed above (see more about eligibility at getonline.gov) - *Medicaid* - *Supplemental Nutrition Assistance Program (SNAP) Supplemental Security Income (SSI)* - *Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)* - *Federal housing assistance* - *Veterans Pension or Survivors Benefit* Provide a document that includes: 1. **Your name, or your child or dependent's name**

	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**	2. **The name of the program, such as FDPIR** 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**
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.	**Examples:** • A benefit award letter • A statement of benefits • A benefit verification letter • A screenshot of online benefits portal	**Examples:** • A benefit award letter • A statement of benefits • A benefit verification letter • A screenshot of online benefits portal

Proof of Pell Grant	**Proof of Free/Reduced Lunch or School Breakfast Program**	**Proof of Community Eligibility Provision School**
If you need to show that you received Pell Grant in this current year: Provide a document that includes:	If you need to show proof that your child or dependent participates in the free and reduced-price lunch program	To show proof that your child or dependent attends a Community Eligibility Provision school

1. **Your name, or your child or dependent's name** 2. **The name of the program** 3. **The name of the school or the U.S. Department of Education that issued the document** 4. **The current award year**	or the school breakfast program: Provide a document that includes: 1. **The student's first and last name** 2. **The name of school or school district** 3. **The name of the program**	Provide a document that includes: 1. **The student's first and last name** 2. **The name and address of the school** 3. **School contact information (phone or email)** 4. **The current school year**
Examples: • An official financial aid award letter from the school or the U.S. Department of Education. *It must show that the student got a Pell Grant for the current award year.* • A paid invoice that shows the student got a Pell grant for the current award year. • A screenshot of an online financial aid portal.	**Examples:** • Letter from the school or school district	**Examples:** • A letter or document from the school or school district • A report card ○ *Some report cards don't have the specific school contact information. If yours does not, then if will not be accepted.*

Proof of Identity

If you submitted an online application and were asked to share proof of identity or you are planning on applying by mail use the following information to learn what document you will need to provide.

What do I need to know?

- All documents must be current (*not expired*)
- If applying by mail, **never send the original** document. Send copies or pictures of your original, valid document.

Date of Birth	Social Security (SSN)	Proof of Living
To show your date of birth: Provide a document that includes: 1. **Your first and last name** 2. **Your date of birth**	If you need to show your Social Security Number (SSN): Provide a document that includes:	If you need to show that you are alive: Provide a document that includes: **Your identity information:**

	1. **Your first and last name** 2. **The last four digits of your SSN or Tribal ID number**	• *Your first and last name* • *Your date of birth* • *The last four digits of your SSN or Tribal ID number (required if provided on application)* **Shows you're alive:** • *Your first and last name* • *An issue date within the last three months*
Examples: • A Driver's license that is not expired • A birth certificate • A passport that is not expired • A U.S. government, military, state, or Tribal issued ID that is not expired • A Certificate of Naturalization, Certificate of U.S. Citizenship, or Consular ID	**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	**Examples:** **Show us your identity:** • Provide one or two documents to prove your identity information, such as a Driver's License and Social Security Card. **Show you are alive (documentation must be dated within last three months):** • A current utility bill • A paystub • A mortgage or lease statement • A retirement/pension statement of benefits • A notarized letter that confirms your identity and that you are alive

Emancipated Minor	Proof of Address	Household
To show you are an emancipated minor: Provide a document that includes: 1. **Your first and last name** 2. **Confirmation of emancipated minor**	If you need to show your address: Provide a document that includes: 1. **Your first and last name** 2. **Your address**	If you live with another adult who participates in the Affordable Connectivity Program, you will need to answer a few questions to find out if your household

status		qualifies for more than one benefit.
		If completing by online application: A blank, fillable worksheet will guide you through the steps.
		If completing by mail: You must complete the ACP Household Worksheet and mail it to the ACP Support Center. Instructions are available in English and 9 other languages.
Examples: • Court document • Certificate of emancipation	**Examples:** **If you choose to prove your address using the online application:** • Use the online mapping tool in the application. **If you choose to mail in documentation, you can send in:** • A map that shows your physical address or location, including latitude and longitude coordinates (coordinates are required if you live on Tribal lands) • A Driver's license or other valid government, state, or Tribal ID • A utility bill (excluding your internet company) • A mortgage or lease statement • Most recent W-2 or tax return	

Additional Verification

There may be certain instances were additional documents are required. For more information about required documents use the ACP Acceptable Documentation Guide.

- **When applying to ACP you will need to use your legal name during the application process.**

- **Enter your name exactly how it appears on your ID (Eg: Peter vs. Pete)**

- **Spell your street name exactly as it's legally written (Eg: Street vs. St.)**

FAQs

Below are some commonly asked questions that may be relevant to LGBTQ+ individuals.. (EDIT)

Do my partner and I qualify as a household?	USAC defines a household as a group of people, even if they are not related, who live together and share money (income and expenses). If the individuals live together but do not share money, they are considered as more than one household. If you are unsure about your number of households, use the Household Worksheet
What happens if you do not use the same name that is on your verification documents?	If the name you go by typically is different than your legal name, you will need to use your legal name throughout the ACP application process. Ensuring that your name on the ACP application matches exactly as it does on your ID documents will help minimize the chances of having to submit additional documentation for verification.
If using a passport for identity verification, does it need to be a US passport?	If using a passport as part of your identity verification it does not need to be a US passport, but it does need to be valid and **cannot be expired**.
If you do not have a physical address can you still receive this benefit?	Although listing an address is required to sign up for ACP benefits, individuals without an address may still be eligible. Applicants can state where they reside at night, the application does not ask whether housing is temporary. When submitting proof of address you are able to use the coordinates of a

	specific location on a street or the address of a shelter. ([Source])
Can individuals residing in group homes or shelters receive an ACP benefit?	According to the FCC, the definition of household used in defining the ACP recognizes that more than one economic household can reside at the same address, including in group living facilities such as shelters for unhoused individuals. This means that those living in a group facility such as a homeless shelter who do not share expenses could be considered an individual household that would be eligible for the Affordable Connectivity Program. ([Source])
Can the provider deny me due to my credit score?	ACP households cannot be denied broadband service because of a credit check. The provider can still use a credit check to condition offers of devices and equipment that are not covered by ACP. A provider may use a credit check to determine whether to offer a bundle of services that include components not covered by ACP, but the provider must still offer to ACP households the broadband component of the bundle on a stand-alone basis. Participating providers cannot deny broadband service because of a current or prior payment owed, even with the same provider. ([Source])
Does receiving SSDI qualify me for ACP?	Social Security Disability Insurance (SSDI) is not a qualifying benefit to make you eligible for ACP. Make sure to check if you are eligible for ACP through another qualification point.
Are undocumented individuals eligible for ACP?	**ACP does not take into account one's immigration status,** meaning undocumented individuals can receive this benefit. ([Source])
For people who are paid in cash and may not have clear wage documentation, is there an option for a self-declaration of their income?	It depends. If an applicant is paid in cash but has an ITIN, they can use that to verify their identity. Otherwise, the best route to take would be to qualify under one of the other criteria. For instance, if the participant is enrolled in one of the federal programs (i.e. SNAP or Medicaid), we recommend the applicant qualify using that. Another option would be to apply through someone else in the

	household who qualifies, such as a student who attends a CEP school. ([Source](#))
How does the FCC protect consumers?	• You can choose the plan that is best for you, even if it's the same one you already have. The company that provides your internet cannot make you use a plan that is more expensive or lower quality. • You can get access to supported internet services regardless of your credit status, past due balances, or prior debt. • You can change internet companies or plans once a month. You don't have to pay extra if you switch. • You can ask for help from your internet company. If the company is unresponsive or does not help you, you can file a complaint with the FCC.
How do I check the status of my application?	To check the status of your application contact Universal Service Administration ([USAC](#)) E-mail ACPSupport@usac.org or call **877-384-2575**
What to do if lost application number?	You will need your application number to give to your internet provider. If you do not have your application number contact Universal Service Administration ([USAC](#)) E-mail ACPSupport@usac.org or call **877-384-2575**
Where can I find ACP resources in other languages?	Instructions to complete the ACP Application online are available in English and 9 other languages. Instructions to complete the paper ACP Application, Household Worksheet, and Recertification Form are available in English and 9 other languages. Access these resources on the [USAC webpage](#).

Find more FAQ's:

[Universal Service Administration (USAC) ACP FAQ's](#)

[National Digital Inclusion Alliance (NDIA) ACP FAQ's](#)

[Education Superhighway ACP Help Topics](#)

Helpful Resources

[Application instructions available in nine (9) languages](#)

[Affordable Connectivity Program: What you Need to Know (American Sign Language)](#)

[ACP Forms (Application, Household Worksheet, Recertification Form) in English & Spanish](#)

[Guía de documentación aceptable – Español (Spanish)](#)

[ACP Online Application Screen-by-screen](#)

[Resolving Application Errors](#)

[How to Apply Online Video Walk-thru](#)

[National Consumer Law Center Digital Library - ACP Full Article](#)

[File a Consumer Complaint](#)

GET SUPPORT

ACP Support Center can help with:

- The status of your ACP application
- Documents needed to show you qualify
- Companies in your area
- Assistance with the ACP Household Worksheet
- Resetting your account

Open: 7 days a week
9:00 a.m. to 9:00 p.m. ET

E-mail:
ACPSupport@usac.org

By Phone:
(877) 384-2575

LGBT Tech Digital Navigator

LGBT Tech's Digital Navigator is available to help educate and train individuals and organizations on the FCC's Affordable Connectivity Program (ACP), enabling them to become knowledgeable advocates for affordable internet access for the LGBTQ+ community. The Digital Navigator offers information and resources about the ACP, provides practical advice for enrolling community members, and offers access to troubleshooting techniques, FAQs, and valuable tips to simplify the process.

If you're looking for more information about how to work with the LGBT Tech Digital Navigator Program or would like to request a Digital Navigator training or other ACP resources please contact us at GetOnline@LGBTTech.org

For more information please contact:
Email: GetOnline@LGBTTech.org **Web:** www.lgbttech.org