

## Affordable Connectivity Program Learner Handout

The Affordable Connectivity Program? The ACP is a program of the United States Federal Communications Commission, also referred to as the FCC, to help qualifying households receive a discount on internet service with participating providers.

### The Affordable Connectivity Program Benefit Provides

- Up to \$30/month benefit for internet service;
- Up to \$75/month benefit 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.

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

### Two Steps to Enroll

1. Go to [AffordableConnectivity.gov](https://AffordableConnectivity.gov) to submit an application or print out a mail-in application.
2. Contact your preferred participating provider to select a plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete. Eligible households must both apply for the ACP and contact a participating provider to select a service plan.

### The Benefit of Home Internet

- Access education and online learning resources.
- Access educational tools to assist with homework.
- Access health care resources.
- Access your bank account, pay bills online, and sign up for other essential services.
- Apply for new jobs or work some jobs remotely.
- Watch online entertainment.
- Stay up to date with the news.
- Stay connected with family and friends.

## How Does the ACP Protect Consumers

- Choose the service plan that best meets your needs, including a plan you may already be on.
- Access internet services regardless of your credit status.
- Can't be excluded from enrolling in the program even if you have past due balances or prior debt.
- Can't be forced into more expensive or lower-quality plans in order to receive the ACP.
- Can switch providers or broadband service offerings.

## ACP Guidelines

1. One ACP benefit per household, not per person.
2. The ACP benefit is non-transferable.
3. You can enroll even if you have a past due balance or balance in collection.
4. You must give accurate and true information on the application form and all ACP-related forms or questionnaires.
5. Can enroll in the Affordable Connectivity Program and the FCC's Lifeline if eligible
6. ACP-eligible households can receive a one-time benefit of up to \$100 to purchase a laptop, desktop computer, or tablet from a government-approved provider.
7. The ACP Administrator may ask you to provide additional documents to verify that you or someone in your household is eligible for this benefit.
8. Discount is applied to your billing statement. You will not receive a check each month to pay for your service.
9. If you no longer qualify, you must notify your internet company or ACP administrator within 30 days.
10. If your service is free after the ACP benefit is applied, you must use the service at least once every 30 days.
11. You may need to annually confirm that you still qualify for the ACP benefit each year.

## Tips for Selecting a Provider

1. **Download speed** refers to how quickly you receive text, images, music, video, and other data when you're online. The faster the download speed, the shorter it takes for the information to download to your computer for you to read, watch, listen to, or engage with.
2. **Upload speed** refers to how quickly you send data from your device to the internet.
3. **Data limits** limit is the amount of data you are allowed to use over a set period of time, usually a billing cycle. Each task you do on the internet uses data. Some tasks, like reading or sending an email, only use a little bit of data; other tasks, like watching a movie, use more.
4. **Other requirements.** Check with the internet service provider to determine if there are any other requirements related to the service.

## Tips for Making the Most of Home Internet

1. **Build skills and confidence using technology.** Check your library website to find in-person or virtual classes to build your digital skills, like how to use your computer, connect with family and friends using social media, apply for a job online, and more.
2. **Build your digital skills using free online tools.**
3. **One-on-one digital coaching.** Check your local library or community organizations to see if they provide one-on-one digital coaching for technical questions or problems you cannot figure out.
4. **Get homework help.** Access educational tools or tutoring services through your school's or library's website to assist students with their homework.
5. **Stay connected with family and friends.** Use your internet connection to connect with family and friends via email, social media, video chat, video conferencing tools, and more.

## Additional Resources

### Affordable Connectivity Program website

<https://www.fcc.gov/acp>

Learn more about the ACP.

### Affordable Connectivity Stay Connected

<https://www.affordableconnectivity.gov>

The website where you can enroll in the ACP.

### Do I qualify?

<https://www.affordableconnectivity.gov/do-i-qualify/>

This resource provides information on how your household can qualify for the ACP.

### Show You Qualify

<https://www.affordableconnectivity.gov/wp-content/uploads/ACP-Acceptable-Documentation-Guide-English.pdf>

Includes information on how to provide additional information or documentation that may be needed when you apply for the ACP.

- Types of Documents Accepted for the Affordable Connectivity Program  
<https://www.affordableconnectivity.gov/wp-content/uploads/ACP-Acceptable-Documentation-Guide-English.pdf>

This handout identifies the documents you can submit to show that you qualify for the ACP.

### How to Apply

<https://www.affordableconnectivity.gov/how-to-apply/>

This resource includes links to step-by-step instructions for filling out the ACP application in print and online. Instructions are available in multiple languages.

### What is a household?

<https://www.affordableconnectivity.gov/do-i-qualify/what-is-a-household/>

Use this resource if more than one person at your address wants to apply for the Affordable Connectivity Program (ACP) benefit. The answers to these questions will help you determine if there is more than one household at your address. Resources are available in multiple languages.

### Companies Near Me

<https://www.affordableconnectivity.gov/companies-near-me/>

Use this tool to find internet service providers who accept the ACP.

### EveryoneOn

<https://www.everyoneon.org>

Not eligible for the ACP? Search the website to see if there are low-cost internet service options in your area.

### AT&T Connected Learning (Digital Literacy Courses)

<https://digitalliteracy.att.com>

Visit [digitalliteracy.att.com](https://digitalliteracy.att.com) for more courses and to help build skills and confidence using technology.

Today's training is provided by AT&T and the Public Library Association.

Please be sure to complete the learner survey.  
Visit: [digitalliteracy.att.com/learnersurvey](https://digitalliteracy.att.com/learnersurvey)  
or scan the QR code

