Affordable Connectivity Program 101

Tribal Training

December 21, 2023

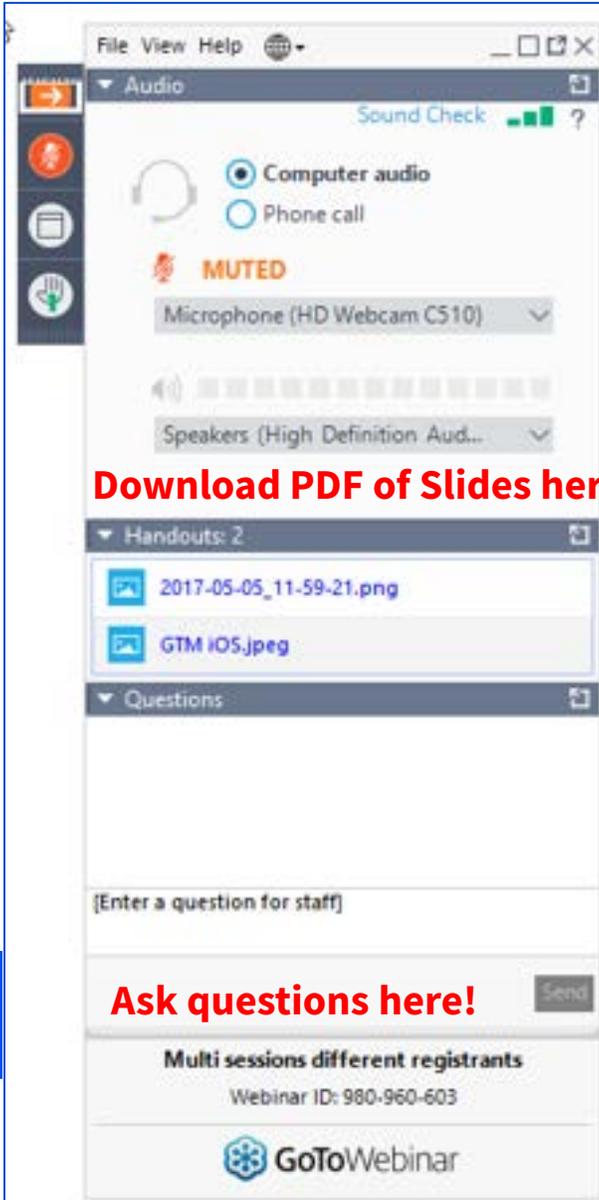**Universal Service Administrative Co.**

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

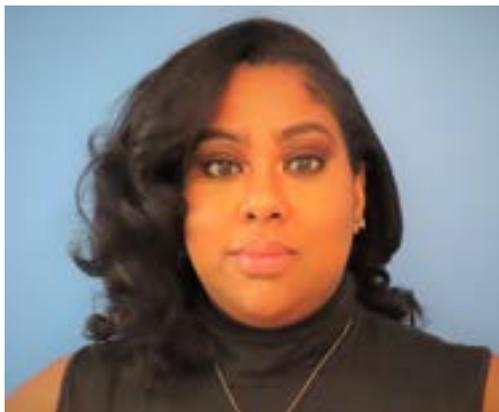**Please indicate if you are a Tribal leader as we will answer Tribal leader questions first.**

Download PDF of Slides here!

Ask questions here!

Meet Our Team

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Communications Specialist

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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 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
- By selecting "**Apply**" you can begin the application

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

Street Number and Name

Apartment, Unit, etc.

Apt, Unit, etc.

City or Town

City or Town

State or Territory

State or Territory

Zip Code

00000

☐ My mailing address is different than my home address.

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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

email@email.com

Phone (optional)

(000) 000-0000

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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Next

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 -   0000

Back

Next

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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Next

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

Back   Next

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

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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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Next

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 ⑦

☐ 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

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**

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

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

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, 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 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

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

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

Back   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:

[1]

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

Back   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

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

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How to Apply Online: Consumer Portal
Proof of Eligibility

How to Apply Online: Consumer Portal
Complete Application

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 or send us an email at ACPSupport@usac.org.

How to Apply Online: Consumer Portal
Approval Page

- 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

How to Apply Online: Consumer Portal
Pending Applications

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

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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

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

Search:

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

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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

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National Lifeline Accountability Database (NLAD)
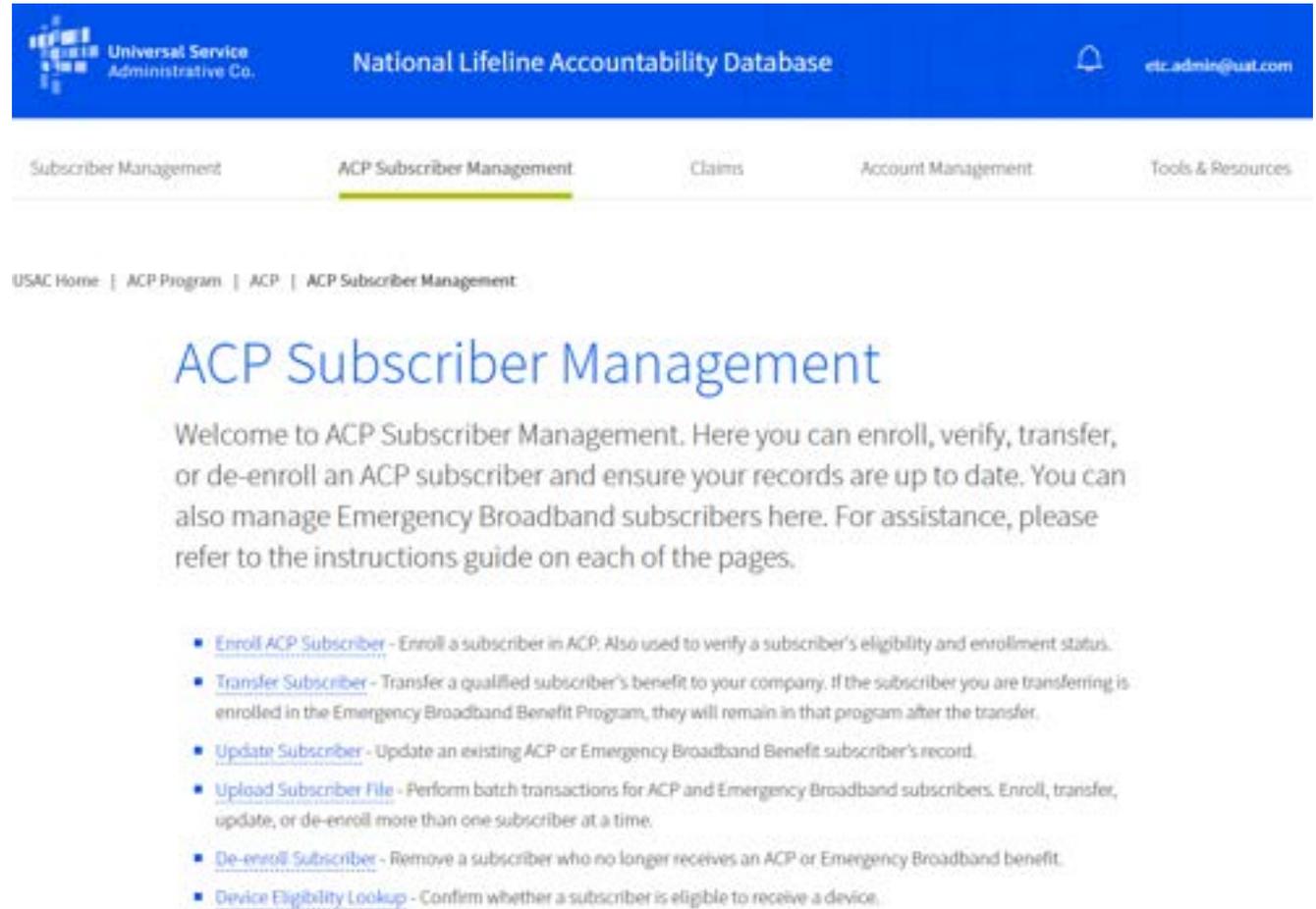## Transaction Types

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
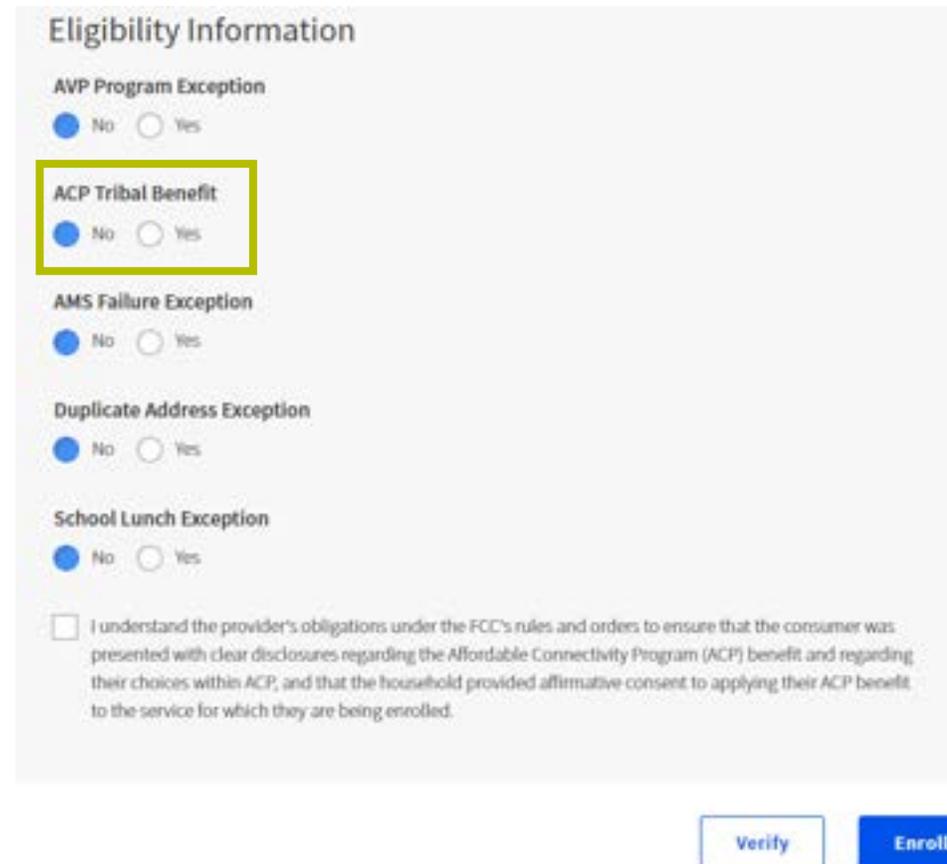
Enrolling Tribal Subscribers

- 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

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Enrolling Tribal Subscribers

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

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Questions?

Resources

Part 1 - Consumers:

- Visit our consumer-facing website 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
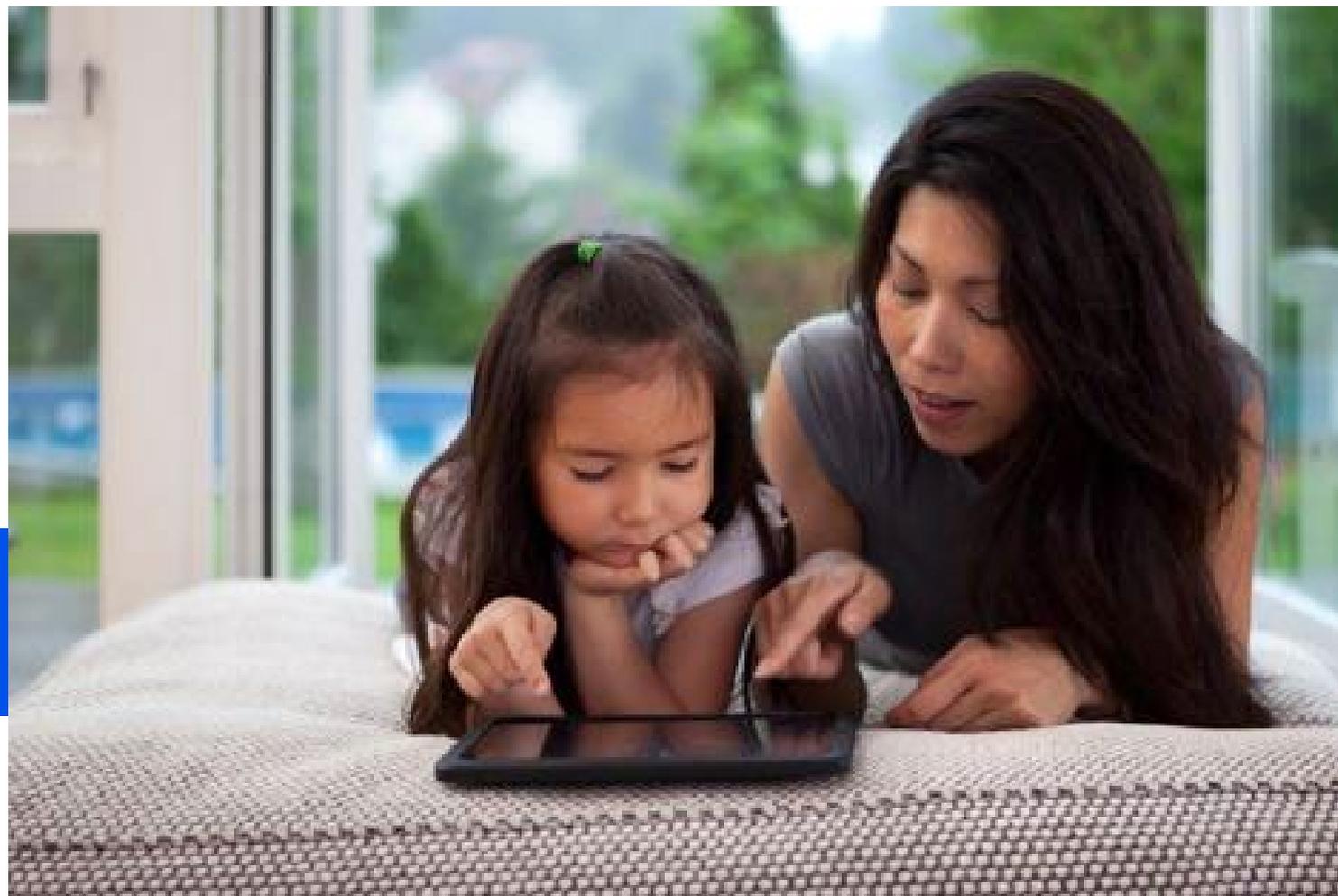
Part 2 - Service Providers:

- 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](#) and CC: [TribalLiaison@usac.org](#)

  - The ACP Support Center is available by email at [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.