

Affordable Connectivity Program Getting Started: National Verifier

March 22, 2022



Universal Service
Administrative Co.

DISCLAIMER

To accommodate all attendees, real-time closed captions will be present during this presentation. This is a new feature we are testing out to improve webinar accessibility for all. We understand it is a significant change and appreciate your patience. 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 today's presentation is available in the handouts section

Meet Our Team

Elizabeth Dewey

Communications Specialist | Lifeline

Melissa Holo

Director | Lifeline

Agenda

- Introduction
- Online Application
- Check Application Status
- Correct Errors
- Paper Application
- Working with Consumers
- NLAD & National Verifier

Introduction

Affordable Connectivity Program (ACP)

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)

ACP benefit is limited to one monthly service discount and one device discount per household

National Verifier Overview

- The National Verifier is a centralized application system that makes eligibility determinations for the ACP
 - Service providers can use the National Verifier service provider portal with consumers in person or direct consumers to the online portal (or paper process)
 - Existing Lifeline subscribers can contact a service provider to request ACP service
 - They do not need to complete a separate ACP application, except in certain circumstances (e.g., to resolve duplicate address errors)
- Service providers that have an FCC-approved alternative eligibility process are not required to use the National Verifier
- After qualifying for ACP, service providers must enter a consumer in the National Lifeline Accountability Database (NLAD) to enroll them in the ACP

Application Process

Option 1:

Apply Online

- The consumer visits [ACPbenefit.org](https://www.acpbenefit.org) from any computer or mobile device to complete the electronic 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
- Consumers may also apply through the service provider's website, if the service provider has elected to use the National Verifier API

Online Application

Online Application

- Service providers access the National Verifier through USAC's [One Portal](#) system
- Consumers will visit [ACPbenefit.org](https://www.acpbenefit.org) to apply online

The screenshot shows the dashboard for Universal Service Administrative Co. The header includes the company logo and name, a 'Sign Out' button, and the user email 'etc.admin@uat.com'. The main content area is titled 'Dashboard' and features a yellow notification banner about supply chain orders. Below this are three columns: 'Upcoming Dates' with a calendar icon and three entries for April, May, and June 2022 monthly webinars; 'Lifeline' with an upward arrow icon and two text boxes describing the National Verifier and the National Lifeline Accountability Database (NLAD); and 'Help?' with links for 'Send us a message', 'Call us', and 'Click here'.

Universal Service Administrative Co. Sign Out etc.admin@uat.com

Dashboard

In accordance with the Supply Chain orders, new certifications have been added to the following forms: RHC - FCC Form 463 and the Telecom invoice, E-rate - FCC Form 473, and High Cost & Lifeline - FCC Form 481. Service providers are required to submit these annual certifications. For additional information, visit the [USAC Supply Chain](#) page.

Upcoming Dates

04/13 2022	April 2022 Monthly Webinar
05/11 2022	May 2022 Monthly Webinar
06/08 2022	June 2022 Monthly Webinar

Lifeline

National Verifier - All participating service providers use the National Verifier to help prospective consumers apply and verify eligibility for the federal Lifeline benefit or the Affordable Connectivity Program (ACP).

National Lifeline Accountability Database (NLAD) - Service providers enroll Lifeline or ACP subscribers in NLAD to identify recipients, prevent duplicate benefits, and track household usage. Service providers must register a subscriber in NLAD for a company to claim Lifeline or ACP reimbursement.

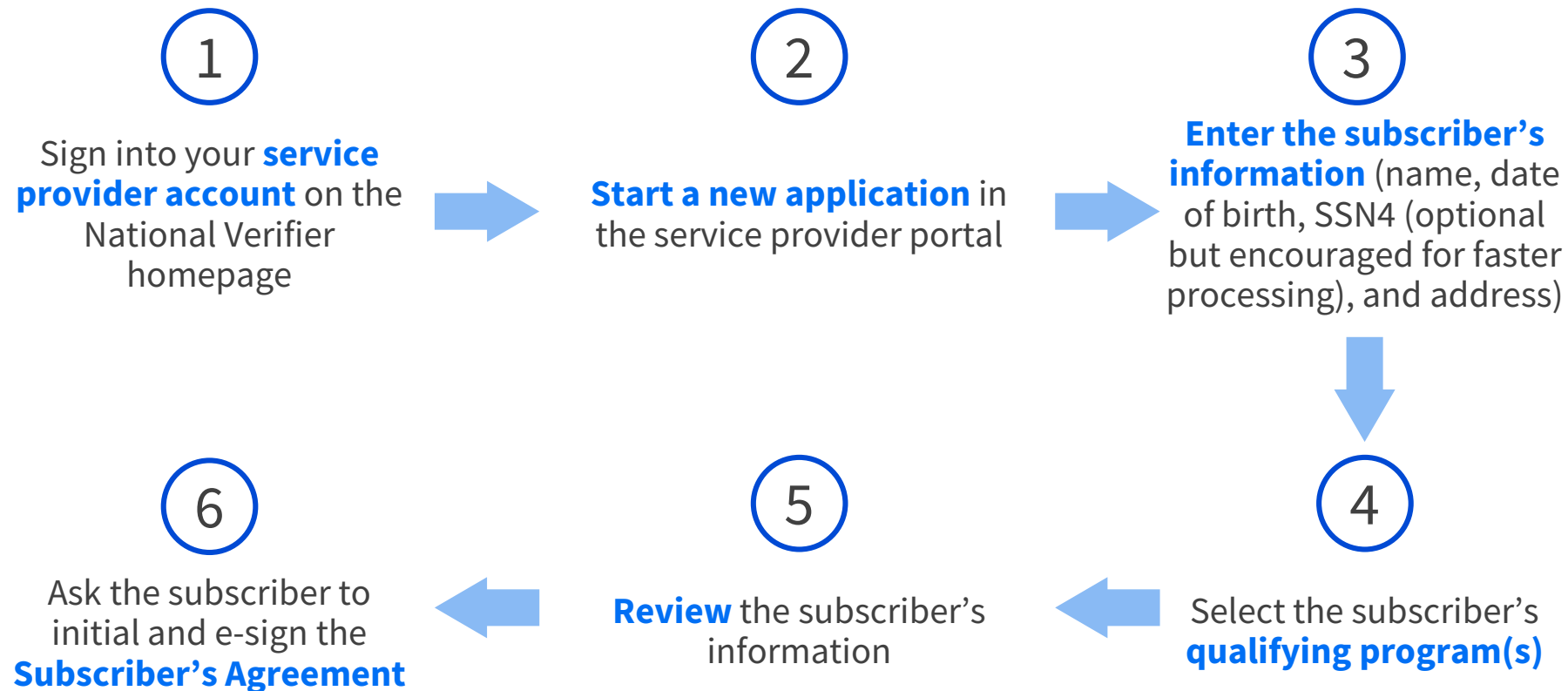
Help?

Send us a message
[Click here](#)

Call us
(888) 641-8722

Online Application

The process for creating applications in the service provider portal is:



Online Application

- Service providers should select “**Sign in as a Service Provider**” from the National Verifier landing page

Lifeline National Verifier English | Español [Consumer Sign In](#)

Applications for the Emergency Broadband Benefit Program are no longer available. Starting on Friday, December 31, 2021 you may apply for the Affordable Connectivity Program. To learn more about the Affordable Connectivity Program, please visit [ACPBenefit.org](https://www.acpbenefit.org). You may still apply for the Lifeline program during this time.

Qualify for Lifeline!

Lifeline is a federal benefit that lowers the monthly cost of phone or internet service. Qualifying is the first step to getting your Lifeline Benefit.

What is your state or territory?

Choose

[Get Started](#) If you do not want to qualify online, you can use a [paper form](#).

Do you need to recertify?

If you already get Lifeline and received a notice that said you need to recertify, use the recertify button.

[Recertify to keep Lifeline](#)

Are you a service provider?

If you are a service provider and need to qualify your customer for Lifeline, use the service provider portal.

[Sign in as a Service Provider >](#)

Online Application

Account Sign-In

- Service provider representatives should not allow their browsers to store their National Verifier Service Provider portal username and password
- They must enter their username and password each time they log in

Sign In To Your Account


Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

By signing in, I accept the [terms and conditions](#) of the National Verifier system.

I'm not a robot  [Privacy](#) - [Terms](#)

Sign In

Are you a service provider? Please [sign-in](#) through the service provider portal.

Don't Have an Account?

Find out if you qualify for the Lifeline program by creating an account.

[Create an Account](#)

Print an application to mail in?

If you want to fill out an application on paper, you can print a [Lifeline form](#) or an [Affordable Connectivity Benefit form](#) to mail in.

Online Application Dashboard

Welcome ETC

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

Show 25 records/page

< 1 > of 1 pages

i *Only applicable if you have been approved by the FCC to become an Affordable Connectivity Program Provider. For more information, please visit [ACPbenefit.org](https://www.acpbenefit.org)

Online Application

Subscriber Information (1 of 4)

Subscriber's Information

We will use this information to find out if the subscriber qualifies for the [Affordable Connectivity Program](#) (ACP).

What is their full legal name?

The name they use on official documents, like their Social Security Card or State ID. Not a nickname.

First Name

Middle Name (Optional)

Last Name

What is their date of birth?

Month

Day

Year

Online Application

Subscriber Information (2 of 4)

Identity Verification

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

- Social Security Number**

- Tribal ID Number**

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

Online Application

Subscriber Information (3 of 4)

Identity Verification

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

Social Security Number

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

Last 4 digits of their SSN

* Social Security Numbers are **not** required to participate in the Affordable Connectivity Program (ACP), but using a Social Security Number will process their application the fastest. **A Social Security Number is required if they are applying for Lifeline.**

Tribal ID Number

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

Identity Verification

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

Social Security Number

Tribal ID Number

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

Tribal Identification Number

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

Identity Verification

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

Social Security Number

Tribal ID 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 their identity.

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

Please attach a scanned copy or picture of their 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).

Online Application

Subscriber Information (4 of 4)

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

Street Number and Name	Apt, Unit, etc.	
<input type="text" value="123 Street Road"/>	<input type="text"/>	
City	State	Zip Code
<input type="text" value="Their City or Town"/>	<input style="border: none; text-decoration: none; padding: 0 5px;" type="text" value="Choose"/> ▼	<input type="text" value="00000"/>

Next

Online Application

Tell Us Which Program

Tell Us Which Program They Are In

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

Are they in any of these?

Check all that apply.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Federal Pell Grant in the current award year
- Free and Reduced Price School Lunch or Breakfast Program in the 2019-20, 2020-21, or 2021-22 school year [?](#)
- Enrollment at USDA Community Eligibility Provision (CEP) School [?](#)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Tribal Specific Program (only choose if they live on Tribal lands)
- They don't participate in one of these programs, and want to qualify through income
- They are not in any of these programs, but their child or dependent is in one of these programs [?](#)

They may be asked to submit documents about the program(s) they select.

Back

Next

Online Application

Benefit Qualifying Person

Are they in any of these?

Check all that apply.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Federal Pell Grant in the current award year
- Free and Reduced Price School Lunch or Breakfast Program in the current school year [?](#)
- Enrollment at USDA Community Eligibility Provision (CEP) School [?](#)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Tribal Specific Program (only choose if they live on Tribal lands)
- They don't participate in one of these programs, and want to qualify through income
- They are not in any of these programs, but their child or dependent is in one of these programs [?](#)

They may be asked to submit documents about the program(s) they select.

[Back](#) [Next](#)

Do they need to add a child or dependent to their Affordable Connectivity Program (ACP) application?

You selected an option that requires a child or dependent *unless they are the student that is enrolled in the Free and Reduced Price School Lunch or School Breakfast Program or attending a USDA Community Eligibility Provision (CEP) School.*

Select "Back" to return to the page to add a child or dependent by selecting **only** the checkbox at the bottom of the list.

If they do not need to add a child or dependent, select the "Continue" button below.

[Back](#)

[Continue](#)

Note: This option must be selected on the “Tell Us Which Program They Are In” page

Online Application Consumer's Consent

Review the Subscriber's Information

Before we check if they qualify for the [Affordable Connectivity Benefit](#), make sure they check and see that their information is right.

Double check the information below.

Full Legal Name:	Jack Smith	✎ Edit
Date of Birth:	January 01, 1990	
Last 4 Numbers of SSN:	1234	
Address:	111 Main St Old Town, VA 22304	

Ask the subscriber to confirm that it is okay for us to use their information to check if they qualify for the [Affordable Connectivity Benefit](#).

By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the [Affordable Connectivity Benefit](#).

[Back](#)

[Submit](#)

Online Application Certifications

Agreement

Please have the consumer 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 providers. [?](#)

Initial For my household, I affirm and understand that the ACP is a federal government subsidy that reduces my broadband internet access service bill and at the conclusion of the program, my household will be subject to the provider's undiscounted general rates, terms, and conditions if my household continues to subscribe to the service.

Initial **All the answers and agreements that I provided on this form are true and correct** to the best of my knowledge.

Initial **I know that willingly giving false or fraudulent information to get ACP benefits is punishable by law** and can result in fines, jail time, de-enrollment, or being barred from the program.

Initial I was truthful about whether or not I am a resident of Tribal lands, as defined in the "Your Information" section of this form. [?](#)

Your Signature
Type your full legal name below

first last

I understand this is a digital signature, and is the same as if I signed my name with a pen.

Online Application Qualified Status Page

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
<hr/>	
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](tel:18773842575)

Check Application Status

Check Application Status

Once a service provider has assisted a consumer in submitting an application, the service provider will be able to see all pending applications they have submitted.

Welcome ETC

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

Note: If an application is in “**More Documentation Needed**” status, service provider representatives must select “Start ACP Application” and **re-enter the consumer’s PII** to retrieve the current application.

Questions?

Correct Errors

Correct Errors

- If a consumer requests assistance from a service provider representative to correct errors or upload documentation, the service provider can help via their National Verifier service provider portal account
- The representative will need to click “**Start ACP Application**” and follow the same steps as when creating a new application to then enter the consumer’s PII and retrieve the consumer’s application errors

Welcome ETC Admin

Start Lifeline
Application

Start ACP
Application*

Pending Applications

Check Application Status

Displaying 8 of 8 records

Search:



Subscriber Name	Application ID	Application Created	Status	Failure Reason
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
JABAR ENFEJAR	Q36324-32463	03/09/2022 12:25:17	Qualified	

Correct Errors Address



Confirm Their Location

Show us that their address is right.

This is the information you gave us.

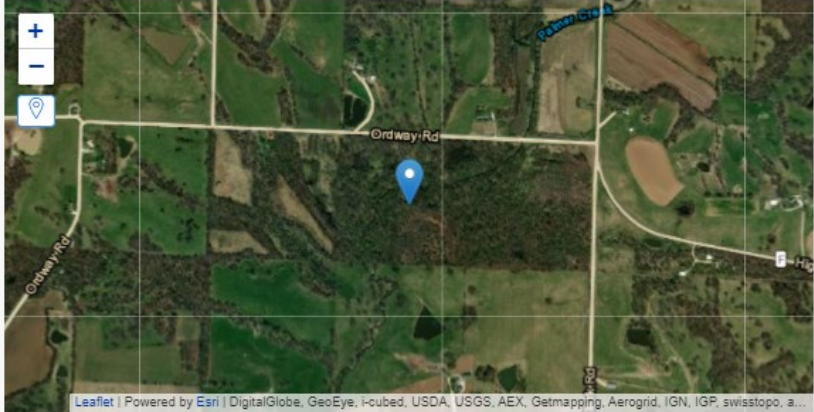
Address: **012 W CLARK,
SOMEWHERE, VA 12345**

If you see a typo in their address, [fix it here](#).

They will have until 4/25/2022 to complete this section so we can determine whether they qualify for the [Affordable Connectivity Benefit](#). If they do not complete this by then, they will need to come back to this site and fill this form out again.

[How to Find Their Address](#) +

We need to confirm where they live on the map below. Be as accurate as possible. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once they have found their address on the map.



If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude	Longitude
<input type="text"/>	<input type="text"/>

Note: If they live on Tribal lands, this information will be used to confirm they qualify for the enhanced Tribal benefit.

Next

Correct Errors

Duplicate Address (1 of 2)



Confirm Their Household

We need more information to determine whether they qualify for the [Affordable Connectivity Benefit](#).

Do they share money (income or expenses) with another adult who gets the [Affordable Connectivity Benefit](#)?

This can be the cost of bills, food, etc., and income. If their spouse receives the [Affordable Connectivity Benefit](#), please answer "Yes" to this question.

Yes No

Please select what best describes the building in which they reside:

- Apartment building
- Single family home
- Residential facility, such as a nursing home or assisted living facility
- Transitional housing or shelter
- Other

If they live in a single family home where three or more economic households have applied for the [Affordable Connectivity Benefit](#), please identify the number of individuals who reside at the address and the number of people in their economic household (Optional):

Number of people at address (Optional):

Number of people in their economic household (Optional):

They will have until 3/25/2022 to complete this section so we can determine whether they qualify for the [Affordable Connectivity Benefit](#). If they do not complete this by then, they will need to come back to this site and fill this form out again.

Next

Correct Errors

Duplicate Address (2 of 2)



They Can Apply for the Affordable Connectivity Benefit

Their household does not get the [Affordable Connectivity Benefit](#) yet. A household is a group of people who live together and share income and expenses (even if they are not related to each other.)

Have them initial the agreements below (2 & 3 are required):

Initial

1. I live at an address with more than one household.

If you live alone or you live with other adults who do not receive the [Affordable Connectivity Program Benefit](#), **do not** initial this box.

Initial

2. I understand I am only allowed to get one [Affordable Connectivity Program Benefit](#) per household, **not per person**.

Initial

3. I understand that this limit is an FCC rule, and **lying about my household on this government form can make me lose my [Affordable Connectivity Program Benefit](#)** and is against the law.

Back

Next

Correct Errors

Consumer Under 18



They Must Be at Least 18 Years Old to Qualify for the Affordable Connectivity Benefit

Only [emancipated minors](#) can qualify for the [Affordable Connectivity Benefit](#) under the age of 18.

Date of Birth: **January 22, 2006**

If you see a typo in their date of birth, [fix it here](#).

Tell the subscriber that they have to wait until they are 18 to get the [Affordable Connectivity Benefit](#).

Their parent or guardian may be able to apply if their household does not already get the [Affordable Connectivity Benefit](#). They are only allowed to get one [Affordable Connectivity Benefit](#) per household, not per person.

[Return to Your Account](#)

[Qualify Another Person](#)

Are they an emancipated minor?

If they are an emancipated minor, we need proof. [See a list of accepted documents and upload one.](#)

They will have until 3/25/2022 to provide more documents so we can determine whether they qualify for the [Affordable Connectivity Benefit](#). If we don't receive this information by then, they will need to come back to this site and fill this form out again.

Correct Errors Identity



We Didn't Recognize Their Information

We couldn't match the subscriber in our records.

Show that they are this person.

This is the information you gave us.

Full Legal Name:	Allie Jay
Date of Birth:	February 22, 1992
Last 4 SSN:	2345

If you see a typo in their information, [fix it here](#).

They will have until 3/25/2022 to provide more documents so we can determine whether they qualify for the [Affordable Connectivity Benefit](#). If we don't receive this information by then, they will need to come back to this site and fill this form out again.

Show us that this information is right.

We couldn't confirm their identity. We need to see an official document(s) that has their first name, last name, date of birth, and the last four digits of their Social Security Number or full Tribal Identification Number on it. Please show us something from one of the following lists. If they provide a document that contains their Social Security Number, please redact or mark out all but the last four digits of it.

For the [Affordable Connectivity Benefit](#) only: If they provided the last four digits of their Social Security Number or Tribal ID Number with their application, please select and upload a document(s) from one of the lists below. If they did not provide the last four digits of their Social Security Number or Tribal ID Number with their application, they must verify their identity using another form of identification, including Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN) Document, or other Government ID.

Show us 1 item:

To be accepted, the copy must have their first name, last name, date of birth, and the last four digits of their SSN or full Tribal ID number on it.

- U.S. government, military, state, or Tribal issued ID (unexpired)
- Military discharge documentation
- Weapons permit (unexpired)
- Government assistance program document (that includes proof of identity)
- Statement of benefits from a qualifying program (that includes proof of identity)
- Unemployment or worker's compensation statement of benefits

Or, show us 2 items:

To be accepted, both copies must have their first name and last name on them, and one must have their date of birth on it and the other must have the last four digits of their SSN or full Tribal ID number on it.

Show their date of birth

- Driver's license (unexpired)
- Birth certificate
- Passport (unexpired)
- Certificate of Naturalization (or Certificate of U.S. Citizenship)
- Permanent Resident Card (unexpired)

Show the last four digits of their SSN or full Tribal ID number

- Social Security card
- Social Security Benefit Statement (SSA-1099)
- W-2
- Prior year's state, federal, or Tribal tax return

Correct Errors

Eligibility Program



We Could Not Confirm That They Qualify for the Affordable Connectivity Benefit

To qualify for the [Affordable Connectivity Benefit](#), they need to give us more information

ⓘ They will have until 3/25/2022 to complete this section so that we can determine whether they qualify for the [Affordable Connectivity Benefit](#). If they do not complete this by then, they will need to come back to this site and fill out the form again.

Are they or someone in their household in any of these?

Choose one.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps ?
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Federal Pell Grant in the current award year
- Free and Reduced Price School Lunch or Breakfast Program, or enrollment in a USDA Community Eligibility Provision School in the 2019-20, 2020-21, or 2021-22 school year
- Special Nutrition Program for Women, Infants, and Children (WIC)
- Tribal Specific Program (only choose if they live on Tribal lands)
- They don't participate in one of these programs, and want to qualify through income

To prove participation in one of the above programs, they must submit a document that, at minimum, includes:

- Their name, or their dependent's name
- The name of the qualifying program, such as Medicaid
- The government or Tribal program administrator or the managed care organization (MCO) that issued the document
- An issue date within the last 12 months or a future expiration date that aligns with the benefit period

Give us your documents.

Files must be less than 10 MB in size and of the following file types: jpg, jpeg, png, pdf, or gif

[Choose file](#)

Correct Errors Certifications



Agreement

Please have the consumer 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 providers. [?](#)

Initial I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the ACP benefit. I understand that if this information is not provided to the Program Administrator, I will not be able to get ACP benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the ACP Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get an ACP benefit.

Initial For my household, I affirm and understand that the ACP is a federal government subsidy that reduces my broadband internet access service bill and at the conclusion of the program, my household will be subject to the provider's undiscounted general rates, terms, and conditions if my household continues to subscribe to the service.

Initial All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

Initial I know that willingly giving false or fraudulent information to get ACP benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Initial I was truthful about whether or not I am a resident of Tribal lands, as defined in the "Your Information" section of this form. [?](#)

Your Signature

Type your full legal name below

Aaron Jones

I understand this is a digital signature, and is the same as if I signed my name with a pen.

Back

Submit

Correct Errors

Submit Documentation

- If the documentation is submitted during ACP Support Center business hours (9am - 9pm ET, daily), the consumer will be redirected to the page here
- This page will update once the consumer's documentation is reviewed

We Are Checking Their Documents

We need to check their documents to make sure they qualify. When we finish, **the status on your account dashboard will change.**

This may take some time.

Their status will be updated in the system when their documents have been reviewed. Please check back later to see if they qualify for the [Affordable Connectivity Benefit](#). You can also see their application status on your account dashboard.

If they qualify...

You will have **90 days** to enroll Aaron Jones in NLAD.

If they do not qualify...

We'll ask for more information or tell you what to do next. You will have **until 1/28/2022 (Based on US Eastern Time)** to send us the information or complete the next steps.

Full Legal Name:	Aaron Jones
Address:	1 MAIN ST, PORTLAND, ME 04106
Application ID:	B96778-17328

[Return to Your Account](#)

[Qualify Another Person](#)

Correct Errors

Submit Documentation

When submitting documents as a part of the document submission process, consumers and service provider representatives should be mindful of document file restrictions

Accepted file types:

- .JPG
- .JPEG
- .PNG
- .PDF
- .GIF

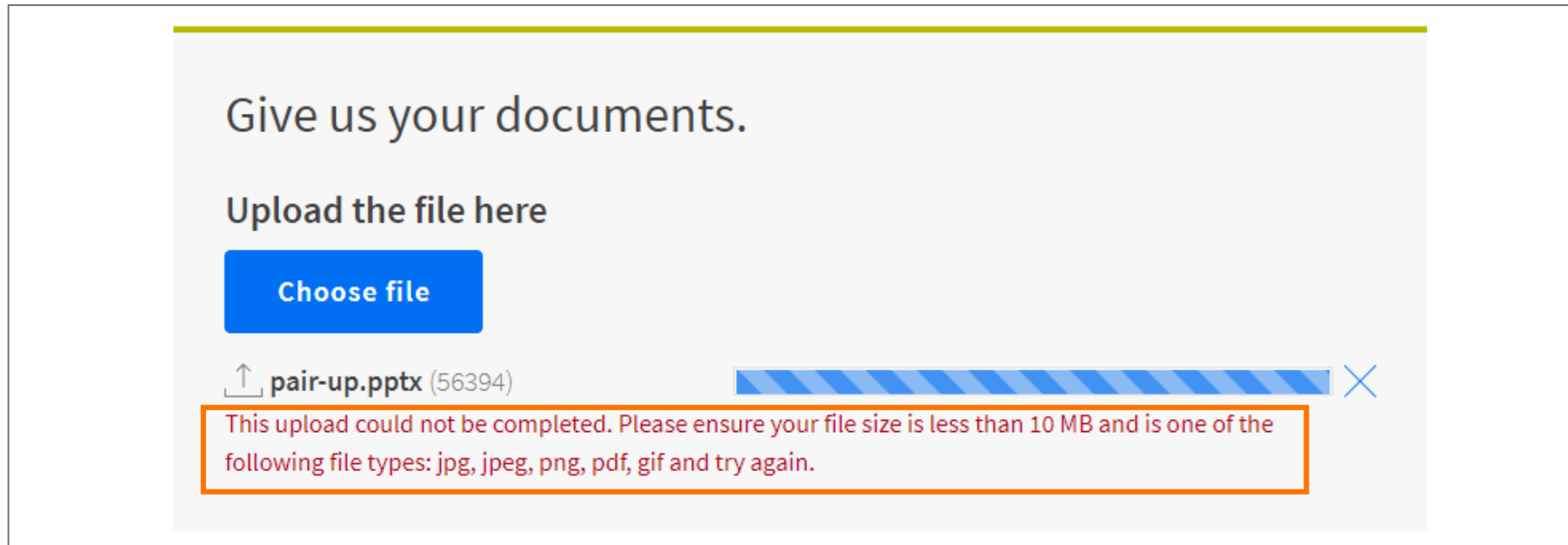
File Size:

Files must also be 10MB or smaller in size.

Correct Errors

Submit Documentation

When submitting documents as a part of the document submission process, consumers and service provider representatives should be mindful of document file restrictions



If a document is not of an acceptable file type or size, **the system will display an error message**

Correct Errors

Successful Resolution

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
<hr/>	
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](#)

Paper Application

Paper Application

- Consumers must complete all sections of the application (excluding page 8)
- Write clearly, using black ink and capital letters
- Consumers must initial the certifications and sign the form themselves
- Find the application at [ACPbenefit.org](https://www.acpbenefit.org)
 - Service providers can supply copies of the paper form
 - Consumers may request a paper application by calling the ACP Support Center

FCC FORM 5645

Affordable Connectivity Program
Application Form

About the ACP

The ACP is a Federal Communications Commission (FCC) program that provides a monthly internet service discount and a one-time connected device benefit from participating internet companies for qualifying low-income consumers.

Rules

If you qualify, your household can receive a monthly Affordable Connectivity Program (ACP) benefit of up to \$30 to cover the cost of your internet service and up to \$75 for qualifying households on Tribal lands. Through the program, your internet company may also offer a one-time internet connected device benefit of up to \$100 for a computer, tablet, or laptop with a co-payment of more than \$10 but less than \$50.

Your household cannot get the ACP benefit from more than one company. You are only allowed to get one ACP benefit per household, **not per person**.

The Affordable Connectivity Program is separate from the FCC's Lifeline Program. If your household qualifies for both programs, you can apply for and receive both benefits.

Note: Internet companies must also meet certain criteria to participate in the ACP. Check with your company to determine if it participates.

What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other). Complete the ACP household worksheet to determine if more than one qualifying household is located at your address. If more than one person in your household participates in the ACP, you are breaking the FCC's rules and will lose your benefit.

Do not give your benefit to another person

The ACP benefit is non-transferable. You cannot give your benefit to another person, even if they qualify for the ACP.

Be honest on this form

You must give accurate and true information on this form and on all ACP related forms or questionnaires. If you give false or fraudulent information, you will lose your benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal action against you. This may include (but is not limited to) fines or imprisonment.

You may need to show other documents

If the ACP Administrator is not able to validate that you or someone in your household qualify by checking available electronic resources (including eligibility databases for the FCC's government agency partners), you may need to provide additional documents. For example, you may need to provide an official document that proves your participation in a qualifying government assistance program, your income, or your identity. Please include copies of your proof documentation when you submit your application to speed up processing time.

Apply

To apply for the ACP, fill out the required sections of this form, initial every agreement statement, and sign on page 7. You can also apply online at [ACPbenefit.org](https://www.acpbenefit.org) for fastest processing.

Mail the form to this address:

USAC
ACP Support Center
P.O. Box 7081
London, KY 40742

Paper Application

- Service providers can collect and mail the paper application for consumers
- Include copies of eligibility and identity documents as well as the [Household Worksheet](#) to reduce processing time
- The Household Worksheet and information on what documentation is needed to resolve specific errors can be found at ACPbenefit.org
- Service providers cannot enter information from paper application into the National Verifier service provider portal

Paper Application

- Once the consumer mails in their documents and the information is received, the ACP Support Center will conduct a manual review and update the consumer's eligibility decision
- Consumer will be contacted via email (if an email address was provided) or by mail

Questions?

Working with Consumers

Working with Consumers



Service Providers are responsible for keeping consumer information safe:

- Consumer documentation will likely contain sensitive personally identifiable information (PII)
- Service providers **must prioritize the protection of this information**






Note: The National Verifier will retain the necessary consumer information in its records

Working with Consumers

Service provider representatives are **able** to aid consumers by:

-  Providing instructions and guidance on documentation required to address application errors
-  Submitting consumer documents on the consumer's behalf via the National Verifier Service Provider Portal

Service provider representatives are **unable** to aid consumers by:

-  Directly using a National Verifier Consumer Portal account or asking for a consumer's credentials
-  Submitting documentation without the consumer's consent
-  Initialing the consent statements or signing the e-signature on behalf of the consumer
-  Submitting false documentation or information
-  Allowing the service provider browsers to store National Verifier Consumer Portal credentials

NLAD and National Verifier

NLAD & National Verifier

- Before a service provider enrolls a new subscriber in the ACP, NLAD will prompt the service provider to confirm that the consumer has been found eligible using the National Verifier (or an approved alternative verification process or that they are an existing Lifeline subscriber)
- Once the consumer is approved by the National Verifier, the service provider can enroll them in NLAD
- Consumers must be enrolled in NLAD for service providers to claim reimbursement in the ACP

Questions?

Stay Informed about the ACP

- For service providers:
 - Visit [USAC.org](https://www.usac.org) to follow ACP updates
 - Sign up for the [USAC ACP Outreach List](#) to:
 - Receive ACP email updates
 - Learn about [ACP trainings](#)
 - March 24 – Getting Started with NLAD
 - Visit <https://www.fcc.gov/affordable-connectivity-program> for information about the provider application process
- For consumers:
 - Visit [ACPbenefit.org](https://www.acpbenefit.org) to find consumer information and resources

Thank You!





**Universal Service
Administrative Co.**