

## ACP – Coming Soon: Enhancements to the Online Consumer Application

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March 15, 2023

Thanks to our collective efforts, the Affordable Connectivity Program is now reaching nearly 17 million households.

In conjunction with the FCC’s newly expanded efforts to promote the Affordable Connectivity Program, including outreach grants [announced](#) for nationwide, Tribal, and [pilot program participants](#), USAC will be releasing updates to the online consumer application in a few weeks to make the process easier. Key updates include streamlining the qualification question, sharing the results of database checks earlier in the process, simplifying the certification language, and providing specific instructions for how to enroll with a participating provider.

### Overview of Planned Enhancements

- Providing a new “Before You Get Started” page with tips for the application process
- Starting with a single initial program selection question for most applicants that asks – they think qualify for Medicaid and/or SNAP
- Letting consumers who qualify through an automated data match know their results prior to creating an account
- Simplifying the language on the certifications page and reducing the required interaction to a single written confirmation from the consumer
- Enabling automatic sign-in following account creation
- Providing clear, specific directions for how to enroll with a provider once approved
- Updating email outreach to consumers to encourage them to complete their applications

These changes incorporate feedback from navigators and other stakeholders, and USAC and the FCC will continue making improvements to the ACP system based on future feedback.

### Trainings & Outreach

On March 29 at 3 p.m. ET, USAC will host a training on the upcoming enhancements to the ACP application in the consumer portal. [Register here](#) to attend the training.

USAC will also host office hours on the upcoming enhancements on [April 5](#) and [April 13](#) at 3 p.m. ET. Please register in advance to attend.

Find additional upcoming trainings and other resources on the [ACP Learn](#) page on USAC’s website. To make sure you are receiving the latest information, please sign up for [USAC’s newsletter](#) and, if you would like to be an outreach partner, sign up at [fcc.gov/acp](https://fcc.gov/acp).

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](https://www.usac.org), and consumers should visit [AffordableConnectivity.gov](https://www.AffordableConnectivity.gov). For general program support, service providers should email [ACProgram@usac.org](mailto:ACProgram@usac.org) and consumers should email [ACPSupport@usac.org](mailto:ACPSupport@usac.org). Both providers and consumers may also call the ACP Support Center at (877) 384-2575 for assistance.

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