Affordable Connectivity Program – Enhancements to the Online Consumer Application

March 29, 2023

On March 30, USAC will be releasing additional enhancements to the consumer portal of the National Verifier to make the Affordable Connectivity Program application and enrollment process easier. If you would like to update your consumer outreach materials after the release, USAC recommends using the "Apply Now" button on AffordableConnectivity.gov to ensure consumers can access the updated application process.

These enhancements were developed with the input of stakeholders including, navigators, advocates, and service providers. USAC is committed to continuing to enhance the consumer experience. Please send feedback to ACProgram@usac.org.

For more information on these enhancements, please join us today at 3 p.m. ET for a training. [Register here](#) to attend.

New "Before You Get Started" Page

Consumers will land on a new page to help them understand how their information will be used and tips on what they may need to provide before they start their application. This includes language that encourages consumers to provide the last four digits of their Social Security Number to reduce the need to provide extra documentation later in the process. Consumers who choose not to provide the last four digits of their Social Security Number can still qualify and will need to upload identity documentation.

Qualifying Program Updates

The initial qualifying program question will be simplified to ask the consumer if they think they qualify through Medicaid or the Supplemental Nutrition Assistance Program (SNAP). Currently, consumers are required to tell us how they qualify by selecting their income or all of the programs in which they participate. This change will make it easier for applicants to navigate the application and allows for a quicker path to approval for many.

All consumers (or the benefit qualifying person on their application) will be checked against available database connections regardless of how they respond to the qualifying program question.

Eligibility Results Before Account Creation

The National Verifier has automated database connections to verify a consumer's eligibility, identity, and address information to determine if they qualify for the Affordable Connectivity Program. The outcome of these database checks will be shared with consumers before they are required to create an account or sign into their existing account. This enhancement is designed to increase consumer confidence to complete the enrollment process.

Consumers who pass the automated checks will receive notice that they qualify. Consumers who do not

automatically qualify will receive information explaining why they have not yet qualified and directing them to next steps.

On the same page, the system will automatically identify whether a consumer has an existing account and prompt the consumer to create an account or sign in depending on their unique circumstance.

Streamlined Certification Process – Initials No Longer Required

The language for the certification statements is simplified so that it is easier for consumers to understand. With this enhancement, consumers will only have to sign once at the end of the certifications page to affirm they agree to the statements.

Clear Instructions For How To Enroll

Consumers who qualify for the Affordable Connectivity Program will receive clear and specific instructions on how to enroll with a participating provider. When a consumer qualifies, they will be informed that they are approved and directed to contact an internet provider to get their benefit. Additionally, consumers will receive specific instructions on what to tell a provider to get enrolled.

- Consumers who already have internet will be instructed to contact their internet provider and say, "I have been approved for the Affordable Connectivity Program and would like to apply it to my service."
- Consumers who do not currently have internet will be instructed to find an internet provider and say, "I have been approved for the Affordable Connectivity Program and would like to sign up for internet."

These updates will help facilitate consumers' pathway through the final step to get enrolled and start receiving their benefit.

New And Updated ACP Email Outreach

Two new emails will be released to encourage consumers to complete their application.

- Consumers who start an application, but do not create an account within 1 day will receive an email reminding them to create an account to finish their application.
- Consumers who start an application and create an account, but do not sign the certifications within 1 day will receive an email reminding them to sign in and finish their application.

The email outreach to consumers who qualify for the Affordable Connectivity Program is also being updated to align with changes to the consumer portal. Consumers will receive clear and specific instructions on how to enroll with a participating provider.

Outreach And Trainings

Today 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.

USAC will also host office hours on the upcoming enhancements on April 5 and April 13 at 3 p.m. ET.

Find upcoming trainings and other resources on the ACP Learn page on USAC's website.

Need Help? Contact Us!
For questions about the Affordable Connectivity Program, service providers can visit USAC.org, and consumers should AffordableConnectivity.gov . For general program support, service providers should email ACProgram@usac.org and consumers should email ACPSupport@usac.org. Both providers and consumers may also call the ACP Support Center at (877) 384-2575 for assistance.