

Upcoming Enhancements to the ACP Application

March 29, 2023



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**
 - We will answer questions both verbally and through the questions feature
- If your audio or slides freeze, restart the webinar
- A copy of today's presentation is available in the handouts section

Agenda

- Enhancements to the ACP consumer portal
 - Key Updates
 - Walkthrough of Application Updates

Key Updates

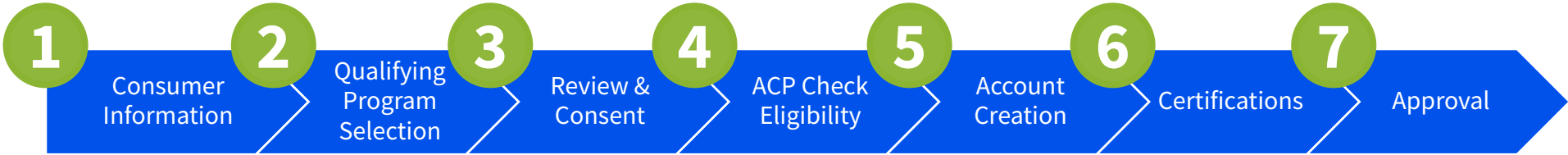
Enhancements to Online Consumer Application

Key Updates

Enhancements

- Streamlining the qualifying program question for a quicker path to approval
- Sharing the results of database checks prior to account creation
- Enabling automatic sign-in following account creation
- Simplifying the certification language and actions required by the consumer
- Providing clear, specific directions for how to enroll with a provider

Updated Application Flow



Walkthrough of Application Updates

Getting Started

- 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

Affordable Connectivity Program Application

Before you get started

The personal information you enter will be used to see if you qualify for a discount on your internet. This information will only be used to find out if you qualify.

- Verify your identity using the **last four digits of your Social Security Number**, a Tribal ID number, or other government ID (Driver's License, Passport, etc.) Providing a Social Security Number may reduce the need to provide extra documentation.
- Enter an **email address** so we can contact you.

Next

Instructions to complete the Affordable Connectivity Program (ACP) Application online are available in English and 9 [other languages](#).

1 Consumer Information

- Consumers will begin the application process by entering their home address

Fill out your information

Home address where you will get internet
It cannot be a P.O. Box.

Street Number and Name

Apartment, Unit, etc.

City or Town

State or Territory

Zip Code

My mailing address is different than my home address.

Contact information
Please provide the best email address to receive important reminders about your application.

Email Address

Phone (optional)

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① Consumer Information

Last four digits of SSN

- Consumers can verify their identity using the last four digits of their Social Security Number (SSN), Tribal ID number, or other government ID
- Providing their SSN will likely result in faster processing of their application

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 your Social Security Number?

Providing a 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, 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

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Next

1 Consumer Information

Other Identification

- If a consumer does not wish to provide the last four digits of their SSN, they must upload an identity document or provide their Tribal ID number
- They will be able to select the type of identification they would like to use

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 your Social Security Number?

Providing a 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, 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 other 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 ▼

Driver's License

Military ID

Passport

Taxpayer Identification Number

Tribal Identification Number

Other Government ID

Fill out your information

Which official document would you like to use?

You can use your Tribal ID number or any valid Government ID issued by the United States or other 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 ▼

Driver's License

Military ID

Passport

Taxpayer Identification Number

Tribal Identification Number

Other Government ID

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 other 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:

Driver's License ▼

Attach photo of the ID

Please attach a scanned copy or picture of your form of identification. Files must be less than 10MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

Select photo

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Next

Fill out your information

Which official document would you like to use?

You can use your Tribal ID number or any valid Government ID issued by the United States or other 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:

Tribal Identification Number ▼

Number on Tribal ID

Enter your Tribal Identification Number.

00000000

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Next

① Consumer Information

- Consumers must enter their first and last name as it appears on official documents
 - Entering a middle name is optional
- Consumers must enter their date of birth

Fill out your information

We'll use this information to see if you are eligible. It won't affect your credit.

Full name as it appears on your identification

Enter the name you have on your official documents like Social Security Card or Government ID. This should be your full legal name, not a nickname.

First Name

Middle Name (optional)

Last or Family Name

Date of birth

Month

Day

Year

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② Program Participation

Medicaid/SNAP

- Consumers will now answer “Yes” or “No” if they think that they participate in Medicaid or SNAP
- Because the majority of consumers qualify based on their participation in Medicaid or SNAP, being asked this question early in the application helps simplify the application process for the consumer

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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② Program Participation

Other Program

- If a consumer selects “No” to participating in Medicaid or SNAP, they can select another qualifying program
- If they do not participate in a qualifying program, they can qualify through their income or a child or dependent

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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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 

Supplemental Security Income (SSI)

Special Supplemental Nutrition Program for Women, 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.

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③ Review Information

- Consumers must review the information they provided and can make edits directly in this page
- Consumers must consent to the eligibility check

Review your information

Please review the information you provided and make any edits.

Your Information Edit

Name
Test Data

Home Address
**123 Main Street
Gotham, NY 11111**

Mailing Address
Same

Date of Birth
1/10/1980

Phone (optional)
Not Provided

Email Address
email@email.com

Your ID

Last four digits of your Social Security Number
XXX-XX-1234

The information you provided will be used to check if you are eligible for the Affordable Connectivity Program (ACP).

By submitting this form, you agree to the [National Verifier terms and conditions](#) and consent that all information you are providing (including any information you may be providing on behalf of another member of your household) may be collected, used, shared, and retained for the purpose of applying for and/or receiving the Affordable Connectivity Benefit.

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[Check my eligibility](#)

④ Outcome of Eligibility Check

Qualified

- If we are able to verify a consumer's eligibility, they will receive notice that they qualify for the benefit
- Their next step is to create an account or sign into their existing account to complete their application

You qualify to get your benefit

Affordable Connectivity Program benefits:

- 📶 Service discount up to \$30/month
- 🏞️ Service discount up to \$75/month on qualifying Tribal lands
- 📱 Device discount up to \$100 for a qualifying device

What to do next

Create an account with a username and password to **save the details you already entered** and learn how to get your benefit.

Create account

④ Outcome of Eligibility Check

Need More Information

- If we are unable to verify a consumer's eligibility or if they have an existing application in progress, they will receive specific information on what they'll need to do next based on their specific situation

We need more information to see if you qualify

A few things happened:

- We couldn't find your address, so you'll need to show us where you live on a map.
- We couldn't confirm your eligibility, so you'll need to attach a photo of a document that shows you participate in a government assistance program or your income.


What to do next

It looks like you already have an account. **Sign in to save your information.**

Then, we'll help you provide the extra information to see if you qualify.

Sign in

You have another application in progress

It looks like you participate in the Affordable Connectivity Program or the Lifeline Program. 

Complete your open application to confirm you still qualify.

What to do next

It looks like you already have an account. **Sign in to save your information and complete your application.**

Sign in

⑤ Account Creation

- If a consumer needs to create an account, they will enter a username and password
- If a consumer already has an account, they will be asked to sign in
- After creating the account or signing in, the consumer will automatically be signed in and will continue to the next step in their application

You qualify to get your benefit

Affordable Connectivity Program benefits:

- 📶 Service discount up to \$30/month
- 🏞️ Service discount up to \$75/month on qualifying Tribal lands
- 📱 Device discount up to \$100 for a qualifying device

What to do next

Create an account with a username and password to **save the details you already entered** and learn how to get your benefit.

Create account

Create your account

You need to create an account to save your information and continue your application.

Username

This could be an email address or unique ID.

email@email.com

Create a password

Choose something that is a mix of letters, numbers, and symbols. Write down your password and keep it in a safe location because you will need to use it again.

- ✓ At least 8 characters long
- ✓ At least 1 capital letter
- ✓ At least 1 number (0-9)
- ✓ At least 1 special character (!@#%&*)
- ✓ No restricted phrases ?

.....

Show password

Confirm password

Type the same password again.

.....

Show password

I'm not a robot



Create account and sign in

⑥ Certification Statements

By signing your name below, you agree with the following statements:

- Consumers only have to sign once

Qualifications

I or someone in my household currently gets benefits from a program that qualifies for the Affordable Connectivity Program, or my annual household income is 200% or less than the Federal Poverty Guidelines.

Internet company notification

I understand that I must tell my internet company within 30 days:

- if my household no longer qualifies for the Affordable Connectivity Program or
- if I move to a new address.

Only one benefit per household allowed

I understand that my household can only receive one monthly service benefit and one device discount (desktop, laptop, or tablet) through the Affordable Connectivity Program, and to the best of my knowledge, my household is not getting more than one service benefit and one device discount.

Potential impact on your bill if program ends

I understand that the Affordable Connectivity Program is a federal government benefit that reduces my internet service bill, and my household will be subject to the internet company's undiscounted general rates, terms, and conditions if my household continues to subscribe to the service after the conclusion of the Affordable Connectivity Program.

How your information will be used

I agree that all of the information I provide on this form may be collected, used, shared, and retained by the Affordable Connectivity Program Administrator (Universal Service Administrative Company) for the purposes of applying for and/or receiving the Affordable Connectivity Program benefit.

- I agree that my state or Tribal government may share information about my benefits for a qualifying program with the Affordable Connectivity Program Administrator if required by law and this information will be used only to help find out whether I can get an Affordable Connectivity Program benefit.

Check eligibility at any time

The Affordable Connectivity Program Administrator or my service provider may check whether I still qualify at any time.

Must meet recertification deadline

In order to confirm that I still qualify for the Affordable Connectivity Program benefit, I understand that I have to respond to a recertification request by the deadline or I will be removed from the Affordable Connectivity Program and my benefit will stop.

I certify, under penalty of perjury, that all of the information provided on this form is true and correct to the best of my knowledge. I know that willingly giving false or fraudulent information to get Affordable Connectivity Program benefits is punishable by fine and/or imprisonment under 18 U.S.C. §1001 and can result in being barred from the Affordable Connectivity Program.

Your Signature

Type your name below

Jane Smith

Jane Smith

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

Submit

⑦ Sign Up with an Internet Company

- Once a consumer qualifies for the program, they will be approved and directed to contact an internet company to get their benefit

Contact an internet company to get your benefit

You're approved to get your benefit. Sign up by March 4, 2023.

What to do next

If you already have internet

Contact your internet company and say, "I have been approved for the Affordable Connectivity Program and would like to apply it to my service." Then, give them the information below.

If you don't currently have internet

[Find an internet company](#) that can provide service to your address and say, "I have been approved for the Affordable Connectivity Program and would like to sign up for internet." Then, give them the information below.

Application ID:
B11111-ABCDE

Full Legal Name:
Test Data

Address:
**123 MAIN STREET,
GOTHAM, NY 11111**

Method of Identity Verification:
Last 4 digits of SSN

We have sent this information to the email you provided on your application.

Do you live on Tribal lands? 

Need to find an internet company near you? 

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.

Questions?

Stay Informed

- [Sign up](#) for ACP email updates and upcoming events
- Visit [USAC's website](#) for service provider updates
- Find upcoming trainings and other resources on the [ACP Learn page](#)
- **Questions?** Email ACProgram@usac.org

Thank You!





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