

AFFORDABLE CONNECTIVITY PROGRAM

FAQs

Apply at <http://getinternet.gov>

Is there an extra way to lower my monthly internet bill along with the Affordable Connectivity Program?

Yes. The federal government has secured 20 leading internet providers to offer ACP-eligible households a high-speed internet plan for no more than \$30 per month. Eligible families who pair their Affordable Connectivity Program benefit with one of these plans can receive high-speed internet at no cost. Learn more at <http://getinternet.gov>.

I already have internet, but my provider confirmed that they are not participating in the Affordable Connectivity Program. How can I get the discount?

You will need to enroll with a provider who's participating in the Affordable Connectivity Program to get the benefit. Locate participating providers at <https://acpbenefit.org/companies-near-me/>.

My child qualifies for this program because they participate in a federal assistance program, but my name is the one on the internet bill. Can I still get the benefit?

Yes. Your name will be on the main application, but your child should be listed as the Benefit Qualifying Person with documentation of their participation in the federal assistance program.

I qualify for the program, but some else's name is on the internet bill. Who should apply?

The application should be submitted in the name of the person whose name is on the internet bill. However, you should be listed as the Benefit Qualifying Person with documentation of your eligibility criteria.

Can my roommate and I each get a monthly discount?

The Affordable Connectivity Program is limited to one monthly service discount per household, which is defined as any individual or group of individuals who are living together at the same address and share income and expenses.

I live in a multi-unit dwelling (apartment building) and we pay the property manager/ landlord a monthly fee for our internet. Can I get the Affordable Connectivity Program benefit?

Yes. If you qualify for the Affordable Connectivity Program, talk to your property manager/landlord and ask that they work with their internet service provider to learn more about the benefits that might be available to you and other eligible residents.

Do all broadband providers also provide a connected device?

No, please use the providers list to see who provides a connected device.

If my child and I are part of the same household, can we each get our own connected device through the Affordable Connectivity Program?

No. Each household is limited to a single device discount.

Do I get to keep the connected device after the program is over?

Yes, you can keep the device.

I currently subscribe to a bundle of services that includes internet, TV and phone. Can I apply the Affordable Connectivity Program to my monthly bill?

The Affordable Connectivity Program can be applied to the cost of a bundle of services that include internet, voice, texting and/or associated equipment. If your bundle also includes a TV service, you will be responsible for that portion of your bill, as well as any services that are above the monthly discount.

Can I receive both the enhanced Tribal Lifeline Benefit and the \$75 Affordable Connectivity Program each month?

Yes. An eligible household on tribal lands can receive both the \$34.25 Lifeline Tribal benefit and the \$75 Affordable Connectivity Program benefit. They can be applied to the same qualifying service or separately to a Lifeline service and internet service with the same or different providers if the provider is participating in the Affordable Connectivity Program.

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For support, contact (877) 384-2575 or ACPSupport@usac.org.