

Digital Connectivity Toolkit

*A Guide to Connecting Seniors with Affordable
Internet*



National Church Residences

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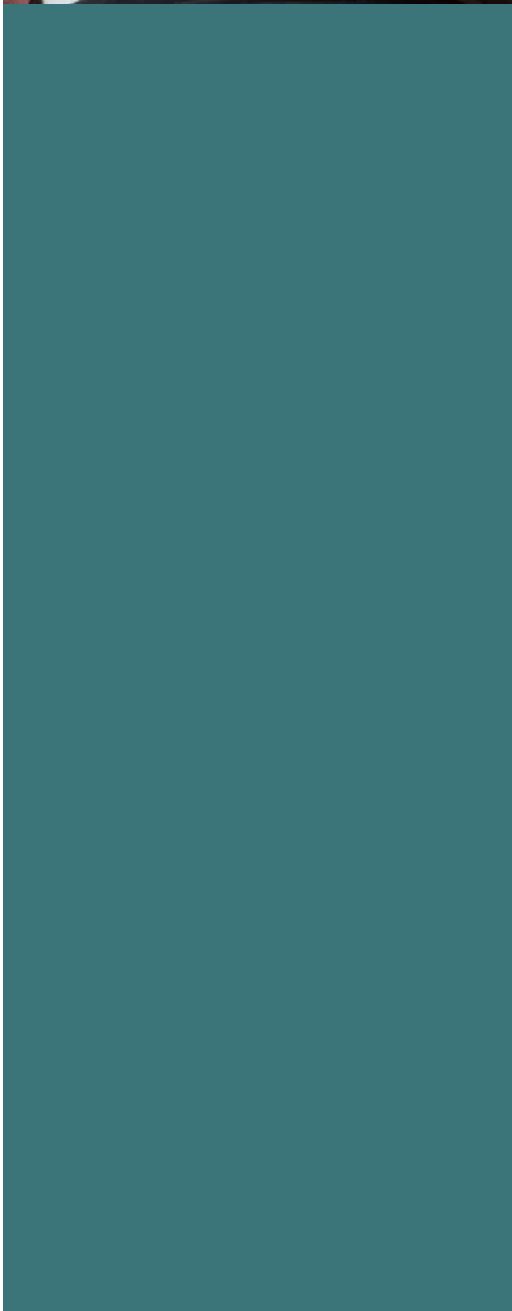
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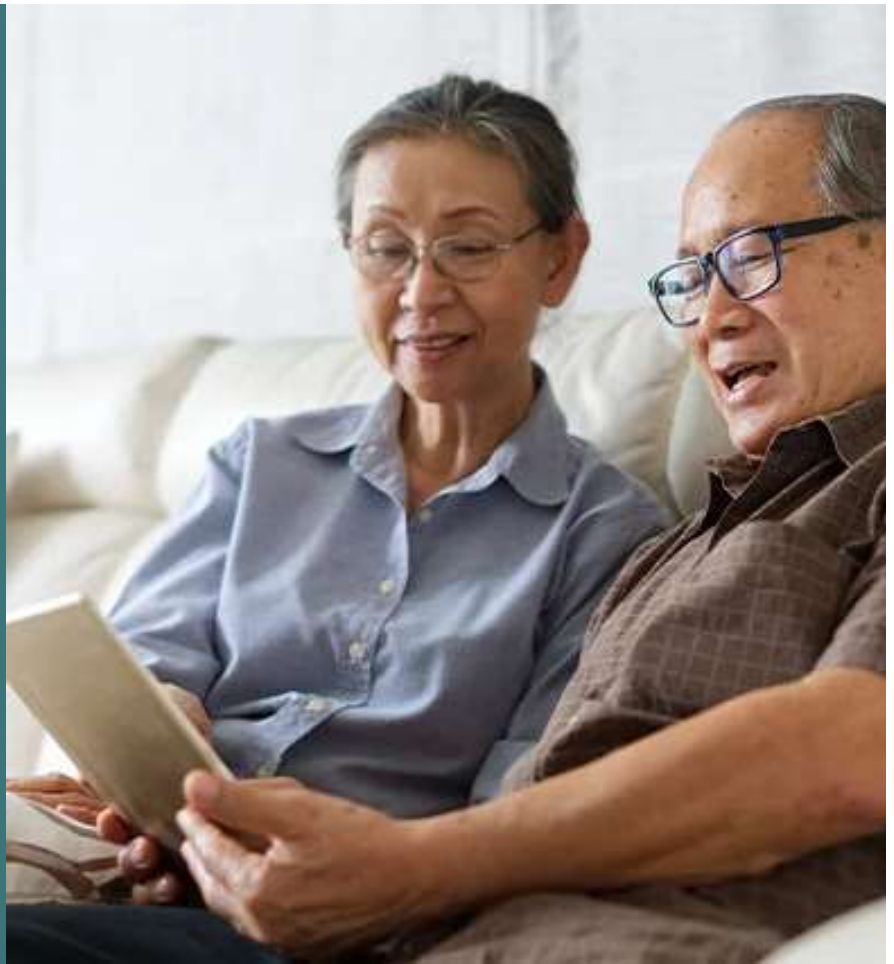


Introduction

Finding Affordable Plans

Most internet service providers offer low cost internet plans. This toolkit will help you find the right plan for your residents.

Part I of this toolkit will guide you through plan options



Assistance with Cost

May be available through the following programs. Part II and Part III of this toolkit will assist you in navigating enrollment in these programs

Lifeline

Lifeline provides up to a \$9.25 monthly discount on service for eligible low-income subscribers. Subscribers may receive a Lifeline discount on either a wireline or a wireless service, but they may not receive a discount on both services at the same time. Lifeline also supports broadband Internet service

ACP

The Affordable Connectivity Program is a federal program that could provide up to a \$30/month discount to qualifying participants. It is important to note that without additional funding from congress, the **ACP is projected to run out of funds in April, 2024.** Though funds could be restored by an act of Congress at a later date



Part I: Finding an Affordable Internet Plan

Major Internet Service Providers

Contacting Internet Service Providers, choosing a plan and applying the ACP benefit

PROVIDER	PLAN	CUSTOMER LINKS
Charter-Spectrum	Internet 100	New
	Internet Assist (or current plan for existing customers)	Existing
AT&T	AT&T Access (or current plan for existing customers)	New Existing
	Internet Essentials Regular	New
Comcast	Internet Essentials Plus (or current plan for existing customers)	New Existing
	Simply Unlimited Internet	New Existing
CenturyLink	Connect Assist (for individuals)	New Existing
	Connect 2 compete (for families with K-12 students)	New Existing
	Fios Forward	New Existing
Verizon	5G Home Internet	New Existing
	LTE Home Internet	New Existing
Optimum	Internet300	New Existing
Metro by T-Mobile	Metro Home Internet	New Existing

Last updated April 2023



AFFORDABLE INTERNET OPTIONS

Residents can enter in their address through this website to find any affordable products or services in their area.

www.everyoneon.org

*Qualifications may vary by vendor and state however, most of the vendor qualifications require resident to receive at least 1 of the following:
National School Lunch Program, Eligible Income Based Gov't Assistance (i.e. Medicaid, SNAP, etc), SSI, Federal Public Housing (Sect 8)

Adapted to be used in conjunction with the ACP program

	Charter/Spectrum	Cox	Comcast	Century Link	WOW	Atice/Suddenlink			
Internet	Spectrum Internet Assist	Internet Assist Plus	Connect2Compete	Connect2Compete	Internet Essentials	Internet Essentials Plus	Lifeline	Lifeline	Optimum Advantage
Speed	30 mbps	100 mbps	15 Mbps	100 Mbps	50 Mbps	100/10 Mbps	20Mbps	25/3	300 Mbps
Cost	\$14.99/mo (may vary per area)	\$29.99/mo	\$9.95/mo plus tax	\$30.00/mo	\$9.95/mo plus tax	\$29.99/mo plus tax	\$9.25/mo	\$9.25/mo	\$30/mo
Install Fee	Yes	Yes	No	No	No	No	Yes	Yes	Yes
Modem Included	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
WiFi	Can add for \$5/mo	Yes	Included	Included	Included	Included	Included	Included	Yes
Other			Can not currently have Cox internet service (or in last 90 days) and not outstanding bills with Cox	They offer an option to buy a low cost computer for \$149.99 (+ tax)	You can only receive a discount on ONE option- phone or internet, not both	You can only receive a discount on ONE option- phone or internet, not both			
Website	https://www.spectrum.com/browse/content/spectrum-internet-assist.html	https://www.spectrum.com/co/broadband-get-qualified	https://www.cox.com/residential/internet/low-cost-internet-plans.html	https://www.internetessentials.com/	https://www.centurylink.com/aboutus/community/community-development/lifeline.html	https://www.wowway.com/phone/lifeline-assistance	https://www.optimum.com/affordable-connectivity-program		
	Breezeline	Verizon	Astound (formerly WAVE)	AT&T	Starry	Starry			
Internet	Internet Assist	Internet Assist Plus	Lifeline	ACP conjunction	Access	Access 2.0	Starry Connect	Starry Select	
Speed	15/1	100/10 Mbps	200 Mbps	150 Mbps	10 Mbps	100 Mbps	30 Mbps	100/50 Mbps	
Cost	\$9.95/mo plus tax	\$29.99/mo plus tax	\$19.99/month (may vary by state)	\$30.00/mo	\$10/month + tax (10 Mbps may vary by address)	\$30.00/month	\$15/month	30/month	
Install Fee	No	No	No	No	No	Yes	Yes	no	
Modem Included	Yes	Yes	No	No	No	Yes	Yes	no	
WiFi	Included	Included	Yes	Yes	Included	Included	Included	Included	
Other							Starry will install a small antenna on the roof.		
Website	https://www.breezeline.com/support/internet/internet-assist-program	https://www.verizon.com/support/residential/account/manage-lifeline-discount	https://www.astound.com/acr/	https://www.att.com/internet/access/	https://starry.com/starryconnect				

FOR NEW CUSTOMERS



Get Connected to Home Internet With Charter-Spectrum

Plan Information

Plan Name: Internet 100

Plan Speed: 100 Mbps

Monthly Cost: \$29.95 per month for the first two years; Year 3: \$39.99 per month; Year 4: \$49.99 per month

Cost with ACP Benefit: FREE

Equipment & Installation: Free self-installation and no added cost for equipment.

Additional Information: This plan is only available for new Spectrum customers who qualify for the ACP and after 24 months the cost increases.

Best Way to Enroll: By Phone

Enroll by Phone

Step 1: Call (877) 959-1748

Step 2: When prompted, say I do not have an account, then New Service, then provide your zip code.

Step 3: Create an account and enroll in a plan with the customer service representative.

Step 4: Give the customer service representative your ACP Application ID to have the ACP credit applied to your account.

Enroll Online

Step 1: Visit spectrum.com/cp/broadband-get-qualified.

Step 2: Select Shop Now under Select Your Plan in the See if You Qualify section of the page.

Step 3: Put in your information and select your plan. If you do not see the plan you want call 855-839-4368.

Step 4: Purchase your plan.

Step 5: To add the ACP benefit to your plan, go to spectrum.net/support/forms/affordable_connectivity_program.

Step 6: Sign in and provide your ACP Application ID.

Once you receive confirmation of your enrollment, you could see the ACP credit on your first bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit will be applied on your first bill.

Contact Information

(877) 959-1748

spectrum.com/cp/broadband-get-qualified

Assistance Available in English and Spanish

Choose preferred language in top-right of website.

Choose 5 for Spanish when enrolling on the phone.

While Charter-Spectrum materials may indicate that Internet Assist customers cannot have outstanding debt from the prior year for any charter services, nor have subscribed to any services in the last 30 days, this does not apply to those using the ACP benefit.

Ensure the customer goes to the specific URL for Spectrum's low-income plans as these plans are not featured on the provider's main site.

Only new customers are eligible for Spectrum100.

FOR EXISTING CUSTOMERS



Get Connected to Home Internet With Charter-Spectrum

Plan Information

Plan Name: Internet Assist or current plan

Plan Speed: 30 Mbps or current plan speed

Monthly Cost: \$17.99 per month or current plan cost

Cost with ACP Benefit: FREE or current plan cost less \$30 per month

Equipment & Installation: A current Spectrum customer can continue using their equipment and there is no set-up or installation cost.

Additional Information: Only customers participating in the following programs are eligible for the Internet Assist plan: National School Lunch Program (NSLP), Community Eligibility Provision (CEP) of the NSLP, Supplemental Security Income (for applications age 65+ only)

Best Way to Enroll: By Phone

Enroll by Phone

Step 1: When prompted, provide the name and information associated with your account.

Step 2: Once connected with a customer service representative provide your ACP Application ID to have the ACP credit applied to your account.

Step 3: Confirm with the customer service representative that your ACP code has been applied and that you will receive \$30 off your next bill.

Enroll Online

Online enrollment is not available at this time.

Contact Information

(877) 959-1748

spectrum.com/internet/spectrum-internet-assist

Assistance Available in English and Spanish

Choose preferred language in top-right of website. Choose 5 for Spanish when enrolling on the phone.

Existing customers cannot apply their ACP Application ID online.

See all available plans at
spectrum.com/internet

FOR NEW CUSTOMERS



Get Connected to Home Internet With AT&T

Plan Information

Plan Name: AT&T Access

Plan Speed: 100 Mbps

Monthly Cost: \$30 per month

Cost with ACP Benefit: FREE

Equipment & Installation: Free self-installation and no added cost for equipment.

Additional Information: N/A

Best Way to Enroll: By Phone

Enroll by Phone

Step 1: Call (866) 986 0963

Step 2: Say New Customer.

Step 3: For the free with ACP plan press 1 for home internet.

Step 4: When you get connected with a representative, sign up for AT&T access.

Step 5: Supply your ACP Application ID to have it added to your account. Do not hang up until the representative confirms that your ID has been applied to your account.

Enroll Online

Step 1: Go to att.com/help/affordable-connectivity-program/

Step 2: Scroll down and click New Customers – I would like to get ATT Internet.

Step 3: Put in the address where you would like internet.

Step 4: Select apply my ACP benefit.

Step 5: Put in your ACP application ID and put in your information. Make sure it is the same information you used when doing your USAC application. When you are done, click submit.

Step 6: Enroll in the AT&T Access plan for free internet.

No annual contract. Once you receive confirmation of your enrollment, you could see the ACP credit on your first bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit will be applied on your first bill.

Contact Information

(866) 986 0963

att.com/help/affordable-connectivity-program/

Assistance Available in English and Spanish

Choose preferred language in top-right of website.

Choose 8 for Spanish when enrolling on the phone.

With taxes included, the AT&T Access plan totals \$31 in some areas, meaning the plan is not completely free with the ACP.

FOR EXISTING CUSTOMERS



Get Connected to Home Internet With AT&T

Plan Information

Plan Name: AT&T Access or current plan

Plan Speed: 100 Mbps or current plan speed

Monthly Cost: \$30 per month or current plan cost

Cost with ACP Benefit: FREE or current plan cost less \$30 per month

Equipment & Installation: A current AT&T customer can continue using their equipment and there is no set-up or installation cost.

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

Step 1: Call (866) 986 0963

Step 2: If you already have an AT&T account, put in the phone number or account number associated with your account. If you do not know your phone number or account number, just stay on the line.

Step 3: Press 1 for home internet.

Step 4: Once you are connected with a representative, give the representative the information needed to find your account and then apply your ACP code to your account. If you'd like to apply the code to your existing internet plan, tell the representative to apply it to your existing plan. If you'd like to switch plans to the free with ACP plan, say that you would like to sign up for AT&T access.

Enroll Online

Step 1: Go to att.com/help/affordable-connectivity-program/

Step 2: Scroll down and click I already have AT&T Internet - Apply Benefit.

Step 3: You will then see the question Have you been approved by the National Verifier? Select Yes and plug in your USAC application ID.

Step 4: Put in your information to log in to your AT&T account.

Step 5: Apply the benefit to your account. If you have any issues, call 866 986 0963 to speak with a representative.

No annual contract. Once you receive confirmation of your enrollment, you could see the ACP credit on your first bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit will be applied on your first bill.

Contact Information

(866) 986 0963

att.com/help/affordable-connectivity-program/

Assistance Available in English and Spanish

Choose preferred language in top-right of website. Choose 8 for Spanish when enrolling on the phone.

Existing customers cannot apply their ACP Application ID online.

See all available plans at
att.com/internet/

FOR NEW CUSTOMERS



Get Connected to Home Internet With Comcast

Plan Information

Plan Name: Internet Essentials Regular

Plan Speed: 50 Mbps

Monthly Cost: \$9.95 per month

Cost with ACP Benefit: FREE after the first month

Equipment & Installation: No added cost for equipment.

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

Step 1: Call (844) 963-0288 to speak with an ACP Enrollment Specialist.

Step 2: Provide ACP Application ID and all other information the representative asks for in order to enroll.

Step 3: The customer service representative will bring you through the Internet Essentials application. Provide all information that is required.

Step 4: Confirm with the customer service rep that you are enrolled in Internet Essentials and solidify a date for them to either come install your internet or send you a self install kit.

Enroll Online

Step 1: Go to xfinity.com/learn/internet-service/acp

Step 2: Scroll down and select "shop Internet". On the top of your screen, you'll see a bar that says "save \$30 with ACP" make sure to select that you are "Interested" in ACP.

Step 3: Select "Internet" and then select the plan you want. Both Internet Essentials and Internet Essentials+ plans are free with ACP after the first month. Customers are responsible for the first month's payment.

Step 4: Fill out the required fields to create an xfinity account. If you already have an ACP number select yes on the first question if you already have an ACP Application ID. If you don't, you can apply for the ACP through comcast by selecting to "opt in" to the ACP via Comcast's application. Please note - If you apply on-line you must have and be willing to use the last 4 digits of your social security number to apply.

Step 5: Complete application and enroll.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

Contact Information

(855) 846-8376

xfinity.com/learn/internet-service/acp

Assistance Available in English and Spanish

Choose preferred language in bottom-right of website.

Choose 2 for Spanish when enrolling on the phone.

Customers have reported that Comcast representatives have denied them service due to prior debt and/or then required a credit check. It is important that the customer know that they CANNOT be denied service and CANNOT be required to undergo a credit check. Once enrolled in a plan however, Comcast may work with the customer to determine a payment plan to settle past debt.

To apply for the ACP and a Comcast plan together on Comcast's website, the customer must supply their social security number.

Customers can only enroll in Internet Essentials + after they've become an Internet Essentials account holder first.

FOR NEW CUSTOMERS



Get Connected to Home Internet With Comcast

Plan Information

Plan Name: Internet Essentials Plus

Plan Speed: 100 Mbps

Monthly Cost: \$29.95 per month

Cost with ACP Benefit: FREE after the first month

Equipment & Installation: No added cost for equipment.

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

Step 1: Call (844) 963-0288 to speak with an ACP Enrollment Specialist.

Step 2: Provide ACP Application ID and all other information the representative asks for in order to enroll.

Step 3: The customer service representative will bring you through the Internet Essentials application. If you are going through this application over the phone, you cannot directly enroll in IE+. So, you must go through the regular Internet Essentials application and then ask to immediately be upgraded to Internet Essentials+ to receive the faster plan.

Step 4: Confirm with the customer service rep that you are enrolled in Internet Essentials+ and solidify a date for them to either come install your internet or send you a self install kit.

Enroll Online

Step 1: Go to xfinity.com/learn/internet-service/acp

Step 2: Scroll down and select "shop Internet". On the top of your screen, you'll see a bar that says "save \$30 with ACP" make sure to select that you are "Interested" in ACP.

Step 3: Select "Internet" and then select the plan you want. Both Internet Essentials and Internet Essentials+ plans are free with ACP after the first month. Customers are responsible for the first month's payment.

Step 4: Fill out the required fields to create an xfinity account. If you already have an ACP number select yes on the first question if you already have an ACP Application ID. If you don't, you can apply for the ACP through comcast by selecting to "opt in" to the ACP via Comcast's application. Please note - If you apply online you must have and be willing to use the last 4 digits of your social security number to apply.

Step 5: Complete application and enroll.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

Contact Information

(855) 846-8376

xfinity.com/learn/internet-service/acp

Assistance Available in English and Spanish

Choose preferred language in bottom-right of website.

Choose 2 for Spanish when enrolling on the phone.

Customers have reported that Comcast representatives have denied them service due to prior debt and/or then required a credit check. It is important that the customer know that they CANNOT be denied service and CANNOT be required to undergo a credit check. Once enrolled in a plan however, Comcast may work with the customer to determine a payment plan to settle past debt.

To apply for the ACP and a Comcast plan together on Comcast's website, the customer must supply their social security number.

Customers can only enroll in Internet Essentials + after they've become an Internet Essentials account holder first.

Get Connected to Home Internet

With Comcast

Plan Information

Plan Name: Internet Essentials Plus or current plan

Plan Speed: 100 Mbps or current plan speed

Monthly Cost: \$29.95 per month or current plan cost

Cost with ACP Benefit: FREE or current plan cost less \$30 per month

Equipment & Installation: A current Comcast customer can continue using their equipment and there is no set-up or installation cost.

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

Step 1: Call (844) 963-0288 to speak with an ACP Enrollment Specialist.

Step 2: Provide ACP Application ID and all other information the representative asks for in order to enroll.

Step 3: Do not hang up until the representative confirms that your ACP code has been applied to your account.

Enroll Online

Step 1: Go to xfinity.com/learn/internet-service/acp.

Step 2: Scroll down and select apply now.

Step 3: Login to your account.

Step 4: If you already have your national verifier ID, select "yes", put in your national verifier ID and select "continue" to have the benefit applied to your account.

Step 5: If you don't have your National Verifier ID, select "no" and proceed to apply through Xfinity's website.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

Contact Information

(855) 846-8376

xfinity.com/learn/internet-service/acp

Assistance Available in English and Spanish

Choose preferred language in bottom-right of website. Choose 2 for Spanish when enrolling on the phone.

FOR NEW CUSTOMERS



Get Connected to Home Internet With CenturyLink

Plan Information

Plan Name: Simply Unlimited Internet

Plan Speed: 100 Mbps

Monthly Cost: \$50 per month

Cost with ACP Benefit: \$35

Equipment & Installation: \$15 per month modem rental. One time installation fee up to \$149

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

CenturyLink does not have phone enrollment options for ACP applications. All ACP applications must be through their online application.

Enroll Online

Step 1: Sign up for CenturyLink service by visiting <https://www.centurylink.com/internet/>. As you are signing up, make sure to remember the username and account number of your new CenturyLink Account.

Step 2: Once you have signed up for service, fill out this form: <https://www.centurylink.com/relief/>. Make sure to fill in the form with the exact same information you entered into the USAC system to receive your ACP code.

Step 3: Once you have filled out the application, CenturyLink will confirm your eligibility and enrollment by sending you an email to the email associated with your account. Be sure to review this email as there may be additional action required. After you receive this email, and have completed any additional action, your ACP credit will be applied to your account within one billing cycle.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

Contact Information

(866) 963-6665

<https://www.centurylink.com/aboutus/community/community-development/life/acp.html>

Assistance Available in English and Spanish

FOR EXISTING CUSTOMERS



Get Connected to Home Internet With CenturyLink

Plan Information

Plan Name: Simply Unlimited Internet

Plan Speed: 100 Mbps

Monthly Cost: \$50 per month

Cost with ACP Benefit: \$35

Equipment & Installation: \$15 per month modem rental. One time installation fee up to \$149

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

CenturyLink does not have phone enrollment options for ACP applications. All ACP applications must be through their online application.

Enroll Online

Step 1: Once you have your ACP code, fill out this form to apply your ACP code to your CenturyLink account: <https://www.centurylink.com/relief/>. Make sure the CenturyLink account holder is the same person who applies for the ACP code. Also, make sure to fill in the CenturyLink form with the exact same information that you entered into the USAC system to receive your ACP code.

Step 2: Once you have filled out the application, CenturyLink will confirm your eligibility and enrollment by sending you an email to the email associated with your account. Be sure to review this email as there may be additional action required. After you receive this email, and have completed any additional action, your ACP credit will be applied to your account within one billing cycle.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

Contact Information

866-963-6665

<https://www.centurylink.com/aboutus/community/community-development/lifeline/acp.html>

Assistance Available in English and Spanish

Choose preferred language in top-right of website. Choose 8 for Spanish when enrolling on the phone.

FOR NEW CUSTOMERS



Get Connected to Home Internet With Cox

Plan Information

Plan Name: Connect Assist (for individuals)

Plan Speed: 100 Mbps

Monthly Cost: \$30 per month

Cost with ACP Benefit: Free

Equipment & Installation: Free equipment, no credit check and no term contract

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

Cox does not have phone enrollment options for ACP applications. All ACP applications must be through their online application.



Enroll Online

Step 1: Go to <https://www.cox.com/residential/internet/low-cost-internet-plans.html>

Step 2: Select your internet plan, connect 2 compete (for families with K12 students) or connect assist.

Step 3: Next to the plan you have selected click "apply to qualify".

Step 4: Fill out all of the information needed on their application, including the ID verification. Please note that Cox will NOT ask for your ACP code.

Step 5: As you go through the application, they may ask you to verify your identity by text message. Make sure you provide a phone number that is able to receive text messages.

Step 6: Once you finish the application, Cox will confirm your eligibility and enrollment in the ACP via email. To begin service, you will receive your equipment in the mail to the address you provided.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

Contact Information

1-877-206-4210

<https://www.cox.com/residential/internet/low-cost-internet-plans.html>

Assistance Available in English and Spanish

In the middle left of website can choose your language

On Cox's online ACP application, there is a checkbox to confirm that the customer has no prior debt exceeding \$500. While the customer should check the box if it applies to them, they will not be denied service based on this debt.

If applying for the ACP and a Cox plan together on the Cox website, the customer will not be provided their ACP application ID on completion. This means that if the customer wants to change providers and continue receiving the ACP benefit, they will have to reapply for the ACP in the National Verifier.



FOR EXISTING CUSTOMERS



Get Connected to Home Internet With Cox

Plan Information

Plan Name: Connect Assist (for individuals)

Plan Speed: 100 Mbps

Monthly Cost: \$30 per month

Cost with ACP Benefit: FREE

Equipment & Installation: Free equipment, no credit check and no term contract

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

Cox does not have phone enrollment options for ACP applications. All ACP applications must be through their online application.

Enroll Online

Step 1: Go to <https://www.cox.com/residential/internet/affordable-connectivity-program.html> and click "Login to get started".

Step 2: Login to your account and click "apply to qualify".

Step 3: Fill out all of the information needed on their application, including the ID verification. Please note that Cox will NOT ask for your ACP code.

Step 4: As you go through the application, they may ask you to verify your identity by text message. Make sure you provide a phone number that is able to receive text messages.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

1-877-206-4210

<https://www.cox.com/residential/internet/low-cost-internet-plans.html>

Assistance Available in English and Spanish

In the middle left of website can choose your language.

FOR NEW CUSTOMERS



Get Connected to Home Internet With Cox

Plan Information

Plan Name: Connect 2 Compete (for families with K12 students)

Plan Speed: 100 Mbps

Monthly Cost: \$30 per month

Cost with ACP Benefit: Free

Equipment & Installation: Free equipment, no credit check and no term contract

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

Cox does not have phone enrollment options for ACP applications. All ACP applications must be through their online application.



Enroll Online

Step 1: Go to <https://www.cox.com/residential/internet/low-cost-internet-plans.html>

Step 2: Select your internet plan, connect 2 compete (for families with K12 students) or connect assist.

Step 3: Next to the plan you have selected click "apply to qualify".

Step 4: Fill out all of the information needed on their application, including the ID verification. Please note that Cox will NOT ask for your ACP code.

Step 5: As you go through the application, they may ask you to verify your identity by text message. Make sure you provide a phone number that is able to receive text messages.

Step 6: Once you finish the application, Cox will confirm your eligibility and enrollment in the ACP via email. To begin service, you will receive your equipment in the mail to the address you provided.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

Contact Information

1-877-206-4210

<https://www.cox.com/residential/internet/low-cost-internet-plans.html>

Assistance Available in English and Spanish

In the middle left of website can choose your language

On Cox's online ACP application, there is a checkbox to confirm that the customer has no prior debt exceeding \$500. While the customer should check the box if it applies to them, they will not be denied service based on this debt.

If applying for the ACP and a Cox plan together on the Cox website, the customer will not be provided their ACP application ID on completion. This means that if the customer wants to change providers and continue receiving the ACP benefit, they will have to reapply for the ACP in the National Verifier.

FOR EXISTING CUSTOMERS



Get Connected to Home Internet With Cox

Plan Information

Plan Name: Connect 2 Compete (for families with K12 students)

Plan Speed: 100 Mbps

Monthly Cost: \$30 per month

Cost with ACP Benefit: FREE

Equipment & Installation: Free equipment, no credit check and no term contract

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

Cox does not have phone enrollment options for ACP applications. All ACP applications must be through their online application.

Enroll Online

Step 1: Go to <https://www.cox.com/residential/internet/affordable-connectivity-program.html> and click "Login to get started".

Step 2: Login to your account and click "apply to qualify".

Step 3: Fill out all of the information needed on their application, including the ID verification. Please note that Cox will NOT ask for your ACP code.

Step 4: As you go through the application, they may ask you to verify your identity by text message. Make sure you provide a phone number that is able to receive text messages.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

1-877-206-4210

<https://www.cox.com/residential/internet/low-cost-internet-plans.html>

Assistance Available in English and Spanish

In the middle left of website can choose your language.

FOR NEW CUSTOMERS



Get Connected to Home Internet With Verizon

Plan Information

Plan Name: Fios Forward

Plan Speed: 300 Mbps

Monthly Cost: \$30 per month

Cost with ACP Benefit: Free

Equipment & Installation: Free equipment, no credit check and no term contract

Additional Information: N/A

Best Way to Enroll: Purchase Service

Enroll by Phone

Call 1.800.837.4966

Step 2: Once you call, first press pound, then press 3, then enter the zip code of the house where you'd like service, then say new home internet. You will then be connected with a customer service representative to purchase service.

Step 3: In order to waive the \$99 set up fee, make sure to go online and select the specific internet plan you want and then click "add to cart". This will waive the fee. If you encounter any issues, ask the customer service rep how to waive the \$99 fee by adding your plan to your cart online.

Step 4: Once you have ordered service, you must select a date for your service to be installed and activated. You can only enroll in the ACP AFTER your service has been installed and activated.

Step 5: Once your service is installed and activated, call 1.800.837.4966, give the customer service rep your account information and have them apply your ACP code to your account.

Enroll Online

Step 1: Go to <https://www.verizon.com/home/free-verizon-internet/>

Step 2: Select "Check if Verizon Home Internet is available in my area."

Step 3: Plug in the address you want service. You will then see the plans available in your area.

Step 4: Select a plan and follow the instructions to purchase that plan. When you are purchasing your selected plan, you will be prompted to create a Verizon account. Make sure your Verizon account reflects the same name and information as your USAC ACP account. Also, make sure to remember the username and password of your Verizon account.

Step 5: Once you sign up for service and your internet has been installed, make sure you have your account information handy and call 1.800.837.4966.

Step 6: When you reach a customer service agent, give them the information to access your account. Once they have located your account, ask them to apply your ACP code to your existing plan. Have them confirm that the ACP code has been applied to your account.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

Contact Information

1-800-837-4966

<https://www.verizon.com/home/free-verizon-internet/>

Assistance Available in English and Spanish

On the middle left side of the website you can choose your language.

For Verizon Fios plans, there is inconsistent waiving of the set up fee. If applying online, choose "add to cart" when signing up for Fios and check to ensure there is no \$99 setup charge. If applying through the phone, the customer should ask the customer service rep to waive the fee and follow the steps the customer service rep lays out. Typically the rep will ask you to "add the plan to your cart" online and then finish set up over the phone. If you are enrolling via phone, make sure to confirm the charge is waived before you hang up.

FOR EXISTING CUSTOMERS



Get Connected to Home Internet With Verizon

Plan Information

Plan Name: Fios Forward

Plan Speed: 300 Mbps

Monthly Cost: \$30 per month

Cost with ACP Benefit: FREE

Equipment & Installation: Free equipment, no credit check and no term contract

Additional Information: N/A

Best Way to Enroll: By Phone

Enroll by Phone

Enroll Online

Step 1: Call 1-800-837-4966.

Step 2: If you have a Verizon wireless number, enter in your number. If you do not remember your number press #.

Step 3: Press 3 and then when prompted, enter the zip code of the house where you would like service, then say new home internet. You will then be connected with a customer service representative to purchase service.

Step 4: Give the customer service representative the information to access your account. Once they have located your account, ask them to apply your ACP code to your existing plan.

Step 5: After you have given them the code, ask the customer service representative to confirm when the ACP credit will be applied to your bill.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

1.800.837.4966.

<https://www.verizon.com/home/free-verizon-internet/>

Assistance Available in English and Spanish

In the middle left of website can choose your language.

FOR NEW CUSTOMERS



Get Connected to Home Internet With Verizon

Plan Information

Plan Name: 5G Home Internet

Plan Speed: 85 to 300 Mbps

Monthly Cost: \$25 per month

Cost with ACP Benefit: Free

Equipment & Installation: Free equipment, no credit check and no term contract

Additional Information: N/A

Best Way to Enroll: Purchase Service

Enroll by Phone

Call 1.800.922.0204

Step 2: Once you call, first press pound, then press 3, then enter the zip code of the house where you'd like service, then say new home internet. You will then be connected with a customer service representative to purchase service.

Step 3: In order to waive the \$99 set up fee, make sure to go online and select the specific internet plan you want and then click "add to cart". This will waive the fee. If you encounter any issues, ask the customer service rep how to waive the \$99 fee by adding your plan to your cart online.

Step 4: Once you have ordered service, you must select a date for your service to be installed and activated. You can only enroll in the ACP AFTER your service has been installed and activated.

Step 5: Once your service is installed and activated, call 1.800.837.4966, give the customer service rep your account information and have them apply your ACP code to your account.

Enroll Online

Step 1: Go to <https://www.verizon.com/home/free-verizon-internet/>

Step 2: Select "Check if Verizon Home Internet is available in my area."

Step 3: Plug in the address you want service. You will then see the plans available in your area.

Step 4: Select a plan and follow the instructions to purchase that plan. When you are purchasing your selected plan, you will be prompted to create a Verizon account. Make sure your Verizon account reflects the same name and information as your USAC ACP account. Also, make sure to remember the username and password of your Verizon account.

Step 5: Once you sign up for service and your internet has been installed, make sure you have your account information handy and call 1.800.922.0204.

Step 6: When you reach a customer service agent, give them the information to access your account. Once they have located your account, ask them to apply your ACP code to your existing plan. Have them confirm that the ACP code has been applied to your account.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

Contact Information

1-800-922-0204

<https://www.verizon.com/home/free-verizon-internet/>

Assistance Available in English and Spanish

On the middle left side of the website you can choose your language

FOR EXISTING CUSTOMERS



Get Connected to Home Internet With Verizon

Plan Information

Plan Name: 5G Home Internet

Plan Speed: 85 to 300 Mbps

Monthly Cost: \$25 per month

Cost with ACP Benefit: FREE

Equipment & Installation: Free equipment, no credit check and no term contract

Additional Information: N/A

Best Way to Enroll: By Phone

Enroll by Phone

Enroll Online

Step 1: Call 1-800-922-0204

Step 2: If you have a Verizon wireless number, enter in your number. If you do not remember your number press #.

Step 3: Press 3 and then when prompted, enter the zip code of the house where you would like service, then say new home internet. You will then be connected with a customer service representative to purchase service.

Step 4: Give the customer service representative the information to access your account. Once they have located your account, ask them to apply your ACP code to your existing plan.

Step 5: After you have given them the code, ask the customer service representative to confirm when the ACP credit will be applied to your bill.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

1.800.922.0204

<https://www.verizon.com/home/free-verizon-internet/>

Assistance Available in English and Spanish

In the middle left of website can choose your language.

FOR NEW CUSTOMERS



Get Connected to Home Internet With Verizon

Plan Information

Plan Name: LTE Home Internet

Plan Speed: 25 to 50 Mbps

Monthly Cost: \$25 per month

Cost with ACP Benefit: Free

Equipment & Installation: Free equipment, no credit check and no term contract

Additional Information: N/A

Best Way to Enroll: Purchase Service

Enroll by Phone

Call 1.800.922.0204

Step 2: Once you call, first press pound, then press 3, then enter the zip code of the house where you'd like service, then say new home internet. You will then be connected with a customer service representative to purchase service.

Step 3: In order to waive the \$99 set up fee, make sure to go online and select the specific internet plan you want and then click "add to cart". This will waive the fee. If you encounter any issues, ask the customer service rep how to waive the \$99 fee by adding your plan to your cart online.

Step 4: Once you have ordered service, you must select a date for your service to be installed and activated. You can only enroll in the ACP AFTER your service has been installed and activated.

Step 5: Once your service is installed and activated, call 1.800.837.4966, give the customer service rep your account information and have them apply your ACP code to your account.

Enroll Online

Step 1: Go to <https://www.verizon.com/home/free-verizon-internet/>

Step 2: Select "Check if Verizon Home Internet is available in my area."

Step 3: Plug in the address you want service. You will then see the plans available in your area.

Step 4: Select a plan and follow the instructions to purchase that plan. When you are purchasing your selected plan, you will be prompted to create a Verizon account. Make sure your Verizon account reflects the same name and information as your USAC ACP account. Also, make sure to remember the username and password of your Verizon account.

Step 5: Once you sign up for service and your internet has been installed, make sure you have your account information handy and call 1.800.922.0204.

Step 6: When you reach a customer service agent, give them the information to access your account. Once they have located your account, ask them to apply your ACP code to your existing plan. Have them confirm that the ACP code has been applied to your account.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

Contact Information

1-800-922-0204

<https://www.verizon.com/home/free-verizon-internet/>

Assistance Available in English and Spanish

On the middle left side of the website you can choose your language

FOR EXISTING CUSTOMERS



Get Connected to Home Internet With Verizon

Plan Information

Plan Name: LTE Home Internet

Plan Speed: 25 to 50 Mbps

Monthly Cost: \$25 per month

Cost with ACP Benefit: FREE

Equipment & Installation: Free equipment, no credit check and no term contract.

Additional Information: N/A

Best Way to Enroll: By Phone

Enroll by Phone

Enroll Online

Step 1: Call 1-800-922-0204

Step 2: If you have a Verizon wireless number, enter in your number. If you do not remember your number press #.

Step 3: Press 3 and then when prompted, enter the zip code of the house where you would like service, then say new home internet. You will then be connected with a customer service representative to purchase service.

Step 4: Give the customer service representative the information to access your account. Once they have located your account, ask them to apply your ACP code to your existing plan.

Step 5: After you have given them the code, ask the customer service representative to confirm when the ACP credit will be applied to your bill.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

1.800.922.0204

<https://www.verizon.com/home/free-verizon-internet/>

Assistance Available in English and Spanish

In the middle left of website can choose your language.

FOR NEW CUSTOMERS



Get Connected to Home Internet With Optimum

Plan Information

Plan Name: Internet300

Plan Speed: 300 Mbps

Monthly Cost: \$30 per month

Cost with ACP Benefit: Free

Equipment & Installation: Free equipment, no credit check and no term contract

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

Call 866-347-4216, when prompted, say "become a customer",

Step 2: Then say home and then enter your zip code.

Step 3: Say home internet and then say adding internet service.

Step 4: You will then be connected with a Customer Service Representative. Purchase an internet plan and then ask the Customer Service Representative to apply the ACP code to your bill.

Enroll Online

Step 1: Go to <https://www.optimum.com/affordable-connectivity-program#learnmore>

Step 2: Under "Step 2" click "shop."

Step 3: Enter the address where you'd like service.

Step 4: From the plans provided, select your plan and purchase. When you are creating an account to purchase your plan, make sure to enter the same information you did for your USAC ACP code.

Step 5: Once you've purchased your plan, go to https://solixconsulting.force.com/AlticeBroadbandACP/s/?language=en_US and select "Yes I am approved."

Step 6: Login and enter your ACP code to have the credit applied to your bill.

While Optimum states that it may take two billing cycles before the ACP credit is applied to the bill, once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

Contact Information

866-347-4216

<https://www.optimum.com/affordable-connectivity-program#learnmore>

Assistance Available in English and Spanish

On the top right of the website you can choose your language



Get Connected to Home Internet With Optimum

Plan Information

Plan Name: Internet300

Plan Speed: 300 Mbps

Monthly Cost: \$30 per month

Cost with ACP Benefit: FREE

Equipment & Installation: Free equipment, no credit check and no term contract

Additional Information: When you are signing up for your ACP code on USAC's website, make sure to enter the same name and information as you used for your Optimum account

Best Way to Enroll: Online

Enroll by Phone

Step 1: Call (866) 347-4216 then, when prompted enter the phone number or account number associated with your account.

Step 2: Then, say home internet.

Step 3: You will then be connected with a Customer Service Representative. Ask the Customer Service Representative to apply the ACP code to your bill. Make sure your ACP code and Optimum account are registered under the same name.

Step 4: After the customer service representative has applied your ACP code to your account, confirm when the ACP credit will be applied to your bill.

Enroll Online

Step 1: Go to https://solixconsulting.force.com/AlticeBroadbandACP/s/?language=en_US and select "Yes I am approved"

Step 2: Login and enter your ACP code to have the credit applied to your bill.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

FOR NEW CUSTOMERS



Get Connected to Home Internet

With Metro By T-Mobile

Plan Information

Plan Name: Metro Home Internet

Plan Speed: Up to 115 Mbps

Monthly Cost: \$50 per month

Cost with ACP Benefit: \$20

Equipment & Installation: Must purchase 5G gateway for a one-time payment of \$49.99

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

Metro by T-Mobile does not allow Customers purchase new service or enter their ACP code over the phone. Customers must login online to enter their ACP code and have it applied to their bill.



Enroll Online

Step 1: Go to <https://www.metrobyt-mobile.com/plans/home-internet> and click "check eligibility". Enter your phone number and the address you'd like to receive at.

Step 2: If eligible, continue to create an account and purchase service. When creating an account, make sure you enter the same name and information that you did for your USAC account to receive your ACP code.

Step 3: Once you have successfully purchased service, login to your account and enter your ACP code. Once you enter your ACP code, the benefit will be added to your bill.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

Contact Information

1-888-863-8768

<https://www.metrobyt-mobile.com/affordable-connectivity-program-service>

Assistance Available in English and Spanish

On the bottom right of the website you can choose your language

Get Connected to Home Internet

With Metro By T-Mobile

Plan Information

Plan Name: Metro Home Internet

Plan Speed: Up to 115 Mbps

Monthly Cost: \$50 per month

Cost with ACP Benefit: \$20

Equipment & Installation: Must purchase 5G gateway for a one-time payment of \$49.99

Additional Information: N/A

Best Way to Enroll: Online

Enroll by Phone

Metro by T-Mobile does not allow Customers to purchase new service or enter their ACP code over the phone. Customers must login online to enter their ACP code and have it applied to their bill. Metro by T-mobile customer service representatives can help walk customers through how to login and apply their code online. To have a customer service representative help walk you through entering your ACP code call 1-888-863-8768 then say more options. After that, say new customer then you will be connected to a customer service representative. Once you are connected, ask the customer service representative to help walk you through applying your ACP code to your account.

Enroll Online

Step 1: Go to <https://www.metrobyt-mobile.com/> and my account in the top right corner. Then click log in.

Step 2: Login into your Metro account. Make sure the name on your metro account matches the name associated with the account for your ACP code.

Step 3: Once you have logged in, enter your ACP code. Once you enter your ACP code, the benefit will be added to your bill.

Once you receive confirmation of your enrollment, you could see the ACP credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. Typically if you apply your credit before the 15th of the month, your credit should be applied on your next bill.

1-888-863-8768

<https://www.metrobyt-mobile.com/plans/home-internet>

Assistance Available in English and Spanish

On the bottom right of the website you can choose your language.

866-347-4216

<https://www.optimum.com/affordable-connectivity-program#learnmore>

Assistance Available in English and Spanish

On the top right of the website you can choose your language.



Part II: Enrolling a Resident in Lifeline

Who Qualifies for Lifeline

Someone whose gross income falls below 200% of the federal poverty guidelines (Thresholds below)

Household Size	Income	Household Size	Income
1	\$19,683	5	\$47,439
2	\$26,622	6	\$54,378
3	\$33,561	7	\$61,317
4	\$40,500	8	\$68,256

If someone receives 1 of the following benefits:

- SNAP
- Medicaid
- WIC
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefits

Visit Lifelinesupport.org

PROGRAMS PROVIDED BY THE UNITED STATES GOVERNMENT. ESTABLISHED 2008.



English ▾

sign in

① We've made some big changes. The Affordable Connectivity Program can now be accessed at [GetInternet.gov](https://getinternet.gov). If you are looking to apply or recertify for the Lifeline program, please visit our [Lifeline homepage](https://lifelinesupport.org).

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?

FL ▾

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 >](#)

Enter resident's personal information

Last Name
Apple

What is your date of birth?
Month March - 3 **Day** 03 **Year** 1993

What are the last 4 numbers of your Social Security Number (SSN)?
1234
[I want to give my Tribal Identification Number instead.](#)

What is your home address?
The address where you will get service. Do not use a P.O. Box.
Street Number and Name **Apt, Unit, etc.**

Create an Account*

Choose your password.
Make sure it is something you can remember. It has to follow the requirements below.

Password
Password Requirements

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

Confirm Password
Type the same password again.

Your Contact Information


What is your email address?
emailaddress@email.com
 I want to provide an alternate email.

What is your phone number? (Optional)
() -

- The resident will need to have an email address. If the resident does not have email, see pages 58-60 on how to create a FREE email account for them*

Sign in and start new application

Lifeline National Verifier

English | Español | Your Account 

Welcome NANCY APPLE

Lifeline is a federal program that lowers the cost of phone or internet services.

[Learn more about the Lifeline Program](#)

My Lifeline Benefit



My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

[Start New Application](#)

[Return to Application](#)

Application Type	Application ID	Application Created	Expiration Date	Status
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Please select "Apply or Transfer Your Service" to qualify for Lifeline.

Select how resident qualifies: Programs/Income

Lifeline National Verifier

English

| Español



Your Account 

Tell Us Which Program You Are In

To qualify for Lifeline, we need to know which government assistance program you are in.

Are you 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
- Tribal Specific Program (only choose if you live on tribal lands)
- I don't participate in one of these programs, I want to qualify through my income.
- I am not in any of these, but my child or dependent is in one of these programs. 

Then review your information, address any errors, and submit

After your resident qualifies for Lifeline

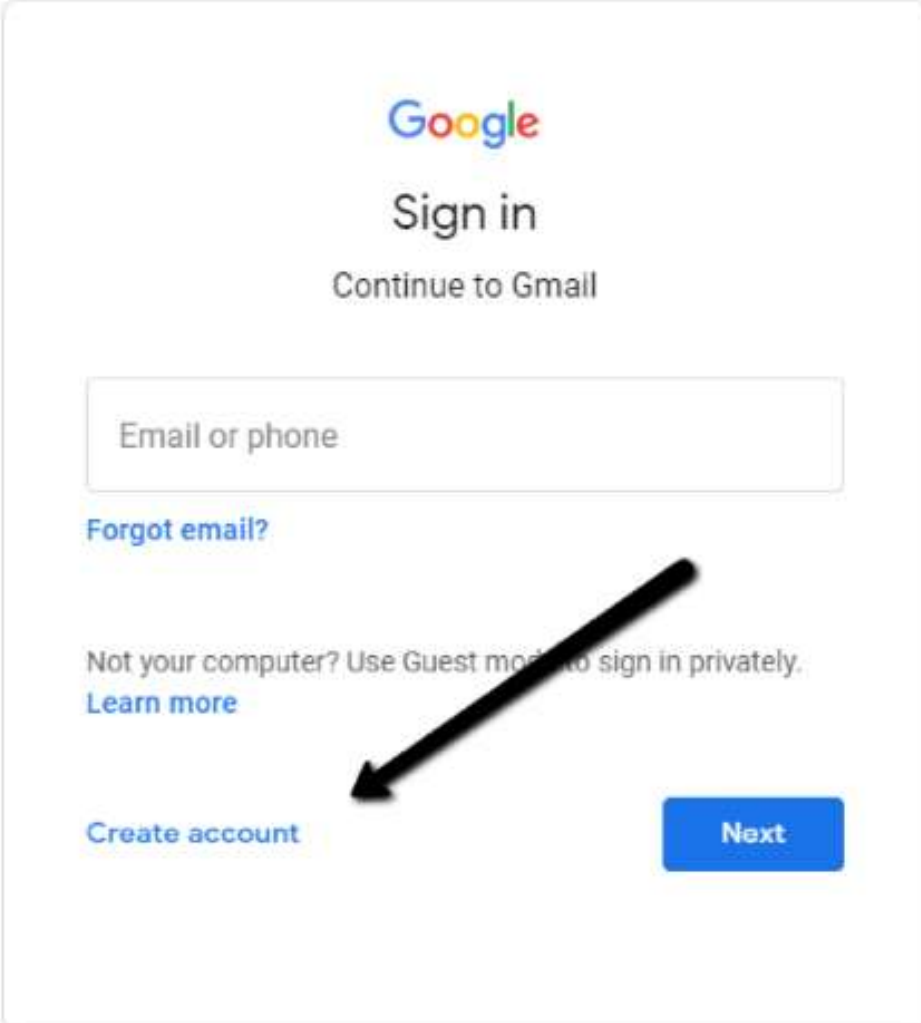
- After you qualify, choose a phone or internet company near you that offers the Lifeline benefit and sign up for service with them. You can also ask your current company to apply your Lifeline benefit to a service you are already getting if it offers the Lifeline benefit.
- Once they sign you up, you will start getting your Lifeline benefit.
- A list of companies and plans is available in Part I of this guide



Setting up a free email account

Step 1. First things first, you need to head over to gmail.com.

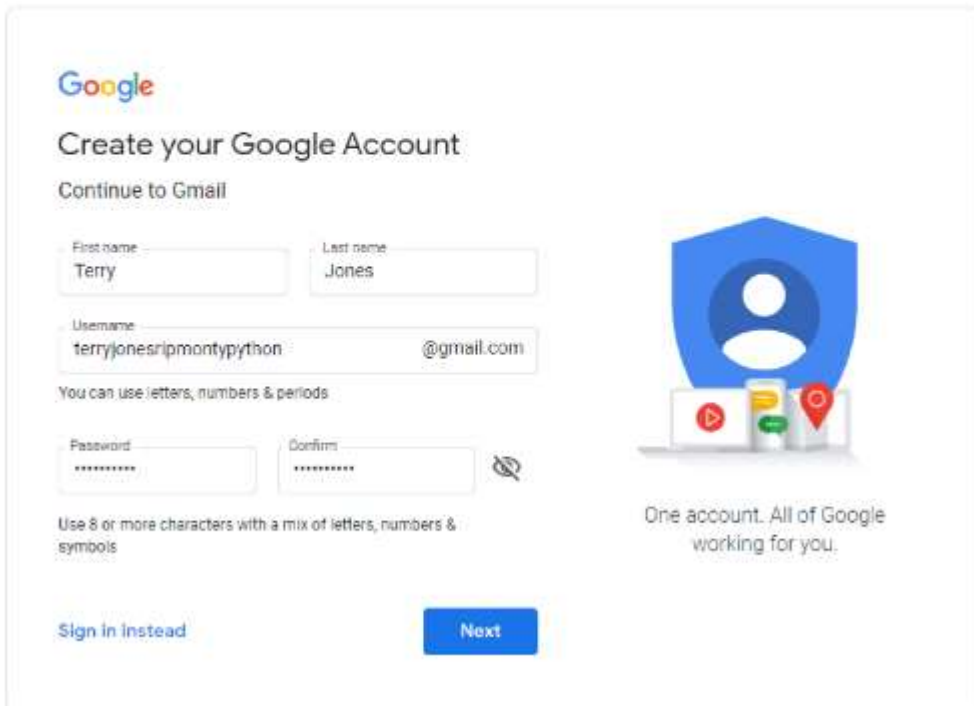
Step 2. Click on the button that says "Create Account."



The image shows a screenshot of the Google sign-in page. At the top, the Google logo is displayed in its multi-colored font. Below the logo, the text "Sign in" is centered, followed by "Continue to Gmail". A text input field with the placeholder "Email or phone" is positioned below the text. Underneath the input field, there is a blue link "Forgot email?". Further down, the text "Not your computer? Use Guest mode to sign in privately." is shown, followed by another blue link "Learn more". At the bottom left, the text "Create account" is displayed in blue, and a black arrow points to it from the right. To the right of "Create account" is a blue button with the text "Next" in white.

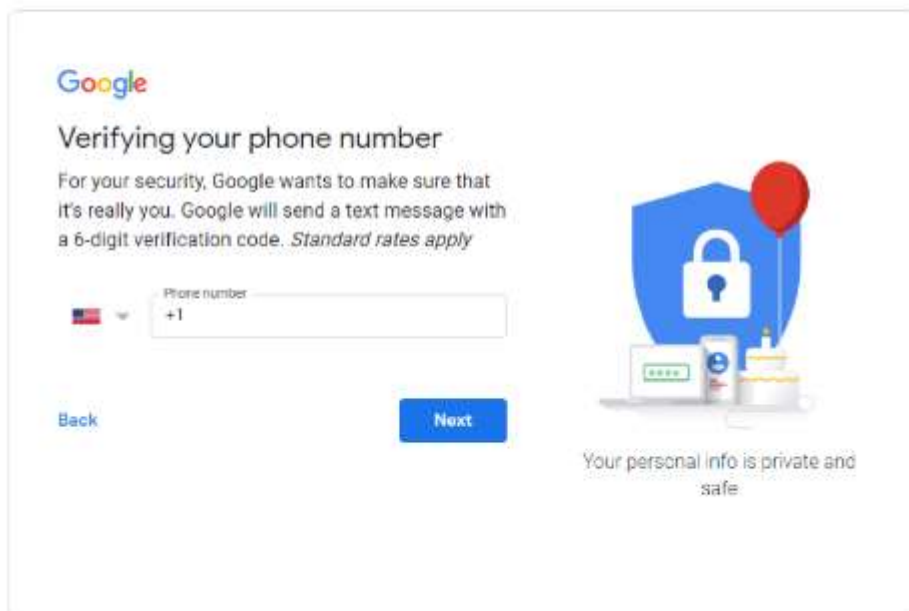
Step 3. After that, the sign-up form will appear. You'll need to fill in all the details it requests: first name, last name, a new username, and a new password.

Step 3. After that, the sign-up form will appear. You'll need to fill in all the details it requests: first name, last name, a new username, and a new password.



The screenshot shows the Google Account creation sign-up form. At the top left is the Google logo. Below it is the heading "Create your Google Account" and the sub-heading "Continue to Gmail". The form contains several input fields: "First name" with the value "Terry", "Last name" with the value "Jones", "Username" with the value "terryjonesripmontypython@gmail.com", "Password" with masked characters, and "Confirm" with masked characters. A small icon of a crossed-out speech bubble is next to the confirm field. Below the password fields is a note: "Use 8 or more characters with a mix of letters, numbers & symbols". To the right of the form is an illustration of a blue shield with a white person icon, and below it are icons for YouTube, Google Assistant, and Google Maps. Below the illustration is the text "One account. All of Google working for you." At the bottom left is a link "Sign in instead" and at the bottom right is a blue "Next" button.

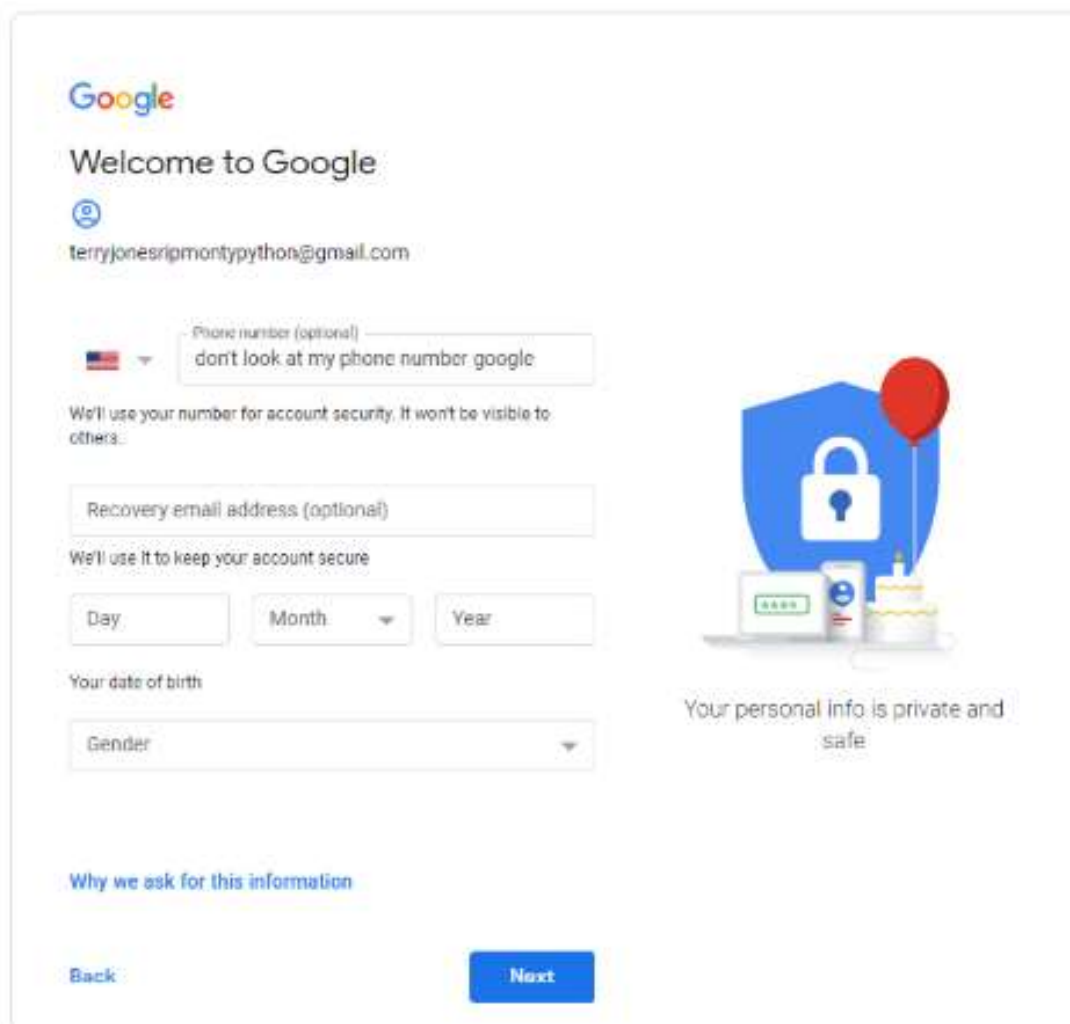
Step 4. Next, you'll be asked to enter a phone number to verify your account. This is because Google uses a two-step verification process to boost security. You can find out more about two-step verification [here](#).



The screenshot shows the Google Account verification phone number screen. At the top left is the Google logo. Below it is the heading "Verifying your phone number" and the sub-heading "For your security, Google wants to make sure that it's really you. Google will send a text message with a 6-digit verification code. *Standard rates apply*". Below this is a form with a dropdown menu for the country code (showing the US flag) and a "Phone number" input field with the value "+1". At the bottom left is a link "Back" and at the bottom right is a blue "Next" button. To the right of the form is an illustration of a blue shield with a white padlock icon, a red balloon, and below it are icons for a smartphone, a laptop, and a stack of books. Below the illustration is the text "Your personal info is private and safe".

Step 5. You should now receive a text message with a verification code from Google. If this hasn't been delivered within a few minutes, you can use the automated call system instead.

Step 6. Once you've verified your account, you will see a form that asks for some personal information. This includes a recovery email, your birthday, and your gender. If you're not comfortable giving these or want to find out why Google is asking for this information, there is plenty of information on offer during the sign up.



The screenshot shows the Google account creation interface. At the top left is the Google logo. Below it, the text reads "Welcome to Google" followed by a profile icon and the email address "terryjonesripmontypython@gmail.com". There is a section for a phone number with a dropdown menu for country (USA) and a text input field containing "don't look at my phone number google". Below this is a note: "We'll use your number for account security. It won't be visible to others." The next section is for a recovery email address, with a note: "We'll use it to keep your account secure". This is followed by a date of birth section with "Day", "Month", and "Year" input fields, and a "Gender" dropdown menu. A link "Why we ask for this information" is provided. At the bottom are "Back" and "Next" buttons. On the right side of the form, there is an illustration of a blue shield with a white padlock, a red balloon, a laptop, a smartphone, and a birthday cake. Below the illustration, the text reads "Your personal info is private and safe".

Step 7. You now need to accept Google's Terms of Service and their Privacy Policy – it's highly recommended that you review both of these in detail before clicking "I Agree."

Step 8. You should now have your new Gmail account.

Documentation

A note for all service coordinators. The following documentation applies only to application to the Lifeline program, not enrollment with an internet service provider.

A Note to non-CareGuide users: The below information is for employees who document in National Church Residences' proprietary software, CareGuide. If you do not use CareGuide, please see your own user manuals for appropriate documentation practices.

Before you begin in CareGuide: Be sure to have your residents sign the following documents:

- Confidentiality Agreement
- Release of Information authorization

In CareGuide: Add Associated Entity

- Open resident profile and select "Edit" →
- Go to bottom of screen and look for "Associated entities" →
- Click on "Add Entity" →
- Enter start date (whenever you signed up for the service) →
- Under "Entity type" select "program"
- Under "Entity name", select BEC and then hit save

Associated Entities

NOTE: Values not stored until save is clicked. + ADD PARTICIPANT ENTITY

Actions	Start Date	End Date	Entity Type	Entity Name
	11/28/2023		Property	Your Community
	11/28/2023		Program	BEC



In CareGuide: Assessment

- Return to participant dashboard →
- Select “Assessments” →
- Under “Choose assessment template,” select “Lifeline Assessment” →
- Complete assessment according to template →
 - Make sure all items in red are complete
 - Under “progress note,” type “SC assisted resident with Lifeline Program application”
- Select outcome of Lifeline application
- Once assessment is complete and saved, move onto creating a care plan

In CareGuide: Care Plan

- Return to participant dashboard →
- Under “Active Care Plans” select “new”
- Select “BEC,” then “BEC Only benefit enrollment,” →
- Add log →
 - Enter interaction date
 - Add Intervention
 - Select ‘Home Internet’
 - Under “Notes,” type “SC assisted resident with Lifeline program application”
 - Under “Has Care Plan Need been met?” Select “Yes” and provide narrative
 - Under “Information released,” enter “Personal information”
 - Under “Agency released to,” enter Lifeline
 - Under “Purpose,” enter Lifeline
 - Attach signed release documents

Date of Interaction
11/28/2023

ADD INTERVENTION

Actions	Name
	Home Internet

Notes
SC assisted resident with Lifeline application, TB



Has the Care Plan Need been met?*

Yes No

How was the need met?

Application submitted and approved

Did you give verbal or written information about the participant to a third party?*

Yes No

Please complete the following questions with information from the Release of Information signed by the participant.

What information was released?

Personal information requested for application process

Who was the person or agency the information released to?

Lifeline

Did you give verbal or written information about the participant to a third party?*

Yes No

Please complete the following questions with information from the Release of Information signed by the participant.

What information was released?

Personal information requested for application process

Who was the person or agency the information released to?

Lifeline

What was the purpose of releasing the information?

Application submission

Release of Information

No file chosen



Part III: Enrolling a Resident in ACP

Who Qualifies for the ACP?

Someone whose gross income falls below 200% of the federal poverty guidelines (Thresholds below)

Household Size	Income	Household Size	Income
1	\$33,980	5	\$64,940
2	\$36,620	6	\$74,380
3	\$46,060	7	\$83,820
4	\$55,500	8	\$93,260

If someone receives a Lifeline Benefit

- Participants can apply both their ACP benefit and their Lifeline benefit to the same or separate services

BEFORE YOU MOVE ON!

- ACP availability depends on changes in government funding. Be sure this program is currently funded before you apply

If someone receives 1 of the following benefits:.

- SNAP
- Medicaid
- WIC
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefits
- Free and reduced school lunch program
- Received a Federal Pell Grant in the current year

Enrolling a Resident in ACP is a 2 step process

Keep Reading to find step-by step instructions in...

Be Prepared: Making sure you and your residents have everything you need to complete the process.

Step 1: Applying for the ACP benefit. This step is where you will establish that your resident is eligible for the program.

Step 2: Enrolling with an internet service provider (ISP). This step means contacting a participating ISP to select a plan and have the discount applied. Note that this step may be more difficult than the first.

Documentation: Keep track of resident application and enrollment status in CareGuide



BEFORE YOU MOVE ON!

- ACP availability depends on changes in government funding. Be sure this program is currently funded before you apply



Be Prepared!

- What you, the service coordinator/volunteer will need:
 - Your toolkit to guide you through the process
 - A computer or tablet
 - A power source
 - Wifi/Internet Access
 - A smartphone or scanner if you need to upload images /documents
 - Easy Access to the ACP website and provider websites. Consider bookmarking them or using a QR Code

Be Prepared! What your residents will need

• Identification

- Legal full first and last name or family name (make sure it matches residents form of ID listed below)
- Date of Birth
- Last 4 of Social Security Number (easiest) or one of the following
 - Taxpayer ID Number
 - Driver's License (upload photo)
 - Military ID (upload photo)
 - Passport (upload photo)
 - Student ID (upload photo)
 - Other government ID (upload photo)

• Contact information

- Address where resident wants service
- Mailing address
- Phone number
- Email address
 - *An email address is required. If your resident does not have an email address, you should help them create a free email address*
 - *Step-by-step instructions for setting up a free gmail account are on page 58-60*

• Documents to confirm eligibility


Qualifying through	Documents needed
Income	Prior year's federal and/or state tax return or Social Security statement of benefits, income statement from a job
Medicaid	Award letter or recent statement
SNAP	Award letter or recent statement
SSI	Award letter or recent statement
WIC	Award letter or recent statement
Federal Public Housing Assistance	Award letter or recent statement
Free/Reduced school lunch	Letter from the school
Federal Pell Grant	Department of Education documents that show student has received grant

Applying for the ACP Benefit

Get Started

Follow the steps below to submit an ACP application online, which typically takes about 10 minutes to complete. You may need to provide additional information or documentation to confirm your eligibility, identity, or home address.

If you have questions during the application process, contact the ACP Support Center by email at ACPSupport@usac.org or call (877) 384-2575 from 9 a.m. to 9 p.m. ET.

	Steps	Online Application Overview
1	<p>Tap or click on a web browser on your mobile device or computer.</p> <ul style="list-style-type: none">Type AffordableConnectivity.gov in the web address bar and press Enter on the keyboard or Go/Search on your mobile device to open the website.	 <p>The screenshot shows a mobile browser view of the website. The address bar contains 'AA', a lock icon, 'affordableconnectivity.gov', and a refresh icon. Below the address bar is a notice: 'An official website of the United States government' with a dropdown arrow and a link 'Here's how you know'. The main content area features the 'USAC Affordable Connectivity Program' logo and a 'Menu' button.</p>
2	<p>Tap or click Apply Now.</p>	<p>Stay Connected</p> <p>The Affordable Connectivity Program (ACP) is a U.S. government program that helps many low income households pay for broadband service and internet connected devices.</p> <p>Apply Now Recertify</p>

3 Read about helpful tips and learn more about how your information will be used.

- Tap or click **Next** to get started with your 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

4 Fill out your home address and contact information.

- Type in your home address.
 - This **cannot** be a P.O. Box.

- Tap or click the checkbox to enter in a mailing address if it's different from your home address.
 - This **can** be a P.O. Box.

Fill out your information

Home address where you will get internet

It cannot be a P.O. Box.

Street Number and Name

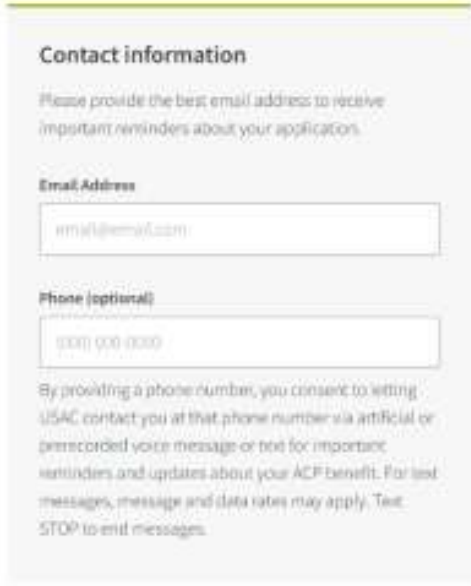
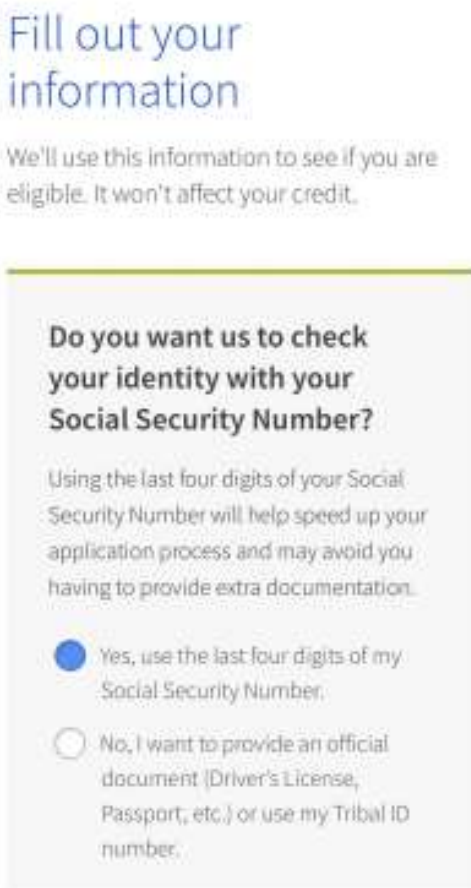
Apartment, Unit, etc.


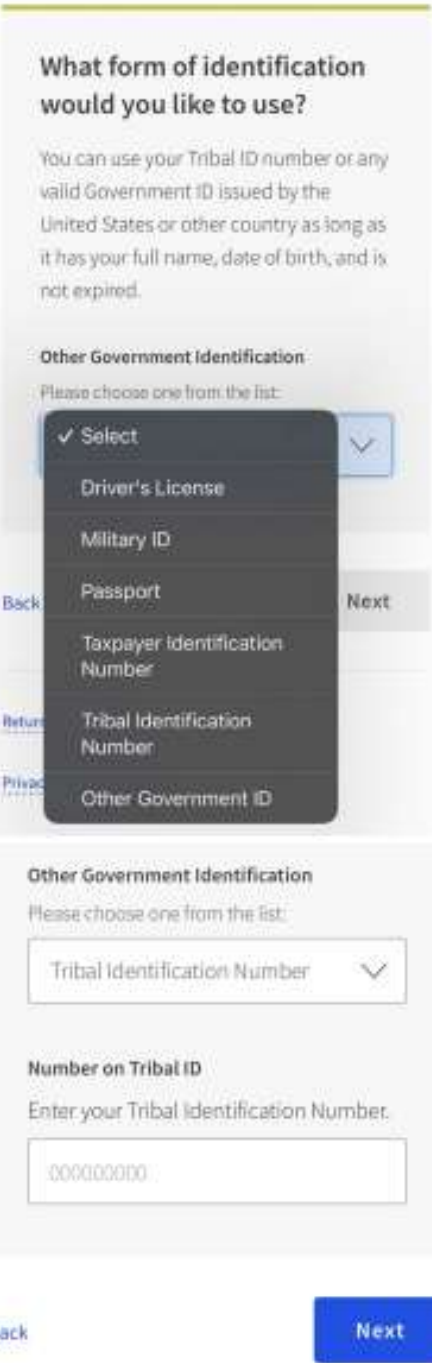
City or Town

State or Territory

Zip Code

My mailing address is different than my home address.

<p>4a</p>	<p>Fill out your contact information.</p> <ul style="list-style-type: none"> • Type in your email address. <ul style="list-style-type: none"> ○ Notifications about your application will go to the email address that you provide. • Type in your phone number (optional). • Tap or click Next. 	 <p>Contact information</p> <p>Please provide the best email address to receive important reminders about your application.</p> <p>Email Address</p> <input type="text" value="email@email.com"/> <p>Phone (optional)</p> <input type="text" value="(000) 000 0000"/> <p>By providing a phone number, you consent to letting USAC contact you at that phone number via artificial or prerecorded voice message or text for important reminders and updates about your ACP benefit. For text messages, message and data rates may apply. Text STOP to end messages.</p> <p>Back Next</p>
<p>5</p>	<p>Do you want us to check your identity with the last four digits of your Social Security Number?</p> <ul style="list-style-type: none"> • Yes - Tap or click Next. <ul style="list-style-type: none"> ○ Go to step 5a to type in your Social Security Number. • No - Tap or click No, then Next. <ul style="list-style-type: none"> ○ Go to step 5b to type in your Tribal ID number. ○ Go to step 5c for instructions on how to provide an official document. 	 <p>Fill out your information</p> <p>We'll use this information to see if you are eligible. It won't affect your credit.</p> <p>Do you want us to check your identity with your Social Security Number?</p> <p>Using the last four digits of your Social Security Number will help speed up your application process and may avoid you having to provide extra documentation.</p> <p><input checked="" type="radio"/> Yes, use the last four digits of my Social Security Number.</p> <p><input type="radio"/> No, I want to provide an official document (Driver's License, Passport, etc.) or use my Tribal ID number.</p> <p>Back Next</p>

<p>5a</p>	<p>Type in the last four digits of your Social Security Number and tap or click Next.</p>	 <p>Enter the last four digits of your Social Security Number.</p> <p>Last 4 digits of your Social Security Number</p> <p>XXX-XX- 0000</p> <p>Back Next</p>
<p>5b</p>	<p>Select Tribal Identification Number from the drop-down.</p> <ul style="list-style-type: none"> Type in your Tribal ID number. Tap or click Next. 	 <p>What form of identification would you like to use?</p> <p>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.</p> <p>Other Government Identification</p> <p>Please choose one from the list:</p> <p>✓ Select</p> <p>Driver's License</p> <p>Military ID</p> <p>Passport</p> <p>Taxpayer Identification Number</p> <p>Tribal Identification Number</p> <p>Other Government ID</p> <p>Back Next</p> <p>Other Government Identification</p> <p>Please choose one from the list:</p> <p>Tribal Identification Number</p> <p>Number on Tribal ID</p> <p>Enter your Tribal Identification Number.</p> <p>00000000</p> <p>Back Next</p>

5c Select the **form of identification** you'd like to use from the drop-down.

- Tap or click **Select Photo** to attach a copy of your identification.
 - The options to attach your identification will vary based on your device.
 - You will receive a success message after you attach your identification.
- Tap or click **Next**.

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

Back Next

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 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif

Select Photo

🎉 Congratulations on successfully uploading your photo.

📎 FA351EE2-9... (210767) ✕

Back Next

6 Type in your full first and last name as it appears on your official documents, like a Social Security Card or government ID.

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

6a Fill out your date of birth.

- Select the month from the drop-down.
- Type in the day.
- Type in the year.
- Tap or click **Next**.

Date of Birth

Month

Day

Year

[Back](#)

[Next](#)


<p>7</p>	<p>Do you participate in Medicaid or the Supplemental Nutrition Assistance Program (SNAP)?</p> <ul style="list-style-type: none"> • Yes - Tap or click Next. <ul style="list-style-type: none"> ○ Go to step 8 to continue. • No - Tap or click No, then Next. <ul style="list-style-type: none"> ○ Go to step 7a if you qualify another way. 	<h3>Confirm your program participation</h3> <div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>Do you participate in Medicaid or the Supplemental Nutrition Assistance Program (SNAP)?</p> <p>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.</p> <p><input checked="" type="radio"/> Yes, I think I participate in Medicaid and/or SNAP.</p> <p><input type="radio"/> No, I do not think I participate in Medicaid and/or SNAP and want to qualify another way.</p> </div> <p style="text-align: right;"> Back Next </p>
<p>7a</p>	<p>Do you participate in another program or qualify through your income?</p> <ul style="list-style-type: none"> • Yes - Tap or click the check box next to all that apply. <ul style="list-style-type: none"> ○ Tap or click Next. ○ Go to step 8 to continue. • No - Tap or click the last check box if your child or dependent may qualify. <ul style="list-style-type: none"> ○ Go to step 7b if your child or dependent who may qualify. 	<div style="border: 1px solid #ccc; padding: 10px; background-color: #f9f9f9;"> <p>Which of the following programs do you participate in?</p> <p>Check all that apply.</p> <p><input type="checkbox"/> Federal Pell Grant</p> <p><input type="checkbox"/> Veterans Pension and Survivors Benefit Programs</p> <p><input type="checkbox"/> Federal Housing Assistance ⓘ</p> <p><input type="checkbox"/> Supplemental Security Income (SSI)</p> <p><input type="checkbox"/> Special Supplemental Nutrition Program for Woman, Infants, and Children (WIC)</p> <p><input type="checkbox"/> Tribal Specific Program (Only choose if you live on Tribal lands)</p> <p><input type="checkbox"/> I don't think I participate in any of these programs, I may qualify through my income</p> <p><input type="checkbox"/> I don't participate in any of these, but I have a child or dependent who may qualify</p> </div> <p style="text-align: right;"> Back Next </p>

7b Does your child or dependent participate in a qualifying program?

- Tap or click the check box next to all that apply.
- Tap or click **Next**.
 - Go to [step 7c](#) to continue.

Which of the following programs does your child or dependent participate in?

Check all that apply.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- Medicaid
- Free and Reduced-Price School Lunch or Breakfast Program
- USDA Community Eligibility Provision (CEP) School
- 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 they live on Tribal lands)
- I don't think my child or dependent participates in any of these programs, but may qualify through income

Back

Next

7c Fill out your child or dependent's information.

You'll need to:

- Verify your child or dependent's identity using the last four digits of their Social Security Number, a Tribal ID number, or by attaching a copy of their identification.
- Fill out their first and last name.
- Fill out their date of birth.
- Tap or click **Next**.
 - Go to [step 8](#) to continue.

Do you want us to check your child or dependent's identity with their Social Security Number?

Using the last four digits of their Social Security Number will help speed up your application process and may avoid you having to provide extra documentation.

- Yes, use the last four digits of my child or dependent's Social Security Number.
- No, I want to provide an official document (Driver's License, Passport, etc.) or use a Tribal ID number.

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[Next](#)

Your child or dependent's full name as it appears on their identification

Enter the name of your child or dependent as it appears on official documents like their Social Security Card or Government ID. This should be their 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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[Next](#)

8

Review your information.

- Review the information you provided. If you need to correct your information, tap or click  **Edit** and make any edits.
- Review the consent statement to confirm the information you provided will be used to check if you are eligible.
- Tap or click **Check my eligibility**.
 - It may take a few minutes to check your information against available automated databases.

Review your information

Please review the information you provided and make any edits.

Your Information Edit

Name
Francine Tester

Home Address
**123 Main Street
Town, PA 11111**

Mailing Address
Same

Date of Birth
1/01/1970

Phone (optional)
Not Provided

Email Address
email@email.com

Your ID

Last four digits of your Social Security Number
XXX-XX-1111

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 Program benefit.

[Back](#)

[Check my eligibility](#)

9 You'll find out right away if you qualify to get a benefit or if we need more information to see if you qualify.

What to do next to save your information and continue your application.

If you need to **create an account**

- Tap or click **Create account**.
- Type in a username. It can be an email address or a unique ID.
- Type in a password that is a mix of letters, numbers, and symbols.
- Type in the same password again.
- Tap or click the **I'm not a robot** checkbox.
- Tap or click **Create account and sign in**.

If you already have an account, **sign in**

- Tap or click **Sign in**.
- Type in your username.
- Type in your password.
- Type the same password again.
- Tap or click **Sign in**.

! **If you need to leave and come back to complete this step later, you'll need to enter in your information again.** We will send a reminder to the email you provided on your application.

You qualify to get your benefit

Wholesale Commodity Program benefits:

- Service discount up to \$10/month
- Service discount up to \$70/month on land-flying TriStar lands
- Device discount up to \$100 for a qualifying device

What to do next

Click on account with a username and password to save the details you already entered and save how long 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.

username.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 (e.g. !@#%^&*)
- No repeated phrases

Repeat password

Confirm password

Type the same password again.

Repeat password

I'm not a robot

Create account and sign in

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

Click on the page 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

Sign in

Username

This could be your email address or unique ID.

username.com

Repeat your password

Password

password

Repeat password

Repeat your password

I'm not a robot

Sign in

10 Finish your application.

Did we ask you to provide additional information or documentation?

- **Yes** - Go to the [Show You Qualify](#) section to continue your application.
- **No** - Your last step is to review the certification statements.
 - Read the statements.
 - Type your first and last name to confirm you agree with the statements.
 - Tap or click **Submit**.
 - Go to [step 11](#) to continue.

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

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 (laptop, tablet, 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 undiscouted 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, stored, and retained by the Affordable Connectivity Program Administrator (Internet Service Administrator 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 willfully giving false or fraudulent information to get Affordable Connectivity Program benefits is punishable by fine and/or imprisonment under 18 U.S.C. A1001 and can result in being barred from the Affordable Connectivity Program.

Your Signature

Type your name below

Machine Readable

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

[Back](#)

[Submit](#)

11 Contact a participating internet company to get your benefit.

- [Contact a participating internet company](#) to start receiving your ACP benefit.
- Sign up by the deadline or you will need to re-apply.
- We will also send this information to the email you provided on your application.

Contact an internet company to get your benefit

You're approved to get your benefit. **Sign up by June 26, 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:
B11111-88888

Full legal name:
Francine Tester

Address:
**123 Main Street,
TOWN, PA 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?](#) +

Show You Qualify

You may need to provide additional information or documentation if we cannot confirm your eligibility, identity, or address. This section includes information on the steps you take to confirm your information if you encounter these questions in your online application. For more information, review our Acceptable Documentation Guide (available in [English](#) and [Spanish](#)).

Information or Documentation Needed	Online Application Overview
<p>Confirm Your Address</p> <p>You may be asked to confirm your address by locating where you live on the map.</p> <ul style="list-style-type: none"> If you need to correct your address, tap or click fix it here. <p>Show us where you live</p> <ul style="list-style-type: none"> To locate where you live, double click on the map, or use the (+) button to zoom in. <ul style="list-style-type: none"> Tap or click the  icon to expand the How to Find Your Address section and view a short video. Tap or click on the pin once you have found your address on the map. Tap or click Next. 	<p>Confirm Your Location</p> <p>Show us that your address is right.</p> <p>This is the information you gave us.</p> <div data-bbox="1036 611 1284 688" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Address: 12345 MAIN ST., TOWN, NC 21234</p> </div> <p>You can click a pin on the map to update.</p> <p>Address not found? Click here to search for your address. Tap or click on the map to place a pin.</p> <p>How to Find Your Address </p> <div data-bbox="1036 842 1284 1312" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Confirm where you live by double-clicking on the map or using the (+) button to zoom in. Tap or click on the pin once you have found your address.</p>  <p>You can click a pin on the map to update your address.</p> <p>Latitude <input type="text"/></p> <p>Longitude <input type="text"/></p> <p>You can click a pin on the map to update your address.</p> </div> <p style="text-align: right;">Next</p>
<p>Confirm Your Household Qualifies</p> <p>You may be asked to confirm that your household qualifies for the Affordable Connectivity Program benefit.</p> <p> Only one monthly benefit is allowed per household. A household is a group of people who live together and share money even if they are not related to each other.</p> <ul style="list-style-type: none"> Answer the questions. Tap or click Next. 	<p>Confirm Your Household</p> <p>We need more information about your household.</p> <p>You have until 8/14/2023 to complete this section. If you miss the deadline, you will need to submit a new application.</p> <div data-bbox="1013 1562 1308 1808" style="border: 1px solid #ccc; padding: 5px; margin-bottom: 10px;"> <p>Do you share money (income and expenses) with another adult who gets the Affordable Connectivity Program benefit?</p> <p>This can be the end of life, food, income, etc. If you answer "yes" you may not be eligible for the Affordable Connectivity Program benefit. Please answer "No" if you are not.</p> <p><input type="radio"/> Yes <input type="radio"/> No</p> </div> <p style="text-align: right;">Back Next</p>

Confirm Your Identity

You may be asked to upload documents that confirm your identity information.

- If you need to correct your identity information, tap or click **fix it here**.

If you need to confirm your date of birth,

- Provide a copy of an unexpired official document, such as a driver's license, that has your first and last name and date of birth.

If you need to confirm your Social Security Number or Tribal ID*

- Provide a copy of an unexpired official document, such as a Social Security Card or Tribal ID, that includes your first and last name and the last 4 digits of your SSN or full Tribal ID.
 - *If you did not provide the last 4 digits of your Social Security Number or your Tribal ID on your application, verify your identity using another form of identification such as a driver's license, military ID, passport, taxpayer identification number (ITIN) document, or other government ID.
- Tap or click **Choose File** to attach a copy or photo of the document you will use to confirm your identity information.
- Tap or click **Next**.

Confirm Your Identity

We couldn't confirm your identity information.

This is the information you gave us:

Full legal name:	Francine Tester
Date of Birth:	January 1, 1990
Last 4 SSN:	2234

You gave us your information. [Go to Next](#)

You have until **5/31/2023** to provide documentation to confirm your identity. If you miss this deadline, you will need to submit a new application.

Provide documentation that includes:

- Your first and last name
- Your date of birth
- The last four digits of your Social Security Number*

***If you did not provide the last four digits of your Social Security Number or Tribal ID number with your application, you must provide a Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN) Document, or other government ID.**

Show us one document:

Provide one document that includes your first and last name, date of birth, and last four digits of your SSN or full Tribal ID number*

Document examples:

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

Or show us two documents:

Provide two documents to confirm your first and last name, date of birth, and last four digits of your Social Security Number*

Show your date of birth:

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

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

- Social Security Card
- Social Security Benefit Statement (SSA-1099)
- W-2
- Prior year's 1042, 1042S, or Tribal document

Upload your documents

- You can use the following file types: jpg, png, pdf, or gif
- Make sure that your file is not too large. The size limit is 10MB.
- If you are using a phone, you can take a photo of your document and upload it.

[Choose File](#)

While you gather more financial information to get a Federal ACP benefit, a purchaseable life annuity can result in fees, full trust disbursement, or being barred from the program.

[Back](#)

[Save](#)

[Next](#)

After you submit your information or documentation, the final step is to certify and sign the application form.

- Read the statements.
- Type your first and last name to confirm you agree with the statements.
- Tap or click **Submit**.

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

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 (National Service Administrative Company) for the purposes of applying for and/or receiving the Affordable Connectivity Program benefit.

- I agree that my state or local 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 benefits 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 willfully 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

First name, last name

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

[Back](#)

[Submit](#)

You have submitted your application!

You will receive a message that says we are checking your documents.

After we review your documents, you will receive an email about the status of your application. You can also sign into your account to check the status of your application.

- If we cannot confirm your information based on the documentation you submitted, you will receive instructions on how to submit additional documentation.
- If your application is approved, you will receive a message that says you're approved and instructions for how to start receiving your benefit.

We Are Checking Your Documents

Thank you for submitting your information. Someone is looking at your documents to make sure you qualify.

This may take some time.

You will receive an email when your documents have been reviewed.

Your status will also be updated in the system when your documents have been reviewed. Please check back later to see if you qualify for the [Affordable Connectivity Benefit](#).

This page will be available to be refreshed until 3/14/2023. If you need to leave and sign back in later, you can see your application status on your home page.

If you qualify...

You will have 90 days to [find a company](#) and sign up for service. If you do not qualify...

We'll ask you for more information or tell you what to do next. **You will have until 3/14/2023** (based on US Eastern Time) to send us the information or complete the next steps.

Full Legal Name: **Francine Tester**

Address: **123 Main Street,
TOWN, PA 11111**

Application ID: **B11111-AAAA**

Before you move on!

Fill out the form found on the next page and give it to your resident so that they have all information pertinent to their ACP application

Contact an internet company to get your ACP benefit

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 Application ID, Full name and Address.**

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 Application ID, Full name and Address.**

Email Address: _____

Username: _____

Password: _____

ACP Account if additional documents needed: _____

Application ID: _____

Need help? If you have questions about the [Affordable Connectivity Program](#) (ACP), call us at [1 \(877\) 384-2575](tel:18773842575) or send us an email at ACPSupport@usac.org.

Enrolling with an Internet Service Provider using ACP



Once your resident qualifies using the ACP application, they will receive an **“Application Approval Code.”** The resident must keep this code and use it when enrolling with an Internet Service Provider (ISP)



You will then **find an ISP** in your service area that has participating low cost plans. A spreadsheet (updated August 2022) can be found on the next page, or you can visit <https://www.affordableconnectivity.gov/companies-near-me/>. On that site, you will be able to search by geographic region and cost. Some plans will be entirely free after the ACP discount while others may still cost the resident some money.



After your resident have decided on the plan and provider, **contact the provider** to enroll your resident. Step by step instructions for the most popular plans are **included in this toolkit’s “Additional Resources” section.**



If your resident has never had home internet before, or if they are changing providers, the provider will likely send **equipment** to the resident for “self installation.” Residents may require assistance with set-up.



If you or your resident are talking to a customer service representative on the phone, ask how long it will take the benefit to be applied to the household’s account. **Registering the benefit can take over a month**, which means an individual may be billed for their first month of service.

Documentation

A note for all service coordinators. The following documentation applies only to application to the ACP program, not enrollment with an internet service provider.

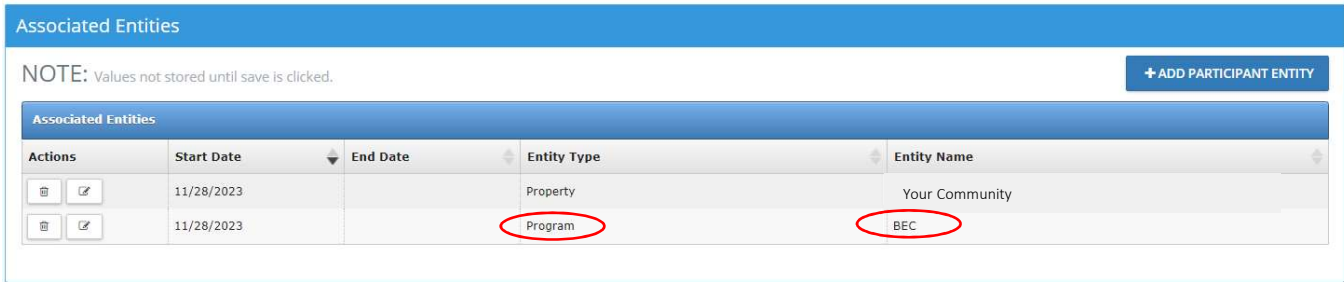
A Note to non-CareGuide users: The below information is for employees who document in National Church Residences' proprietary software, CareGuide. If you do not use CareGuide, please see your own user manuals for appropriate documentation practices.





Before you begin in CareGuide: Be sure to have your residents sign the following documents:

- Confidentiality Agreement
- Release of Information authorization

In CareGuide: Add Associated Entity

- Open resident profile and select "Edit" →
- Go to bottom of screen and look for "Associated entities" →
- Click on "Add Entity" →
- Enter start date (whenever you signed up for the service) →
- Under "Entity type" select "program"
- Under "Entity name", select BEC and then hit save



Actions	Start Date	End Date	Entity Type	Entity Name
 	11/28/2023		Property	Your Community
 	11/28/2023		Program	BEC



In CareGuide: Assessment


- Return to participant dashboard →
- Select “Assessments” →
- Under “Choose assessment template,” select “BEC ACP Assessment” →
- Complete assessment according to template →
 - Make sure all items in red are complete
 - Under “progress note,” type “SC assisted resident with Affordable Connectivity Program application”
- Select outcome of ACP application
- Once assessment is complete and saved, move onto creating a care plan

In CareGuide: Care Plan

- Return to participant dashboard →
- Under “Active Care Plans” select “new”
- Select “BEC,” then “BEC Only benefit enrollment,” →
- Add log →
 - Enter interaction date
 - Add Intervention
 - Select ‘Home Internet’
 - Under “Notes,” type “SC assisted resident with Affordable Connectivity Internet program application”
 - Under “Has Care Plan Need been met?” Select “Yes” and provide narrative
 - Under “Information released,” enter “Personal information”
 - Under “Agency released to,” enter “Affordable Connectivity Program” /ACP
 - Under “Purpose,” enter “ACP Application
 - Attach signed release documents

The screenshot displays the CareGuide interface for creating a care plan. It is divided into three main sections:

- Left Panel:** Shows the 'Date of Interaction' as 11/28/2023. Below this is a table for 'Interventions' with one entry: 'Home Internet'. A 'Notes' section contains the text: 'SC assisted resident with Affordable Connectivity Internet Program application. TB'.
- Middle Panel:** Contains the 'Has the Care Plan Need been met?' question with 'Yes' selected. Below it, the 'How was the need met?' field contains 'Application submitted and approved'. There is also a second 'Did you give verbal or written information about the participant to a third party?' question with 'Yes' selected. A blue box prompts the user to complete questions with information from a signed release of information.
- Right Panel:** Contains a second 'Did you give verbal or written information about the participant to a third party?' question with 'Yes' selected. A blue box prompts the user to complete questions with information from a signed release of information. Below this are several text input fields: 'What information was released?' (Personal information requested for application process), 'Who was the person or agency the information released to?' (ACP), and 'What was the purpose of releasing the information?' (Application submission). At the bottom, there is a 'Release of Information' section with a 'Choose File' button and the text 'No file chosen'.



ACP FAQs



Q: Do I receive the funds directly each month?

A: No. ACP provides a monthly discount on internet service of up to \$30 per eligible household. The participating internet service provider will receive those funds directly.

Q: Can I apply for ACP if I have a past due balance with the internet provider?

A: Yes. Eligible customers with a past due balance or a balance in collections are still eligible for the benefit

Q: Can I sign up for ACP if I am already a customer or was a customer in the past?

A: Yes. The benefit is available to eligible new, prior and existing customers of participating providers.

Q: What is Lifeline and how do I qualify?

A: Lifeline is the FCC's program to help make communications services more affordable for low-income consumers. To participate in the Lifeline program, consumers must either have an income that is at or below 135% of the federal poverty guidelines or participate in certain federal assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, Supplemental Security Income, the Veterans and Survivors Pension Benefit, or certain Tribal Programs.

Q: If I already receive Lifeline benefits will I automatically receive the Affordable Connectivity Program?

A: No. You must opt-in with your existing provider or request enrollment in the Affordable Connectivity Program with a participating internet provider and chose an eligible service plan. You can choose to receive the benefit from your current Lifeline service provider or another participating provider.

Q: Can I receive both the Affordable Connectivity Program and Lifeline benefits at the same time?

A: Yes. You can also combine these benefits with other state and local benefits where available. They can be applied to the same qualifying service or separately to a Lifeline service and an Affordable Connectivity Program service with the same or different providers



Part IV: Additional Resources

Hosting an Affordable Internet Enrollment Event



Select Your Space and make sure it has what you need:

- Seating
- Wi-Fi/Internet Access
- Power / outlets for laptops
- Plenty of space for privacy



Get people out of their apartments!

- Make sure your event is at a day and time that works for many residents
- Think about having games, prizes, or snacks to draw people's attention



Navigators & Vendors

- Be sure you have plenty of navigators to help with enrollments. These navigators can be volunteers or members of digital navigator organizations
- Invite ISPs to be part of your event. If residents select their plan, the ISP can help the resident enroll.
- Train all volunteers on the process in advance. You can use this toolkit



Promote your Event

- Hang fliers (find a template on the next page)
- Introduce resident to the idea of the event in advance. Remind them what to bring to complete the application



Share your success!

- Take photos (and be sure residents have signed a photo waiver)
- Post on social media or share with local news outlets





Did you know internet service providers offer low cost plans? And there are government programs to lower your costs even more. Learn more at our upcoming event!

- Date:
- Time:
- Location:





Additional Resources (All Regions)

- **National Church Residences Benefits Enrollment Center:** Our experts on securing public benefits for seniors can answer questions about ACP and the application and enrollment processes
 - 888-448-9013
- **Lifeline Support Center** : Open 7 days a week from 9am-9pm EST
 - 800-234-9473
 - lifelinesupport@usac.org
- **ACP Support Center** : Can help with status of an application, what documents are accepted, internet service providers in your area, assistance with the application, and resetting an account
 - 877-384-2575
 - ACPSupport@usac.org
- **File an ACP Complaint:** If you are having issues with the internet service provider properly applying the ACP Discount, visit
 - www.consumercomplaints.fcc.gov , then
 - Select 'File ACP Complaint' →
 - File Complaints →
 - Select 'availability' as the issue→
 - Fill in the form

Additional Resources (Ohio)



- **Ohio Connectivity Champions:** Boots on the ground resources for removing barriers to internet access. They can assist with applications or enrollment events. Ohio Connectivity Champions are also digital navigators who can help seniors work through all kinds of technology issues
 - Request assistance via **webform** at www.ohio-k12.help/connectivity-champions/
 - Hotline 844-512-6446 8a-8p M-F
- **Columbus Metro Libraries Digital Navigators:** If your residents need help further help with technology, consider reaching out to your local library and enquiring about access to a digital navigator.