

The Affordable Connectivity Program Program Guidelines



In the previous lesson, we learned about the Affordable Connectivity Program, including eligibility and the protections associated with the program. In this lesson, we'll discuss the Affordable Connectivity Program guidelines.

Before you apply for the ACP you should be familiar with eleven guidelines for the program.

1

One ACP benefit per household, not per person



You can have one ACP benefit per household, not per person. According to the ACP, a household is a group of people who live together and share money, even if they are not related to each other. If you live together and share money, you are one household. If you either don't live together or you don't share money, you are two or more households.

1

One ACP benefit per household, not per person



The Benally family, who we met in the last lesson, lives on qualifying Tribal lands. Mahala lives with her daughter and her family. According to the ACP guidelines, an adult who lives with friends or family and provides financial support must share one ACP benefit.

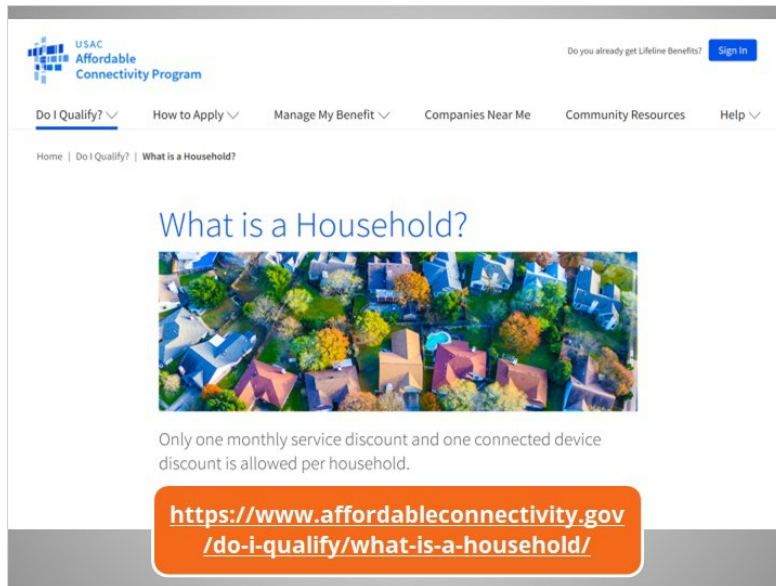
1

One ACP benefit per household, not per person



Damien is eligible because he receives a Pell grant. Since he lives with his parents and they share money, the Melaku family is considered to be in the same household and is eligible for the benefit.

If Damien, who receives a Federal Pell Grant, lived in a different residence than his parents, it would be considered two separate households. Damien would be eligible because of the Pell grant. His parents would need to be eligible through a different program.



If you have additional questions about your household status, please review the webpage What is a Household? The link to the website can be found in the Additional Resources section.



The ACP benefit is non-transferable. This means you cannot give your benefit to another person, even if they qualify for the ACP. If you know of someone who wants to participate in the ACP they will need to apply on their own.

3

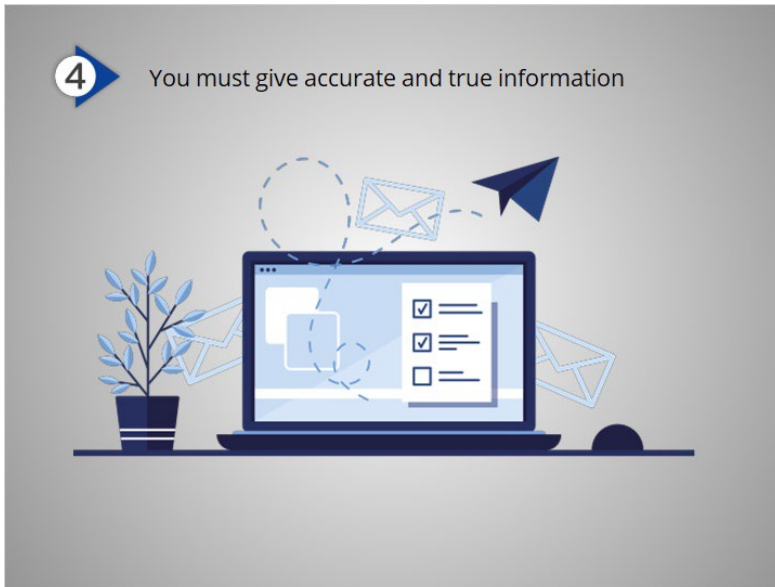
You can enroll even if you have a past due balance or balance in collection



You can enroll even if you have a past-due balance or balance in collection with an internet service provider.

4

You must give accurate and true information



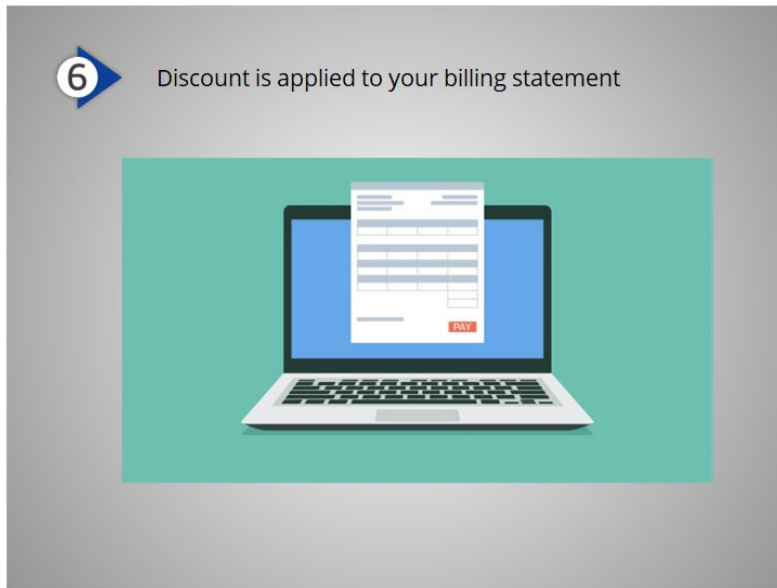
You must give accurate and true information on the application form and on all ACP-related forms or questionnaires. If you give false or fraudulent information, you will lose your benefit and the United States government can take legal action against you.

5

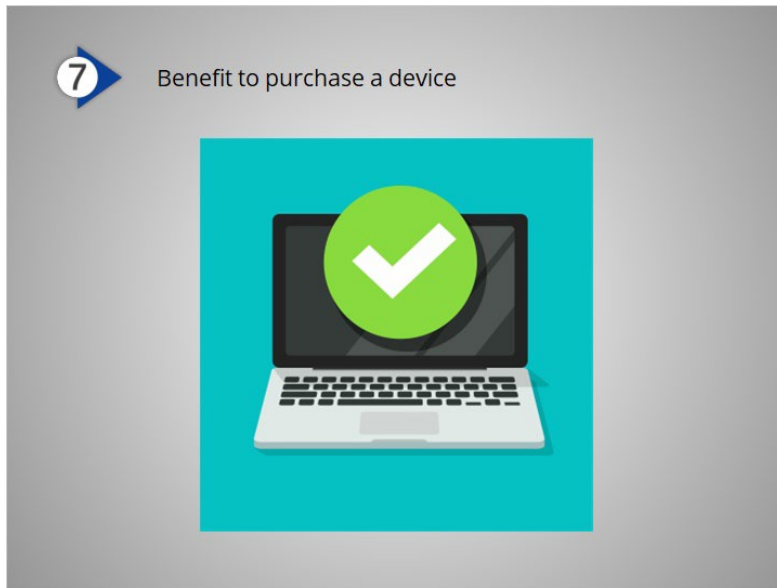
You can enroll in the Affordable Connectivity Program and the FCC's Lifeline if eligible



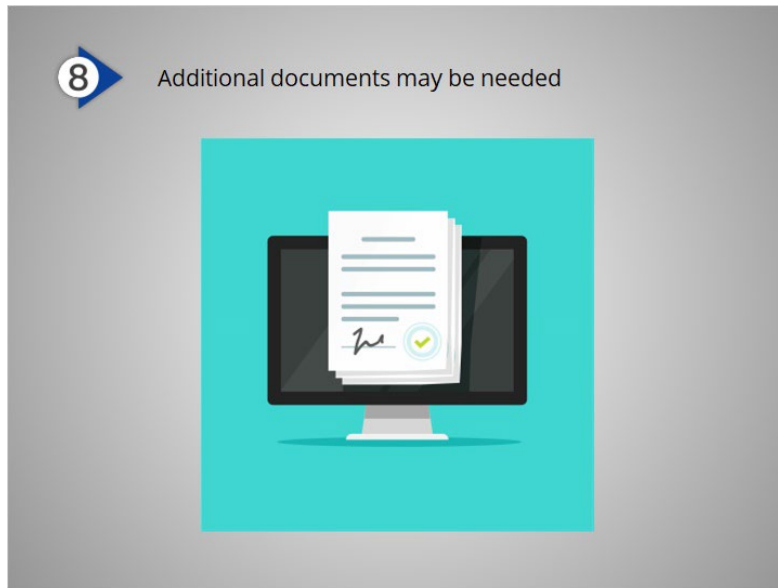
If you qualify for the Affordable Connectivity Program and the FCC's Lifeline Program, your household can enroll in both programs. For example, you could apply the Lifeline benefit to a mobile service and apply an ACP benefit to an internet service in your home. You could also apply your Lifeline and ACP benefit to a single internet service from the same company.



The discount is applied to your billing statement. You will not receive a check each month to pay for the service. If your service plan is less than the benefit, you will not receive the extra amount. If the plan you select is more than the monthly discount, you pay for the difference.



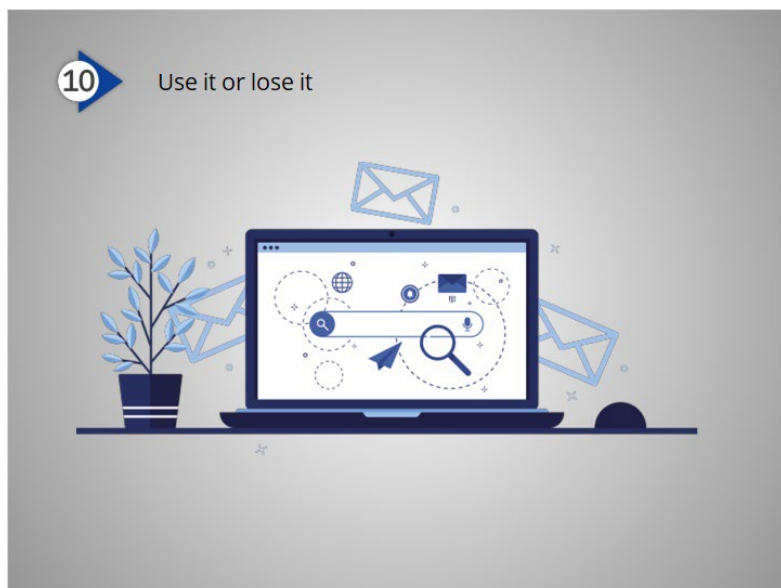
There is a benefit to purchase a device. ACP-eligible households can also receive a one-time benefit of up to \$100 to purchase a laptop, desktop computer, or tablet. You must use a government-approved provider, because not all ACP providers are participating in this part of the program. And, you will be asked to contribute between \$10 to \$50 toward the cost of the device. Note that this benefit cannot be used to purchase a cell phone. Each household is limited to a single device benefit even if multiple people in the same household are eligible.



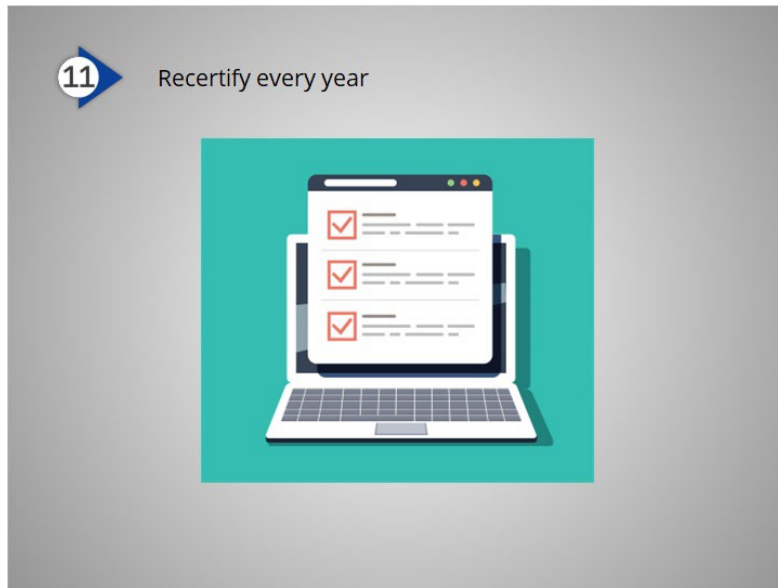
The ACP Administrator may ask you to provide additional documents to verify that you or someone in your household is eligible for this benefit. This might include an official document that proves your participation in a qualifying government assistance program, your income, or your identity.



If you no longer qualify for the ACP benefit, for example, your income grows to exceed the income level or you no longer participate in a qualifying benefits program, you must notify your ACP internet company or the ACP administrator within 30 days.



If your ACP service is free after the ACP benefit is applied, you must use the service at least once every 30 days. If you don't, you will get a 15-day notice from your internet company to use the service or the benefit will be removed, and you will be de-enrolled from ACP. To receive ACP again, you will need to reapply.



Each year, you may need to confirm that you still qualify for the ACP benefit. If the ACP Administrator cannot automatically confirm that you still qualify for the benefit, you will receive a letter in the mail. You may also receive reminders by email, mail or phone from the ACP Administrator asking for additional information. When you are asked to recertify, you must do so within 60 days, or you will lose your ACP benefit.



In this lesson, we reviewed the Affordable Connectivity Program rules. In the next lesson, we will explore the documents you may need when applying for the program.