

Tips for Digital Navigators Supporting Affordable Connectivity Program Enrollment

- Discuss household priorities. For example:
 - For cost, consider stacking with a low-cost offer
 - For mobility, consider hotspots
 - For speed, consider applying ACP discount to higher speed plans at higher cost
 - For a device, select a provider that offers devices (can change providers later)
- Keep your own list of most common local ISPs and low-cost plans on hand.
- Be clear that the ACP benefit may not continue if the government does not fund it again.
- Approach ISPs with knowledge of ACP program rules. Persistence and follow-up may be required.
- If internet service provider (ISP) is not following program rules, complaints should be submitted at <https://consumercomplaints.fcc.gov/>

Who qualifies?

Qualifying programs include:

SNAP / Food Stamps	Medicaid
Federal Housing Assistance	SSI
WIC	Lifeline
Veterans Pension/Survivor	Free/Reduced School Lunch including CEP
Current Year Pell Grant	Some Tribal Assistance Programs

Income qualification, at or below: *(not including AK & HI, which have higher threshold)*

Household Size	Household Income
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$70,280
For each add'l person, add:	(\$10,280)
<i>Current as of June 2023. Check for most updated info at https://acpbenefit.org/do-i-qualify/</i>	

Where to start:

- For Lifeline customers and those with a home internet subscription, contact the ISP.
- For others, start with the National Verifier, getinternet.gov, or acpbenefit.org

More information:

- Official ACP site: <https://acpbenefit.org/>
- List of providers and whether they provide devices: <https://cnm.universalservice.org/>
- FAQs: <https://www.digitalinclusion.org/policy/affordable-connectivity-program/>
- Low-Cost Plans: <https://www.digitalinclusion.org/free-low-cost-internet-plans/>
- Info about CEP Schools: <https://www.fns.usda.gov/cn/community-eligibility-provision>