Affordable Connectivity Program Resources
A guide for State Broadband Offices (SBOs) and local digital equity programs

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OVERVIEW

The Affordable Connectivity Program (ACP) is a program created by the Bipartisan Infrastructure Law (BIL) to **lower Internet costs**. ACP provides eligible households **up to $30/month** (or $75/month on Tribal lands) off their Internet bills, as well as a **one-time $100 discount** off a laptop, tablet, or computer.

To further lower costs, the Biden-Harris Administration worked with Internet service providers across the country to offer **high-speed plans that are fully covered by ACP**. As a result, **millions** of eligible families can now get high-speed Internet without paying a dime.

LEARN ABOUT ACP

The ACP was created by the FCC. The materials below are available for public use within the ACP Consumer Outreach Toolkit, and you can download and customize them to meet your needs when planning an outreach campaign to increase ACP enrollment in your community or state.

About ACP
Learn more about the program & how to become a partner. If you have questions about any of the ACP Consumer Outreach Toolkit materials, contact ACPinfo@fcc.gov.

Consumer FAQ
Questions and answers on eligibility, how to apply, participating service providers, connected device benefits, Tribal benefits, and more.

FCC CONSUMER OUTREACH TOOLKIT

Consumer Awareness Content for Households on Qualifying Tribal Lands:
Flyer | Consumer Handout

School Lunch Flyer: English | Tribal
Pell Grant Flyer: English | Tribal
Bookmarks: English | Español | Tribal
Backpack Handouts: English | Español | Tribal

Consumer Awareness Content
10 Tips for Outreach Partners
10 Ways to Spread the Word
Consumer Handout: English | Español
Fact Sheet: English | Español

ACP Pre-Screening Widget
The widget is available in English and Spanish and includes questions to determine if a consumer may qualify for the ACP. To add an ACP pre-screening widget to your website, email ACProgram@usac.org with the subject line "ACP Widget" for technical support. In the email, please include the web address where you plan to add the widget.

FCC RESOURCES IN ADDITIONAL LANGUAGES

FCC Consumer handouts and the fact sheets are also available in Arabic | French | Haitian Creole | Korean | Portuguese | Russian | Spanish | Tagalog | Vietnamese
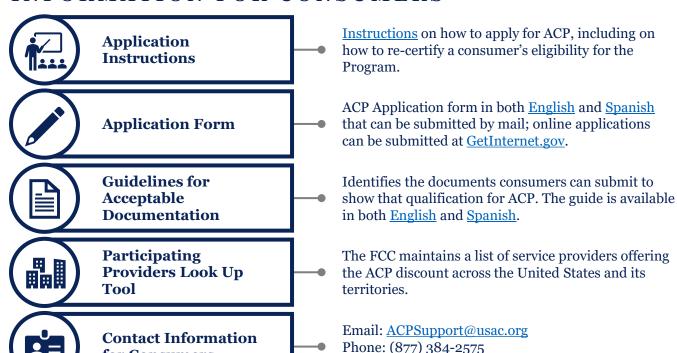
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HOW STATES CAN SUPPORT ACP ENROLLMENT ——

- Enter data-matching agreements
- Perform outreach to eligible or likely eligible populations, especially via text message
- Use Broadband, Equity, Access, and Deployment (BEAD) Program planning funds for ACP promotion
- Host in-person enrollment drives and capitalize on pre-existing events by promoting and/or providing navigators at community events in partnership with state agencies, schools, libraries, and other organizations

INFORMATION FOR CONSUMERS ——

Application Instructions

[Instructions](#) on how to apply for ACP, including on how to re-certify a consumer's eligibility for the Program.

Application Form

ACP Application form in both [English](#) and [Spanish](#) that can be submitted by mail; online applications can be submitted at [GetInternet.gov](#).

Guidelines for Acceptable Documentation

Identifies the documents consumers can submit to show that qualification for ACP. The guide is available in both [English](#) and [Spanish](#).

Participating Providers Look Up Tool

The FCC maintains a list of service providers offering the ACP discount across the United States and its territories.

Contact Information for Consumers

Email: [ACPSupport@usac.org](#)
Phone: (877) 384-2575
FCC Email: [ACPinfo@fcc.gov](#) | [File a Complaint](#)

ACP EXTERNAL RESOURCES* ——

[USDA Eligibility for ACP through School Meals](#)

The United States Department of Agriculture's Food and Nutrition Service letter on ACP through the National School Lunch Program and School Breakfast Program.

[Office of Education Technology: ACP](#)

The Department of Education Office of Education Technology developed resources for schools and districts to assist with ACP signups.

[NACo Outreach Toolkit for Counties: The FCC's ACP](#)

The National Association of Counties' toolkit offers insights into effective outreach and details for how counties can get involved.

*Please note: These links lead to external resources that were not developed by NTIA or the FCC.

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EXAMPLES OF STATE AND LOCAL ACP ENROLLMENT CAMPAIGNS*

State of Alabama
Alabama's Department of Economic and Community Affairs displays USAC's ACP Pre-Screening Widget on their web page to make it easy for consumers to determine if they qualify for ACP.

State of Arizona
Arizona utilizes Connect Arizona Digital Navigators to provide virtual assistance walking through the application process or troubleshoot ACP issues.

State of New York
New York launched a broadband outreach initiative called ConnectALL to increase awareness of ACP through their Department of Motor Vehicles, and Offices of Aging, Office of Temporary and Disability Assistance, and the Office of Children and Family Services.

Chatham County, NC
Chatham County released a press release on how ACP will reduce barriers to accessing high-speed and reliable Internet access.

Fulton County, GA
Fulton County has partnered with several Internet service providers, non-profits and faith organizations to launch the FulCo Digital Ambassador program, which seeks to enroll at least 20,000 qualifying households in ACP. The county also held an in-person event to help residents enroll in ACP.

Rhea County, TN
Rhea County School District has information on its website about ACP enrollment. Since every student at these schools are eligible to receive benefits under the free and reduced-price school lunch or the school breakfast program, every household with a student attending these schools qualifies through their child/dependent.

City of Boston, MA
The City of Boston provides ACP enrollment information in 13 different languages to ensure that language doesn't serve as a barrier to ACP enrollment for Boston residents.

City of Seattle, WA
The City of Seattle provides a website that includes information on ACP, as well as the list of provides in Seattle and King County who participate in ACP. The website lists organizations in the Seattle area that offer help with Internet and ACP signups.

*Please note: These links lead to external resources that were not developed by NTIA or the FCC
**County examples were collected from NACo https://www.naco.org/resources/outreach-toolkit-fcc-affordable-connectivity-program#link-3

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EXAMPLES OF EFFECTIVE STRATEGIES FOR INCREASING ACP ENROLLMENT IN SELECT COVERED POPULATIONS

Aging Individuals
This Community Tech Network (CTN) blog post outlines a success story of enrolling a senior in ACP and the intentionality required in getting someone with limited digital literacy connected.

Veterans
My HealtheVet outlines different resources veterans can utilize to get connected, including ACP.

Individuals with Disabilities
The Disability Rights Center of Kansas is a protection and advocacy organization for individuals with disabilities that includes information about ACP on its website.

Individuals with a Language Barrier (incl. English learners & those with low levels of literacy)
ACP Para Mi is a nationwide partnership of local and national Latino organizations that launched Para Mi to increase Internet access & improve health & economic outcomes for the Latino community.

Individuals who are members of a racial or ethnic minority group
Black Churches for Digital Equity works to educate members of their community about broadband Internet assistance programs and to train and organize leaders as advocates to get their communities connected. This resource is an example of targeted outreach to a specific racial group to reach people where they are.

Individuals who primarily reside in a rural area
Loveland Pulse, a local public utilities commission in Loveland, Colorado, provides information on enrolling in ACP on its website.

While examples for covered households and incarcerated individuals are not included in this resource, they are still covered populations; ACP is still important to and applicable to these groups.