

Affordable Connectivity Program

September 2023

The Affordable Connectivity Program is an FCC program to help households struggling to afford internet service and replaces the Emergency Broadband Benefit.

What is the Affordable Connectivity Program (ACP)?

ACP provides:

- A discount of up to \$30 per month toward broadband internet service for eligible households in Maryland.

AND/OR

- A one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if the household contributes more than \$10 and less than \$50 toward the purchase price.

The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.

Do I qualify for ACP?

A household is eligible for ACP if a member of the household meets *one* of the criteria below:

- Has an income that is at or below 200% of the [federal poverty guidelines](#); or
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or [Lifeline](#); or
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations; or

- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision in the 2019-2020, 2020-2021, or 2021-2022 school year; or
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating provider's existing low-income program.

How do I sign up for ACP?

Eligible households must both apply for the program and contact a participating provider to select a service plan. There are three ways for eligible households to apply:

1. Contact a [participating broadband provider](#) directly to learn about their application process. If you are unable to apply through them directly, you will have to apply using option 2 or 3 below, and then contact a participating provider to select an eligible plan.
2. [Apply online](#). After you apply, you will have to contact a [participating provider](#) to select an eligible plan.
3. Mail in an application with copies of documents showing proof of eligibility to:
APC Support
P.O. Box 7081
London, KY 40742

After you received a notice that you have qualified for the program, households must contact a [participating provider](#) to select an ACP-eligible service plan.

Can multiple people in my household sign up?

Only one monthly service discount and one device discount is allowed per household.

To receive the connected device discount, consumers need to enroll in the ACP program with a [participating provider](#) that offers connected devices (not all service providers offer device discounts). The service provider will provide the discount to the consumer.

What does ACP consider a “Household”?

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 Household Example: An adult who lives with friends or family who financially support him/her are one household.
- Multiple Household Example: 4 roommates who live together but do not share money are 4 households. All 4 can receive ACP services.

I live in an apartment building, and we pay the landlord a monthly fee for our Internet. Can I get ACP?

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

Do I receive the ACP discount funds directly each month?

No. The participating broadband service provider will receive the funds directly from ACP.

Can I apply for ACP if I have a past-due balance with the provider?

Yes. Eligible consumers with a past-due balance or a balance in collections are eligible for the benefit.

If I already receive Lifeline benefits, will I automatically receive ACP?

No. You must opt-in with your existing provider or request enrollment in ACP with a participating broadband provider and choose an eligible service

plan. You can choose to receive the benefit from your current Lifeline service provider or another participating provider.

Can I receive both the ACP and Lifeline benefits?

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 ACP service with the same or different providers.

Will I be able to use the service and the device if I have a disability?

The services and devices will be accessible to and usable by people with disabilities. If you have any concerns about whether your broadband service and equipment is accessible, contact the FCC's Disability Rights office at 202-418-2517 for a voice phone call, at 844-432-2275 by videophone, or by email at DRO@fcc.gov.

If the plan I pick is more than the monthly discount for broadband service, do I pay the extra myself?

Yes. You are responsible for any amount over \$30 per month for broadband service under ACP.

I currently subscribe to a bundle of services that includes internet, TV, and phone. Can I apply ACP to my bill?

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

How does the \$100 device benefit work?

Participating broadband service providers can be reimbursed up to \$100 if they supply a connected device to a household, as long as the household pays more than \$10 but less than \$50 for the device. In other words, to take advantage of this benefit, it must be done through your participating broadband provider, and you must contribute a portion of the cost. The

device benefit is limited to a laptop, a desktop computer, or a tablet. It does not include cell phones, large phones, or “phablets” that can make cellular calls.

What if I have problems with a Lifeline provider? Where do I make a complaint?

First, you should contact the provider to try and resolve the problem. If you are not satisfied, there are other agencies you can contact.

Federal Communications Commission (FCC)

Consumer & Governmental Affairs Bureau

445 12th Street, SW

Washington, D.C. 20554

1-888-225-5322

888-418-0232 (facsimile)

Email: fccinfo@fcc.gov

www.fcc.gov

How can I get help with my application?

Call the ACP at 1 (877) 384-2575 or email us at ACPSupport@usac.org.
Open 7 days a week between 9:00 a.m. and 9:00 p.m..