

Published on *SeniorNavigator* (<https://seniornavigator.org>)

## Affordable Connectivity Program: Helping Households Connect



The Affordable Connectivity Program is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more.

The benefit provides a discount of up to \$30 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute 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.

### **Who Is Eligible for the Affordable Connectivity Program?**

A household is eligible for the Affordable Connectivity Program if the household income is at or below 200% of the [Federal Poverty Guidelines](#), or if a member of the household meets at least *one* of the criteria below:

- Received a Federal Pell Grant during the current award year;
- Meets the eligibility criteria for a participating provider's existing low-income internet program;
- Participates in one of these assistance programs:

- Free and Reduced-Price School Lunch Program or School Breakfast Program, including at U.S. Department of Agriculture (USDA) Community Eligibility Provision schools.
- SNAP
- Medicaid
- Federal Housing Assistance, including:
  - Housing Choice Voucher (HCV) Program (Section 8 Vouchers)
  - Project-Based Rental Assistance (PBRA)/Section 202/ Section 811
  - Public Housing
  - Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians
- Supplemental Security Income (SSI)
- WIC
- Veterans Pension or Survivor Benefits
- or [Lifeline](#);
- Participates in one of these assistance programs and lives on [Qualifying Tribal lands](#):
  - Bureau of Indian Affairs General Assistance
  - Tribal TANF
  - Food Distribution Program on Indian Reservations
  - Tribal Head Start (income based)

## Enrollment

### Two Steps to Enroll

1. Go to [GetInternet.gov](#) to submit an application or print out a mail-in application.
2. Contact your preferred participating provider to select a plan and have the discount applied to your bill.

[Apply Now](#)

Some providers may have an alternative application that they will ask you to complete.

Eligible households must **both apply for the program and contact a participating provider to select a service plan.**

### **How Does the ACP Protect Consumers?**

FCC rules protect Affordable Connectivity Program recipients by:

- Empowering consumers to choose the service plan that best meets their needs (including a plan they may already be on);
- Ensuring consumers have access to supported broadband services regardless of their credit status;
- Prohibiting providers from excluding consumers with past due balances or prior debt from enrolling in the program;
- Preventing consumers from being forced into more expensive or lower quality plans in order to receive the ACP;
- Ensuring that consumers are not liable for early termination fees;
- Reducing the potential for bill shock or other financial harms;
- Allowing ACP recipients to switch providers or broadband service offerings; and
- Providing [a dedicated FCC process for ACP complaints](#).

### **Which Internet Service Providers Are Participating in the Affordable Connectivity Program?**

Various internet providers, including those offering landline and wireless internet service, are participating in the Affordable Connectivity Program. [Find internet service providers](#) offering the benefit in your state or territory.

Service providers: [find more information about how to participate](#).

You can learn more about the benefit, including eligibility and enrollment information, by visiting [www.fcc.gov/ACP](http://www.fcc.gov/ACP), or by calling 877-384-2575.

### **More Information**

- [Consumer FAQ](#)
- [Participating Providers](#)
- For questions about your eligibility or application status, call the ACP Support Center at (877) 384-2575 or email: [ACPSupport@usac.org](mailto:ACPSupport@usac.org).
- For issues with your ACP provider, [submit a complaint](#).

Article Source

Federal Communications Commission

Source URL

<https://www.fcc.gov>

Last Reviewed

Friday, July 14, 2023