Affordable Connectivity Program for ConnectHomeUSA and HUD-Assisted Communities

Austin Bonner

Legal Advisor for Wireline and Public Safety

Office of Commissioner Geoffrey Starks

Federal Communications Commission

Keyla Hernandez-Ulloa

Associate Division Chief

Consumer Affairs and Outreach Division

Federal Communications Commission

Keyla.Hernandez-Ulloa@fcc.gov

Poll: Has your community started enrolling residents in the Affordable Connectivity Program?

- Yes
- No

What is the Benefit?

The Affordable Connectivity Program (ACP) is a Federal Communications Commission (FCC) Program that provides a discount on monthly broadband bills for qualifying low-income households.

Eligible households can receive:

- Up to $30/month discount for broadband service and associated equipment rentals;

- Up to $75/month discount for households on Tribal lands, and;

- A one-time discount for $100 for a laptop, desktop, or tablet purchased through a participating provider.

ConnectHomeUSA

Household Eligibility

A Household is eligible 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:

- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Veterans Pension and Survivors Benefit
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations;
- Participates in the National School Lunch Program or the School Breakfast Program;
- Received a Pell Grant in the current award year; or
- Meets the eligibility criteria for a participating provider's existing low-income program.

ConnectHomeUSA

Lifeline and the Affordable Connectivity Program

What is Lifeline?

Lifeline is the FCC's program to help make communications services more affordable for low-income consumers. To participate in the Lifeline program, consumers must either have an income that is at or below 135% of the federal poverty guidelines or participate in certain federal assistance programs, such as the Supplemental Nutrition Assistance Program (SNAP), Medicaid, Federal Public Housing Assistance, Supplemental Security Income, the Veterans and Survivors Pension Benefit, or certain Tribal Programs. Find out if you are eligible by reviewing the information available at lifelinesupport.org (click "Do I Qualify?").

Under ACP:

You must opt-in with your existing provider or request enrollment in the ACP with a participating internet provider and chose an eligible service plan. You can choose to receive the benefit from your current Lifeline service provider or another participating provider.

You can 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. For example, an eligible household could have a Lifeline-supported mobile phone service and a separate home internet service that is supported through the Affordable Connectivity Program.

ConnectHomeUSA

Two Steps to Enroll

Step 1

- Go to ACPBenefit.org to apply, or print out a mail-in application. Once you receive a confirmation of your eligibility

Step 2

- Contact your preferred participating provider to select a plan and have the discount applied to your bill.

ConnectHomeUSA

Thank you for submitting your questions!

ConnectHomeUSA

Poll: What barriers to enrollment do your residents face?

- Language access
- Digital Literacy
- Lack of Internet
- Multi-step process
- Other

ConnectHomeUSA

Question

What do you recommend for applicants who may face barriers to enrollment such as language access, digital literacy, or internet access?

Question

Do Internet Service Providers (ISPs) have different verification requirements for enrollment? If so, how can I help my residents navigate this?

ConnectHomeUSA

Question

Can residents in HUD housing get the $30 off internet service **and** the unlimited talk, text and data on their government cell phones? If they cannot use both benefits, why not?

Question

The majority of low-income older adults do not own devices and are hesitant to use the internet, leaving them behind in an increasingly tech-focused society. How is the FCC considering addressing digital literacy among the low-income population taking advantage of the ACP?

ConnectHomeUSA

Question

Many older adults in federally assisted affordable senior housing don't have access to Wi-Fi because their properties aren't wired for it.

Is the FCC working with the HUD Multifamily Housing office to address the need for infrastructure solutions for residents to take advantage of ACP?

Resources

FCC's ACP Consumer Hub: www.fcc.gov/ACP

Help Line: Call the ACP Support Center at (877) 384-2575 or email ACPSupport@usac.org

Accessibility: FCC504@fcc.gov

Consumer FAQ: https://www.fcc.gov/affordable-connectivity-program-consumer-faq

Toolkit: https://www.fcc.gov/acp-consumer-outreach-toolkit

To apply: www.ACPBenefit.org

Contact: ACPinfo@fcc.gov

ACP Enrollment and Claims Tracker: https://www.usac.org/about/affordable-connectivity-program/acp-enrollment-and-claims-tracker/

Important Dates

March 16, 2022

Certain rules for ACP go into effect.

Public Notice:
https://www.fcc.gov/document/effective-dates-acp-rules-comment-deadlines-fnprm-announced

Comment on Further Notice of Proposed Rulemaking (FNPRM) Due :
https://www.fcc.gov/document/fcc-releases-rules-implement-affordable-connectivity-program

Paragraph 270

April 15, 2022

Reply Comment on FNPRM Due

Topics: Outreach Grant Program, Pilot for Federal Public Housing Assistance Programs, Implementing of Enhanced Benefit for High-Cost Areas

For both dates: Electronic Filing Comment System: www.fcc.gov/ecfs

Consumer Guide:
https://www.fcc.gov/consumers/guides/how-comment

ConnectHomeUSA

Q&A

Poll: Are you partnering with any of the following to help residents enroll?

- Community non-profits
- Anchor institutions such as libraries, schools, employers
- Volunteers

ConnectHomeUSA

Reminders

- Thank you for attending today's webinar!
- Subscribe to the [ConnectHomeUSA newsletter](#)!
- Find ConnectHomeUSA on [HUD Exchange](#) to stay up to date on trainings and other important resources
- ConnectHomeUSA will publish a mini-guide to the ACP for communities and stakeholders later this month

ConnectHomeUSA