

Affordable Connectivity Program for ConnectHome and HUD-Assisted Communities

Annelieske Sanders: Thanks, Jon. Hi, everyone. Welcome to this webinar. My name is Annelieske Sanders and I work at ICF, a technical assistance provider for ConnectHome. We are thrilled to have you all joining us for a discussion with the FCC on the Affordable Connectivity Program. And we know that this is a timely topic for ConnectHome affiliates, and we look forward to a robust Q&A following the FCC's presentation.

To start us off, I'll hand it over to Dina Lehmann-Kim of HUD, whom many of you know from her leadership of the ConnectHome program.

Dina Lehmann-Kim: Thank you so much, Annelieske. I really appreciate it. And thank you, everyone, for joining us today for this very timely topic.

As many of you know, I've managed the ConnectHomeUSA program in conjunction with my wonderful HUD colleagues who are on the line today, Jason Amirhadji, Ashley Vo and others. So thank you so much to them, and thank you to all of you for being with us today.

We're very pleased to be partnering with the Federal Communications Commission to bring you this webinar about this very important program. Two years ago, when the pandemic took hold in the United States, people who had not thought about how critical the Internet was quickly began to realize that it could no longer be considered a nice to have but a must have. And we all, of course, knew this. Everyone working in ConnectHome, we've known this for a long time.

So during the pandemic, having in-home Internet service was quite literally a lifeline. It allowed access to critical telehealth services, employment, school. We heard a lot about the need for school and devices and connectivity, and of course, not to mention connecting with loved ones, all from the safety of home.

The problem, of course, was there were many Americans who could not afford Internet service during this time and even before, which is why we have ConnectHomeUSA. Congress also recognized just how critical Internet access was during the pandemic by providing \$3.2 billion for the Temporary Emergency Benefit Program, which was part of the American Rescue Plan. This was a funding package designed to provide relief to millions of Americans and businesses during the pandemic.

The Emergency Broadband Benefit, otherwise known as EBB, is now the Affordable Connectivity Program, which is what we're talking about today, and that or ACP is also on a more permanent footing with over \$14 billion in funding from the president's bipartisan infrastructure law that is expanding opportunity for communities and households across the country.

ACP provides discounts to help cover the monthly cost of broadband access and a one-time discount to help with the purchase of a computer device. And you'll hear all about the details soon.

HUD assisted residents are automatically eligible for this subsidy by virtue of receiving federal housing assistance. And as with EBB, you, our housing partners, will play a vital role in outreach for this program and for enrollment in this program and, of course, for its overall success. And as you'll hear shortly, the FCC stands ready to support you in this work.

So I want to thank you on behalf of the HUD ConnectHomeUSA team, also from our CIH leadership for joining us today and also for all the work that you do every day to support our residents.

So now, I am very pleased to introduce Austin Bonner, a legal adviser in the FCC Commissioner Geoffrey Starks' office. Austin, I'll pass it to you. Thank you so much.

Austin Bonner: Hello, everyone. Thank you for being with us today. As Dina said, my name is Austin Bonner. I'm a legal adviser to Commissioner Starks with the Federal Communications Commission. And it's really an honor to be with you today to talk about connecting more Americans to the benefits of high-quality broadband service.

HUD has a long history of working on this really important issue, particularly Dina. And so, Commissioner Starks and I are both really grateful for the partnership and looking forward to doing more.

The digital divide, as we all know, is a topic where there's just a lot left to do, despite it having been on our radar as a policy matter for a few decades now. As Dina said, the Internet is an indispensable resource that touches nearly every aspect of our lives now, education, business, better health, better social connections. All of that multiplied during the pandemic.

But far too many Americans, particularly those who are living in communities of color, low-income communities, remain on the wrong side of the digital divide, and that means they're unable to fully participate in what a lot of us expect from the 21st century and unable to fully seize those opportunities.

I think Commissioner Starks and I both feel really strongly that we can no longer sort of defer the hard work on digital equity. There's not a future group coming to solve this issue. The time to act is now, and I'm excited to be talking to you, some folks who are going to be really in the field doing that work.

You're going to hear a lot about it today. Congress recognized that there's an urgent need for affordable broadband in the wake of COVID-19, although I think we can all agree that need's been building for a long time. The EBB included \$3.2 billion. That program, as Dina mentioned, is now transitioning, and the Bipartisan Infrastructure Investment Jobs Act gave us \$14 Billion more for a longer-term affordable connectivity program.

That's not all. There are lots of other parts of the government that are working on this that I'm sure you're hearing from. NTIA at the Department of Commerce received more than \$42 billion for the Broadband Equity Access and Deployment Program. Taking all of the parts of that law

together, there's about \$65 billion to address broadband access and digital inclusion. So we're getting together at a really exciting time.

At the same time, those of you who've worked through a lot of policy issues know that setting up the programs is only half the battle. We really have to meet Americans where they already are. That's one of the reasons that the FCC's seeking comment on a pilot program to expand participation in ACP by households who benefit from federal public housing assistance programs.

As you all know, there's more than five million households benefiting from federal rental assistance of some kind, from public housing to housing choice vouchers. And many of those families are sort of the extremely low-income families with an especially acute need for the economic, health, and educational benefits that broadband can offer.

We learned just sort of crunching data from the Emergency Broadband Benefit that, while a lot of these families were eligible for EBB, only a small share actually enrolled. So the FCC has concluded that we need innovative approaches here. We need to shake things up, find some new ways to get more of these benefits out to those families. And so, we're seeking comment on a pilot program about increasing enrollment and expanding awareness of the Affordable Connectivity Program.

The first round of comments are actually due tomorrow, and the reply comments are due next month. I'm sure Keyla, coming up, we'll say more about this, but we really would love to hear your creative ideas and really learn from your experience about how to reach families who are benefiting from rental and other kinds of housing assistance who could also benefit from this program.

So with that, Dina, am I right that I am passing this off to Jason?

Dina Lehmann-Kim: No. Sorry. You're good. We're passing it on to Keyla, the star of today's presentation. And thank you, Austin.

Austin Bonner: Well, and thanks to Keyla for talking about this in even more depth, and thanks for having me today. I really appreciate it.

Dina Lehmann-Kim: Thank you so much.

So I will just take the pleasure of introducing Keyla, who I've worked with over several years. I don't know if two cameras can be on at the same time, but I'm really pleased that Keyla has agreed to join us today for this presentation. She's an expert, and as you can see from the title slide, the associate division chief of Consumer Affairs and Outreach Division at the Federal Communications Commission. So with that, Keyla, thank you so much again, and I will pass it to you.

Keyla Hernandez-Ulloa: Okay. Thank you so much, Dina, and thank you for the kind words. I'm really happy to be here today. As Dina said, I am with the Consumer Affairs and Outreach

Division at the Federal Communications Commission, and I will be speaking and addressing the Affordable Connectivity Program.

I see that we have a poll here. So I will read it in case someone can't see it, but the poll says, has your community started enrolling residents in the Affordable Connectivity Program? Yes or no? Now, I'm going to -- the host -- if the technical host will just let me know when I can move on to the next question.

John: We'll be closing in 20 seconds.

Keyla Hernandez-Ulloa: Okay. I see the results here. Out of all the responses, I think the majority of people at 35 percent have actually said no. So we will continue moving on here.

So I will be kind of addressing what the benefit is as the first part of the presentation. So you may have heard this a lot, but the Affordable Connectivity Program is the Federal Communications Commission program that provides a discount on monthly broadband bills for qualifying low-income households. Eligible households can receive up to \$30 per month discount for broadband service and associated equipment rentals. For households that are on federally recognized tribal lands, that benefit goes up to \$75 per month discount.

Now, not all providers are participating in this program. So we have on the FCC's website [FCC.gov/ACP](https://www.fcc.gov/ACP) a link to the participating providers. But amongst those that are participating in this program, some are offering an additional one-time discount for up to \$100 off what is called a connected device. And this could be a laptop, desktop computer, or tablet that is purchased through the participating provider.

Some things to note about this connected device. This -- when you look for a provider that is actually offering the device on the FCC's website, which I mentioned before, [FCC.gov/ACP](https://www.fcc.gov/ACP), and you click on participating providers, those providers that have a checkmark next to their name or under the column offers a connected device are the ones that you as the consumer would look to if you need the connected device.

And again, this discount of up to \$100 off the connected device is as long as the consumer pays more than \$10 but no more than \$50 towards the purchase price of the device.

Another thing about the device, which is something consumers should know, is that the device must be purchased through a participating provider. So for example, if you see a sale at a local retailer on devices, unfortunately, you will not get this benefit. It has to be purchased through the provider, and that's because this additional benefit isn't, for example, a coupon or voucher that you can trade in for the device.

And the last thing I want to bring up about the device, because we do get asked a lot about this, is if you were a recipient of the Emergency Broadband Benefit, which was the previous program that the Affordable Connectivity Program has now replaced, that program, the previous EBB, as we call it, ended on December 31st, 2021. If you were in that program and are now in ACP and you had obtained a connected device from a provider under EBB, you cannot, unfortunately,

apply for another device under ACP. And that is because the rule still states that it is one connected device per household. Going on to the next slide here.

So household eligibility. We talk a lot about households in this program, and for the definition of a household under the Affordable Connectivity Program is a group of people who live together and share expenses. If you share expenses with someone but don't live together or you live together with someone but do not share expenses, those are considered separate households. So again, must live together and share expenses, and you do not have to be related. So that's really important for the purposes of this program.

A household is eligible if the household income is at or below 200 percent of the federal poverty guidelines or if a member of the household meets at least one of the criteria that you see here on your screen. And I will just quickly go through some of them.

For example, if someone in the household participates in certain assistance programs, such as the Supplemental Nutrition Assistance Program known as SNAP, Medicaid, federal housing -- federal public housing assistance, or is a recipient of Supplemental Security Income, that household is eligible.

If a household already participates in Lifeline, that household is also eligible. And I will talk a little bit more about Lifeline, but for now, it's good to remember that Lifeline is another federal program that provides the household up to \$9.25 off your monthly Internet or phone.

Some other qualifiers include If someone in the household receives veterans pension and survivor benefits. If you are in certain tribal specific programs such as the Tribal Temporary Assistance for Needy Family Program or Tribal TANF, the household also qualifies. If there is a child in the household that participates in the National School Lunch or School Breakfast Program for -- that can also qualify the household.

If there's someone in the household who receives a federal Pell Grant for the current award year, that qualifies also. And finally, if someone in the household meets the eligibility criteria for participating providers' existing low-income programs, then also the household is eligible.

And I mentioned Lifeline. We have a lot of information here. I will say that, again, Lifeline is a federal program that allots eligible households up to \$9.25 off their monthly Internet or phone bill. There are lots of ways that a household can qualify for Lifeline if it is already not enrolled in the program, and this includes for the household being at or below 135 percent of the federal poverty guidelines.

And some of the other qualifiers are very similar to that of the Affordable Connectivity Program, and that includes the Supplemental Nutrition Assistance Program known as SNAP or those consumers who are in households that participate in federal public housing assistance.

Under the Affordable Connectivity Program, a lot of consumers have asked us, if I have Lifeline and I'm eligible for the Affordable Connectivity Program, can I have both benefits? And the answer is yes, that you can. Not all -- again, not all participating providers are participating in

this program. So it is good if, once you receive confirmation that you are also eligible for the Affordable Connectivity Program, to talk to your provider about how both benefits, if you're approved for both, can be applied to your monthly telephone bill.

There are two steps to enroll in this program, and I will spend some time talking about enrollment because it's really important.

So the first step for consumers is to go to ACPBenefit.org to apply online, or you can print out an application to mail in. And the print-out application has instructions on how to complete the form, just like it does online, and it includes information about where to mail your application once you are done.

Also, on this website you can find the household worksheet which USAC, the Universal Service Administrative Company, highly recommends that a household complete so they can determine how they can -- what qualifiers they can use to apply for this benefit.

Again, whether you fill the application online or you print out and mail it in, there may be some extra documents that you will be asked to scan, if you're doing it online, or mail in, copies of certain documents that you may need to complete the application. You also --especially if you're mailing in the application, please do not forget to include the household worksheet.

Now, for anyone that does not have access to the internet, that person can also obtain an application. They can do so by calling the USAC toll free number (877) 384-2575, or they can send an email to ACPsupport@USAC.org. And again, for those of you who may not be familiar with USAC, USAC manages the application process. So any questions about the application should be addressed to USAC.

And then the next -- part of the first step but next in line, whether you submit this online or mail it in, please wait until you receive a confirmation of your eligibility. And this is important for consumers because, while you can start contacting providers to do your research to find a provider that may have a plan that fits your needs, the provider will ask for a confirmation number to enroll you in its plans and programs. So that, of course, is my segue into step number two.

Once you received the confirmation that you are eligible, contact your preferred participating provider to select a plan and have the discount applied to your bill. A note on this is that some providers may ask for additional information or may ask you to fill out a additional form. And this is perfectly part of their business practices, and the form has already been approved. An alternate form has already been approved by the FCC, which is really important. So again, some providers may ask you to take this additional step to enroll in their program and to receive the benefit.

We'd like to thank you here for submitting your questions.

We have another poll coming up. So I'll read out the poll. The poll question is, what barriers to enrollment do your residences face? And I'll just read out the choices, language access, digital

literacy, lack of Internet, multistep process, or other. And I will, of course, wait for the technical host to let me know when I can move on.

John: The poll will be closing in 20 seconds.

Keyla Hernandez-Ulloa: Great. And I'm looking at the results. I'll just pick the top one. For most people, it is actually digital literacy, which seems to be the most common barrier.

We have a question here. What do you recommend for applicants who may face barriers to enrollment, such as language access, digital literacy, or Internet access?

Well, I'm going to start backwards. I believe I mentioned, if someone is trying to apply for the program and they don't have Internet access, they can either call USAC and have an application mailed to their home -- and again, I'll repeat that number, (877) 384-2575. Or they can send an email to ACPSupport@USAC.org.

For digital literacy purposes, now, I'm stepping out of my FCC role to mention some things that others in presentations have mentioned. Librarians are a crucial resource in this process, and I know, of course, from talking to Dina and others, that your colleagues have also been really helpful in this process. But I will use librarians as -- just as an example.

For many, and I know we're in the time of COVID, but if your local library is open and you can use their computer, librarians are really helpful in terms of helping consumers complete the application. And a note about helping on the application. A librarian can definitely do so, or even if a friend or family member comes to you and asks, the consumer who is filling out the application must include his or her initials where asked on the application and also must sign the application. And that is a lot of the good things where librarians are really helpful.

Language access, we get this question a lot. Currently, on USAC's website ACPBenefit.org where the application is available, if you complete the application online, it is available in English and Spanish. If you look on the top right-hand corner, you will see it says Espanol, and so, you know that's where you need to click to fill the application. The paper application right now is available in English and Spanish. I have not looked to date, but I believe that if you want information in other languages, you can call the USAC toll free number (877) 384-2575 for assistance.

So the FCC does not manage the application process. The FCC does also have resources available in other languages on our website, FCC.gov/ACP. I won't name all the languages, but we have information available not only in English and Spanish, but we also have Korean, Tagalog, French, Haitian Creole, Russian, and there are several other languages. So if anyone needs that in general information, our fact sheet and we have a nine-by-five info card that talks about the Affordable Connectivity Program. We can also provide that information.

So I know I'm throwing a lot at the audience, but these are several of the resources that you have available.

We have another question. Do Internet service providers have different verification requirements for enrollment? If so, how can I help my residents navigate this?

So the FCC has approved providers' alternative application process, and the providers that are using this will, of course, let the consumer know up front that, in addition to them having the confirmation number, that they will also have to fill out additional information.

The second part of this, how can I help my residents navigate this, again, stepping outside of my FCC role, perhaps if you are helping a resident with this process, if there's a possibility of perhaps when the resident is contacting the provider that you can be there with them. Not sure if that is technically allowed, but this would be perhaps recommendation, like I said, stepping out of my FCC role, that that could be part of the process.

Unlike the the application for this benefit, which is pretty standard, every provider may have a little bit of a different way of enrolling consumers using their alternative processes. And another thing to note, again, and I mentioned this earlier, that while not all participating providers are participating in this program, there are some providers that, if you call them, they can give you information or some have kiosks that, again, understanding that we are still COVID restrictions, that some consumers can also visit. But these are just some of the options.

Again, one -- another recommendation is that, while you're waiting for your confirmation, kind of research the providers that are available in your state and, of course, again, FCC has its list on [FCC.gov/ACP](https://www.fcc.gov/ACP) where you can look at providers and see what other information they may have available.

And I want to mention one last point before moving on is that USAC also has its companies near me tool which consumers who already have their confirmation and they would like to find a provider in their area, if they have access to the Internet, they can go and go to [ACPBenefit.org](https://www.acpbenefit.org). Look for the tab that says companies near me, and you can search for providers in your area either using your zip code or your city, state.

Next 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?

Well, again, I'll begin backwards. If you're eligible for Lifeline and the Affordable Connectivity Program, you can have both benefits. Please speak to your provider about how these benefits would be applied to your monthly bills.

With regards to the portion about the unlimited talk, text, and data, so, this benefit covers internet. And while some unlimited talk, text, and data is actually part of a let's say some kind of package, the recommendation that -- stepping out of my FCC role, that I would have is ask your provider exactly what portion of your bill, if you have unlimited talk, text, and data, the \$30 off will cover. If there is a portion that is not covered and your monthly bill is over \$30, you as the consumer may have to pay the difference.

The next 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?

This is a really good question. We are partnering with organizations like HUD and others across the United States and doing train the trainer sessions so that we -- so that anyone that comes to an organization, whether it be a community-based organization or some kind of grassroots, that they have the information to help consumers who are in need of this assistance.

And you can contact the FCC to schedule train the trainer sessions using our address ACPspeakers@FCC.gov, or if you have any questions about, well, what can I do, we also have not only that, but on our FCC.gov/ACP we just recently posted information about what community groups, organizations, individuals can do, ten ways that they can help their community learn more about the Affordable Connectivity Program.

Our next question is, 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 HUD Multifamily Housing Office to address the need for infrastructure solutions for residents to take advantage of ACP?

This is a really good question, and I must say that this is more of something that I can definitely take back to our Wireline Competition Bureau, which actually does more of the focus on this. But what I will say to this issue, we are working closely with HUD on many issues related to the Affordable Connectivity Program. Our goal with HUD being our partner is to find different ways of having consumers enrolled in this program so that they can have affordable Internet.

And as it was mentioned in one of the questions before, yes. Because this is very important, we want to make sure that -- the FCC wants to make sure that as many eligible households are enrolled in this program because, as things keep moving forward, a lot of things are going online, and we want everyone to have the resources at their disposal.

And speaking of resources, I'm now going to talk a little bit about the resources that the FCC has. This is a listing of all our resources. I will mention and keep mentioning the FCC's ACP Consumer Hub, which contains so much information that is really useful.

Not only does it contain a link to our participating providers list, our consumer FAQs for more information, it gives highlights about eligibility and who is eligible for this program and so much more. We also have a -- the request speaker button, and if someone is interested in becoming a partner with the FCC, we also have that available on that webpage.

We have information for the ACP Support Center managed by USAC. And again, that number is (877) 384-2575. Or you can send an email to ACPSupport@USAC.org. Again, I'm listing specific website for our consumer FAQ. Our toolkit, which I mentioned before, has materials in various languages also containing that list of top ten things you can do to get the word on ACP

out into your communities. We have our contact email address ACPinfo@FCC.gov for more information.

And finally, I added this to resources because this is something that I find a really good resource tool. If you want to know about the status of the ACP program, USAC has its enrollment and claims tracker, and some of the information there that you'll find is information by five-digit zip code, by county, by state. There is a link to additional data that you can find, and it talks about how some consumers have enrolled using some of the qualifiers that we mentioned previously, such as a listing for how many people have enrolled using, for example, the National School Lunch and School Breakfast Program.

I want to talk quickly about important dates for this program. March 16th is a really important date, and this is for two reasons. The FCC, as Austin mentioned before, is seeking comments on the Affordable Connectivity and our report in order specifically for the section on further notice of proposed rulemaking.

And here you will see not only the link to the public notice for the report and order but also the links to kind of give you more information about what we're looking for in the further notice of proposed rulemaking. And I have a list right under there, paragraph 270. And paragraph 270 is where the issues that we are seeking comments on start within the report and order.

Also, certain rules for ACP go into effect on March 16th, and there you will see the link to the public notice where you will find a list of all the rules that are going into effect on March 16.

And the other important date for this program is April 15. Now, while I said that the comment period ends on March 16th, the reply comment period does not end until April 15th of 2022. And that replies are to the further notice of proposed rulemaking that I mentioned before.

And the three topics that we are looking at for -- we are seeking comments as an agency are a potential outreach grant program, a pilot for federal public housing assistance program, and the implementing of enhanced benefit for high area costs. So when you look in starting at paragraph 280, you can read those sections. And not only does it include that information, but it also includes additional information for how to submit comments.

For both dates, the March 16th and the April 15th, if you're submitting comments or reply comments, the FCC has our electronic filing comment system where you can go and follow the instructions on how to submit your comment, and that is available at [FCC.gov/ecfs](https://www.fcc.gov/ecfs). And for anyone who is wanting to either submit comments or reply comments but is not sure of the process, there is a consumer guide you see at the link you see here for more information on how to do so.

And now, I would gladly turn it over for additional Q&A from the audience.

Annelieske Sanders: Hi, Keyla. So thank you for this informative presentation. And thank you also to everyone who submitted questions to the webinar email address in advance.

We are going to now transition into our live Q&A session. And so, I encourage everyone to continue submitting questions into the Q&A box, and we will get to them as they come in.

Now, to start us off, we do have one more poll question. This is, are you partnering with any of the following to help residents enroll? These could be community nonprofits, anchor institutions such as libraries, schools, employers, or volunteers. So once that poll goes up, please answer it, and then we will transition into the live Q&A.

Okay. It looks like that poll has become available. So once again, are you partnering with any of the following to help residents enroll? Community nonprofits, anchor institutions such as libraries, schools, employers, or volunteers.

John: Poll will be closing in 20 seconds.

Annelieske Sanders: Great. Thanks, John.

All right. Thank you all for your response. So it looks like the majority of respondents did -- have partnered with community nonprofits, and then a handful have partnered with anchor institutions and volunteers. So that's great. We always love to hear the sort of work that you guys are doing to help your residents get connected.

All right. So bringing it back to our Q&A, Keyla, we already have a bunch of questions for you. So the first one is, "Are all residents at housing authorities eligible for the ACP?"

Keyla Hernandez-Ulloa: If you -- I hope you can hear me. Thank you. If you are receiving federal housing public assistance, definitely, yes. But in -- let's say that this was -- perhaps you forgot that you have that. The -- you can consider other eligibility requirements. You only need to meet one of these. But yes.

Annelieske Sanders: Okay. Great. Thank you. A follow-up question to this is, "Is it possible to enroll housing authority residents "in bulk" instead of one by one?" There's one community that learned that at least one Internet provider stated that they needed a consent form from each customer, which meant that they couldn't automatically enroll.

Keyla Hernandez-Ulloa: Program rules are that it has to be individual. So they need one application per household enrolling into the program. And in our case, we see a lot of consumers that that's just part of the program rules, and this is -- part of it is because everybody may not be applying under the same qualifier, eligibility requirements. So that's also part of it, too. But the bottom line is each individual or each individual household must submit the application.

And just another note on that. If there are two people in the -- or more in a household and the person filling out the application may not fit any of the eligibility requirements but someone in the household does, you can use that as your eligible dependent when you enroll -- try to enroll in the program.

Annelieske Sanders: That's great. Thanks for your answer. So our next question, "Are there plans to continue providing broadband funding after five years?"

Keyla Hernandez-Ulloa: Well, from what we have been told, Congress gave us \$14.2 billion. So this program will -- has not -- unlike the Emergency Broadband Benefit where we were told either once the money runs out or the pandemic is declared over, as of this conversation, there is no time limit for this program.

So this means that consumers or eligible households can apply at any time during their convenience. And again, I'm stepping outside of my FCC role. I do encourage consumers who are eligible to apply for the benefit now because the program is already open for enrollment. So take advantage of that situation.

Annelieske Sanders: Yeah. Absolutely. All right. "And do recipients have to inform Lifeline about their change in eligibility status if they move out of public housing, if they increase their income, they stop receiving SNAP, or will the federal government do a annual review?"

Keyla Hernandez-Ulloa: For Lifeline, my understanding is that, yes. If your status changes and you're no longer eligible for the program, you must report it in. Because I'm not with you USAC, I actually can't go into the steps of how to do that, but the same is true for the Affordable Connectivity Program as it was for its predecessor, the Emergency Broadband Benefit program. If at some point you are no longer eligible to receive the benefit, you must let USAC, the Universal Service Administrative Company, know that your status has changed.

Annelieske Sanders: Great. Thanks, Keyla. Another question, "Does the eligible member of a household have to have their name on the Internet bill in order to qualify for this benefit?" Somebody cited a situation where the son's name was on the Internet bill, but his mother was the qualifying member, and the Internet provider was unable to provide them with the benefit.

Keyla Hernandez-Ulloa: Well, I will first say, if this is the case before filling out any application, I would recommend speaking to USAC first, calling their 877 number, which is (877) 384-2575, just to confirm how the provider will be able to find the person in the system.

Some -- we have been approached in presentations that I have given, have been approached with this same question and that -- that's -- I know that's -- it's a little bit of a tricky issue because the provider will be looking for -- if there's already a customer in their system, that's who they're going to be looking for. So my recommendation, again, is talk to USAC first, and then once you receive the confirmation, you can -- once you receive an answer from USAC, then you know how to proceed.

Annelieske Sanders: Got it. All right. And, Keyla, would you actually repeat that phone number so that I can put it into the Q&A as a response?

Keyla Hernandez-Ulloa: Sure. So USAC's phone number is (877) 384-2575.

Annelieske Sanders: Great. Thank you so much. All right. And next question that we have is, "Do Internet service providers have outreach teams to help with enrollment?"

Keyla Hernandez-Ulloa: I am not aware of that, but I can say that providers have their own way of letting consumers know that this option is available. I have -- in presentations I have heard from consumers that say, hey, I was aware of this benefit because my provider actually let me know that I'm eligible. And that -- that's one of the options.

Some providers have kiosks that -- or stores that you can go to and enroll and they have the application available and they can help the consumer. But overall, again, just like the providers that want to participate in this program, each of them has different plans, different ways of reaching out to consumers, different way of letting their current customers know that things are going on. So it's always if you're -- if you kind of have a question, contact your provider for more information.

Annelieske Sanders: Okay. That is great advice. Thanks, Keyla. And I think a question that's somewhat similar, Melissa commented that, "It's great that the FCC is offering train the trainer opportunities to get housing residents enrolled in ACP. Is the FCC planning for training to support residents who don't have experience with Internet and devices after they access their ACP benefits?"

Keyla Hernandez-Ulloa: My understanding is probably not at this point. But again, we have -- and I'm going to bring up the comments that we're seeking. For anyone who has ideas on this, my recommendation is I know the comments I just mentioned, the comment period for our further notice of proposed rulemaking is closing on March 16th. But the reply comments can be submitted to the FCC. The closing date on that is April 15th.

So I would definitely recommend that looking through one of the three topics and submitting comments on this, especially -- this would probably -- and this is me speaking not as FCC but just from what I've read. It probably might fit under -- might even fit under the proposed outreach grants program. So that would be my recommendation. Please submit a comment or a reply comment because this is -- we use comments at the FCC. They become part of the record, and this is what is looked at when we're -- the agency as a whole is trying to develop legislation and report and orders.

And I'm really simplifying the process because there's a lot of work that goes into it. But yeah. This would be really great if -- bottom line is, if you could submit a comment or reply comment.

Annelieske Sanders: Absolutely. And, Keyla, that deadline is tomorrow; correct?

Keyla Hernandez-Ulloa: Yes. For the comments it's tomorrow, and reply comments are due April 15th.

Annelieske Sanders: Okay. Great. And can anyone make those reply comments?

Keyla Hernandez-Ulloa: So anyone -- any member of the public can submit comments or reply comments. What they would need to do is, of course, follow the instructions on our electronic comment filing system or ECFS. And we have a consumer guide that's available in the report and order section for this -- for the notice of proposed rulemaking. There's also, instructions on how to -- other ways to submit comments.

My recommendation -- again, stepping outside of my FCC role, my recommendation would be, if you have access to the Internet, look to file comments electronically. This is just a much faster process. But yes. The bottom line is that, as long as you follow the directions on how to submit comments, any member of the public can do so.

Annelieske Sanders: Great. All right. Thank you. So another question we have is, if residents who applied and were active under the EBB program have to apply separately for the ACP program or if they are automatically enrolled.

Keyla Hernandez-Ulloa: That's a really good question. So if you were already enrolled in the Emergency Broadband Benefit -- and again, that program ended on December 31st, 2021 -- and you met the qualifications for the Affordable Connectivity Program, by now, you would probably be automatically enrolled in that program.

There was a transition period that ended on March 1st. It was the -- under the transition period, any consumer that was part of the Emergency Broadband Benefit received the up to \$50 per month -- continued to receive it even after the EBB ended.

There are exceptions where there probably would not be automatic enrollment and, of course, if - - you may have already -- if you fall into one of these two categories, you probably already received information from USAC and/or your provider.

So as you may notice, the Emergency Broadband Benefit Program and the Affordable Connectivity Program had a lot of similar enrollment qualifiers. But under ACP, there are two eligibility requirements that no longer apply. So you cannot be rolled into from EBB to ACP if you use a substantial loss of income as a qualifier. That was one of the qualifiers for EBB but not ACP. Or if you said that you were joining because of a COVID-19 program, and this is because the Emergency Broadband Benefit Program was established as a program to address Internet needs during the pandemic. The ACP is a longer-term program. So those two do not qualify.

And again, if you fell into one of these two categories, before March 1st you should have already received information from USAC and/or your provider with instructions of how you can continue to receive this benefit. But if you were already enrolled by a provider and moved from EBB to ACP, you should be noticing the up to \$30 a month benefit being taken off your bill.

Annelieske Sanders: Great. Thanks, Keyla. Another question we've received from Nancy is if Walmart is a provider that residents can purchase tablets through.

Keyla Hernandez-Ulloa: My understanding is that Walmart is not. So if you are a consumer that would like to obtain a connected device -- and again, that's a laptop, desktop computer, or tablet -

- it has to be done through a participating provider. And the FCC's list of providers where you can link to from [FCC.gov/ACP](https://www.fcc.gov/ACP).

A reminder that not all providers are offering the connected device, and so, the ones that have a checkmark in the column offers a connected device will be offering the device. And I have to mention this here because I know we've just previously talked about EBB. If you received a connected device under EBB, you cannot receive another device under ACP because the rule still stands that it's one device per household.

Annelieske Sanders: Okay. That makes sense. Thank you. Another question is if mobile hotspot devices fall under equipment rentals. For folks that are not in broadband areas, mobile hotspots is their agency's best bet but many -- and many providers have an upfront one-time cost for a hotspot device. Could the benefit be applied to that?

Keyla Hernandez-Ulloa: The answer is yes. That's where it comes when we say associated equipment rentals. That does fall under that definition.

Annelieske Sanders: All right. And someone else is wondering how long this program will run for.

Keyla Hernandez-Ulloa: We are told long term. We have not been given any type of deadline for this program to end. And for those of you that were familiar with the Emergency Broadband Benefit Program, that kind of had a deadline. We used to say in presentations it was either until the money ran out or until the pandemic is declared over. And then that program ended on December 31st, and ACP is now the program. It's a long-term program. Should that change, should for whatever reason -- I'm not saying that it will, but should that change, then the FCC will proceed to let the public know of any changes.

Annelieske Sanders: All right. Thanks, Keyla. We do have a few questions that are also comments. One is wondering if a feature can be added that will show registrants their password. It notes that sometimes a resident who is signing up will make a typo and then the password might be different when they have to confirm and this can cause complications down the line.

Keyla Hernandez-Ulloa: That is a really good question, and I will have to take that back to the Universal Service Administrative Company. They are the ones that manage the application process, including the website, [ACPBenefit.org](https://www.acpbenefit.org). So that will definitely be something. And then when I get the answer, I guess I can share with our HUD contacts.

Annelieske Sanders: Oh, that would be wonderful. And actually, as a follow up to that, the same person is wondering if a feature can be added where a registrant can print out a full copy of their application. I think this is similar in reasoning to why they might want to be able to see their registration -- or see their password so that they can have records going forward.

Keyla Hernandez-Ulloa: That is a good question. Let's see. How could you -- I guess there -- I guess the person is talking about when they fill the application online, because I know that when

you download a copy to complete manually or it's mailed to your home, you could probably find somewhere -- if you can find somewhere to keep a copy for your records.

I am not -- I'm not sure. I -- and I don't have insight into the application process online, but that's also something that I can ask USAC to see if they have some advice on how to print it out. Again, stepping outside of my role here, when I look at things online and I want to print out some information, I sometimes highlight and then hit print. But I don't know if that feature would work. So let me get back to you on that.

Annelieske Sanders: Okay. Thank you, Keyla. I'm sure we all appreciate it. Another question from Patricia is if there are copies of informational fliers that can be distributed to residents.

Keyla Hernandez-Ulloa: Oh, yes. So the FCC -- assuming that -- I believe the slide deck is going to be shared. So look for where it says the Consumer Outreach Toolkit for the Affordable Connectivity Program. And you can also find it by going to [FCC.gov/ACP](https://www.fcc.gov/ACP). We have this section that says Outreach Toolkit. We have a lot of different materials there. Not only do we have fliers that you can share with your community, we have newsletter inserts, social media images. There are several links to overview videos that the FCC has done.

We have, again, the -- our newest infographic is on ten ways that you can help your community learn about ACP. We have other infographics that you can use. We have -- if you want to tweet, we have sample tweets, sample Facebook posts, and I could go on and on. But it's a really good Outreach Toolkit. And the great thing about it is it's free for the public to use, and you can just download the materials and share with your community.

In some instances, we have talked to organizations to get a better idea of what type of materials they need. But yes. Please go to that website and review the materials and see what fits the needs of your community in order to share information.

Annelieske Sanders: Thanks, Keyla. Yes. The ACP Consumer Outreach Toolkit is a great tool for communities. It has a lot of great resources to help with resident engagement and outreach, like Keyla said.

Actually, a similar question. Someone from the Seattle Housing Authority submitted a question saying that they created a step-by-step document for enrolling residents in the ACP, and they are wondering if this is something that they can send to the ACP Support Center to fact check it.

Keyla Hernandez-Ulloa: I will ask about that because I'm not sure, but let me write that down. If they can send you some guide that they created and send it to the support center for fact checking.

Annelieske Sanders: That would be great if you could look into that. Thank you. And then, of course, anything that you -- any answers you find to these questions after the fact, you can let the ConnectHome team know, and we can get back in touch with the person who submitted the questions.

So another question that came in is, "If a person has Internet and they are a provider, then in order to get the discount, you have to either purchase a laptop or tablet through that provider in order to get the discount. Is that correct that they have to make a purchase?"

Keyla Hernandez-Ulloa: See, I -- if I understand the question correctly, if you don't have a device, you do not have to purchase one if you don't want one. I think that's where this question is going. So no. You do not have to purchase a device if you don't want one, or if you already have one in your home, you can still apply for the up to \$30 a month benefit.

And again, the device is an optional benefit that's not being offered by all providers. But if you do want this additional benefit of the device, it's up to \$100 off as long as the consumer pays between -- anywhere between \$10 and \$50 for the device or no more than \$50 towards the purchase price. But the bottom line is, no. You do not have to purchase the device if you don't need one or don't want one.

Annelieske Sanders: Okay. That's -- I think that's really useful because we got another question in that said, "If a participant received a cell phone through Lifeline, can they also receive a connectivity device through the ACP?"

Keyla Hernandez-Ulloa: I believe the answer is yes because the connected device is not a phone. It's a laptop, desktop computer, or a tablet.

Annelieske Sanders: Great. Thank you. And another person asked if clients are able to track the status of their application if they send their application through the mail.

Keyla Hernandez-Ulloa: That's a really good question. So I have been advised that when you mail the application, there is a section for the person who is filling out the application to include an email address. And understanding that not everyone has an email address, here are some things that other consumers have brought up in presentations.

Some of them say that they can sign up for a free email account. Others have said that they have used a trusted source, trusted email, for example, a relative or a very close friend. It's recommended that if you can include an email address, whether you do it online or you're doing the paper application, it's a great way to find -- for you not only to receive the confirmation but any questions you may have on the status.

Now, back to that. If you really want to know what the status of your application is and you don't want to wait for USAC to send you either an email or some kind of letter, you can call USAC, the support center at that (877) 384-2575 number to check on the status of your application.

Annelieske Sanders: Great. Thank you. All right. And then one more question coming in. And I do encourage people. We still have some time left. So please submit any questions you have to the Q&A and keep them coming.

So Julissa asked, "Is this program also for residents who already have Internet at home but are currently paying full fees? Can they just call the provider and ask for the discount?"

Keyla Hernandez-Ulloa: So really good question. First of all, if you already have Internet in the home, definitely can apply for this benefit. As long as you meet one of the qualifiers, yes. You can apply for the benefit but -- and this is the really good part of the question.

Can you just contact a provider directly? You -- once you apply and receive a confirmation from USAC that you are eligible for the benefit, then please proceed to call your provider. But -- and I'm making this example up. If you just call the provider and say you want the benefit but you haven't completed the application and you don't have a confirmation from USAC, the provider will not be able to find you in the system, and they'll probably say no. And it's not because, no, they don't want to help you. It's because, no, they can't find you in the system.

So before you do that, please fill out the application, whether you do it online or fill it out manually. Wait for the confirmation, and then let your provider know that, I have been accepted into the program and eligible to receive the benefits.

Annelieske Sanders: Great. Thanks, Keyla. That's really good advice. So someone asked for more information about the train the trainer program. Would you mind providing a little more context for what that is?

Keyla Hernandez-Ulloa: Oh, of course. So the FCC has -- we schedule train the trainer sessions. These sessions, you can ask for them via email, ACPinfo@FCC.gov, or you can email -- we have a general outreach which some people on this webinar may actually be part of our list, Outreach@FCC.gov.

The train the trainer sessions, they can be as short as an hour, and maybe we don't take up the whole hour because people that are being trained know a lot about the program. We could go up to two hours, if needed because it's a large group and there are a lot of questions.

What we do is not only do we go through our PowerPoint deck, but I know that many times what I will do is I will also take the group and just kind of walk them through specific areas of the ACPBenefit.org website, which is where the application is, and just kind of point them to information that would be really useful.

And this includes things like there's a list of showing how you qualify, which is on that list -- on that website. There's also a list of documents -- supporting documentation so that -- and it details by, let's say you're applying National School Lunch Program, as an example. You can look under the show you qualify, and it will tell you what documents, if any, or what you need to do when you're submitting your application.

So things like that and we point them to the help and we -- and I actually show people what the companies near me tool looks like and specify that either you can do it by zip code or city, state, not both, or else the system kind of just says that they can't find a response for you.

So those are the kinds of things that we talk about. We talk about the Outreach Toolkit and how you can use that information with your community, and then any general questions that may

arise from the group, we discuss those. It's just a nice way of sharing information from the FCC, and we always like to thank everyone who requests train the trainer sessions because this really is another way to help consumers better understand the program.

Annelieske Sanders: Thanks, Keyla. That really does seem like a great resource for communities that are helping their residents get signed up. And in order to book a session for train the trainer, would this be through the FCC speaker request?

Keyla Hernandez-Ulloa: You can actually go through there too. Go to ACPspeakers@FCC.gov, or if you forget the email address, go to [FCC.gov/ACP](https://www.fcc.gov/ACP) and click on the request a speaker button and just include as much information as you can. Even if you don't know the date, you can let us know kind of what you're thinking about date, time wise. We do these virtually. We are not doing anything in person right now, but -- or we can even set up a conference line if that's the preferred method. But the FCC sends out the scheduler to share with your community, for anyone that wants to be included in the training. So yes. Please, definitely send us your requests.

Annelieske Sanders: That's great. Thanks, Keyla. All right. If there are any more questions, go ahead and submit them into the Q&A.

Dina Lehmann-Kim: Annelieske, I did see one question that I think would be relevant to many folks, and that is whether documentation needs to be submitted for every qualifying program, such as the community eligibility provision for free or reduced lunch or any other qualifying program -- any other assistance program that would qualify somebody for ACP.

Keyla Hernandez-Ulloa: So that's a really good question. And I kind of mentioned this before, but definitely. So when you go on to USAC's website [ACPBenefit.org](https://www.usac.gov/ACPBenefit.org) and you click under -- and every machine shows it a little bit different but do I qualify, there's a show you qualify. Every -- with some exceptions, almost every program will ask for some kind of verification, and the application process also includes in -- in the beginning it'll ask you for some kind of identifier for ID. So that could be a passport, driver's license are two of the most common ones.

But yes. If you look -- it's good to read through that show you qualify because each eligibility requirement may require additional documentation that you will need to either upload when -- if you do it online or submit copies when you do the application manually.

Dina Lehmann-Kim: Thank you, Keyla.

Annelieske Sanders: Yeah. Thank you, Keyla.

Dina Lehmann-Kim: Yeah. No worries.

Annelieske Sanders: One more question that came in is wondering if there are Spanish speaking customer service reps at the 877 number.

Keyla Hernandez-Ulloa: So I have been advised that there are very -- but I don't know the languages. So yes. Definitely for -- I know Spanish and, obviously, English. But I have been

advised from other consumers during presentations that they have tried to call, and there are -- you can find language assistance.

Unfortunately, because I'm not with USAC, I actually do not know the list of all the languages. But yes. That information is available, and I would continue checking USAC's website. I know they did this for EBB where they would have instructions on how to complete the application in a variety of languages, and that information may -- we could check the website. But if anyone has any questions, definitely, yes. Call that number, and then you could proceed for finding language assistance, including probably if anyone needs the information in, again, Spanish or other languages.

Annelieske Sanders: Great. Thank you for that answer. And again, we are getting towards the end of our time. So continue submitting your questions. We still have ten minutes.

There is one question that we have or more of a comment, but it says, "This application process can be very difficult for seniors, and the mail-in application feels cumbersome and as though it's not designed with seniors in mind. What would you recommend for someone who is helping seniors get enrolled for this benefit?"

Keyla Hernandez-Ulloa: Yeah. This is not -- again, stepping out of my FCC role, this is not something that -- I have not heard. This is something I hear a lot. It's not something I have not heard. And it just really, really depends.

I mean, I have heard from some consumers that -- and I know the application. I printed it out myself just to see how long it is. It's about eight pages when I printed it out. So I do understand that it could be long, including the household worksheet, which is about four additional pages.

But back to recommendations. Again, outside my FCC role, if you can find someone in your community that can help with this, and I think that's why we have the train the trainer sessions so that there are people in the community who can help with the enrollment process. That's a big thing of why we have -- the FCC has to train the trainers.

But in some communities, what they have is faith-based organizations that are helping enroll people. There are libraries that are announcing and can help enroll. If you find a trusted source that can help you navigate the application process, those are just some of the recommendations that -- and things that I have heard other consumers say that has been really helpful to them.

And always, you can always call the USAC or email them support. So that number (877) 384-2575. You can always call and ask for assistance or send an email to ACPsupport@USAC.org. If you send them the email, I would advise to include as much information as possible about what your -- what you need assistance with.

Dina Lehmann-Kim: Keyla, this is Dina. Would you mind -- I didn't see any more questions. Would you mind speaking a little bit more about the comments and the reply comments and what the difference is and how they work? I just want to reiterate for our audience that this is a really unique opportunity for you all to provide comments directly to the FCC about a housing pilot

that would be done to better understand how we can help our residents sign up for ACP. And so, there's specific questions in the rules document that Keyla shared earlier. So just if you could just explain that process a little bit more, thanks, Keyla.

Keyla Hernandez-Ulloa: You're welcome. So I'm going to -- and let me say this. I am not an FCC lawyer. So there's specific -- very specific information that I'm not -- I'm just not the best resource for.

But here from a consumer affairs perspective, here's how this would work. We have -- we always have to seek comments from the public when there is what is called a further notice of proposed rulemaking. This one, like many others, is really, really, like Dina said, an opportunity for everyone who can submit comments to do so.

It is part of a report and order which -- report and orders for the FCC is what legislation and policy is going -- has been declared after we've collected comments from the public and we have lawyers at the FCC who do a wonderful job of going through all this and sitting and developing these report and orders.

But in this case, we also have additional questions under our further notice of proposed rulemaking, which we are seeking comments. And when we have these further notice, the dates that I mentioned before, March 16th for the last day to submit comments and the April 15th, is due to when the report and order and in this case also adjoining further notice of proposed rulemaking is published in what is called the Federal Register.

And if you look in the Federal Register -- I believe if you just Google Federal Register, it comes up and it kind of tells you. You can search FCC and you can see all the comments that we're seeking, any reports and orders that were released, and all that.

For the purpose of this conversation, let's pretend that the comment period isn't closing tomorrow. So the FCC, through a public notice, and these are available on our website FCC.gov under headlines, announces when it is seeking comments from the public, and it will give -- and this is really important. It will give -- within the public notice, it will kind of give you an overview of what questions we're looking at, what topics we're looking at. It will kind of also lead you to -- provide a link to where you can actually find the full documents. A lot of these documents are pretty long, meaning they're over 20 pages or longer.

And then the -- you, as the general public, can read through this. And if you want to file a comment, then what -- we have our electronic filing system, and within our further notice, there's actually a section way towards the back that actually kind of gives you options on how to submit a comment. Aw. Thank you very much.

So for example, where you see here where it says comment on further notice of proposed rulemaking due and it'll -- you click on that and it'll kind of take you not only to the report and order, but that's why I wrote paragraph 270 right under there. That's really where you want to look for for one of the topics, which is that federal public housing assistance program, as Dina mentioned.

And then, of course, read through that. Kind of ponder on those -- the questions and what information the FCC is seeking on. Again, the electronic comment filing system is a little bit easier to use and much quicker. And important when you look at the public notices, the docket numbers. When you go into the electronic comment filing system, it'll -- it's much easier to find what you want to comment on when you include the docket numbers.

And where you look for the web -- the page where I put for comment on further notice, the first page of that report and order will give you the docket numbers. And I don't have it in front of me, but I can always follow up and just share that information.

Docket numbers are important again, and again, anyone can file a comment as long as you follow the directions and instructions. We have that consumer guide. Once you submit a comment, it does become part of the record for viewing. So that's something that you want to think about what your -- what information you want to submit.

Once the comment period closes, then we go into the reply comment period, and the reply comments are really the public looking at Mary Smith said in her comment -- and I'm making this up. And Mary Smith said in her comment that all buildings should be wired, and perhaps you don't agree with that. So in a reply comment you could write, while we don't agree -- while we agree with Mary Smith that all buildings should be wired, we don't agree with her stating that this should be across the United States or whatever.

And then what you do is, looking at these comments, then you submit your reply comments to these comments. And really, it's a great opportunity, again, to share your ideas, your thoughts based on what issues the FCC is looking at and what information we're seeking.

And then once all this -- once that comment period closes, again, the FCC lawyers sit and sift through all this, and there's a lot of discussion about just further notice of proposed rulemaking becoming a report and order.

We then -- once that's kind of in the works, the next step would be -- and I know I'm skipping a lot of the legal process here, but the next step would be that it is announced in one of our upcoming open meetings. We have these open meetings monthly. In fact, there's an open meeting, if I'm not mistaken, tomorrow, March 16th, and you can find information FCC.gov website under open meetings. And then it gets voted on by our chairwoman and our commissioners, and then voila. You have -- you now have a report and order, and that information is final.

Once it becomes a report and order, that information is final. And then you will see what was determined based on the comments that are submitted. If there is a further notice to that final report and order, there will be a section that says further notice of proposed rulemaking, and then you just go through the whole process again.

So I will stop there because that's kind of a big overview of what that process is like.

Dina Lehmann-Kim: That was great. Thanks, Keyla. No. I wanted our audience to better understand it because it can seem very foreign to folks who are not familiar who are, like me and you, not lawyers. Thank you so much for walking us through that.

And, Annelieske, I don't know if you want to make any comments, but I have a few closing remarks. But I wanted to pass it to you in case you have something you want to say.

Annelieske Sanders: Oh, thanks, Dina. No. Please, take it away. Thanks, everyone, for your great comments today.

Dina Lehmann-Kim: Okay. Thank you so much, everyone, for joining us today. I'm always so grateful to our ConnectHomeUSA communities and our housing partners for all you do to connect our residents both to the Internet, important supportive services, and the work you're going to do to support this important program.

As you continue to implement your ConnectHomeUSA programs or other connectivity efforts, don't hesitate to reach out to us to let us know how we can help you. You can send an email to ConnectHome@HUD.gov.

I also want to take a moment to give a very special thank you to Keyla Hernandez-Ulloa, who spent so much time with us today, walking us through all the answers to your questions and to Lyle Ishida, who was in the background helping navigate and field your questions. So thank you so much to them and of course to Austin Bonner for her opening remarks and my HUD colleagues, my wonderful colleagues, Steve Lucas from our front office who joined us and my ConnectHomeUSA team as well.

I did want to mention also that the webinar is going to be followed by a mini guide that will be sent to you after -- not tomorrow but within the next few weeks on this topic that you can refer back to. And this webinar was recorded. So you can go back and look at it again, listen to it again, share it with your colleagues, and it'll be posted to HUD Exchange.

So with that, I also want to thank my wonderful colleagues at ICF Annelieske and Scott and John for all the great work you put into making this a reality today. So thanks, everyone. Have a great rest of your day, and we'll be in touch soon.

Annelieske Sanders: Thank you.

Dina Lehmann-Kim: Thank you. Bye-bye.

(END)