

# Affordable Connectivity Program (ACP) Frequently Asked Questions

For those supporting ACP enrollment



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## 1. What does the Affordable Connectivity Program (ACP) cover financially?

ACP offers eligible individuals or families up to \$30 a month off their internet bill, plus a one-time offer of \$100 towards an internet device (computer, tablet, phone, etc.). There are also enhanced Tribal Benefits for individuals or families living on federally-recognized Tribal lands which include up to \$75 a month off their internet bill, plus a one-time offer of \$100 towards an internet device (computer, tablet, phone, etc.). The funds are applied directly to the monthly bill.

## 2. How does someone apply for ACP?

Prove Identity (one of these)

- Driver's License: 18 states and Washington D.C. do not require proof of citizenship
- Up-to-date foreign passports
- Taxpayer ID Number
- State or Municipal ID

Prove Eligibility (see next question for more details)

- All students, regardless of immigration status may eligibility through attendance at a [Community Eligibility Provision school](#)
- Undocumented immigrants are eligible to receive Women, Infants, and Children Nutrition Program (WIC)
- Dependents receive a Federal Pell Grant

## 3. What are the ACP eligibility requirements?

A household is eligible if their total income is at or below 200% of the Federal Poverty Level (FPL), or if at least one member of the household meets any one of the criteria below:

- Participates in assistance programs, such as Supplemental Nutrition Assistance Program (SNAP), Medicaid, Federal Public Housing Assistance, Supplemental Security Income (SSI), Women, Infants, and Children Nutrition Program (WIC), or Lifeline;
- Participates in one of several Tribal-specific programs shown in the enhanced Tribal Benefits section below;
- Is approved to receive benefits through the [Community Eligibility Provision school](#) free and reduced-price school lunch program;
- Received a Federal Pell Grant during the current award year;
- Meets the eligibility criteria for a participating broadband provider's existing low-income program.

There are also enhanced Tribal Benefits; the eligibility requirements for this benefit include:

- Must reside on qualifying tribal lands
- Household must meet the income requirements or program participation covered, or participate in one of the following:
  - Bureau of Indian Affairs General Assistance
  - Tribal Head Start
  - Tribal Temporary Assistance for Needy Families
  - Food Distribution Program on Indian Reservations

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#### 4. If people are income eligible but don't receive other federal benefits, how would they verify income below 200% of the Federal Poverty Level?

You may have to show proof of income, like a tax return or three consecutive months of pay stubs, when you apply for ACP.

Household/Family Size	200% of the Federal Poverty Level
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$70,280
6	\$80,560
7	\$90,840
8	\$101,120

#### 5. Are there additional resources for those who still cannot afford services even with ACP?

Households earning less than 135% of federal poverty guidelines may be eligible for an additional subsidy on their monthly internet bill through [the Lifeline program](#). For those who need help affording a device, Maine is fortunate to have [give IT. get IT](#) and other organizations working to provide devices and support to those who need it.

Household/Family Size	135% of the Federal Poverty Level
1	\$19,683
2	\$26,622
3	\$33,561
4	\$40,500
5	\$47,439
6	\$54,378
7	\$61,317
8	\$68,256

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## 6. Can undocumented individuals apply for the ACP?

Generally, undocumented immigrants are not eligible to receive federal public benefits. However, ACP does not take into account one's immigration status, meaning undocumented immigrants can receive this benefit. Individuals will need to prove their identity through a foreign passport, birth certificate, or state issued ID.

## 7. Does the ACP affect Green Card applications?

Applying for the ACP or receiving ACP benefits will not jeopardize anyone's ability to obtain a green card or sponsor a family member under the public charge test, as it is not considered in the test.

## 8. Who are the Maine participating Internet Service Providers (ISPs)?

The Federal Communications Commission (FCC) maintains [a list of all registered internet service providers](#) participating in ACP in Maine.

## 9. Can a person apply for ACP with one ISP and then later transfer to another ISP?

Yes! Participants are able to transfer their benefit to another participating provider.

## 10. Can people use the pre-enrollment tool at [GetACP.org/Maine](#) now?

Yes! This website is live and a great pre-enrollment tool to help those trying to enroll in ACP.

## 11. Is there a mobile app for the ACP application, or is it best to use a web browser on a computer or phone?

The [GetACP.org/Maine](#) website is mobile-friendly.

## 12. What if someone needs help throughout the ACP application process?

EducationSuperHighway has live enrollment support available - click the "Chat" button in the upper right hand side of the [GetACP.org/Maine](#) webpage. You also have local support available through the [National Digital Equity Center](#) or your local [Regional and Tribal Broadband Partner](#) to connect with a digital navigator.

## 13. Can we use a general or organizational email address to assist people with the ACP application, and use the same email address to assist multiple applicants?

We recommend helping them create an email and then having them provide their phone number so they will also get voice and text alerts from USAC. That way they won't miss anything important. Depending on the phone service the individual has, a lot of companies offer 1-way email addresses (for example: phone number@att.txt). Also, with mail-in applications, it still requests an email address. [Click here](#) for help on creating an email.

## 14. How can I track enrollment in my town?

You can use [this link](#) to track enrollment by your Zip Code!

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## 15. How can I and/or my organization support people who are enrolling for the ACP?

The [LearnACP](#) course takes about an hour to complete and will equip you with the knowledge and resources to support households to enroll in the Affordable Connectivity Program (ACP) to sign up for a high-speed home internet plan. You can also use any of the resources in MCA's [ACP4ME Toolkit](#) to further support your outreach and enrollment efforts.

# ACP4ME Social Media

## For External Use



*Please use #ACP4ME and tag @MaineConnectivity/@MEConnectivity in social media posts. We also suggest for users to customize language from \$30/month to \$75/month as suits their audience.*

### Sample posts (English):

- Does your household qualify for free home internet? With the ACP benefit of \$30/month, some home internet plans are free. Applicants can visit [www.GetACP.org/Maine](http://www.GetACP.org/Maine) to learn if they qualify, what documents they'll need to apply, and how to connect to home internet plans that are free with ACP.
- The ACP provides eligible households with a \$30/month discount toward high-speed internet and a one-time discount of \$100 toward the purchase of a connected device. Eligible households located on Tribal lands can receive up to \$75/month toward high-speed internet access.
- A household can qualify for the ACP benefit if they meet at least one of the following criteria: a member of the household participates in a government assistance program, such as Medicaid or SNAP, if a dependent within the household attends a Community Eligibility Provision (CEP) school or receives free or reduced-price meals at school, or if the household income is at 200% of the federal poverty level.
- Using [www.GetACP.org/Maine](http://www.GetACP.org/Maine), applicants can answer a few simple questions and receive a personalized checklist that saves time when applying for the benefit. It takes about 5 minutes!
- Did you know that you may need to provide proof of eligibility when applying for the Affordable Connectivity Program? Visit [www.GetACP.org/Maine](http://www.GetACP.org/Maine) and answer a few simple questions to receive a personalized checklist of the documents you will need when applying.
- The Affordable Connectivity Program offers eligible households \$30/month toward home internet service, making some plans free. To find out if you qualify and to sign up for the ACP benefit, follow these 4 steps:
  - Step 1: See if you qualify at [www.GetACP.org/Maine](http://www.GetACP.org/Maine)
  - Step 2: Apply
  - Step 3: Receive confirmation
  - Step 4: Select internet plan

### Sample posts (Spanish):

- El Programa de Descuentos Para Internet (ACP) es un programa del gobierno federal que ofrece a los hogares elegibles \$30/mes para servicios de Internet en el hogar. Visite [www.GetACP.org/Maine](http://www.GetACP.org/Maine) para saber si reúne los requisitos para el Programa de Descuentos Para Internet (ACP) qué documentos necesitará para solicitar el servicio y cómo conectarse a planes de Internet en el hogar que son gratuitos con el ACP.
- ¿Sabía que el Programa de Descuentos Para Internet (ACP) proporciona a los hogares elegibles \$30/mes para servicios de Internet en el hogar? El beneficio de ACP hace que Internet sea gratis con algunos planes.
- ¿Sabía que puede calificar para un descuento de \$30/mes en el servicio de Internet en el hogar? Usted puede ser elegible si participa en un programa de asistencia gubernamental,

# ACP4ME Social Media

## For External Use



como Medicaid o SNAP, si es un hogar con un dependiente que forma parte de una escuela de la Disposición de Elegibilidad Comunitaria (Community Eligibility Provisión, CEP) o que recibe comidas gratuitas o a precio reducido en la escuela o si su ingreso familiar se encuentra en el 200 % del nivel federal de pobreza.

- ¿Sabía que es posible que deba proporcionar una prueba de elegibilidad al solicitar el Programa de Descuentos Para Internet (ACP)? Visite [www.GetACP.org/Maine](http://www.GetACP.org/Maine) y responda algunas preguntas simples para recibir una lista de verificación personalizada de los documentos que necesitará al presentar la solicitud.
- ¿Necesita ayuda para comenzar a solicitar el Programa de Descuentos Para Internet (ACP)? Visite [www.GetACP.org/Maine](http://www.GetACP.org/Maine) y responda algunas preguntas simples para determinar si su hogar reúne los requisitos, qué documentos necesitará para solicitar el servicio y conectarse a planes de Internet en el hogar que son gratuitos con el ACP en su área.
- El Programa de Descuentos Para Internet (ACP) ofrece a los hogares elegibles \$30/mes para el servicio de Internet en el hogar, lo que hace que algunos planes sean gratis. Para averiguar si califica e inscribirse para el beneficio de ACP, siga estos 4 pasos:
  - Paso 1: Vea si usted califica en [www.GetACP.org/Maine](http://www.GetACP.org/Maine)
  - Paso 2: Presentar solicitud
  - Paso 3: Recibir confirmación
  - Paso 4: Seleccionar plan de Internet

ACP4ME Logo:



# You could lower your internet bill by \$30 a month!

The Affordable Connectivity Program (ACP) offers eligible Maine families up to \$30 a month off their internet bill.

## Who qualifies for the Affordable Connectivity Program?

Eligibility is based on income. For example, a family of four making less than \$60,000 is eligible.

Mainers who participate in any of the following programs automatically qualify:

- Supplemental Nutrition Assistance Program (SNAP) Special Supplemental Nutrition
  - Program for Women, Infants, and Children (WIC)
  - Supplemental Security Income (SSI)
- Most federal and state housing assistance programs
  - Veterans Pension and Survivors Benefit
  - Free and Reduced-Price School Lunch Program
- Received a Federal Pell Grant in the current award year

Fill out the application at [getacp.org/Maine](https://getacp.org/Maine) to find out if you qualify.

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**238,710 Maine households could lower their internet bills by \$30 a month!**

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Learn more or apply today at [www.getacp.org/Maine](https://www.getacp.org/Maine).



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Use the QR Code to get  
\$30 off your internet:



# You could lower your internet bill by \$75 a month!

The Affordable Connectivity Program (ACP) offers eligible Maine Tribal families up to \$75 a month off their internet bill.

## Who qualifies for the Affordable Connectivity Program?

You are eligible if your household is located on qualifying Tribal lands, and your household income is at or below 200% of the federal poverty guidelines.

You or any member of your household participating in any of the following can qualify:

- Lifeline Program
- Supplemental Nutrition Assistance Program (SNAP) Special Supplemental Nutrition
  - Program for Women, Infants, and Children (WIC)
  - Supplemental Security Income (SSI)
  - Federal Public Housing Assistance (FPHA)
  - Veterans Pension and Survivors Benefit
- Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians
- Tribal specific programs – Bureau of Indian Affairs General Assistance, Tribal Head Start (only households meeting the relevant income qualifying standard), Tribal Temporary Assistance for Needy Families (Tribal TANF)
  - Free and Reduced-Price School Lunch Program
  - Received a Federal Pell Grant in the current award year

Fill out the application at [getacp.org/Maine](https://getacp.org/Maine) to find out if you qualify.

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**Tribal families could lower their internet bills by up to \$75!**

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Learn more or apply today at [www.getacp.org/Maine](https://www.getacp.org/Maine).



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Use the QR Code to get  
\$75 off your internet:

