Affordable Connectivity Program – Enhancements to the Online Consumer Application

August 3, 2023

Thanks to our collective efforts, the Affordable Connectivity Program (ACP) is now reaching over 19.5 million households.

On August 2, USAC released enhancements to the online consumer application to make the application and enrollment process easier for consumers. These changes build upon updates released in recent months and incorporate feedback from navigators and other stakeholders. USAC and the FCC will continue making improvements to the ACP system based on future feedback.

Proof of Eligibility Updates

USAC released additional updates to simplify the experience for consumers who need to provide proof of their eligibility. Consumers will now see new pages when providing documentation for any of the qualifying programs below:

- Supplemental Nutrition Assistance Program (SNAP),
- Medicaid,
- Supplemental Security Income (SSI),
- Federal Pell Grant,
- Free and Reduced-Price School Lunch or School Breakfast Program,
- U.S. Department of Agriculture (USDA) Community Eligibility Provision (CEP) schools

If consumers have appropriate program documentation, they will be asked to select their program before getting to a new document upload page that provides specific information unique to each program. These new pages help consumers understand the document requirements and common examples of acceptable documentation, how to upload documents, and what to do if they don't have proof.

Visit our Community Resources page for the latest screenshots of the online consumer application.

Training & Resources

Find upcoming trainings and other resources on the ACP Learn page on USAC's website.

To make sure you are receiving the latest information, please sign up for USAC's newsletter and, if you would like to be an outreach partner, sign up at fcc.gov/acp.

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit USAC.org, and consumers should visit AffordableConnectivity.gov . Consumers can apply for the ACP at GetInternet.gov, and Spanish speaking

consumers can apply at AccedeaInternet.gov. For general program support, service providers should email ACProgram@usac.org and consumers should email ACPSupport@usac.org. Both providers and consumers may also call the ACP Support Center at (877) 384-2575 for assistance.