

# ACP Training

How to Enroll Residents in  
the ACP Internet Discount  
Program

**With Special Guest  
Maryland Governor Wes Moore**



**September 14, 2023**

**Maryland Digital Equity Coalition**

# Welcome!



- **Update your screen name (name, organization, pronouns)**
- **Say hello in the Chat:**
  - **Share your name, organization, email**



# **MONTGOMERY COUNTY EXECUTIVE MARC ELRICH**

# Meet and Greet



- **Please turn your camera on for our Meet & Greet**
- **Have one person say your organization name and tell us what your organization does IN 1 SHORT PHRASE please! (20 seconds)**
- **We'll go by regions:**
  - **Organizations who provide digital equity services**
  - **Organizations who serve people who need digital equity service go next**

# Meet and Greet



- **Garrett, Allegany, Washington**
- **Frederick, Carroll**
- **Harford, Cecil**
- **Kent, Queen Anne's, Caroline, Talbot**
- **Dorchester, Wicomico, Somerset, Worcester**
- **St. Mary's, Calvert, Charles**
- **Baltimore & Baltimore City**
- **Prince George's, Howard, Anne Arundel**
- **Montgomery**

# ACP TRAINING



## You Will Be Muted During the Training

**Please use the Chat to ask questions**

We will answer questions, send written responses after the meeting, and use questions to create future Frequent Asked Questions (FAQs)

# What is ACP?



- **Federal & State subsidy for home and mobile internet**  
**\$30/month Federal + \$15/month MD (add'l \$45/month tribal)**  
**(aka Maryland Emergency Broadband Benefit)**
- **Eligible Households (there can be more than one household per address, and children in shared custody can get at both households)**
  - **Enrolled in Benefit Program: SNAP, Medicaid**  
Free School Lunch, WIC, SSI, Housing Voucher/Project, Pell Grant  
Veterans Pension/Survivors Benefit, Lifeline
  - **Income Below 200% Federal Poverty:**  
\$29,160 1 person, \$39,440 (2), \$60,00K (4) + \$10,280 add'l person

# ACP Enrollment Process & Challenges



## Two Step Process:

- 1. Enroll in ACP to receive Application ID #**
  - Provide address and identification information
  - Provide eligibility verification information
- 2. Call Internet Provider & give App ID # get ACP discount applied**

## Challenges

- Enrollment is easiest online with an email address
- Verification is easiest with a social security number
- It can take awhile on hold with an internet company to get the ACP discount applied



# ACP & Lifeline



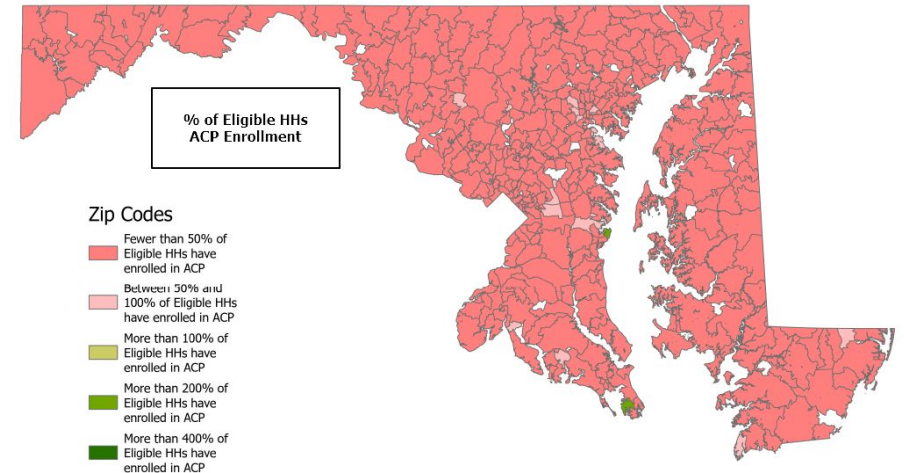
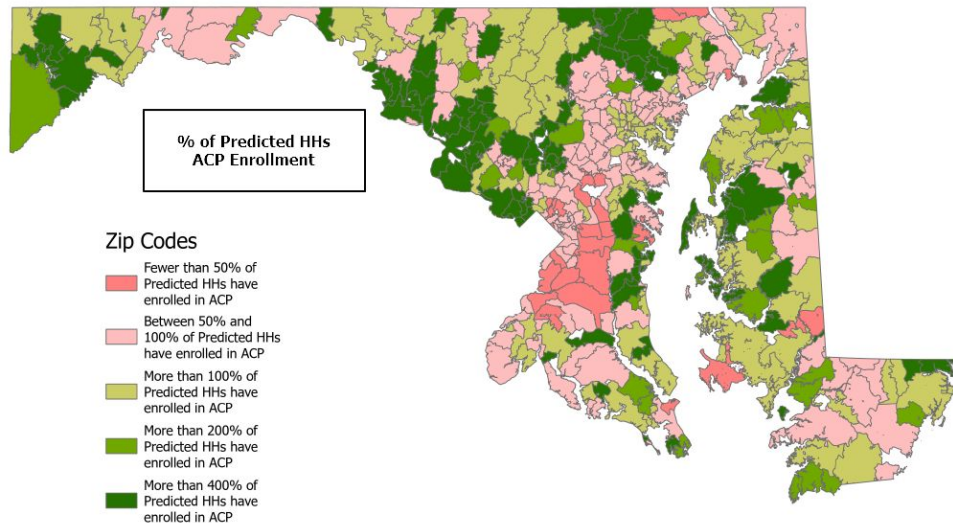
- ***ACP can only be used for broadband, not telephone. But it can be use for fixed (wired/cable modem/fiber) or mobile (cell phone broadband data plan).***
- ***ACP can be in addition to \$9.25 Lifeline benefit  
Lifeline can be used for Phone or Broadband but not both  
Lifeline is more restricted (Not eligible on WIC/Free School Lunch and  
Income must be less than 135% of federal poverty)***
- ***The ACP application portal can be used to enroll people in both programs***

# Maryland ACP Process



**Good! But let's be GREAT!!**

**87% of Predicted HHs have enrolled; Only 28% of ELIGIBLE HHs have enrolled**



**Visit Baltimore Community Foundation [bcf.org](https://www.bcf.org) for data and [https://www.benton.org/acp\\_tool](https://www.benton.org/acp_tool) for an interactive map!**

# Today's 3 Biggest Take Aways



1. We are on our way to success because you showed up today. Thank you.

2. You can always call Marylanders Online for enrollment help  
Mon-Fri 10 AM to 8 PM, Sat 10 AM to 5 PM English & Spanish  
301-405-9810 <https://marylandersonline.umd.edu>

## 3. TO SUCCEED WE NEED AN ACP “THINK” SYSTEM

Frontline staff interacting with eligible households

**THINK. PLEASE ASK.**

***“ARE YOU ENROLLED IN ACP  
– the internet discount program?”***



Music Man “Think” Method

# ACP Online Application Training

## Step 1: Visit

<https://getinternet.gov>



An official website of the United States government [Here's how you know](#)


**FC** English Sign in

We've made some updates: This is now an official FCC website. View the previous [non-FCC content](#).

### Save on your internet bill

With the FCC's Affordable Connectivity Program, you can save on your bill and may be able to get high-speed internet for free.

[Apply](#)



#### What are the program benefits?

- Service discount up to \$30/month
- Service discount up to \$75/month on qualifying Tribal lands
- Device discount up to \$100 for a qualifying device

#### How can I qualify?

- You, or your child or dependent are enrolled in government programs like Medicaid, SNAP, WIC, or others, or,
- Based on your household income

Learn more about [how you qualify](#).

#### How do I sign up?

**1 | Apply**

Apply now. We'll help you every step of the way.

[Apply](#)

**2 | Get internet**

Contact an internet company to get your benefit.

UNIVERSITY OF  
MARYLAND  
EXTENSION



This institution is an equal opportunity provider.

# Fill out your information

We will only use this information to see if you are eligible for a discount on your internet.



## Home address where you will get internet

It cannot be a P.O. Box.

### Street Number and Name

### Apartment, Unit, etc.

### City or Town

### State or Territory

 ▼

### Zip Code

My mailing address is different than my home address.

## Contact information

You need an email address to apply. We'll use this email address to contact you about the status of your application.

### Email Address

### Phone (optional)

By providing a phone number, you consent to letting USAC contact you at that phone number via artificial or prerecorded voice message or text for important reminders and updates about your Affordable Connectivity Program benefit. For text messages, message and data rates may apply. Text STOP to end messages.

Next

# Identity Information SSN...



## Fill out your information

We'll use this information to see if you are eligible. It won't affect your credit.

### Do you want us to check your identity with the last four digits of your Social Security Number?

Providing the last four digits of your Social Security Number may speed up the process and reduce the need to provide documentation, but is not required.

- Yes, use the last four digits of my Social Security Number.
- No, I want to provide an official document (Driver's License, Taxpayer Identification Number, Passport, etc.) or use my Tribal ID number.

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[Next](#)

## Fill out your information

We'll use this information to see if you are eligible. It won't affect your credit.

Enter the last four digits of your Social Security Number.

**Last 4 digits of your Social Security Number**

XXX - XX -

[Back](#)

[Next](#)

# Identity Information No SSN...



## Fill out your information

We'll use this information to see if you are eligible. It won't affect your credit.

### Do you want us to check your identity with the last four digits of your Social Security Number?

Providing the last four digits of your Social Security Number may speed up the process and reduce the need to provide documentation, but is not required.

- Yes, use the last four digits of my Social Security Number.
- No, I want to provide an official document (Driver's License, Taxpayer Identification Number, Passport, etc.) or use my Tribal ID number.

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## Fill out your information

### What form of identification would you like to use?

You can use your Tribal ID number or any valid Government ID issued by the United States or another country as long as it has your full name, date of birth, and is not expired.

#### Other Government Identification

Please choose one from the list:

Select ▼

- Select
- Driver's License
- Military ID
- Passport
- Taxpayer Identification Number
- Tribal Identification Number
- Other Government ID

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# Program Participation...



## Fill out your information

We'll use this information to see if you are eligible. It won't affect your credit.

### Full name as it appears on your identification

Enter the name you have on your official documents like Social Security Card or Government ID. This should be your full legal name, not a nickname.

First Name

Middle Name (optional)

Last or Family Name

### Date of Birth

Month

Day

Year

## Confirm your program participation

### Do you participate in Medicaid or the Supplemental Nutrition Assistance Program (SNAP)?

If you do not participate in either of these programs you may still be eligible. We'll just need to ask a few more questions.

- Yes, I think I participate in Medicaid and/or SNAP.
- No, I do not think I participate in Medicaid and/or SNAP and want to qualify another way.

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# Program Participation- No SNAP/Medicaid...



## Confirm your program participation

### Do you participate in Medicaid or the Supplemental Nutrition Assistance Program (SNAP)?

If you do not participate in either of these programs you may still be eligible. We'll just need to ask a few more questions.

- Yes, I think I participate in Medicaid and/or SNAP.
- No, I do not think I participate in Medicaid and/or SNAP and want to qualify another way.

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## Confirm your program participation

### Which of the following programs do you participate in?

Check all that apply.

- Federal Pell Grant
- Veterans Pension and Survivors Benefit Programs
- Federal Housing Assistance [?](#)
- Supplemental Security Income (SSI)
- Special Supplemental Nutrition Program for Woman, Infants, and Children (WIC)
- Tribal Specific Program (Only choose if you live on Tribal lands)
- I don't think I participate in any of these programs, I may qualify through my **income**
- I don't participate in any of these, but I have a **child or dependent** who may qualify

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Next

# Review and Create Account...



## Review your information

Please review the information you provided and make any edits.

### Your Information Edit

Name  
**Abc Test**

Home Address  
**123 Not Real St  
Gotham, NY 11111**

Mailing Address  
**Same**

Date of Birth  
**1/01/1970**

Phone (optional)  
**Not Provided**

Email Address  
**abctest@email.com**

### Your ID

Last four digits of your Social Security Number  
**XXX-XX-1111**

The information you provided will be used to check if you are eligible for the Affordable Connectivity Program (ACP).

By submitting this form, you agree to the [National Verifier terms and conditions](#) and consent that all information you are providing (including any information you may be providing on behalf of another member of your household) may be collected, used, shared, and retained for the purpose of applying for and/or receiving the Affordable Connectivity Program benefit.

[Back](#)

[Check my eligibility](#)

## We need more information to see if you qualify

A few things happened:

- We couldn't find your address, please show us where you live on a map.
- We couldn't verify who you are, please attach a photo of a document that shows your identity information.
- We couldn't confirm your eligibility, please attach a photo of a document that shows you (or your child or dependent) participate in a government assistance program or your income.

### What to do next

You need to **create an account** to save your information and continue your application.

[Create account](#)

## Create your account

You need to create an account to save your information and continue your application.

### Username

This could be your email address or unique ID.

abctest@email.com

### Create a password

Choose something that is a mix of letters, numbers, and symbols. Write down your password and keep it in a safe location because you will need to use it again.

- At least 8 characters long
- At least 1 capital letter
- At least 1 number (0-9)
- At least 1 special character (!@#\$%^&\*)
- No restricted phrases [?](#)

Show password

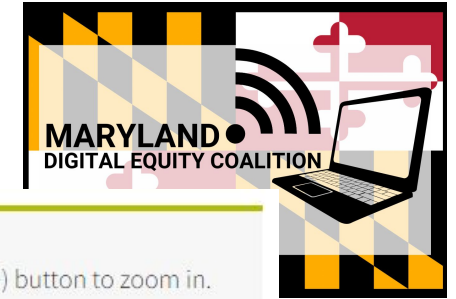
### Confirm password

Type the same password again.

Show password

[Create account and sign in](#)

# Confirm Location...



## Confirm Your Location

Show us that your address is right.

This is the information you gave us.

Address: 123 NOT REAL ST,  
GOTHAM, NY 11111

If you see a typo in your address, [fix it here](#).

You have until **9/17/2023** to confirm your address. If you miss the deadline, you will need to submit a new application.

[How to Find Your Address](#)



Confirm where you live by double clicking on the map or use the (+) button to zoom in. Drop a pin once you find your address.



If you do not zoom in enough, you will not be able to drop a pin.

Latitude

Longitude

Note: If you live on Tribal lands, this information will be used to confirm you qualify for the enhanced Tribal benefit.

Next

# Document Upload...

## Share more information to see if you qualify

With your help, we can confirm you qualify in a few more steps.

### Do you have a document that shows your income?

- Yes. I have a document such as pay stubs, last year's tax return, or a social security statement.
- No. But I have a document that shows I (or my child or dependent) participate in a program such as SNAP or Medicaid.

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Next

You have until **9/17/2023** to complete this selection. If you do not complete it by this date, you will need to submit a new application.



## Share more information to see if you qualify

You may qualify if your annual income meets the requirements.

### How many people live in your household? ?

Number of people in my household:

1

### Is your annual income at or below \$29,160? ?

- Yes
- No. But I have a document that shows I (or my child or dependent) participate in a program such as SNAP or Medicaid.

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# Document Upload...

## Share proof of your income

### Your document must include:

1. Your name, or your child or dependent's name
2. Your annual income is at or below \$29,160
3. An issue date within the last 12 months

### Here are common examples:

- Your prior year's state, federal, or Tribal tax return
- Current annual income statement from your job
- A Social Security statement of benefits
- An unemployment or worker's compensation statement of benefits
- A Federal or Tribal notice letter of participation in General Assistance
- A divorce decree or child support award
- An official document with a date in the last 12 months that shows your annual income. Or official documents showing your income for three months in a row. This could be pay stubs that have dates within the last 12 months.



### How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

[Take a photo](#)

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[Next](#)

[What if I don't have proof of my income?](#)



[How can I edit my information or add a child or dependent?](#)



# Signature...

By signing your name below, you agree with the following statements:

## Qualifications

I or someone in my household currently gets benefits from a program that qualifies for the Affordable Connectivity Program, or my annual household income is 200% or less than the Federal Poverty Guidelines.

## Internet company notification

I understand that I must tell my internet company within 30 days:

- if my household no longer qualifies for the Affordable Connectivity Program or
- if I move to a new address.

## Only one benefit per household allowed

I understand that my household can only receive one monthly service benefit and one device discount (desktop, laptop, or tablet) through the Affordable Connectivity Program, and to the best of my knowledge, my household is not getting more than one service benefit and one device discount.

## Potential impact on your bill if program ends

I understand that the Affordable Connectivity Program is a federal government benefit that reduces my internet service bill, and my household will be subject to the internet company's undiscounted general rates, terms, and conditions if my household continues to subscribe to the service after the conclusion of the Affordable Connectivity Program.

## How your information will be used

I agree that all of the information I provide on this form may be collected, used, shared, and retained by the Affordable Connectivity Program Administrator (Universal Service Administrative Company) for the purposes of applying for and/or receiving the Affordable Connectivity Program benefit.

- I agree that my state or Tribal government may share information about my benefits for a qualifying program with the Affordable Connectivity Program Administrator if required by law and this information will be used only to help find out whether I can get an Affordable Connectivity Program benefit.

## Check eligibility at any time

The Affordable Connectivity Program Administrator or my service provider may check whether I still qualify at any time.

## Must meet recertification deadline

In order to confirm that I still qualify for the Affordable Connectivity Program benefit, I understand that I have to respond to a recertification request by the deadline or I will be removed from the Affordable Connectivity Program and my benefit will stop.

## Your Signature

### Type your name below

Abc Test

I understand this is a digital signature, and this is the same as if I signed my name with a pen.

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Submit



# Final Review & Approval

## We are reviewing your documents

We'll email you when our review is complete. You can check the status of your application at any time on your [account homepage](#)

It generally takes about 15 minutes, but could be up to 2 days.

**Need Help?** If you have questions about the Affordable Connectivity Program (ACP), call us at [1 \(877\) 384-2575](tel:18773842575) or send us an email at [ACPSupport@usac.org](mailto:ACPSupport@usac.org).

## Contact an internet company to get your benefit

You're approved to get your benefit. **Sign up by November 1, 2023.**

### What to do next

#### If you already have internet

Contact your internet company and say, "I have been approved for the Affordable Connectivity Program and would like to apply it to my service." Then, give them the information below.

#### If you don't currently have internet

[Find an internet company](#) that can provide service to your address and say, "I have been approved for the Affordable Connectivity Program and would like to sign up for internet." Then, give them the information below.

Application ID:

**B77506-57166**

Full legal name:

**Abc Test**

Address:

**123 NOT REAL ST,  
GOTHAM, NY 11111**

Method of identity verification:

**Last 4 digits of SSN**

We have sent this information to the email you provided on your application.

Do you live on Tribal lands? +

Need to find an internet company near you? +

## Welcome ABC

The National Verifier is a tool to help you confirm your eligibility for the Lifeline Program and/or the Affordable Connectivity Program (ACP).

[Get Started](#)

[Need Help?](#)

### Do you need to start an application?

To start an application for either ACP or Lifeline, select one of the blue buttons below. If you are interested in receiving an ACP and Lifeline benefit, select "Start Lifeline Application".

### Do you already have an application?

You can check the My Applications table below to see if you already have an application. To return to an incomplete application, select the "Return to Application" button. If you need to edit an application, please review the "Need Help" section.

[Start Lifeline Application](#)

[Start ACP Application](#)

## My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

[Return to Application](#)

Application Type	Application ID	Application Created	Expiration Date	Status
Affordable Connectivity (ACP)	B77506-57166	08/03/2023	11/01/2023	Qualified

# Steps to follow if not qualified

## Share more information to see if you qualify

You may qualify if your annual income meets the requirements.

### How many people live in your household? [?](#)

Number of people in my household:

### Is your annual income at or below \$29,160? [?](#)

- Yes
- No. But I have a document that shows I (or my child or dependent) participate in a program such as SNAP or Medicaid.

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Next

Back

Save

Next

## We Could Not Confirm Your Eligibility

**i** You have until **9/17/2023** to provide documentation to confirm your eligibility. If you miss this deadline, you will need to submit a new application.

If you think you may have entered any of your information (such as a name, date of birth, or address) incorrectly, or would like to add a child or dependent, [fix it here](#).

### Are you or someone in your household in any of these?

#### Choose one.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Federal Pell Grant in the current award year
- Free and Reduced-Price School Lunch or Breakfast Program
- USDA Community Eligibility Provision (CEP) School [?](#)
- Special Nutrition Program for Women, Infants, and Children (WIC)
- Tribal Specific Program (only choose if you live on Tribal lands)
- I don't participate in one of these programs, I want to qualify through my income.

## Share proof that you're enrolled in Supplemental Nutrition Assistance Program (SNAP)

### Your document must include:

1. Your name, or your child or dependent's name
2. The name of the program
3. The name of the government, Tribal entity, or program administrator that issued the document
4. An issue date within the last 12 months or expiration date in the future

### Here are common document examples:

- A benefit award letter
- A statement of benefits
- A benefit verification letter
- A screenshot of an online benefits portal

### Common mistakes:

- Most SNAP cards do not include the required information. If your card does not, then it will not be accepted.
- Letters of temporary food assistance (i.e., TANF) will not be accepted.

### How to add your photo or scanned copy

Please attach a picture or scanned copy of your document. Files must be less than 10 MB and one of the following file types: jpg, jpeg, png, pdf, or gif.

- Make sure your image is not blurry
- Make sure your document is not cut off and we can see all four sides
- Make sure you have good lighting

Take a photo

Back

Next

What if I don't have proof that I'm enrolled in SNAP? [+](#)

How can I edit my information or add a child or dependent? [+](#)



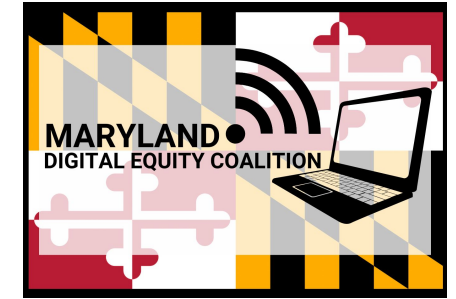
# Quick Tips



- Online application is easiest and fastest vs paper application
- The name and address on the application, verification document and the physical location for the benefit must match
- Use Last 4 of the SSN & 3rd party verifier.
  - Use 0000 as last 4 of the SSN for residents with no SSN
- Suggest email address username and ask customer to save the password to check the status
- REMINDER: Have ISP providers at the in-person ACP Enrollment event



# Documentation Needed...



Household Size	48 States, DC
1 person	\$29,160
2 people	\$39,440
3 people	\$49,720
4 people	\$60,000
For each additional person, add	\$10,280

- Proof of Identification  
(Government ID, military, state, or Tribal ID, Driver's license, Birth Certificate, Certificate of US citizenship or Naturalization, Permanent Resident Card or Green Card, SS Card, Taxpayer identification Number (ITIN))
- Proof of Income  
(Prior year's tax return or W-2, Government assistance program document like benefit statement, Paystubs, retirement/pension statement of benefits, Unemployment/workers compensation statement)
- Proof Of Residency  
( Current utility bill



# MD Internet Service Providers



**32 Fixed Broadband Providers**  
**74 Mobile Broadband Providers**  
**15 Offer both**

## **Find Maryland Providers**

**<https://dhcd.maryland.gov/Broadband/Pages/MEBB.aspx>**

## **Find A Provider Near You**

**<https://cnm.universalservice.org/>**

**Large events can be a great way to efficiently leverage staff!**

**Many Internet Service Providers will send staff to a large event so you can sign people up for ACP and get the ACP benefit applied to their accounts at the same event**

**Contact Marylanders Online or the Office of Statewide Broadband to get in touch in service providers in your area**

# Contact Us...



## ❖ Marylanders Online Contact Detail: ( Vishnupriya Desai)

- Phone Number: 301-405-9810  
Toll Free: 1-866-206-8467
- Hours: Monday to Friday 10:00 am to 8:00 pm EST  
Saturday 10:00 am to 5:00 pm EST
- Email: [marylandersonline@umd.edu](mailto:marylandersonline@umd.edu)
- Website: <https://marylandersonline.umd.edu/>

## ❖ Montgomery Connect Contact Detail: ( Mitsuko Herrera)

- Email: [MontgomeryConnects@montgomerycountymd.gov](mailto:MontgomeryConnects@montgomerycountymd.gov)



# Q & A

**Please put questions in the chat**



# Welcome Governor Moore!

# Resources from FCC & USAC...

- ACP Tool Kit for organizations  
<https://www.fcc.gov/acp-consumer-outreach-toolkit>
- ACP Applications Instructions  
<https://www.affordableconnectivity.gov/wp-content/uploads/Online-ACP-Application-Instructions.pdf>
- How to Apply video  
<https://www.affordableconnectivity.gov/how-to-apply/>.
- Do I Qualify? (Qualifying factors and Income breakdown)  
<https://www.affordableconnectivity.gov/do-i-qualify/>
- Show you Qualify ( Documentation Examples)  
<https://www.affordableconnectivity.gov/how-to-apply/show-you-qualify/>



# More Resources from FCC & USAC...



- Find ISP near me by Zip Code  
<https://cnm.universalservice.org/>
- Acceptable Documentation Guide provided by USAC  
<https://affordableconnectivity.gov/wp-content/uploads/ACP-Acceptable-Documentation-Guide-English.pdf>
- Additional Tools from USAC  
<https://affordableconnectivity.gov/help/tools/#documentation-guidelines>
- [Sign up](#) for ACP email updates and upcoming events
- ❖ **ACP Support Center**
  - Email: [ACPSupport@usac.org](mailto:ACPSupport@usac.org) or
  - Phone Number: (877) 384-2575
  - Hours: 7 days a week from 9 a.m. – 9 p.m. ET



# Resources from Marylanders Online...



- Marketing Toolkit for Partners

<https://live-marylandersonline-umd.pantheonsite.io/marketing-toolkit>

- Printable Flyers

<https://marylandersonline.umd.edu/resources/flyers>

- Social Media Assets

<https://marylandersonline.umd.edu/resources/social-media-assets>

# Resources from the State

- Information about Maryland Emergency Broadband Benefit Program (MEBB)  
<https://dhcd.maryland.gov/Broadband/Pages/MEBB.aspx>
- List of Internet Service Providers (ISP) in Maryland  
[/https://dhcd.maryland.gov/Broadband/Documents/Participating-Internet-Service-Providers.pdf](https://dhcd.maryland.gov/Broadband/Documents/Participating-Internet-Service-Providers.pdf)
- Maryland Connected Device Program  
<https://dhcd.maryland.gov/Broadband/Pages/Provider-Resources.aspx>

Click on Digital equity and find Connected Device Program for applying for 2nd round of Device Distribution Program

- ❖ Email for Office of State Broadband: [osb.md@maryland.gov](mailto:osb.md@maryland.gov)



**THANK YOU FOR TRAINING TODAY!**