



Recertifying for the Affordable Connectivity Program (ACP): What You Need to Know

The Affordable Connectivity Program (ACP)

The Affordable Connectivity Program (ACP) provides low-income households with help to pay for high-speed internet connectivity and devices like cell phones or computers. The government benefit provides a discount of up to \$30 per month toward internet service for eligible households and up to \$75 per month for households on qualifying Tribal lands.

Since many participating internet service providers offer high-speed internet for \$30/month, internet connectivity through ACP could be free for qualifying households. [Click here to see who is eligible for the ACP.](#)

In today's connected world, high-speed internet is essential for older Americans. It connects you to health and emergency services, enables easy communication with loved ones, and lets you shop and manage your finances from the comfort of your home. Through OATS flagship program, Senior Planet from AARP, online classes can help older adults learn new technology skills and meet new people.

Recertification

Recertification is an annual requirement to confirm that ACP subscribers still qualify for the benefit. Here's what you need to know about recertifying for ACP benefits:

- If USAC can confirm you still qualify, there is nothing else that you need to do to confirm your continued eligibility for the ACP.

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- If your eligibility cannot be confirmed, you will be required to complete the ACP Recertification Form (English or Spanish) and may be required to provide proof of eligibility. USAC will contact you by mail and you may receive additional reminders by e-mail, mail, or pre-recorded messages on your phone.
- If asked to recertify you must do so within 60 days or you will lose your ACP benefit. Your internet service may be terminated, or your bill may increase.
- ACP subscribers who participate in the Lifeline Program and passed Lifeline recertification can rely on their Lifeline recertification.

You can recertify for ACP by:

- Phone: call (877) 384-2470, enter the application ID number included in your letter, and follow the prompts. This option is available only to those who do not have to provide proof or documentation.
- Online: Log in or create a new account to complete the ACP recertification form online.
- Mail: Complete the ACP Recertification Form: English, and Spanish (Recertification Form Instructions) and sent it with copies of your proof documentation (if required) to: ACP Support Center, PO Box 7081, London, KY 40742-8302

If you need help with the recertification process, send an email to ACPSupport@usac.org or call the ACP Support Center at (877) 384-2575. Click [here](#) to learn more about recertifying for the ACP.

If you need help completing the recertification process or navigating the FCC website, please contact our Senior Planet contact center at (877) 745 - 1930 for personalized assistance.

Call out for ACP success stories: If the ACP has been beneficial to you and your household, please reach out to (877) 745 - 1930 or Info@agingconnected.org to share your success story. Sharing your story may help others!