Apply Online for the Affordable Connectivity Program

The Affordable Connectivity Program (ACP) is a government program that provides a discount on home internet bills for qualifying low-income households. You can use the ACP benefit to pay for new internet service, or, if you already have home internet, you can apply it to your current service.

You can see if you’re eligible and apply for the program online! Before you begin, be sure to have your Social Security Number or another form of government ID on hand and have an email address ready.

If you have questions, call the Senior Planet Tech Hotline at 1-877-745-1930.

Get Started

1. Click or tap on the web browser on your computer or mobile device to open it. These are the most common web browsers:

   - Chrome
   - Edge
   - Safari
   - Firefox

2. Type getinternet.gov in the web address bar and select Enter on the keyboard. The FCC’s ACP website will open.
3 Tap or click the blue **Apply** button.

4 You may see a screen with a reminder of the personal information that you should have ready to determine if you are eligible for the benefit. If you see this screen, click or tap **Next** to continue.

**Affordable Connectivity Program Application**

**Before you get started**

The personal information you enter will be used to see if you qualify for a discount on your internet. This information will only be used to find out if you qualify.

- Verify your identity using the last four digits of your Social Security Number, a Tribal ID number, or other government ID (Driver’s License, Passport, etc.). Providing a Social Security Number may reduce the need to provide extra documentation.
- Enter an email address so we can contact you.

5 Enter your home address where you will get internet service. This cannot be a P.O. Box.

To choose your state, select the **downward arrow**, and a menu will open. Choose your state by clicking or tapping it.

**Fill out your information**

**Home address where you will get internet**

- It cannot be a P.O. Box.

**Street Number and Name**

**State or Territory**

State or Territory

**Zip Code**

00000

- My mailing address is different than my home address.
6 If your mailing address is different than your home address, click or tap the small box below where you enter your zip code. Additional text boxes will appear for you to add your mailing address.

7 After you enter your address, type your email address. If you don’t have an email address, you may enter someone else’s.

Notifications and reminders about your application will be sent to the email address you give here.

Enter your phone number, if you’d like. Then, click or tap Next.
Verify Your Identity

1. Next, you’ll select your preferred method for verifying your identity.

Entering the last four digits of your Social Security Number is secure. It may also speed up your application process and reduce the need to upload additional documentation.

To enter the last four digits of your Social Security Number, click or tap the **first circle** so that it becomes blue. Then, select **Next** and skip to step 6 on page 7.

A SSN is **not** a requirement for receiving the ACP benefit. If you don’t have a SSN or prefer not to give the last four digits, click or tap the **second circle** so that it becomes blue. Then, select **Next** and proceed to the next page for step 2.

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**Do you want us to check your identity with your Social Security Number?**

Using the last four digits of your Social Security Number will help speed up your application process and may avoid you having to provide extra documentation.

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

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2 Choose the form of identification you’ll use. Click or tap the **downward arrow** and then select an option in the menu.

3 Your next step will depend on your choice in Step 2.

If you selected to upload a government or military ID, you’ll be asked to upload a copy of the identification. Click or tap **Select Photo** to continue to step 4 on the next page.

If you selected Tribal Identification Number, enter the number in the text box that appears. Then click or tap **Next** and skip to step 7 on page 7.
4 The options to attach a photo or file to the application will vary based on your device.

**Computer:** A new window will open. Find the picture or scanned copy of your identification that is saved to the computer and select it. Then, click **Open**.

![Computer screenshot with open button highlighted]

**Mobile Device:** You can take a picture of your identification and upload it or search for the picture or file on your device.

![Mobile device screenshots with file selection and camera icons]

5 After your upload is complete, you’ll see a success message. Click or tap **Next** and skip to step 7 on the next page.

![Success message on mobile device]
6 If you chose to enter the last four digits of your Social Security Number in step 1 on page 4, then enter them in the text box and click or tap Next.

7 Next, you’ll enter your name as it appears on official documents.

8 Then enter your date of birth and click or tap Next.
Confirm Your Program Participation

To determine whether you’re eligible for the ACP benefit, you’ll answer questions about your participation in certain government programs.

If you participate in Medicaid or SNAP, click or tap the **first circle** next to “Yes”. Then select **Next** and skip to step 3 on page 9.

If you do not participate in Medicaid or SNAP, you may still be eligible. You’ll just answer more questions. Select the **second circle** next to “No,” then select **Next** and continue to step 2 on the next page.

**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.**
2 If you don’t participate in Medicaid or SNAP, then you’ll be asked to select from a list of other government programs.

Click or tap the box next to each government program you participate in.

If you qualify for the ACP benefit through your income, select the second-to-last box.

If you don’t participate in any of the programs on the list but have a child or dependent who may qualify for the ACP benefit, click or tap the last box.

Then click or tap Next to continue.

If you select the last box, you’ll be asked more questions about the programs your child or dependent participates in. You’ll also be asked to verify their identity following similar steps to the ones on pages 4-7. After you complete those questions, you can continue to the next page of these instructions.
The next screen will show you a summary of the information you just provided. Read it carefully to make sure it’s correct.

If you need to make any changes, click or tap Edit in the top, right corner of the screen.

Click or tap the blue Check my eligibility button when you’re ready!

Learn Your Eligibility

The system will tell you if you qualify or if it needs more information to determine your eligibility. You must create or sign in to your account to save your application! You’ll see one of the following messages:

**You qualify to get your benefit**

Affordable Connectivity Program benefits:

- Service discount up to $30/month

**We need more information to see if you qualify**

A few things happened:

- We couldn’t find your address, so you’ll need to
Create or Sign in to Your Account

Regardless of the message you receive, the next step is to create or sign in to your account.

Many people will need to create an account.

1. Click or tap the Create account button.

2. The system will automatically fill in the email address you provided as your username. You can use this or change it by clicking in the box and deleting the text.

3. Choose a strong password and type it in the text box. Make sure it’s unique to this account and meets the requirements listed.

4. When each requirement has a green check next to it, retype your password in the second text box.
5 Click or tap the “I’m not a robot” check box so that a check appears.

6 Then click or tap Create an account and sign in.

If you have Lifeline or had previously started an application for ACP, you may already have an account associated with your email address. If you do, the system will ask you to Sign in.

1 Click or tap the blue Sign in button.

2 On the next screen, enter your username and password for this account.

3 If you don’t remember your username or password, click or tap Forgot your username? or Forgot your password? options. Follow the prompts to reset your information. You’ll check your email to set up a new username or password.

4 Click or tap the I’m not a robot check box so that a check appears. Then select Sign in at the bottom of the screen.
Finish Your Application

Once you sign in, you’ll follow the prompts to finish your application.

If more information is needed to determine if you qualify, you’ll follow the instructions on the screen. You may be asked to do some of the following:

- Confirm your address by finding it on a map
- Give more information about your household
- Confirm your identity by uploading a copy of an official document with your birthday, of your Social Security Card, or of a Tribal ID

If you qualify, you’ll see the following section along with a series of statements:

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

Scroll down the screen and read all of the statements. Then, sign the form by typing your full name so that it matches the name printed above the text box.

Finally, click or tap Submit!
Review Next Steps

The next screen will give you important information about how to start receiving your benefit.

Make note of the deadline to sign up for internet service.

If you already have home internet, contact your company to tell them that you qualify for the ACP benefit. Give them your application ID and other information on this screen.

If you don’t have internet yet, you can click on the link to search for a company. When you sign up, be sure to tell them that you qualify for the ACP benefit and give them the information on this screen.

Your application ID and reminders about next steps will also be sent to the email address you provided on your application!