Affordable Connectivity Program (ACP)

ACP is a federal government program, administered by the FCC and USAC, that reduces customers' broadband Internet access bill. Eligible households can receive up to a $30 per month discount on broadband service. There is also a $100 one-time discount on purchase of a computer or tablet, with a $10 to $50 co-pay. (KWISP does not sell hardware, so we do not offer discounted devices under ACP.)

If ACP ends or a customer is no longer eligible, the provider's regular rates, terms and conditions will apply.

There is a limit of one ACP discount per household (not per person). A household is a group of people who live together and share income and expenses, even if they are not related. You can receive an ACP discount in addition to having a Lifeline phone, and they do not have to be from the same provider. There are several ways to qualify for ACP (some require more documentation than others):

- Household member participates in Lifeline, SNAP, WIC, Medicaid, or SSI
- Participate in the free/reduced price school lunch program
- Demonstrates low household income at or below 200% of the Federal poverty level
- Received a Pell grant during the current award year

Covid related loss of income is no longer a qualifier

The following table shows 200% of the federal poverty level:

# of people in household including yourself	200% of 2021 federal poverty level
1	$25,760
2	$34.840
3	$43,920
4	$53,000
5	$62,080
6	$71,160
7	$80,240
8	$89,320

The first step is to verify your eligibility online at https://acpbenefit.org/

After your eligibility is verified, we can enroll you in ACP. Sorry, we cannot process the verification for you. We can however query the NLAD database to check that your eligibility has been verified. This will require the same information as for enrollment: name, address, date of birth, National Verifier application ID, and last 4 digits of Social Security number.

Once you are enrolled in ACP, you are not locked into one provider, you can transfer your benefit to another participating provider. USAC maintains a list of participating providers at https://acpbenefit.org/companies-near-me/

Once you are enrolled, you must notify your provider in a timely manner if you are no longer eligible for ACP or if you transfer your benefit to a different provider.

Households may obtain ACP supported broadband from any participating provider of their choice, and may apply the ACP benefit to any broadband offering at the same terms available to households that are not eligible for ACP-supported service.

Providers participating in ACP are not allowed to deny the benefit to a current customer with a past due balance, but if the customer selects a speed that costs more than the $30 per month maximum benefit, they are responsible for paying the additional amount. Be aware that if you do not make up the difference, KWISP may downgrade your service to a lower speed or a fully subsidized plan. If an account is more than 90 days past due, we are allowed to de-enroll the customer and disconnect service, after giving 30 and 60 days notice.

ACP rules added a usage requirement. If a customer with fully subsidized service goes 30 consecutive days with no usage, they must be de-enrolled. Our interpretation is the usage rule doesn't apply to accounts that pay an out-of-pocket amount monthly over the $30 subsidy, but to be safe, we ask non fully subsidized customers to inform us if they will not be using the service for 30 days - for example if they go south for the winter. We can suspend your service and not claim the ACP subsidy for that period.

New customers will have to pay the standard installation fee, ACP does not cover installation.

Be aware there was fraud during the EBB program involving households falsely claiming a student attends a CEP (Community Eligibility Provision) school. The National Verifier now requires additional documentation regarding the student and school if you claim eligibility on this basis, you can't just check a box.

Please complete all the fields on the next page exactly as you did at the National Verifier website or on the paper form. If the information doesn't match exactly, we will receive a "No Application Found" error.

If you only want us to verify that the NLAD database says that your eligibility has been verified, that's all we need. If you want to enroll in ACP with KWISP as your provider, please initial each disclosure item and then sign and date the form. Providers are required to obtain and retain documentation that a customer asked to be enrolled. The Lifeline and EBB programs have experienced their share of waste, fraud and abuse, so ACP will be subject to audits and record keeping requirements.

First Name	Last Name

Street Address

City	Zip Code

Date of Birth	Last 4 digits of Social Security #

Email Address

National Verifier Application ID

Initial each of the following:

_____ I have been informed that ACP is limited to one benefit per household (where household is defined as a group of people who live together and share income and expenses, regardless of whether they are related)

_____ I have been informed that I can cancel or transfer my benefit to a different participating provider at any time, and that I can choose different providers for Lifeline and ACP.

_____ I agree to inform KWISP if my eligibility changes or I transfer my benefit to another provider.

_____ I understand that KWISP does not sell discounted devices under the ACP program.

_____ I understand that ACP does not cover installation.

_____ I understand that I am responsible for charges that exceed the maximum ACP benefit of $30 per month, and have been informed of actions that may be taken for past due accounts

_____ I have been informed that I can file complaints regarding ACP supported service or enrollment difficulties at https://consumercomplaints.fcc.gov

I wish to enroll and apply my ACP benefit to broadband service from KWISP.

_____ _____

Signed   Date