

# Affordable Connectivity Program (ACP) Frequently Asked Questions

For those supporting ACP enrollment



MAINE  
CONNECTIVITY  
AUTHORITY

## 1. What does the Affordable Connectivity Program (ACP) cover financially?

ACP offers eligible individuals or families up to \$30 a month off their internet bill, plus a one-time offer of \$100 towards an internet device (computer, tablet, phone, etc.). There are also enhanced Tribal Benefits for individuals or families living on federally-recognized Tribal lands which include up to \$75 a month off their internet bill, plus a one-time offer of \$100 towards an internet device (computer, tablet, phone, etc.). The funds are applied directly to the monthly bill.

## 2. How does someone apply for ACP?

Prove Identity (one of these)

- Driver's License: 18 states and Washington D.C. do not require proof of citizenship
- Up-to-date foreign passports
- Taxpayer ID Number
- State or Municipal ID

Prove Eligibility (see next question for more details)

- All students, regardless of immigration status may eligibility through attendance at a [Community Eligibility Provision school](#)
- Undocumented immigrants are eligible to receive Women, Infants, and Children Nutrition Program (WIC)
- Dependents receive a Federal Pell Grant

## 3. What are the ACP eligibility requirements?

A household is eligible if their total income is at or below 200% of the Federal Poverty Level (FPL), or if at least one member of the household meets any one of the criteria below:

- Participates in assistance programs, such as Supplemental Nutrition Assistance Program (SNAP), Medicaid, Federal Public Housing Assistance, Supplemental Security Income (SSI), Women, Infants, and Children Nutrition Program (WIC), or Lifeline;
- Participates in one of several Tribal-specific programs shown in the enhanced Tribal Benefits section below;
- Is approved to receive benefits through the [Community Eligibility Provision school](#) free and reduced-price school lunch program;
- Received a Federal Pell Grant during the current award year;
- Meets the eligibility criteria for a participating broadband provider's existing low-income program.

There are also enhanced Tribal Benefits; the eligibility requirements for this benefit include:

- Must reside on qualifying tribal lands
- Household must meet the income requirements or program participation covered, or participate in one of the following:
  - Bureau of Indian Affairs General Assistance
  - Tribal Head Start
  - Tribal Temporary Assistance for Needy Families
  - Food Distribution Program on Indian Reservations

# Affordable Connectivity Program (ACP) Frequently Asked Questions

For those supporting ACP enrollment



MAINE  
CONNECTIVITY  
AUTHORITY

## 4. If people are income eligible but don't receive other federal benefits, how would they verify income below 200% of the Federal Poverty Level?

You may have to show proof of income, like a tax return or three consecutive months of pay stubs, when you apply for ACP.

Household/Family Size	200% of the Federal Poverty Level
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$70,280
6	\$80,560
7	\$90,840
8	\$101,120

## 5. Are there additional resources for those who still cannot afford services even with ACP?

Households earning less than 135% of federal poverty guidelines may be eligible for an additional subsidy on their monthly internet bill through [the Lifeline program](#). For those who need help affording a device, Maine is fortunate to have [give IT. get IT](#) and other organizations working to provide devices and support to those who need it.

Household/Family Size	135% of the Federal Poverty Level
1	\$19,683
2	\$26,622
3	\$33,561
4	\$40,500
5	\$47,439
6	\$54,378
7	\$61,317
8	\$68,256

# Affordable Connectivity Program (ACP) Frequently Asked Questions

For those supporting ACP enrollment



MAINE  
CONNECTIVITY  
AUTHORITY

## 6. Can undocumented individuals apply for the ACP?

Generally, undocumented immigrants are not eligible to receive federal public benefits. However, ACP does not take into account one's immigration status, meaning undocumented immigrants can receive this benefit. Individuals will need to prove their identity through a foreign passport, birth certificate, or state issued ID.

## 7. Does the ACP affect Green Card applications?

Applying for the ACP or receiving ACP benefits will not jeopardize anyone's ability to obtain a green card or sponsor a family member under the public charge test, as it is not considered in the test.

## 8. Who are the Maine participating Internet Service Providers (ISPs)?

The Federal Communications Commission (FCC) maintains [a list of all registered internet service providers](#) participating in ACP in Maine.

## 9. Can a person apply for ACP with one ISP and then later transfer to another ISP?

Yes! Participants are able to transfer their benefit to another participating provider.

## 10. Can people use the pre-enrollment tool at [GetACP.org/Maine](#) now?

Yes! This website is live and a great pre-enrollment tool to help those trying to enroll in ACP.

## 11. Is there a mobile app for the ACP application, or is it best to use a web browser on a computer or phone?

The [GetACP.org/Maine](#) website is mobile-friendly.

## 12. What if someone needs help throughout the ACP application process?

EducationSuperHighway has live enrollment support available - click the "Chat" button in the upper right hand side of the [GetACP.org/Maine](#) webpage. You also have local support available through the [National Digital Equity Center](#) or your local [Regional and Tribal Broadband Partner](#) to connect with a digital navigator.

## 13. Can we use a general or organizational email address to assist people with the ACP application, and use the same email address to assist multiple applicants?

We recommend helping them create an email and then having them provide their phone number so they will also get voice and text alerts from USAC. That way they won't miss anything important. Depending on the phone service the individual has, a lot of companies offer 1-way email addresses (for example: phone number@att.txt). Also, with mail-in applications, it still requests an email address. [Click here](#) for help on creating an email.

## 14. How can I track enrollment in my town?

You can use [this link](#) to track enrollment by your Zip Code!

# Affordable Connectivity Program (ACP) Frequently Asked Questions

For those supporting ACP enrollment

---



MAINE  
CONNECTIVITY  
AUTHORITY

## 15. How can I and/or my organization support people who are enrolling for the ACP?

The [LearnACP](#) course takes about an hour to complete and will equip you with the knowledge and resources to support households to enroll in the Affordable Connectivity Program (ACP) to sign up for a high-speed home internet plan. You can also use any of the resources in MCA's [ACP4ME Toolkit](#) to further support your outreach and enrollment efforts.