

# AFFORDABLE CONNECTIVITY PROGRAM

Save \$30 off your Internet service every month. Follow the instructions below to check your eligibility.

Click the Enroll In ACP button to apply for the Affordable Connectivity Program with Nextlink Internet.

Enroll in ACP

If you are currently enrolled in the EBBP, there will be a 60-Day transition period to the ACP from December 31st 2021, through March 1st 2022. We will provide you with more information regarding eligibility requirements and other program changes as they become available from the FCC and USAC.

## AFFORDABLE CONNECTIVITY PROGRAM



The Emergency Broadband Benefit Program (EBBP) was established as a temporary solution to help qualifying Americans afford internet service during the COVID-19 pandemic. In accordance with the recent changes made by the Federal Communications Commission (FCC), the EBBP will cease to accept submissions on December 30th, 2021 and begin the transition to the Affordable Connectivity Program (ACP).

Congress recently created the ACP, a new, long-term \$14 billion program that will replace the Emergency Broadband Benefit Program (EBB Program). Households enrolled in the EBB Program as of December 31, 2021 will continue to receive their current monthly benefit during a 60-day transition period.

[See where Nextlink service is available.](#)

## Frequently Asked Questions

### What is the Affordable Connectivity Program?

Congress recently created the Affordable Connectivity Program, a long-term, \$14 billion program, which will replace the Emergency Broadband Benefit Program. This investment in broadband affordability will help ensure we can afford the internet connections we need for work, school, health care and more for a long time. The FCC is seeking comment on the changes enacted in the Infrastructure Investment and Jobs Act and will be adopting rules for the Affordable Connectivity Program. Please stay tuned for additional updates.

The benefit will provide 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. Eligible households can also receive a one-time discount to purchase a laptop or desktop computer from participating providers.

The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.

<https://www.fcc.gov/acp>

[About the Affordable Connectivity Program](#)

### Who Is Eligible for the Affordable Connectivity Program?

### If the plan I choose is more than \$30, do I pay the extra myself?

### What types of devices are offered for \$50?

### Can I apply if I have a past due balance with Nextlink?

### I am an existing Nextlink customer, can I apply?

### Can multiple people that are part of the same household receive the discount and/or device?

### How long will the ACP last?

### Can I continue to receive Internet service when the ACP program ends?

### Where and when do I apply?

### What documentation and information do I need to qualify?

LIVE CHAT

## Frequently Asked Questions

What is the Affordable Connectivity Program?

### Who Is Eligible for the Affordable Connectivity Program?

A household is eligible if a member of the household meets at least one of the criteria below:

- Has an income that is at or below 200% of the federal poverty guidelines;
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision in the 2019-2020, 2020-2021, or 2021-2022 school year;
- Received a Federal Pell Grant during the current award year

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## Frequently Asked Questions

What is the Affordable Connectivity Program?



Who Is Eligible for the Affordable Connectivity Program?



**If the plan I choose is more than \$30, do I pay the extra myself?**

Yes. You are responsible for any amount over \$30 per month (or over \$75 per month on Tribal lands) for broadband service under the Emergency Broadband Benefit.

What types of devices are offered for \$50?



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### Free Shipping

Currently, these are wait-listed and you can start internet service immediately and if you opt for the \$50 device, we will ship it once the stock arrives and you will be invoiced. No need to pay at this time.

Standard shipping is included on all orders. Our standard shipping is a 4-7 business day delivery service to US addresses.

### 30-Day Return Policy

Items must be returned within 30 days of the purchase date for this policy to apply.

### One Year Hardware Warranty

All warranty requests are submitted within one year from the ship date.

### Includes

2 in 1 Power Adapter, Docking Station, Docking Station Power Adapter, LCDs, Video Cables, Power Cords, Mouse, and Keyboard.

Can I apply if I have a past due balance with Nextlink?



I am an existing Nextlink customer, can I apply?



Can multiple people that are part of the same household receive the discount and/or device?



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Can I apply if I have a past due balance with Nextlink?

Yes, eligible consumers with a past due balance or a balance in collections are eligible for the benefit.

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Can I apply if I have a past due balance with Nextlink?



I am an existing Nextlink customer, can I apply?

Yes, the benefit is available to eligible new, prior and existing customers of participating providers. Existing customers may use any or all of the discounts towards upgrading to higher speed plans.

Can multiple people that are part of the same household receive the discount and/or device?



How long will the ACP last?



Can I continue to receive Internet service when the ACP program ends?



Where and when do I apply?



What documentation and information do I need to qualify?



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**Can multiple people that are part of the same household receive the discount and/or device?**

Duplicate Address:

If you live with another adult who participates in the ACP Program, you will need to answer a few questions to find out if your household qualifies for more than one benefit.

Documentation must include:

Complete an ACP Program Household Worksheet if someone else at your address is in the ACP Program (this worksheet will be released later this month.)

Hours

7 days a week, from 9:00 a.m. to 9:00 p.m. ET

Email

Contact USAC at: [EBBHelp@usac.org](mailto:EBBHelp@usac.org)

By Phone

The EBB Program Support Center at (833) 511-0311 can help with questions about:

The status of your ACP application

Documents needed to show you qualify

Companies in your area


Assistance with the ACP Program Household Worksheet


Resetting your account

Contact Nextlink Internet

Contact Nextlink if you have questions about your device, service, or bill—(the FCC ACP help desk administered through USAC cannot provide assistance with device, service, or billing issues). You can email the Nextlink ACP Team at [acp@team.nxlink.com](mailto:acp@team.nxlink.com).

How long will the ACP last? 

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Can I continue to receive Internet service when the ACP program ends?



Where and when do I apply?



What documentation and information do I need to qualify?



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How long will the ACP last?



Can I continue to receive Internet service when the ACP program ends?

Households will need to opt-in or request to continue broadband services with their provider. If you don't opt-in or select a new service plan with your provider, your broadband service will end once the program ends. Even if you had service with the same provider before enrolling in the ACP, you will need to opt-in to continue broadband services at Nextlink's published rates after the program ends.

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### Where and when do I apply?

#### New Nextlink Customer Requests:

If you are interested in new Internet service, click the Enroll in ACP Button above or [click here](#).

#### Existing Nextlink Customers:

Upgrade your existing Nextlink Internet service. You can apply any portion of the \$30 service discount if your household simply needs more capacity for work, home school, telehealth and other at-home entertainment needs.

Existing Nextlink Customers – Apply discount or upgrade your plan and apply a portion of the discount to higher plans if you elect to do so.

If a household is already a Lifeline participant, they will not need to apply for the ACP, simply provide documentation indicating your Lifeline account information.

Current Lifeline subscribers can keep their current Lifeline benefit while also adding a plan that is offered through the ACP.

People who are not currently participating in Lifeline must apply for the ACP through the National Lifeline Verifier. Applications can be completed online or via mail. Applicants must provide a full name, date of birth, address, and one of the following identification documents: Social Security Number, Tribal identification number, government-issued ID, passport, driver's license, or Taxpayer Identification Number.

Upon completion, an applicant can immediately find out whether they qualify for the ACP. If the National Verifier cannot automatically confirm eligibility, applicants may need to upload additional documents. A broadband provider may also help with the application process.

Customers have two ways to apply for ACP through the Lifeline process on their own using the National Verifier. OR if a customer wants more support applying, they can also ask a Nextlink ACP knowledgeable representative to help submit an application.

You will need the following information to apply:

Full legal name

Date of birth

Last 4 digits of your Social Security number (or Tribal identification number)

Address

#### When can I apply?

You can request service today by clicking the Enroll in ACP Button above or [click here](#).

#### Contact Nextlink Internet

You will contact Nextlink if you have questions about your device, service, or bill—(the FCC ACP help desk administered through USAC cannot provide assistance with device, service, or billing issues).

You can email the Nextlink ACP Team at [acp@team.nxlink.com](mailto:acp@team.nxlink.com).

Nextlink Internet

c/o ACP Team

95 Parker Oaks Lane

Hudson Oaks, TX 76087

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### What documentation and information do I need to qualify?

If you participate in one of the qualifying programs, such as SNAP, Medicaid, or Lifeline; provide a letter or official document as proof.

Documentation must include:

- Your (or your dependents) first and last name
- The name of the qualifying program, such as SNAP
- The name of the government, Tribal entity, program administrator, school, school district, university, or college that issued the document
- An issue date within the last 12 months or a future expiration date
- For the Free and Reduced Price School Lunch Program or School Breakfast Program, documents can be from either the 2019-2020 or the 2020-2021 school years
- For Federal Pell Grants, documents should be from the current award year

Document Examples and Tips:

- Benefit award letter
- Approval letter
- Statement of benefits
- Benefit verification letter
- For Federal Pell Grants, documents should be from this academic year and can include screenshots of a StudentAid.gov dashboard or a copy of the email sent by the Department of Education about the ACP Program.

#### Household Income

If you qualify through your income, you will need to provide a document that shows your annual income.

Documentation must include:

- Your (or your dependent's) first and last name
- Your annual income

Document Examples and Tips:

- Prior year's state, federal, or Tribal tax return
- Current income statement from your employer or a paycheck stub
- A Social Security statement of benefits
- Veterans Administration statement of benefits
- Unemployment or Worker's Compensation statement of benefits
- Divorce decree, child support award, or a similar official document showing your income
- A retirement/pension statement of benefits
- Identity Verification

