How to Sign Up For The Lifeline Benefit

What is Lifeline? The Lifeline Program will provide up to an additional $9.25 per month off your phone or internet bills or your combined phone and internet bill.

Learn More!

What is the difference between ACP and Lifeline?

You must have a lower income to qualify for Lifeline than for ACP. You must be enrolled in one of 5 benefit programs to qualify for Lifeline, but there are 8 benefits programs you can use to enroll in ACP.

Can I get both ACP and Lifeline?

Yes, if you are eligible for both, you can receive both benefits.
For example, if you qualify for both, you could apply both discounts together and get up to $59.25 off your home or mobile internet bill, or you could use the ACP to get up to $45 off your home internet bill and get $9.25 off your mobile telephone or internet bill.

Why should I sign up for Lifeline?

Some providers offer a free phone or discounted computer for Lifeline customers, but not for ACP customers. You can also receive additional saving off your home or mobile telephone bill. You cannot use ACP for regular phone service, only for home internet or internet on your mobile phone.

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1 Scan the QR code or go to **www.lifelinesupport.org** to start an application for the Lifeline Program. The web link will direct you to the USAC Lifeline Support page. Scroll down and click on the button "Apply Now" to start.

2 Enter in your name exactly how it appears on your Government ID (Driver's License, Passport, Social Security Card, etc.)

3 For your date of birth choose your birth month and enter in the 2-digit day and the 4-digit year. (Example: January 09, 1982)

4 Use your Social Security Number (SSN) or Government ID to verify your identity. You do not need a SSN to apply. If using SSN, enter the last four digits. If using government ID, take a photo or use a device with a camera to upload a picture of a government ID (driver's license, passport, etc.).

5 Enter your address.

In the "State" box select "MD" for Maryland.

Visit acpbenefit.org to enroll
or visit montgomerycountymd.gov/montgomeryconnects for more information
Any Questions? email: montgomeryconnects@montgomerycountymd.gov

6 You must choose if you qualify because **YOU** are enrolled in a benefit program (such as SNAP, Medicaid, WIC, SSI) or your income, or because **YOUR CHILD** or dependent is enrolled in a program (such as Medicaid or free school lunch).

- If you will qualify because through your child's enrollment in a benefit program, enter your child's name as it appears on legal documents.
- Enter their birthday (select Month, use two digits for day, and 4 digits for year).
- Add the last four digits of their social security number or upload a picture of your child's government ID.

NOW CREATE AN ACCOUNT

7 Create your account. Use your email address as your username and create a password. Make sure your password is at least 8 characters long, has at least 1 capital letter, at least 1 number, and 1 or more special characters (!@#$%^&*). Retype your password.
YOU CAN SAVE YOUR USERNAME AND PASSWORD as a Contact (such as "Internet") in your phone.

8 Enter your email address and phone number. Click in the box "I'm not a robot" and then click "Submit".

Do you qualify for Lifeline or the Affordable Connectivity Benefit through your child or a dependent?
If you do not qualify on your own, you can sign up for Lifeline or the Affordable Connectivity Benefit through your child or dependent if they participate in any of the qualifying programs.

○ No, I qualify by myself.   ○ Yes, I qualify through my child or dependent.

[Next]

Your Child or Dependent's Information

We will use this information to find out if you qualify for the Lifeline Program and/or the Affordable Connectivity Program (ACP) through your child or dependent.

What is their full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name: Adam   Middle Name (Optional): David

Last Name(s)
If they have multiple last names put them all into the box below.
Brown

What is their date of birth?
Month: January   Day: 09   Year: 2012

Identity Verification
Please select your form of identification from **one** of the following:

● Social Security Number
If you would like to verify your identity using your Social Security Number, please enter the last four digits of your Social Security Number (SSN4).

Last 4 digits of your SSN
1234

* Social Security Numbers are **not** required to participate in the Affordable Connectivity Program (ACP), but using a Social Security Number will process your application the fastest. **A Social Security Number is required if you are applying for Lifeline.**

○ Tribal ID Number

○ Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID

Create Your Account

Making an account will let us keep your information safe. It will also let you save it and come back to it any time.

Choose your username.
Choose something you can easily remember like your email address or your name in some form. Save this information somewhere secure because you will need to use it again.
Username
[   ]

Choose your password.
Make sure it is something you can remember. Save this information somewhere secure because you will need to use it again.

Password Requirements   Password
◯ At least 8 characters long   [   ]
◯ At least 1 capital letter   ☐ Show Password
◯ At least 1 number (0-9)
◯ At least 1 special character (!@#$%^&*)   Confirm Password
◯ No restricted phrases ⓘ   Type the same password again.
                              [   ]
                              ☐ Show Password

Your Contact Information
What is your email address?
We will use your email to send you important reminders and information about your application and enrollment.

[example@email.com]
☐ I want to provide an alternate email.

What is your phone number? (Optional)
[   ] - [   ] - [   ]

By providing a phone number, you consent to letting USAC contact you at that phone number via artificial or prerecorded voice message or text for important reminders and updates about your Lifeline or ACP benefit. For text messages, message and data rates may apply. Text STOP to end messages.

☐ I have a mailing address that is different than my home address.

What is your preferred language? (Optional)
We will send outreach to you about your Lifeline or ACP benefit in the language(s) you select. You may select more than one language.
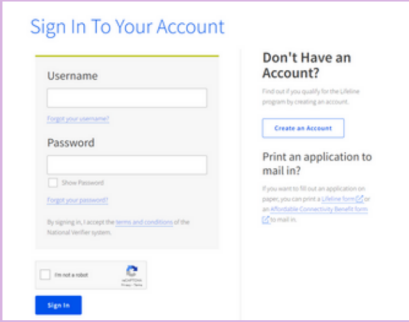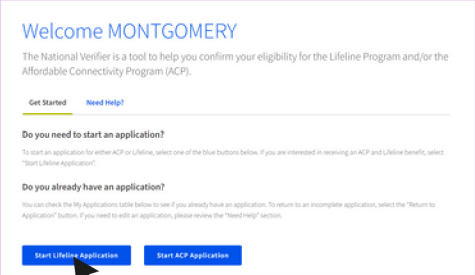
☐ English   ☐ Español

[Back]   ☐ I'm not a robot reCAPTCHA   [Submit]
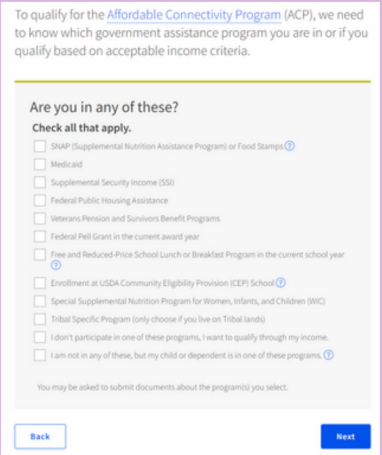
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9 A page with a green banner may appear that says, "Your Account is Created!" If so, click "Close". Enter the username and password you just created.
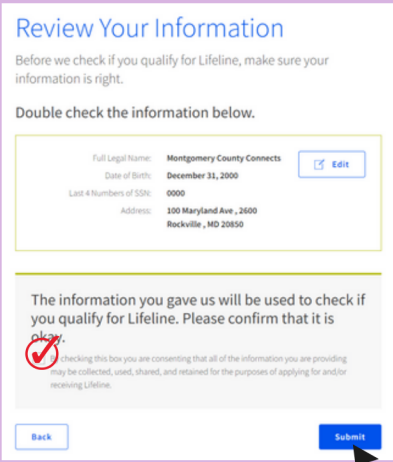Click "I'm not a robot" and then click "Sign In".

10 A Welcome screen will pop-up with your name on top. Scroll down and click "Start Lifeline Application".

11 Tell us how you qualify. Check the box next to all that apply, then, click or tap Next.

12 Review your information and confirm that it is correct. If you need to make a correction, select the Edit button and follow the prompts to make your changes.

Visit acpbenefit.org to enroll
or visit montgomerycountymd.gov/montgomeryconnects for more information
Any Questions? email: montgomeryconnects@montgomerycountymd.gov

13 After you'll be taken to a section certifying that all the information is correct. Write your 2 letter Initials (first letter of first and last name, no middle initials) in each field, then at the end Sign by typing your full legal name, check the "Digital Signature" box, and click "Submit".

14 After you click "Submit", a screen will appear telling you you've been enrolled or that your information is being reviewed. Your "Application ID" number will be provided near your name and address.

WRITE DOWN YOUR APPLICATION ID NUMBER OR SAVE IT IN YOUR PHONE!

Application ID:	B38593-24931
Full Legal Name:	Test User
Address:	123 STREET RD, WASHINGTON, DC 20006
Method of Identity Verification:	Last 4 digits of SSN

CONTACT YOUR INTERNET SERVICE PROVIDER.

15 Call or go online to your home or mobile internet service provider. Tell them you want the Lifeline discount applied to your account. Give them your Application ID number. You can receive up to $9.25 per month off your monthly bill.