Q&A from the Affordable Connectively Program (ACP) Presentation

1. Will the FCC provide a version of the application form in languages other than English and Spanish?
    a. The FCC is not the administrator of the application process. USAC is, and they've had a conversation with them about applications in more languages but as of right now, there are only applications available in English and Spanish.
2. Do the FCC rules prohibit ISPs from running credit checks?
    a. No. Business practices cannot be regulated. Some service providers do credit checks on consumers. Consumers can't be denied from this program due to a credit check. If someone who qualifies for the program is being told that they can't apply due to their credit check, they should immediately file a complaint to the FCC.
3. How can people who are homeless or insecurely housed apply for the benefit?
    a. If a non-profit organization is willing to have someone who is homeless or insecurely housed use their address, that is fine. They could also ping their location and have that location used as to where they're staying (their address).
4. Will area non-profits and governments be eligible for the upcoming FCC outreach grants and what's the timing on applications and granting?
    a. No current information about the grants. There is/was a meeting on the 5th that talked more about this.
5. Have there been any updates regarding the use of Tribal Enrollment ID's as a form of ID, other than a social security number?
    a. Nothing's been heard about that yet. This person is going to receive help after the meeting.
6. How often does someone need to prove they are eligible for ACP? Monthly basis? Annual basis?
    a. It's set up in a way that users would have to reauthenticate their ACP service every month. Though there is a non-usage rule: providers may not request reimbursement for consumers that receive free services that have not used their service within the past 30 days. In order to comply with this rule, some providers require their consumers to confirm if they'd like to continue their ACP service on a monthly basis.
7. Are there any possibilities for the federal / state entities to auto-enroll all community members who qualify for ACP? This would allow consumers to go straight to internet providers without having to wait for ACP approval.
    a. The process is tedious/long. There have been some instances where people were trying to falsely apply. Those who were a part of the EBB were electronically moved over to the ACP because they were already in the system. There isn't a way to speed up the verification process. If they have no knowledge of new applicants, it may take longer because some qualifications may be different from other people.

The answer to this last question is a nice segway to some of the challenges that organizations are facing in terms of helping Seattle residents signup for the ACP. Here are some challenges that were identified from the meeting:

- Signups in bulk take a long time when trying to serve the largest amount of people possible. It's time-consuming to enroll consumers one by one. It also takes longer for someone who doesn't have an email address due to having to create one for them.
    - Renee mentioned community-driven events seemed to work best for bulk signups
- Language barriers and disabilities are making it difficult for people to enroll. This goes back to the first question that was asked about whether the FCC will provide applications in languages other than English and Spanish.
- One organization mentioned that there have been some people who have actually been disenrolled by their service provider for the ACP benefit
- Organizations can't get access to see how active a consumer is with the ACP from Internet Service Providers – PCs for people make people log in once a month to have that benefit continued
- Privacy efforts to help protect consumer data
    - It's a bit confusing and misleading. How exactly is the FCC protecting consumers if they don't regulate business practices?

More questions asked in the ACP breakout room:

- How does the ACP handle ISP data caps and then potentially fees associated with those?
- Are there any benefits of the program that are unique to the elderly?
- Once approved and you happen to move or obtain secure housing, do you have to re-apply?
- Would any of these programs hurt the application process for people trying to become citizens?
- How does the ACP handle ISP data caps and then potentially fees associated with those?