

# Frequently Asked Questions

- **How do I get started with my application for the Affordable Connectivity Program?**
  - You can go to [GetInternet.gov/apply](https://www.getinternet.gov/apply) to check your eligibility and start the application online. Eligible households can also enroll through an approved provider.
- **Do I receive the funds directly each month?**
  - No, the Affordable Connectivity Program provides a monthly discount on internet service of up to \$30 per eligible household (or up to \$75 per eligible household on Tribal lands). The participating broadband service provider will receive the funds directly.
- **How does the \$100 device benefit work?**
  - Participating internet service providers can be reimbursed up to \$100 if they supply a connected device to a household, provided the household pays more than \$10 but less than \$50 for the device. In other words, to take advantage of this benefit, it must be done through your participating internet service provider, and you must contribute a portion of the cost.
- **Which internet providers are participating in the Affordable Connectivity Program?**
  - Various internet providers, including those offering landline and wireless services, will participate in the Affordable Connectivity Program. Depending on where you live, you may have a choice of providers. Check with the internet service providers in your area through [Companies Near Me Tool](#). You can search internet service providers by city, state/territory, or zip code.
- **Where can I find more information on the Affordable Connectivity Program?**
  - Both [FCC.gov/ACP](https://www.fcc.gov/ACP) and [AffordableConnectivity.gov](https://www.affordableconnectivity.gov) provide detailed information about the Affordable Connectivity Program for consumers and digital navigators. The information previously available at [GetInternet.gov/apply](https://www.getinternet.gov/apply) will continue to be available by accessing [whitehouse.gov/getinternet](https://www.whitehouse.gov/getinternet).
- **What if I don't have broadband access in my community? What do I do?**
  - Refer to the sample letters. Contact your congressional and state representative to get them to advocate for you and provide these crucial services to your community. Also contact major service providers to let them know there is a lack of broadband coverage in your area so they can put more towers there and provide service for you.
- **How do I check if my broadband service isn't good?**
  - Use the broadband maps on the previous page to review the service in your area. If the percentage of coverage is low (usually under 50-80 percent) then you need to push for more service in your area.