

## INSTRUCTIONS FOR COMPLETING ACP & Lifeline ENROLLMENT SHEETS

If you have received an **Approved ACP or Lifeline Application Notice** from the Universal Service Administration Company (USAC), you are ready for the final stage for enrollment in one or both programs. On your approval notice you have been given a **B#** for your ACP Application ID or a **Q#** as your Lifeline Application ID. Please take note of these numbers as well as the **deadline by which you must sign up** with a service provider.

As your chosen service provider, we ask you to complete and submit the **Customer Data Sheet for ACP & Lifeline**. You may obtain one of the sheets from the telephone company office or you may be able to complete and submit the form online. Below, you will find information designed to help you accurately complete the Customer Data Sheet. You must also read, sign, and date the **ACP & Lifeline Certification Sheet**.

### Customer Data Sheet

Line 1: You are seeking to be newly enrolled in ACP or Lifeline or both. Indicate your choice.

Line 2: If you are already enrolled in ACP or Lifeline or both and you wish to transfer your benefits to our company, you will mark "YES" for ACP and "YES" for Lifeline and provide your signature on Line Two. If you are not already enrolled and need no transfer of benefits, you will mark "NO" for both. No signature is required if you mark "NO."

Line 3: Your new approved ACP Application ID number, if any, beginning with "B" should be entered.

Line 4: Your new approved Lifeline Application ID number, if any, beginning with "Q" should be entered.

*NOTE: Your B# and/or Q# are only valid for 90 days as dated on your approval notice.*

Line 5: Enter your name exactly the way you did on your approved application.

Line 6: List your landline and mobile telephone numbers.

Line 7: List your date of birth and the last four digits of your social security number.

Line 8: Enter your physical address.

Line 9: Enter your mailing address if it is different from your physical address.

Line 10: Enter your email address. Please take care to write legibly.

Line 11: If you qualified for ACP or Lifeline through a member of your household who already participates in one of the approved federal assistance programs, you need to enter their name, date of birth, and the last four digits of their social security number.

Line 12: Indicate which telecommunications services will be provided to you by our company.

*NOTE: If you complete the Customer Data Sheet online, you will click "Submit." If you are completing it in writing, you will need to send or take the sheet to our office.*

### ACP & Lifeline Certification Sheet

ACP & Lifeline enrollment or transfer-in is dependent upon the completion of the ACP & Lifeline Certification Sheet. Please read all of the sheet prior to completion. If you have questions, please call our office. You'll need to include the date, add your printed name and telephone, and sign or affix your signature. The sheet is available online for downloading or you may receive a hardcopy at our office. Office personnel may also mail or email a copy of the sheet to you upon request and you may return your documents to us in the same manner.