Digital Access Resource Guide

This Digital Access Resource guide is a reference that could be used to enable the delivery of telehealth services within an individual’s home. The guide gives options for cable and internet services, phone landlines, mobile devices, and data plans at a discount rate for those who qualify. The information is subject to change and should be verified periodically due to the services being federal funded and a part of national and state companies.

**Instructions for the Affordable Connectivity Program (ACP) for Low-Cost Broadband**

1. Recommend that the individual apply online to the Affordable Connectivity Program (ACP) (<https://www.affordableconnectivity.gov/>)
   1. Applicant will receive an application ID# number upon approval from the ACP; important to save the application ID# in a safe place to give to the carrier for verification of approval
   2. If an individual enrolls in the Lifeline program (<https://www.checklifeline.org/lifeline>) prior to the ACP, they will automatically be enrolled in ACP
2. Once enrolled in the ACP, then the individual should call their phone carrier to verify program participation
   1. Inform carrier of ACP (or Lifeline Government Discount Program approval); have application ID# number available for quick access
   2. Note: Not all carriers will participate in the ACP and Lifeline program
3. Follow the instruction of the carrier for program enrollment process

**Information on Federal Programs**

* Affordable Connectivity Program (ACP): long term program has replaced Emergency Broadband Benefit program, see White House announcement: <http://www.getinternet.gov/>
  + Link to ACP: <https://acpbenefit.org/>
    - 1-877-384-2575
  + Benefits:
    - Up to $30.00 off internet service per household
    - Up to $75.00 off internet service for eligible households who live on Tribal lands.
    - One time device discount up to $100.00 towards tablet, desktop, laptop computer with a small copay.
* All other programs: Universal Service Administrative Company (USAC) <https://www.usac.org/>
* Lifeline Federal Government Discount Program
  + Link to Lifeline: <https://www.checklifeline.org/lifeline> or 1-800-234-9473
  + Benefits
    - $5.25 credit for voice on a home phone or cell phone
    - $9.25 for broadband internet service or a free cell phone with unlimited talk and text

**\*Important\***

*Federal funded programs amounts are subject to change based on funding availability, provider participation and consumer eligibility. Length of approval is subject to change due to availability of Federal funds. There are national companies who offer various resources for affordable services to bridge the digital divide. Be sure to ask the carrier about the available programs to meet individual/family financial needs.*

*Only a certain amount of provider participates with the device discount in Massachusetts; Assurance, Boost mobile, Cox, Excess Telecom, Crocker Communications, Metro by T-Mobile, PCs for People, QLINK wireless, Standup wireless, Tracfone wireless, and TruConnect.*

**Additional Programs for Broadband and Devices**

* allconnect
  + Research company who experts compare internet and TV services for homes
    - (877)-253-4916
    - <https://www.allconnect.com/>
* Community Phone
  + Community Phone for senior discount approximately $37.05 plus tax monthly $418.00 yearly
    - <https://www.communityphone.org/landline>
  + Offers wireless plans from 1G to 5G approximately cell towers used, AT& T and T-Mobile
    - Unlimited talk, text 1G $29, 2G $35, 3G $39, 5G $49 plus tax
    - Purchase sim card $3 plus tax
    - Sales Rep @ Community Phone-Sonia 617-674-1438
* Cyber-Seniors
  + Cyber-Seniors provides free technology support and training for senior citizens
    - <https://cyberseniors.org/>
* Digital Access Program for seniors - Bridging the Digital Divide
* Program Manager Nandi Munson 978-946-1380
  + <https://haverhillpl.org/bridge-the-digital-divide/>
* PCs for People
* Offers low-cost Wi-Fi hotspots, computers, and laptops to qualifying households; accept Pell Grant documentation for [eligibility](https://www.pcsforpeople.org/eligibility/) for those college students affected by closures and virtual learning.
* iCanConnect
* Providing free equipment and training for people with hearing and vision loss, and who are living within 400% of the FPL
* <https://www.icanconnect.org/>
* Tech Goes Home
* A nonprofit dedicated to addressing the digital inequities that pose a significant barrier to opportunity and success for thousands of students, workers, and families across Greater Boston
  + <https://www.techgoeshome.org/our-programs>

**National Carriers**

* Home, cable, and Internet
  1. AT&T
     + <https://www.att.com/help/affordable-connectivity-program/>
     + <https://www.att.com/internet/access/>
  2. Assurance
     + <https://www.assurancewireless.com/partner/psearch?gclid=EAIaIQobChMItbLB6KCj9gIVPObjBx1y0AubEAAYAyAAEgKN4PD_BwE&gclsrc=aw.ds>
  3. Astound Broadband (Arlington, Framingham, and Hyde Park)
     + <https://www.astound.com/acp/>
  4. Boost Mobile
     + <https://www.boostmobile.com/plans/acp.html>
  5. Comcast Internet Essentials
     + <https://www.internetessentials.com/?utm_source=Google&utm_campaign=IEHSI&utm_medium=Search&utm_content=IEHSI&gclid=EAIaIQobChMI0KCnsb6T9gIVTWpvBB2KgQtKEAAYASAAEgLk0PD_BwE&gclsrc=aw.ds>
  6. Cox
     + <https://www.cox.com/residential/internet/affordable-connectivity-program.html>
  7. Cricket Wireless
     + <https://www.cricketwireless.com/affordable-connectivity-program.html>
  8. Consumer Cellular
     + <https://www.consumercellular.com/3486?&bidkw=consumer%20cellular&dvc=c&h=https://clickserve.dartsearch.net/link/click?lid=43700014641468305&ds_s_kwgid=58700001897475676&gclid=EAIaIQobChMI5MaekJ-j9gIVFqbICh3PVAGXEAAYASAAEgJGafD_BwE&gclsrc=aw.ds>
  9. Crocker Communication
     + <https://www.crocker.com/emergency-broadband-benefit-providers/>
  10. Excess Telecom
      + <https://www.excesstelecom.com/>
  11. Google Fi
      + <https://fi.google.com/about/plans/>
  12. Mint Mobile
      + <https://www.mintmobile.com/plans/>
      + <https://www.mintmobile.com/plans/cell-phone-plan-for-seniors/>
  13. PCs for People
      + <https://www.pcsforpeople.org/low-cost-internet/acp/>
  14. Pure Talk
      + <https://www.puretalkusa.com>
  15. QLINK Wireless
      + <https://enroll.qlinkwireless.com/signup/i-12-2021?A=359&B=359&SubAffiliateID=15000943111&ag=129032058655&ne=g&de=c&dm=&cr=554342430136&tid=kwd-300235177831&kw=qlink%20wireless&ma=p&pl=&lo=9001771&v1=&v2=&gclid=EAIaIQobChMI8o-L8N3i9gIV8xplCh0QJAAGEAAYASAAEgLEZvD_BwE#RegularBanner>
  16. Metro by T-Mobile
      + <https://www.metrobyt-mobile.com/affordable-connectivity-program>
  17. Stand Up Wireless
      + <https://standupwireless.com/go/lifelinepm/?utm_term=standup%20wireless&utm_campaign=Natl&utm_source=adwords&utm_medium=ppc&hsa_acc=4661400882&hsa_cam=10621327915&hsa_grp=101752831381&hsa_ad=450772207391&hsa_src=g&hsa_tgt=kwd-299003951903&hsa_kw=standup%20wireless&hsa_mt=b&hsa_net=adwords&hsa_ver=3&gclid=EAIaIQobChMIjOjUqt7i9gIV05FbCh2_fQkuEAAYBCAAEgK0hvD_BwE>
  18. Tracfone Wireless
      + <https://governmentfreephone.com/how-to-qualify-for-tracfone-acp/>
  19. TruConnect
      + <https://www.truconnect.com/offers/nlad_etc?keyword=qlink&utm_source=google&utm_medium=cpc&campaignid=12521475807&adgroupid=&creative=&keyword=&gclid=EAIaIQobChMIzoiZrd_i9gIVEMiUCR3uuAF3EAAYAiAAEgIeqPD_BwE>
  20. T-Mobile
      + Empower ED program closed-no longer taking applications
      + 1miillion project closed-no longer taking applications
  21. Verizon FIOS
      + <https://www.verizon.com/info/low-income-internet/>
  22. Verizon Visible (55 years and older)
      + <https://www.visible.com/shop/smartphones>

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