



THE VICE PRESIDENT

WASHINGTON

July 21, 2022

The Honorable Roy Cooper
Governor of North Carolina
Raleigh, North Carolina

Dear Governor Cooper,

In the 21st century, high-speed internet is essential for success. Americans use their high-speed internet connection to receive an education, train for a new career, build a business, and keep in touch with loved ones who live far away. But in states across our Nation, far too many families remain unconnected.

That is why President Joe Biden and I worked with Democrats, Republicans, and Independents to create the Affordable Connectivity Program (ACP) as part of the Bipartisan Infrastructure Law. The ACP gives eligible households a discount of up to \$30 per month off their internet bills or \$75 per month for households living on Tribal lands, as well as a one-time \$100 discount to purchase a laptop, tablet, or desktop computer.

To lower the cost of internet further, our Administration secured commitments from internet service providers across the country to offer high-speed plans that are fully covered by the ACP. As a result, millions of working families can now get high-speed internet without paying a dime.

Our Administration is using every tool in our toolbox to get the word out about the ACP—including launching [GetInternet.gov](https://www.getinternet.gov), a one-stop-shop where Americans can check their eligibility, find a plan that meets their needs, and sign up. This month, we hit a milestone: One million new households have signed up for the ACP since we launched [GetInternet.gov](https://www.getinternet.gov).

We need your help to keep that progress going and to ensure all eligible families in North Carolina sign up to save.

Based on the latest data, as many as 1,141,000 eligible North Carolinians have not yet claimed their ACP benefit.

Please help lower costs for more families by spreading the word in your state and by entering data-matching agreements to drive enrollment in your state.

Below, please find step-by-step guidance on how you can help North Carolinians get connected.

For far too long, high-speed internet has been out of reach for far too many. With your help, we can connect more North Carolinians with high-speed internet and the opportunity it brings.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kamala Harris", written in a cursive style.

THE WHITE HOUSE

WASHINGTON

Helping Families in Your State Sign Up to Save on their Internet Bills

Background from the National Economic Council

Households are eligible for the Affordable Connectivity Program (ACP) if they earn up to 200% of the Federal Poverty Level (currently \$55,500 for a family of four) or if someone in the household receives certain other federal benefits—including many directly administered by state and local governments.¹

Since the President and Vice President launched GetInternet.gov on May 9, we've signed up one million new households across the country to start saving on their home internet. Below are steps you can take to help more families in your state sign up to save too.

First, please help us spread the word by:

- Using every tool to tell families about GetInternet.gov—the one-stop shop where households can check their eligibility, enroll, and learn which providers offer fully covered plans. (GetInternet.gov is mobile-accessible and available in Spanish. Households can also call 877-384-2575 to learn how to apply.) For example, the State of Michigan displays a banner advertisement in its state benefits mobile application; New York City will advertise GetInternet.gov at bus stops in zip codes with a high number of households likely eligible for ACP; and Albemarle County, Virginia, includes a “P.S.” about GetInternet.gov in every client communication by county social service workers.
- Directly contacting eligible or likely-eligible households. State and local governments are uniquely well-positioned to let eligible households know about ACP, because they administer certain programs through which households automatically gain ACP eligibility—including Free and Reduced-Price School Lunch or Breakfast Program (including Community-Eligible Schools), Supplemental Nutrition Assistance Program (SNAP), Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), and Medicaid. Text messages and mail campaigns sent directly to eligible (or likely eligible) populations have the highest response rates and are recommended where possible. Please reach out to these programs' beneficiaries directly and include information about ACP in existing engagements with households (e.g., at enrollment or

¹ Households qualify for ACP, irrespective of income, if a member of the household participates in: Free and Reduced-Price School Lunch or Breakfast Program (including Community-Eligible Schools), Supplemental Nutrition Assistance Program (SNAP), Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), Medicaid, Supplemental Security Income (SSI), Veterans Pension and Survivors Benefit, Federal Public Housing Assistance, Federal Pell Grant (current award year), Lifeline, or certain Tribal assistance programs. Households that are eligible for a broadband provider's existing low-income internet program also qualify.

regular notifications, in call center or physical office waiting rooms, in case officer communications, etc.).

For example, Massachusetts recently texted more than one million SNAP and Temporary Assistance for Needy Families (TANF) beneficiaries about GetInternet.gov and saw their rate of enrollments double in the five days following the text. Michigan texted about 1.3 million likely eligible Michiganders and gained 25,000 new ACP enrollees as a result. The city of Mesa, Arizona, similarly reports that constituents who hear about ACP are extremely interested. Mesa's texts to residents about GetInternet.gov have a 10% clickthrough rate, as compared to a usual 1-5% rate for other Mesa governmental outreach.

- Mobilizing your schools. Local schools are some of our most trusted partners when it comes to getting families connected. The Federal Government will conduct a Back-To-School campaign with information about ACP, and we encourage you to work with your schools too. For example, New York City sent backpack flyers home via 1,700 principals to reach about one million children who attend Free and Reduced-Price School Lunch Community-Eligible Schools—schools where every household with a student at the school automatically qualifies for ACP.

Second, please enter data-matching agreements that streamline the enrollment process. The Federal Communications Commission (in collaboration with the Universal Service Administrative Company (USAC)) operates the ACP-eligibility verification portal. Many states have entered data-matching agreements that enable automatic confirmation of eligibility by matching the household's information with existing state government data on the households participating in other government programs—meaning eligibility can be confirmed within minutes, instead of requiring families to find and upload verification documents. This process dramatically simplifies ACP enrollment for households while maintaining the security of data.

While many states have data-matching agreements, many do not and others share only a subset of data that can help speed verification. See below for a table on the status of data-matching agreements.

Specifically, we encourage all states to enter data-matching agreements with respect to key programs, such as Medicaid, the Supplemental Nutrition Assistance Program (SNAP), Special Supplemental Nutrition Program for Women, Infants, and Children (WIC), Free and Reduced-Price School Lunch or Breakfast Program, and Supplemental Social Income (SSI), as well as income data for households up to 200% of the Federal Poverty Level—each of which are independent grounds by which households gain ACP eligibility.

To expand data-matching for your State, please reach out to the Federal Communications Commission's point-person, Lead Program Analyst Leigh Lee, at Leigh.Lee@usac.org or (202) 421-5118.

Status of State Data-Matching Agreements to Speed Eligibility Verification

State	Automated Data Connection Established with Administrator (as of July 7, 2022)
Alabama	None
Alaska	None
America Samoa	None
Arizona	None
Arkansas	None
California	None
Colorado	SNAP, Medicaid
Connecticut	SNAP
Delaware	None
District of Columbia	None
Florida	SNAP, Medicaid
Georgia	SNAP
Guam	None
Hawaii	None
Idaho	None
Illinois	None
Indiana	SNAP, Medicaid
Iowa	SNAP
Kansas	None
Kentucky	SNAP, Medicaid
Louisiana	None
Maine	None
Maryland	None
Massachusetts	None

Michigan	SNAP, Medicaid, SSI
Minnesota	SNAP, Medicaid
Mississippi	SNAP
Missouri	None
Montana	None
Nebraska	None
Nevada	SNAP, Medicaid
New Hampshire	None
New Jersey	None
New Mexico	SNAP, Medicaid
New York	None
North Carolina	SNAP
North Dakota	None
Northern Mariana Islands	None
Ohio	None
Oklahoma	None
Oregon	None
Pennsylvania	SNAP, Medicaid
Puerto Rico	SNAP - in PR, this is called the Nutrition Assistance Program (PAN)
Rhode Island	None
South Carolina	SNAP
South Dakota	None
Tennessee	SNAP
Texas	None
Utah	SNAP, Medicaid
Vermont	None

Virgin Islands	None
Virginia	SNAP, Medicaid
Washington	SNAP, Medicaid
West Virginia	None
Wisconsin	SNAP, Medicaid, SSI, income (up to 135% of FPL)
Wyoming	None