

Procedures for Parents who have not Received a Voucher for Internet Service

- Call 1-888-212-4998
 - Press 1 for English, 2 for Spanish
 - Press 3 (Calling from a local school district)

- The representative will verify the student's physical address from up to one year ago.
 - If the representative asks if your child is in the National School Lunch Program, the answer is **yes**.

- If the address is found and verified in the Alabama Broadband Connectivity database, then a voucher will be mailed to the address.

- If the address **cannot** be found in the database, the representative will inform that the child's school must verify the address and other information. In this case, parents must contact their child's school principal or assistant principal.

- Once the school contacts ABC for students to verify information, an ABC representative will contact the parent within one week to ten business days.