

Affordable Connectivity Program

What is the benefit?

Who is eligible?

How can households apply?



Agenda

- The ACP Program Description and Design Overview
- Who is eligible for the ACP?
- Consumer Protections Within the Program
- Important information for consumers who are still receiving EBB-level support
- Be A Local Outreach Partner
- Contacts and References

Ask Questions!

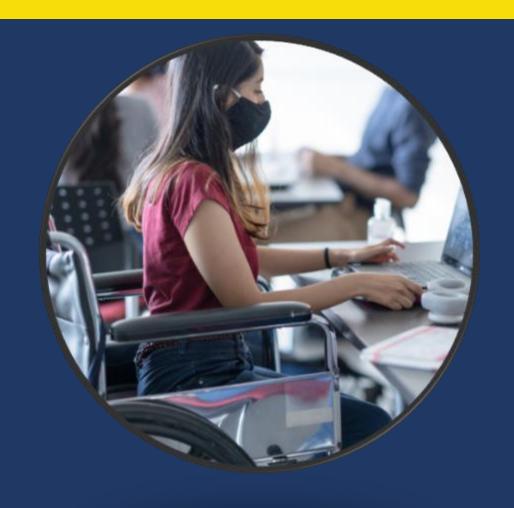
"A prudent question is one-half of wisdom." -- Francis Bacon



What is the Benefit?

The Affordable Connectivity Program is a Federal Communications Commission (FCC) Program that provides a discount on monthly broadband bills for qualifying low-income households. Eligible households can receive:

- Up to \$30/month discount for broadband service and associated equipment rentals;
- Up to \$75/month discount for households on Tribal lands, and;
- A one-time discount for \$100 for a laptop, desktop, or tablet purchased through a participating provider.



Affordable Connectivity Program Helping Households Connect



A Household is Eligible if Any Member:

- Has an income at or below 200% of federal poverty guidelines;
- Participates in certain assistance programs such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC or Lifeline;
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations;
- Received a Pell Grant in the current award year;
- Is approved to receive benefits under the free and reduced school lunch program or school breakfast program; or
- Meets the eligibility of a participating providers' lowincome program.



Two Steps to Enroll

- 1. Go to ACPBenefit.org to apply, or print out a mail-in application; and
- Contact your preferred participating provider to select a plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must **both apply for the program and contact a participating provider to select a service plan.**





How Does the ACP Protect Consumers?

The rules protect Affordable Connectivity Program recipients by:

- Empowering consumers to choose the service plan that best meets their needs (including a plan they may already be on);
- Ensuring consumers have access to supported broadband services regardless of their credit status;
- Prohibiting providers from excluding consumers with past due balances or prior debt from enrolling in the program;
- Preventing consumers from being forced into more expensive or lower quality plans in order to receive the ACP;
- Reducing the potential for bill shock or other financial harms;
- Allowing ACP recipients to switch providers or broadband service offerings; and
- Providing a dedicated FCC process for ACP complaints.



EBB to ACP Transition

Emergency Broadband Benefit recipients who are eligible for the Affordable Connectivity Program will automatically continue in the ACP program after March 1st if they:

- Currently receive the enhanced \$75 Tribal benefit;
- Currently pay a monthly bill for internet service after the full \$50 EBB discount has been applied;
- Paid a monthly bill to their current provider for internet service before enrolling in EBB;
- Have a monthly service bill at or below \$30 without the EBB discount applied; or
- Previously provided consent to remain a customer after the EBB program ends.



EBB to ACP Transition

- All other EBB recipients may need to contact their service provider to confirm their desire to continue service with the ACP's reduced \$30 monthly discount applied to their bills.
- They may also choose a new internet service plan if available or move their ACP discount to different participating provider at any time.



Become an Outreach Partner

- The FCC is mobilizing people and organizations to help share important consumer information about the new Affordable Connectivity Program.
- Request A Speaker: Send a speaker request to <u>ACPspeakers@fcc.gov</u>.
- Become A Partner: Send an email to <u>outreach@fcc.gov</u>.



ACP Outreach Toolkit

Social

Logos

Social Media Images

Draft Posts

Newsletter Insert

Draft Press Release

Printables

Fact Sheet

Flyer

9" x 5" Info Card

¼ Page Handout

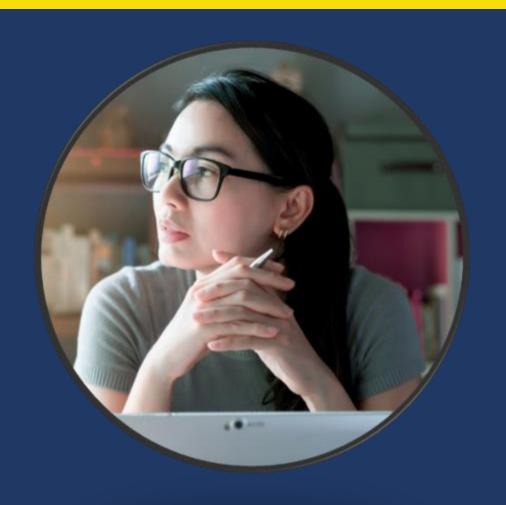
Poster/Infographic

Videos and PSAs

ASL Video

Overview Video

Audio PSAs



Resources

FCC's ACP Consumer Hub: www.fcc.gov/ACP

Help Line: Call the ACP Support Center at (877) 384-2575.

Consumer FAQ: https://www.fcc.gov/affordable-

connectivity-program-consumer-faq

Toolkit: https://www.fcc.gov/acp-consumer-outreach-

toolkit

To apply: www.ACPBenefit.org

Contact: ACPinfo@fcc.gov