



Affordable Connectivity Program
Helping Households Connect

Affordable Connectivity Program

What is the benefit?

Who is eligible?

How can households apply?



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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



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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.





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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' low-income program.



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Two Steps to Enroll

1. Go to [ACPBenefit.org](https://www.acpbenefit.org) to apply, or print out a mail-in application; and
2. 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.**





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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](#).



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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.



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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.



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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 ACPspeakers@fcc.gov.
- **Become A Partner:** Send an email to outreach@fcc.gov.



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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



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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

