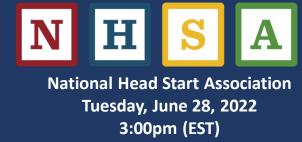


Affordable Connectivity Program

What is the benefit?
Who is eligible?
How can households apply?





Agenda

- The Affordable Connectivity Program (ACP) –
 Program Description and Design Overview
- Who is eligible for the ACP?
- Consumer Protections Within the Program
- 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.
 Participating consumers pay a \$10 to \$50 co-pay



Affordable Connectivity Program Helping Households Connect



A Household is Eligible if:

Household income is at or below 200% of the Federal Poverty Guidelines, or

If a member of the household meets at least *one* of the criteria below:

- 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;
- Participates in the National School Lunch Program or the School Breakfast Program (Including the Community Eligibility Provision);
- Received a Pell Grant in the current award year;
- Receives Veterans Pension and Survivors Benefit; or
- Meets the eligibility criteria for a participating provider's existing low-income program.



Two Steps to Enroll

- 1. Go to AffordableConnectivity.gov 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.**



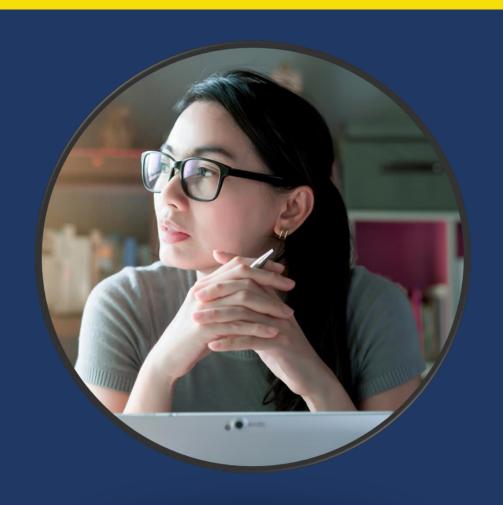


How Does the ACP Protect Consumers?

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 benefit;
- 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 <u>ACP complaints.</u>





Resources

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

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

send an email to ACPSupport@usac.org

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

connectivity-program-consumer-faq

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

Accessibility: FCC504@fcc.gov

To apply: AffordableConnectivity.gov

Contact: ACPinfo@fcc.gov