



# ACP Wind Down Update

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*February 8, 2024*

# ACP Background



- In 2021, through the Bipartisan Infrastructure Law, Congress tasked the Federal Communications Commission (FCC) to develop and maintain the Affordable Connectivity Program (ACP) – a federal program that offers eligible households a discount on their monthly internet bill and a one-time discount off the purchase of a laptop, desktop or tablet computer.
- Since launching in December 2021, over 23 million low-income households have been enrolled.
- Due to lack of additional funding from Congress, the ACP is projected to run out in April 2024. (This date is an estimate and may change.) As a result, the FCC has begun taking steps to wind down the ACP.

# ACP Wind Down Order



**On January 11, 2024, the FCC issued an Order detailing the wind-down process:**

- Preparing consumers for the end of the ACP including, but not limited to:
  - Directing providers to send notices to ACP households regarding the end of the program and continuation of service and including information about the timing, content and delivery of those notices;
  - Providing for further announcements from the FCC and Universal Service Administrative Company (USAC), the ACP administrator, about wind-down;
  - Timing of when the FCC will announce the end of the last fully funded month of the program;
- Establishing an enrollment freeze and discussing its impact on ACP outreach, including grant-funded outreach activities
- Amending the claims process by instituting an expedited claims submission timeline for providers

For more information about the Order (DA 24-23), refer to:

<https://www.fcc.gov/document/affordable-connectivity-program-end-soon-barring-congressional-action-0>

# Impact on ACP Households



## Enrollment Freeze

- The ACP stopped accepting new applications and enrollments on February 7<sup>th</sup>; both paper and electronic ACP applications have been removed and no longer accessible.
- Barring additional funding from Congress, April is expected to be the last month enrolled households will receive the full benefit.
- Consumers had to be approved and enrolled with a service provider by 11:59 PM ET on February 7<sup>th</sup> to receive the ACP benefit.
- All ACP households enrolled at the time of the enrollment freeze will be able to remain enrolled through the final month of ACP service if they are not required to be de-enrolled under FCC rules.
- Households that are de-enrolled from the program, such as for failure to use their ACP-supported service, will not be able to re-apply or re-enroll in the ACP during the enrollment freeze.

For more information about the ACP Enrollment Freeze Public Notice, refer to:

[DA-24-103A1.pdf \(fcc.gov\)](#)

# What Should ACP Enrolled Households Do?



- ACP enrolled households are encouraged to carefully review written notices from their internet company and from USAC about the ACP wind-down.
  - Participating providers are required to notify ACP households with at least three written notices about the wind-down of the program
- Beginning in early February and continuing through April, USAC is issuing written notices to all enrolled households about the ACP wind-down, complementing the required provider written notices to ACP participants.
- Households are also encouraged to consult their internet company to learn more about how the end of the ACP will impact their internet service and bill.
- The FCC and USAC have updated consumer-facing webpages such as [fcc.gov/ACP](https://www.fcc.gov/ACP) and [AffordableConnectivity.gov](https://www.AffordableConnectivity.gov) and the consumer application portal at [GetInternet.gov](https://www.GetInternet.gov) to include prominently displayed information regarding the enrollment freeze and other important information about ACP wind-down.

## **ACP Households are also encouraged to see if they qualify for the Lifeline Program.**

- Eligible consumers can get up to \$9.25 off the cost of phone, internet, or bundled services (up to \$34.25 if they live on qualifying Tribal lands)
- Consumers can apply for the Lifeline program at [LifelineSupport.org](https://www.LifelineSupport.org)

# Important Dates

- **January 11, 2024:** The FCC issued an Order laying out ACP wind-down procedures and important dates, including the enrollment freeze and the impacts on consumers, internet companies, and ACP Outreach Grant recipients.
- **February 7, 2024:** The last day the ACP accepted new applications and enrollments. Eligible households needed to be approved and enrolled with an internet company by 11:59 PM ET on February 7<sup>th</sup> to receive the ACP benefit. Starting February 8, 2024, there will be no more enrollments into the ACP.
- **January 25, 2024:** Households that are currently receiving a monthly ACP benefit received their first notices from their internet companies with information about the end of the ACP benefit. This information included the timing of the end of the program and the impact of the loss of the benefit on the household's bill and service.
- **Late February 2024:** FCC issues a Public Notice announcing the confirmed final fully funded month of the ACP (~60 days prior to the last fully-funded month of the ACP). This will trigger provider notices about program end no later than 15 days after the release of this Public Notice.
- **April 2024:** The FCC anticipates existing ACP funding to run out at the end of April 2024, with only a partial benefit available in May, if Congress does not provide additional funding. Households that are enrolled in the ACP will continue to receive their benefit on their internet service through April 2024. This date may change.

# Impact on ACP Outreach Grant Recipients



- All ACP Outreach Grant recipients (to include NCOP, TCOP, YHYI, and NPP) will have a **new period of performance end date of April 30, 2024.**
- **Effective February 8, 2024,** grantees must cease their grant-funded ACP outreach.
- **Between February 8 – April 30, 2024,** ACP grant recipients may only engage in activities related to fulfilling administrative requirements of their grants

## **ACP Outreach Grant Program Grant Recipient Wind-Down Resources**

- ACP Outreach Grant Program Grantee Wind-Down Guidance (*Released January 29, 2024*)
- For more information, visit: [www.fcc.gov/acp-grants-management](https://www.fcc.gov/acp-grants-management)
- ACP Grants Team contact information: [ACPGrants@fcc.gov](mailto:ACPGrants@fcc.gov)

# For ACP ISPs

## **Staying Informed During Wind Down:**

- Visit USAC's Learn Page for more information about the wind-down process.
- Sign up for future webinars and view past webinars and information sessions.
  - Sign up for ACP Bulletins, which keep service providers up to date about program news, events, and best practices.
- Providers seeking further assistance regarding ACP wind-down requirements should contact USAC via their support email address for providers ([ACProgram@usac.org](mailto:ACProgram@usac.org)).



# Consumer Resources

**FCC ACP Website:** [www.fcc.gov/acp](http://www.fcc.gov/acp)

- [ACP Wind-Down Fact Sheet](#)  
[https://www.fcc.gov/sites/default/files/ACP\\_Wind-down\\_Fact\\_Sheet\\_Final.pdf](https://www.fcc.gov/sites/default/files/ACP_Wind-down_Fact_Sheet_Final.pdf)
- [ACP Wind-Down FAQ](#)  
[https://www.fcc.gov/sites/default/files/ACP\\_Wind\\_Down\\_FAQs\\_vF\\_clean\\_final.pdf](https://www.fcc.gov/sites/default/files/ACP_Wind_Down_FAQs_vF_clean_final.pdf)
- Consumers who are Deaf or Hard of Hearing should feel free to try our ASL Hotline 844-432-2275
- **FCC Virtual Speakers:** Email request to [acpspeakers@fcc.gov](mailto:acpspeakers@fcc.gov). Include date and time and number of audience members
- **USAC ACP Support Center:** 877-384-2575
- Consumers can continue to file complaints through the FCC's Consumer Complaint Center at: <https://consumercomplaints.fcc.gov> about ACP billing and service issues.

# Questions?