Measuring the Impact of the ACP: Survey Results
Survey Methodology

- At the time of the survey design the ACP population was 21,110,108

- The final sample included 110,000 ACP households; 5,317 total survey responses received, which is a 4.8% response rate

- OEA created a stratification methodology to ensure the sample was representative of the entire ACP population in the following dimensions:
  - 2 Tribal Categories: Tribal benefit vs. Non-Tribal benefit
  - 4 Age Categories: 18-24, 25-49, 50-84, 85+
  - 3 ACP Enrollment Time Periods: 05/2021-12/2021, 01/2022-12/2022, 01/2023-Present
  - 2 Service Types: Mobile & Fixed
  - 2 Rural/Urban Categories: Metro Counties (Urban) & Non-Metro Counties (Rural)

- FCC staff created a stratification methodology to ensure the sample was representative of the entire ACP population, and USAC randomly selected two independent samples and sent emails to 110,000 ACP households between 12/12/2023 and 12/14/2023

- Upon receiving the final responses, strata with low response-rates were collapsed and survey weights adjusted for non-response were calculated and applied
Survey Question 1:

Question 1: before receiving my ACP benefit, I had:
   a) No internet service
   b) Phone (mobile) internet service only
   c) Home (fixed) internet service only
   d) Both mobile and fixed internet services

If the consumer selected (a) “No internet service” the consumer was then asked: Prior to ACP:
   • I relied on accessing the internet at a public library, school, or business establishment
   • I relied on accessing the internet service belonging to a person you know, outside of your household
   • I did not have a need to access the internet
   • Other (Open Response)

If the consumer selected (b) “Phone (mobile) internet service only” the consumer was then asked: I am using the ACP benefit to:
   • Reduce the cost of my current mobile plan
   • Upgrade my plan to a better mobile plan
   • Add a home internet service
   • Other (Open Response)

If the consumer selected (c) “Home (fixed) internet service only” the consumer was then asked: I am using the ACP benefit to:
   • Reduce the cost of my current home internet plan
   • Upgrade my plan to a better home internet plan
   • Add a mobile internet service
   • Other (Open Response)

If the consumer selected (d) “Both mobile and fixed internet service” the consumer was then asked: I am using the ACP benefit to:
   • Reduce the cost of one of my current internet plans
   • Upgrade one of my current internet plans
   • Add a second additional mobile connection
   • Other (Open Response)
Survey Question 1 Results (All Respondents):

Before my ACP benefit, I had:

- No internet service: 21.8% (+/- 1.1%)
- Home (fixed) internet service only: 22.7% (+/- 1.1%)
- Mobile internet service only: 25.3% (+/- 1.2%)
- Both mobile and fixed home services: 30.2% (+/- 1.2%)
Survey Question 1 Results (Rural Respondents):

Before my ACP benefit, I had:

- No internet service: 24.6% (+/- 2.9%)
- Home (fixed) internet service only: 20.3% (+/- 2.7%)
- Mobile internet service only: 28.1% (+/- 3.0%)
- Both mobile and fixed home services: 27.0% (+/- 3.0%)
Survey Question 1 Follow-up Results:

Of the 21.8% respondents who said they had no internet service prior to ACP:
- 53.2% (+/- 3.2%) reported they relied on accessing the internet at a public library, school, or business establishment
- 29.9% (+/- 2.9%) reported they relied on accessing the internet service belonging to a person they knew, outside of their household
- 11% (+/- 2.0%) reported they did not have a need to access the internet
- 5.8% (+/- 1.5%) selected “Other” (Open Response)

Of the 25.3% of respondents who said they only had mobile internet service prior to ACP:
- 50.4% (+/- 3.4%) report they use the ACP benefit to reduce the cost of their current mobile plan
- 4.1% (+/- 1.3%) report they use the ACP benefit to upgrade their plan to a better mobile plan
- 38.7% (+/- 3.3%) report they use the ACP benefit to add a home internet service
- 6.9% (+/- 1.7%) selected “Other” and provided an open response

Of the 22.7% of respondents who said they only had home internet service prior to ACP:
- 83.5% (+/- 1.8%) report they use the ACP benefit to reduce the cost of their current home internet plan
- 3.7% (+/- 0.9%) report they use the ACP benefit to upgrade their plan to a better home internet plan
- 7.9% (+/- 1.3%) report they use the ACP benefit to add a mobile internet service
- 5.0% (+/- 1.1%) selected “Other” and provided an open response

Of the 30.2% of respondents who selected they had both home and mobile service prior to ACP:
- 85.4% (+/- 1.6%) report they use the ACP benefit to reduce the cost of one of their current internet plans
- 1.4% (+/- 0.5%) report they use the ACP benefit to upgrade one of their current internet plans
- 3.7% (+/- 0.8%) reported they use the ACP benefit to add a second additional mobile connection
- 9.5% (+/- 1.3%) selected “Other” and provided an open response
Question 2: In the year prior to signing up for ACP, were there any months in which you could not afford internet service?

- I always had internet.
- I had internet only in the months in which I could afford it.
- I sometimes did not have internet for other reasons.
- I never had internet service because I could not afford it.
I always had internet.

I had internet only in the months in which I could afford it.

I sometimes did not have internet for other reasons.

I never had internet service because I could not afford it.

Survey Question 2 Results (All Respondents):
Survey Question 2 Results (Rural Respondents):

In the year prior to signing up for ACP, were there any months in which you could not afford internet service?

- I always had internet: 28.9% (+/- 3.1%)
- I had internet only in the months in which I could afford it: 35.2% (+/- 3.2%)
- I sometimes did not have internet for other reasons: 11.8% (+/- 2.2%)
- I never had internet service because I could not afford it: 24.1% (+/- 2.9%)
Survey Question 3:

Question 3: If my monthly internet bill were $30 higher, I would:

- Drop the service I am using the ACP benefit on
- Choose a lower-cost internet service
- Change nothing (i.e., keep my current service and pay the difference)
- Other, explain

Follow-up if consumer picks option 1: This would leave me with:

- no internet service in my home
- only phone (mobile) internet service
- only fixed (non-mobile) internet service
- both mobile and fixed (non-mobile) internet service
Survey Question 3 Results (All Respondents):

If my monthly internet bill were $30 higher, I would

- Drop the service I am using the ACP benefit on: 29.3% (+/- 1.2%)
- Choose a lower-cost internet service: 47.6% (+/- 1.3%)
- Change nothing (i.e., keep my current service and pay the difference): 14.4% (+/- 1.0%)
- Other, explain: 8.7% (+/- 0.8%)
Survey Question 3 Results (Rural Respondents):

If my monthly internet bill were $30 higher, I would

- **Drop the service I am using the ACP benefit on**: 31.1% (+/- 3.1%)
- **Choose a lower-cost internet service**: 44.4% (+/- 3.4%)
- **Change nothing (i.e., keep my current service and pay the difference)**: 15.7% (+/- 2.5%)
- **Other, explain**: 8.9% (+/- 1.9%)
Survey Question 3 Follow-up Results:

Of the 29.3% of survey respondents who reported they would drop their service:

- 53.6% (+/- 2.5%) reported this would leave them with no internet service
- 7.9% (+/- 1.3%) reported this would leave them with home (fixed) internet service only
- 32.5% (+/- 2.3%) reported this would leave them with mobile internet service only
- 6.0% (+/- 1.2%) reported this would leave them with both mobile and fixed internet services
Survey Question 4:

Question 4: I use my ACP internet service to (select all that apply):

- Apply for jobs and/or work
- Schedule or attend healthcare appointments
- Attend school or do schoolwork
- Learn about and access government services and benefits
- Connect with my community, friends, and family
- Stay informed about current events and news
- Access transportation and navigation services
- Shop online
Survey Question 4 Results (All Respondents):

- Apply for jobs and/or work: 71.8% (+/- 1.2%)
- Schedule or attend healthcare appointments: 48.0% (+/- 1.4%)
- Attend school or do schoolwork: 35.7%* (+/- 1.3%)
- Learn about and access government services and benefits: 59.1% (+/- 1.3%)
- Connect with my community, friends, and family: 77.1% (+/- 1.1%)
- Stay informed about current events and news: 71.5% (+/- 1.2%)
- Access transportation and navigation services: 45.2% (+/- 1.3%)
- Shop online: 52.7% (+/- 1.3%)

*Approximately three quarters (74.9%, +/-8.9%) of the survey respondents aged 18-24 (92 respondents fell into this age range) reported using ACP service to attend school or do homework
Survey Question 4 Results (Rural Respondents):

I use my ACP internet service to (select all that apply):

- Apply for jobs and/or work: 40.5% (+/- 3.3%)
- Schedule or attend healthcare appointments: 71.6% (+/- 3.1%)
- Attend school or do schoolwork: 29.9% (+/- 3.1%)
- Learn about and access government services and benefits: 57.1% (+/- 3.4%)
- Connect with my community, friends, and family: 81.0% (+/- 2.7%)
- Stay informed about current events and news: 72.2% (+/- 3.0%)
- Access transportation and navigation services: 42.6% (+/- 3.4%)
- Shop online: 54.9% (+/- 3.4%)
Survey Question 5:

Question 5: Overall, how satisfied are you with your internet service to which you apply your ACP benefit:

- Not at all Satisfied
- Partly Satisfied
- Satisfied
- More than Satisfied
- Very Satisfied
Survey Question 5 Results (All Respondents):

Overall, how satisfied are you with your internet service to which you apply your ACP benefit:

- Not at all Satisfied: 3.4% (+/- 0.5%)
- Partly Satisfied: 7.9% (+/- 0.7%)
- Satisfied: 27.3% (+/- 1.2%)
- More than Satisfied: 12.9% (+/- 0.9%)
- Very Satisfied: 48.5% (+/- 1.4%)
Survey Question 5 Results (Rural Respondents):

Overall, how satisfied are you with your internet service to which you apply your ACP benefit:

- Not at all Satisfied: 5.6% (+/- 1.6%)
- Partly Satisfied: 8.6% (+/- 1.9%)
- Satisfied: 25.3% (+/- 2.9%)
- More than Satisfied: 14.6% (+/- 2.4%)
- Very Satisfied: 46.0% (+/- 3.4%)