



# ACP Outreach Partner Web Meeting

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*ACP Wind-Down*

*Thursday, January 18, 2024*

*1:00 PM EST*

# Welcome

Lyle Ishida, Chief, CGB Consumer Affairs and Outreach Division

# Agenda

Welcome	Lyle Ishida, Chief, CGB Consumer Affairs and Outreach Division
Opening Remarks	Alejandro Roark, Bureau Chief, CGB
FCC Report & Order Review	Benjamin Nashed, Attorney Advisor, WCB
Consumer Partner Resources	Alejandro Roark, Chief, CGB Lyle Ishida, Chief, CGB Consumer Affairs and Outreach Division
Q&A	Keyla Hernandez-Ulloa, Deputy Chief, CGB Consumer Affairs and Outreach Division



**Alejandro Roark**, Bureau Chief  
Consumer & Governmental Affairs  
Federal Communications Commission

[alejandro.roark@fcc.gov](mailto:alejandro.roark@fcc.gov)



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## Consumer & Governmental Affairs Bureau

Consumer  
Policy Division

Office of  
Intergovernmental  
Affairs

Office of Native  
Affairs & Policy

Disability Rights  
Office

Consumer Affairs &  
Outreach Division

Consumer Inquiries &  
Complaints Division

Web & Print  
Publishing Division

# FCC Report & Order Review

Benjamin Nashed, Attorney Advisor, WCB

# 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, nearly 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.

# Wind-Down Report & 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:
  - Directs providers to send notices to ACP households regarding the end of the program and continuation of service and includes information about the timing, content and delivery of those notices;
  - Provides for further announcements from the FCC and USAC 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 discusses 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>



# Important Dates

- **January 11, 2024:** The FCC issued an Order laying out the wind-down processes 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 will accept new applications and enrollments. **Eligible households must 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.
- **Starting late January 2024:** Households that are currently receiving a monthly ACP benefit will start to receive notices from their internet companies with information about the end of the ACP benefit. This information will include timing of the end of the program and the impact of the loss of the benefit on the household's bill and service.
- **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 Households

## Before **February 7, 2024; 11:59 PM ET:**

- To receive a benefit, eligible households that are not currently enrolled and wish to receive the benefit should submit completed ACP applications and, if approved, contact a participating internet provider to receive the ACP benefit.
- Households that are enrolled and receiving the benefit by 11:59 p.m. ET on February 7, 2024, will continue receiving monthly discounted broadband service from their internet company through the end of the ACP as long as the household stays enrolled in the program and is eligible for the benefit.

# Impact on ACP Households

## **During the Enrollment Freeze:**

- On February 8, ACP will begin an enrollment freeze, which means the ACP will not accept new applications and providers can no longer sign-up new households for the benefit.
- Households who are enrolled with an internet company by February 7, 2024; 11:59 PM ET and remain enrolled in the program will continue to receive their ACP benefits during the wind-down period.
- As the ACP funds run out, households who are enrolled in the ACP, will receive notices from their internet company about when the program will end and information about options to continue internet service without the ACP benefit. April is projected to be the last month households will receive the full ACP benefit.

## **After April 2024:**

- If Congress does not provide additional funding, the FCC anticipates existing ACP funding to run out at the end of April 2024, with only a partial benefit available for May 2024.
- The ACP will no longer have funds to provide benefits and discounts to households.

## **Subscribers who participate in the ACP 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://LifelineSupport.org).

# Consumer Partner Resources

Alejandro Roark, Chief, Consumer and Governmental Affairs Bureau

Lyle Ishida, Chief, CGB Consumer Affairs and Outreach Division

# For Grantees

## **Between Now and February 7, 2024; 11:59 PM ET:**

- Grantees may continue conducting ACP outreach and assisting eligible households with enrollment support
- When assisting eligible households with enrollment assistance, the FCC *strongly* encourages grantees to assist households to fully enroll, where possible, as the enrollment process is a two-step process:
  1. Qualifying for the ACP; and
  2. Applying a qualified household's benefit with a participating service provider
- Households that are fully enrolled in the ACP prior to the enrollment freeze will continue to receive benefits until the end of the Program

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

- ACP Outreach Grant Program Grantee Wind Down Guidance (*coming soon*)
- ACP Outreach Grant Program Grantee Wind Down FAQ (*coming soon*)

For more information, visit: [www.fcc.gov/acp-grants-management](http://www.fcc.gov/acp-grants-management)

# For 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).
- **Attend ACP Wind-Down Office Hours**
  - **Date:** Thursday, January 18, 2024
  - **Time:** 3 p.m. ET – 4 p.m. ET
  - [Register Here](#)

## Find Consumer Help, Information, or to File a Complaint

**The FCC has a number of ways to help you in case you run into a question or a problem.**

- If you need to talk to someone about your eligibility or application status, please call the ACP support center at (877) 384-2575.
- Feel free to send us an email at [acpinfo@fcc.gov](mailto:acpinfo@fcc.gov)
- Consumers who are Deaf or Hard of Hearing should feel free to try our ASL Hotline 844-432-2275
- To file an informal complaint with the FCC, submit it via this form and select "availability" as the issue:

[https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket\\_form\\_id=38824](https://consumercomplaints.fcc.gov/hc/en-us/requests/new?ticket_form_id=38824)

# Let's Work Together to Spread Awareness



## Informational Resources for You to Share with Your Membership

- [www.fcc.gov/acp](http://www.fcc.gov/acp)
  - Fact Sheets in a number of translated languages.
  - FAQ
  - ASL Video
- Visit the FCC Consumer Complaint Center at <https://ConsumerComplaints.fcc.gov> to file a formal complaint regarding service providers not following FCC wind-down proceedings.
- Email inquiries to [acpinfo@fcc.gov](mailto:acpinfo@fcc.gov)
- Speaking requests to [acpspeakers@fcc.gov](mailto:acpspeakers@fcc.gov)
- Contact the USAC ACP Support Center at 877-384-2575 for updates on application status and questions about the ACP wind-down.



# Let's Work Together to Spread Awareness (cont)



## **Partners should feel free to use the FCC's existing methods to secure outreach support**

- Scheduling virtual webinars with FCC outreach staff by emailing [acpspeakers@fcc.gov](mailto:acpspeakers@fcc.gov)
- Requesting printed ACP Wind-Down materials at no cost by emailing [acpinfo@fcc.gov](mailto:acpinfo@fcc.gov)
  - Include the number of materials needed
  - Point of contact and mailing address (no P.O. Box numbers)
  - Anticipate delivery in roughly one week.
- Reach out with questions to [acpinfo@fcc.gov](mailto:acpinfo@fcc.gov) or the FCC's ASL Support line at 1-844-432-2275

**As a reminder:** After February 8, 2024, there can be no ACP awareness-related activities or campaigns. Such dissemination of information about the ACP after the program ceases to accept new enrollments will result in consumer confusion and thus be contrary to the public interest.

# Other CGB Points of Contact

Name	Division / Office	Email
Suzy Rosen Singleton	Chief, CGB Disability Rights Office	<a href="mailto:Suzanne.Singleton@fcc.gov">Suzanne.Singleton@fcc.gov</a>
Bridgette Gomez	Chief, CGB Office of Intergovernmental Affairs	<a href="mailto:Bridgette.Gomez@fcc.gov">Bridgette.Gomez@fcc.gov</a>
Bambi Kraus	Chief, CGB Office of Native Affairs and Policy	<a href="mailto:Bambi.Kraus@fcc.gov">Bambi.Kraus@fcc.gov</a>
Miriam Montgomery	Grants Management Policy Advisor	<a href="mailto:Miriam.Montgomery@fcc.gov">Miriam.Montgomery@fcc.gov</a>

# Questions and Answers

**Keyla Hernandez-Ulloa**

Deputy Chief, CGB Consumer Affairs and Outreach Division

**Questions to: [acpinfo@fcc.gov](mailto:acpinfo@fcc.gov)**

# References

**FCC Printables** (Email request to [acpinfo@fcc.gov](mailto:acpinfo@fcc.gov). Include POC, mailing address & number of printed materials requested.)

- [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)

**FCC Virtual Speakers** (Email request to [acpspeakers@fcc.gov](mailto:acpspeakers@fcc.gov). Include date and time and number of audience members.

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

**USAC ACP Support Center** at 877-384-2575 for updates on application status and questions about the ACP wind-down

**FCC [Consumer Complaint Center](#)** to file a formal complaint regarding service providers not following FCC wind-down proceedings. <https://consumercomplaints.fcc.gov/hc/en-us>