Affordable Connectivity Program (ACP)
Wind-Down Fact Sheet

Through the Bipartisan Infrastructure Law, the Federal Communications Commission (FCC) was tasked 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 computer, or tablet.

Over 23 million ACP households are impacted by the program’s wind-down.

What’s happening?

Due to the lack of additional funding for the ACP, the Commission announces that the last fully funded month for the ACP discount is April 2024. Absent additional funding from Congress, the ACP can only provide partial reimbursement to internet companies that choose to provide the discount to ACP households for May 2024. As a result, the FCC has begun taking steps to wind down the ACP.

The wind-down period includes:

- An enrollment freeze: The FCC stopped accepting new applications and enrollments on February 7, 2024, at 11:59 PM ET.
  - Households that were approved and enrolled with an internet company by this date and remain enrolled in the program will continue to receive their ACP discounts during the wind-down period until the ACP ends.
  - Households that were unable to complete full enrollment by February 7, 2024, at 11:59 PM ET are not able to enroll in the ACP during the enrollment freeze.

- A 60-day Public Notice: On March 4, 2024, the FCC issued a new Public Notice announcing the last fully funded month of the ACP.
  - **April 2024**: If Congress does not provide additional funding, April will be the last month ACP households will receive the full ACP discount as they have received in prior months.
  - **May 2024**: If Congress does not provide additional funding, internet companies, may, but are not required, to provide a smaller or partial ACP discount to bills in May 2024. Internet companies will notify ACP households if the partial discount will apply to them.
  - **After May 2024**: If Congress does not provide additional funding, the ACP will no longer exist as an internet and device discount program to eligible households. ACP households will be subject to the undiscounted rate the internet company offers if they have opted in to continue their internet service without the ACP discount.

Notifications from the ACP internet companies:

ACP internet companies are required to send three (3) written notices to their ACP households:

- **First Notice**: By January 25, 2024, ACP households should have received their first written notice from their internet company informing them that the ACP is ending and the impact on their service and bill.
- **Second Notice**: By March 19, 2024, ACP households will receive their second written notice from their internet company informing them that April 2024 will be the last fully funded month
where the $30/month discount (or $75/month discount for those on Tribal Lands) will be applied to their bill.

- **Final Notice:** This notice will be included as part of the last bill or billing cycle in which the full ACP discount is applied.

**Determining how to continue internet service:**

During the ACP Wind-down:

- ACP households are not required to stay with their internet company or continue to receive the same internet service after the end of the ACP.
  - You can choose to opt out (no longer continue your internet service after the ACP ends) by contacting your internet company and telling them you would like to drop your internet service.

- If you wish to continue to receive internet service, you can:
  - select another, lower cost internet plan from the same internet company, or
  - start an internet service with a different internet company

Households participating in the ACP will not be charged termination fees or fees for changing plans with the same or different ACP internet company.

After the ACP ends:

- ACP households may have been asked by their internet company if they wish to opt in to continuing service after the ACP has ended. ACP households may have been asked this at the time they signed up to receive ACP service with their internet company or more recently.
- ACP households will continue to receive internet service after the ACP ends if they:
  - previously agreed to continue internet service from their internet company.
  - paid for internet service from their internet company BEFORE they started receiving the ACP discount.
  - currently contribute to the cost of their internet service even with the ACP discount applied.

- ACP households will NOT continue to receive internet service after the ACP ends, if they:
  - DID NOT previously agree to continue internet service after the end of ACP.
  - have not paid their internet company for service.

If a household is not sure if they previously opted in or opted out to receiving service from their internet company after the ACP has ended, the household should contact their internet company and discuss their options.

**How should households navigate the wind-down and prepare for the ACP ending?**

To prepare for the end of the ACP, households are strongly encouraged to:

- Consistently check their emails, text messages, and mail for notices from their internet companies about the ACP ending and how it will impact their internet bill.

- Contact their internet company and ask if the company has a lower cost plan and/or a low-income program. When calling internet company, make sure you have your account and billing information.

- Visit [www.fcc.gov/acp](http://www.fcc.gov/acp) to access the FCC’s Wind-down Order, 60-day Public Notice, consumer guides, and outreach materials about the ACP wind-down process.
• Consumers can contact Universal Service Administrative Company (USAC) for questions about the wind-down. Consumers can call the ACP Support Center at 877-384-2575 or go to AffordableConnectivity.gov for information about the status of the program.

• Consumers can also file a complaint through the FCC's Consumer Complaint Center at https://consumercomplaints.fcc.gov about ACP billing and service issues.

Consumer Protections:

During the ACP wind-down, ACP internet companies are still held to the consumer protection requirements in the ACP rules, except for the rules related to new ACP enrollments. Some of the ACP rules will continue even after the ACP has ended. The ACP rules include, but are not limited to:

• Transferring ACP discount: During the ACP wind-down, households can continue to transfer their ACP discount to other participating internet companies who continue to accept ACP transfers.
• Terminating Service: ACP internet companies cannot terminate an eligible ACP household's internet service for failure to pay for service until 90 days has passed since the bill payment due date. However, ACP internet companies can switch the household to a lower-cost plan with advance notice if the household enters a delinquent status after the bill due date. This rule will be in place for as long as the household continues to receive the ACP discount.
• Early Termination Fees: If a household entered into a service plan with an extended service contract and applied their ACP discount to that service plan, the internet company cannot charge the household an early termination fee for terminating that service contract early, even after the household stops receiving the ACP discount.

For more information, households should refer to the ACP Wind-Down Order, the ACP Wind-Down 60-Day Public Notice, and the consumer guides located on the FCC’s website at www.fcc.gov/acp.