

Affordable Connectivity Program Wind-Down Frequently Asked Questions (FAQs)

Purpose: 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. However, the \$14.2 billion Congress initially appropriated for the ACP is approaching depletion. Due to the lack of additional funding for the ACP, the Commission has announced that the last fully funded month for the ACP benefit 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.

Below are answers to frequently asked questions about the ACP wind-down process.

FAQs: For ACP Households	1
FAQs: Outreach and Education	4

FAQs: For ACP Households

1. What is the Affordable Connectivity Program (ACP)?

The Affordable Connectivity Program (ACP) is a federal program that offers eligible households a discount of up to \$30 per month toward internet service and up to \$75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 toward the purchase of a laptop, desktop computer, or tablet from participating internet companies if the household contributes more than \$10 and less than \$50 toward the purchase price.

2. What is happening to the ACP?

Without additional funding from Congress, the funding that was appropriated for the ACP is running out and the last fully funded month for the ACP benefit is April 2024. ACP households may receive partial reimbursements in May 2024. After May 2024, unless Congress provides additional funding, the ACP will no longer exist as an internet and device discount program to eligible households.

3. What does wind-down mean for the ACP?

Wind-down for the ACP refers to steps the FCC is taking to provide guidance to ACP households on ways to keep their internet connection after the ACP has ended and to stay informed about changes to their internet bill and service.

4. When did the ACP stop accepting new applications and enrollments?

The ACP stopped accepting new applications and enrollments on February 7, 2024; both paper and electronic applications have been removed and are no longer available.

5. What will happen if the ACP does not receive more funding from Congress?

After May 2024, unless Congress provides additional funding, the ACP will no longer exist as an internet and device discount program to eligible households as all appropriated funds would have been used up by this time.

6. What are the important dates ACP households should be aware of regarding the ACP wind-down?

- **January 11, 2024:** The FCC released an [Order](#) detailing the wind-down process.
- **January 25, 2024:** By this date, households that were receiving the monthly ACP discount should have received their first notice from their internet company with information about the end of the ACP.
- **February 8, 2024:** The ACP stopped accepting new applications and enrollments. Both paper and electronic ACP applications were removed and no longer available.
- **March 4, 2024:** The FCC issued a [Public Notice](#) confirming that April 2024 is the last month ACP households will receive the full ACP discount. ACP households may receive a partial discount in May.
- **March 19, 2024:** ACP households will receive their second notice from their internet company that the ACP is ending and impact on their internet service and bills.
- **April 2024:** If Congress does not provide additional funding, April will be the last month ACP households will receive the full ACP discount they have received in prior months.
- **May 2024:** If Congress does not provide additional funding, ACP households may receive a partial ACP discount in May 2024 from their internet companies. Internet companies will notify ACP households if the partial ACP discount would 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 their internet company offers if they choose to continue their internet service without the ACP discount.

7. What does the “last fully funded month of the ACP” mean?

The last fully funded month of the ACP means the last month (April 2024) ACP households will be eligible to receive the full \$30/month ACP discount (or the full \$75/month ACP discount for those on Tribal Lands).

8. What does “partial ACP discount” to ACP households mean?

In May 2024, ACP households may receive a partial ACP discount.

9. How will internet companies determine how much discount to provide ACP households in May?

It will be up to internet companies whether to provide discounted ACP service to households in May 2024 and the amount of the discount. Internet companies will have the option to provide an ACP discount in May 2024. The amount of the discount will be up to each internet company. Because the ACP cannot reimburse internet companies for the full amount of the ACP benefit, internet companies may offer a discount that does not cover the full cost of the ACP internet service. The partial ACP discount in May 2024 that does not cover the full cost of ACP service will only be available if the internet company chooses to provide it and if the ACP household has opted in to continue their internet service even if the ACP ends. Internet companies may only claim the discount that was passed through to the ACP household.

10. How can ACP households opt out of their current internet service after ACP ends?

ACP households can choose to no longer continue their current internet service after the ACP ends (“opt-out”) by contacting their internet company and telling them that they do not wish to receive internet service from the company after the end of ACP.

11. How will ACP households know if they are opted in to continue internet service 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 monthly ACP discount.
- currently contribute to the cost of their internet service, even with the ACP discount applied.
 - This includes households that contribute to the cost of any portion of bundled services (such as those offering voice, internet, and texting or video and internet) that include ACP-supported internet service.

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 the ACP.
- have not paid their internet company for service.

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

12. As a current household receiving the ACP discount, what will the notices from internet companies to ACP households look like?

- **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 ACP discount (or \$75/month ACP discount for those on Tribal Lands) will be applied to their bill.
- **Final (Third) Notice:** This notice will be included as part of the last bill or billing cycle in which the full ACP discount is applied.

13. Are ACP internet companies allowed to send more than three (3) notices to their consumers?

Yes, the FCC encourages ACP internet companies to send additional notices and include additional information on any low-cost internet plans or how to obtain information on low-cost plans. ACP households should closely review notices they get from their internet company.

14. What happens if Congress provides additional funding for the ACP?

If Congress provides more funding for the ACP, the FCC will provide further information on how the ACP will proceed at that time.

15. What other ways can ACP households get details about the ACP ending?

In addition to notices from internet companies, ACP households will also receive notices from the Universal Service Administrative Company (USAC), the administrator of the ACP. Households can also visit fcc.gov/acp and AffordableConnectivity.gov for more information about the status of the ACP.

16. What consumer protections are available to ACP households during wind-down and after the ACP ends?

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 ACP-supported 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 ACP ends.

For more information on ACP consumer protections, refer to the [ACP Wind-Down Fact Sheet](#).

17. If ACP households have questions about the ACP wind-down process, who should they contact other than their internet company?

Consumers can contact 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.

18. What should ACP households do to prepare for the impact of the ACP benefit ending?

After the ACP ends, ACP households will no longer receive the ACP discount on their monthly internet bill. 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 internet company has a lower cost plan and/or a low-income program. When calling your internet company, make sure you have your account and billing information with you.
- Visit AffordableConnectivity.gov for more updates regarding the ACP.

19. What should I say when contacting my internet company about the ACP ending?

Here are some recommended questions households may ask when contacting their internet company to discuss options after the ACP ends:

- How will my internet bill change in May and after May?
- Will I continue to receive internet service after the ACP ends (did I opt in or out previously)?
 - If so, what will be my out-of-pocket expense for my internet service after the ACP ends?
 - If not, how do I make sure that my household will receive internet service after the ACP?
- Are there other low-cost internet plans that will meet my household needs?
 - If so, how can I sign up for a lower cost plan?
 - Will the quality of my internet service change by switching to a lower cost plan?
 - If yes, by how much?
 - Will I notice a difference based on how I use my internet service today?
 - Does the internet company have a low-income program?
 - If so, will I qualify automatically because I received ACP monthly discount?
 - If I don't automatically qualify based on my ACP enrollment, how do I qualify for the internet company's low-income program?

Be ready to talk about how your household uses internet service (Ex: Occasional or frequent teleworkers, students with homework, devices supported by internet connection). Ask how much the recommended internet plan will cost.

20. What other FCC federal programs are available to help households with their internet bill?

ACP households may also be eligible for the FCC's [Lifeline](#) program, which offers up to \$9.25 a month off phone, internet, or bundled phone and internet services (up to \$34.25 if you live on qualifying Tribal lands). Not all ACP recipients will qualify for Lifeline and not all ACP internet companies participate in the Lifeline Program. To learn more and apply, visit lifelinesupport.org.

FAQs: Outreach and Education

21. What resources will the FCC provide to outreach partners to help inform households about the ACP ending?

The FCC has provided updated materials for consumers and outreach partners, many of which are available in multiple languages. For more consumer outreach materials, please visit www.fcc.gov/acp.

22. If outreach partners need assistance, what kind of support can they expect from the FCC?

The FCC's Consumer and Governmental Affairs Bureau (CGB) is available to support our outreach partners in various ways.

- **FCC Virtual Speakers:** CGB is available to educate ACP outreach partners and consumers on the ACP wind-down matters. E-mail requests should be sent to: acpspeakers@fcc.gov. As part of the e-mail request, information on the date and time of the event should be included, in addition to the anticipated audience number.
- **Print Requests:** The FCC would like to ensure ACP wind-down consumer resources are as widely available as possible. As such, if outreach partners would like the FCC to print and ship these resources, the request can be sent to acpinfo@fcc.gov. See below for format for print requests. Allow for 2-3 weeks for UPS delivery.
 - Request 500 ACP Wind Down Fact Sheets (English)
 - Mary Smith
 - 230 Main Street
 - Anytown, USA 90210

23. What is the FCC doing to inform ACP households about the ACP ending?

The FCC's priority in this wind-down process is to ensure ACP households are well-informed about the end of the program and its impact on their internet bills and to help ACP households stay connected after the ACP ends. The FCC will continue its partnerships with national and local representatives and organizations to help educate ACP households about ways to keep their internet services as they navigate from the ACP.