

## 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 or tablet computer. Since launching in December 2021, the ACP has helped over 22 million eligible households gain access to online internet service, allowing subscribers to take advantage of educational and career building resources, telehealth services and more. However, the of \$14.2 billion Congress initially appropriated for the ACP is approaching depletion. Without additional funding, the Commission must begin a wind-down process for the ACP.

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

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### 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 providers if the household contributes more than \$10 and less than \$50 toward the purchase price.

#### 2. What does wind-down mean for the ACP?

In 2021, Congress established the ACP in the Bipartisan Infrastructure Law and appropriated \$14.2 billion for the program. Current ACP funding is projected to run out at the end of April 2024. As of January 2024, Congress has not appropriated additional funding for the ACP to keep the program going beyond April 2024. As a result, the FCC has begun taking steps to wind down the ACP. Wind-down steps will result in ending the ACP at which time enrolled households will no longer receive the program discounts.

Wind-down steps will include, but are not limited to:

- A freeze on new ACP applications and enrollment. The last day to enroll in the ACP is **February 7, 2024 at 11:59 PM ET**.
- Households that are enrolled by 11:59 p.m. ET on February 7, 2024 can continue receiving monthly discounted broadband service from their internet company through the end of the ACP, which is currently projected to be April 2024.
- Outreach with national and local representatives and organizations to help raise awareness about the ACP coming to an end.

### **3. When will the ACP stop accepting new applications and enrollments?**

The last day for eligible households to apply for and enroll in the ACP is **February 7, 2024 at 11:59 PM ET**. Households that are enrolled with an internet company by this date and remain enrolled in the program will continue to receive their ACP benefits during the wind-down period.

### **4. What are the important dates I should be aware of regarding the ACP wind-down?**

- **January 11, 2024:** The FCC released an [Order](#) laying out 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:** This is 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 if Congress does not provide additional funding. Consumers that are enrolled in the ACP will continue to receive their benefit on their internet service through April 2024. This date is an estimate and may change.

### **5. What does the “last fully funded month of the ACP” mean?**

The phrase “last fully funded month of the ACP” refers to the last month ACP households will receive the full ACP benefit received in prior months. As funds for the ACP deplete, any remaining funds after the last fully funded month may be distributed the following month to benefit recipients on a reduced basis. This means that households may not receive the full \$30 benefit. Your internet company will decide whether it will provide a reduced benefit. Contact your internet company for information on when you should last expect to see an ACP benefit on your monthly internet bill.

### **6. What happens if Congress provides additional funding for the ACP?**

If Congress decides to provide more funding for the ACP, the FCC will provide further guidance and instructions on how the ACP will proceed at that time.

### **7. As a current household receiving the ACP benefit, what will the notices from internet companies to ACP households look like?**

- **Timing:** Internet companies will send three (3) required written notices to their ACP households:  
(1) You should have received the first notice by January 25, 2024;  
(2) The second will be within 14 days after announcement by the FCC of the last fully funded month of the ACP; and  
(3) The third will be simultaneous with the last bill/billing cycle in which the full ACP benefit is applied before the program ends.
- **Format:** Internet companies are encouraged to send notices in the same way they usually communicate with the household, including in the household's preferred language. You may receive these notices from your internet company by e-mail, text, in the mail, or along with your bill.
- **Content:** The first notice households will receive will tell households about the possible upcoming end of ACP and its potential impact to the ACP households' bills. The second and third notices must inform ACP households of the following:

- (1) that the ACP is ending,
- (2) the impact on their bill,
- (3) the date of the last bill they will receive that includes the ACP benefit, and
- (4) that they may change their service or opt-out of continuing service after the end of the ACP.

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

Yes, internet companies are welcome to send additional notices and are strongly encouraged to include additional information on any low-cost internet plans or how to obtain information on low-cost plans.

**9. What other ways can I expect to learn about the ACP coming to an end?**

ACP households will also receive direct notices from the Universal Service Administrative Company (USAC), the administrator of the ACP. Households can also visit [fcc.gov/acp](https://fcc.gov/acp) and [AffordableConnectivity.gov](https://AffordableConnectivity.gov) for more information about the status of the ACP.

**10. What should I do when my ACP benefit ends?**

After the ACP ends, you will no longer get the monthly internet discount. Here is what you as a consumer can do now:

- Contact your internet company if you have questions about how the end of the ACP will affect your monthly bill and ask about the options available to you.
- Visit [GetInternet.gov](https://GetInternet.gov) for more information and for further updates regarding your ACP benefit.

**11. If I have questions about the ACP wind-down process, who should I contact other than my internet company?**

Consumers should contact USAC directly for questions about the wind-down. Consumers can call the ACP Support Center at 877-384-2575 or go to [GetInternet.gov](https://GetInternet.gov) for information about the status of the program. Consumers can continue to file complaints through the FCC's Consumer Complaint Center at <https://consumercomplaints.fcc.gov> about ACP billing and service issues.

**12. What other FCC federal programs are available to me to receive a discount on my internet bill?**

If you currently receive ACP benefits, you may still qualify for the [Lifeline Program](https://LifelineProgram.gov) to save on internet service. The Lifeline Program is another federal program that makes phone and internet service more affordable. If you qualify for Lifeline, you can get a monthly benefit of:

- Up to \$9.25 off the cost of phone, internet, or bundled services
- Up to \$34.25 off the cost of phone, internet or bundled services if you live on qualifying Tribal Lands

**13. What if I applied for the ACP benefit and am waiting to hear back about my application?**

ACP applications will not be processed after February 7, 2024. If you have been asked to provide additional information or documentation, please make sure to do so as soon as possible to allow time for processing so that an eligibility determination can be made and you can sign up with an internet company by February 7, 2024 at 11:59 PM ET. You are strongly encouraged to provide the missing information online at [GetInternet.gov](https://GetInternet.gov) to get your documents approved as quickly as possible. ACP applicants are advised that communicating via mail may result in processing delays and may result in missing the enrollment deadline.

**14. What happens if I qualified for the ACP but do not sign up with an internet company?**

If you have an active qualified application for the ACP, but have not enrolled, contact your preferred internet company to enroll with them by February 7, 2024, at 11:59 PM ET. To check the status of your application, log into your account at [GetInternet.gov](https://GetInternet.gov) or contact the ACP Support Center at 877-384-2575.

You MUST apply your benefit with an internet company as soon as possible – BEFORE the 11:59 PM ET deadline on February 7, 2024 – to ensure you can get your monthly internet discount until the program ends.

If you qualified for the ACP, but you do not sign up with an internet company by February 7, 2024, at 11:59 PM ET, then you will no longer be able to enroll in the Affordable Connectivity Program to receive the ACP benefit.

### **15. Will my internet company automatically sign me up for a different plan without my authorization?**

Households that have affirmatively opted in to continue receiving internet service after the end of the ACP will be able to continue to receive internet service from their internet company after the end of the ACP. To have affirmatively opted in, the household must (1) have acknowledged having reviewed the required disclosures about the ACP before signing up with their internet company to receive the ACP benefit, including that the household will be subject to the internet company's undiscounted rates and general terms and conditions if the ACP ends and (2) demonstrated a willingness and ability to pay for broadband service.

Per the Commission's ACP rules, households would need to have consented to signing up to receive the ACP benefit with an internet company after reviewing disclosures from the provider about the impact of the end of the program.

Households will have demonstrated a willingness and ability to pay for internet service by either 1) previously consented to receive internet service from their internet company after the end of the ACP; 2) paid for service from their internet company before they started receiving discounted internet service; or 3) currently contribute to the cost of their internet service even with the ACP benefit applied will be able to continue to receive internet service from their internet company after the end of the ACP. If you do not wish to receive internet service after the end of the ACP or would like to change your service plan, contact your internet company to discuss your options.

Households that 1) have not previously consented to receive internet service from their internet company after the end of ACP or 2) have not paid their internet company for service will not receive internet service from their internet company after the end of the ACP. If you do not want to lose your internet service after the end of the ACP, contact your internet company to opt in to continue to receive undiscounted service after the ACP ends.

After the ACP, households that will continue to receive internet service will be subject to their internet company's undiscounted rates, along with the internet company's general terms and conditions.

### **16. What consumer protections are available to ACP households during wind-down?**

Existing ACP consumer protections remain in effect.

For more information, please visit <https://www.affordableconnectivity.gov/manage-my-benefit/protections-rules/>.

### **FAQs: Outreach and Education**

**17. What resources will the FCC provide to outreach partners to also help inform consumers about the ACP coming to an end?**

The FCC and USAC have provided updated materials for consumers and stakeholders. In addition to this FAQs document, the FCC also has a Fact Sheet that is available in English, Spanish, as well as other languages. These consumer outreach materials are available for download at: [www.fcc.gov/acp](http://www.fcc.gov/acp).

**18. What is the FCC doing to inform the households currently enrolled in the ACP?**

The FCC's priority in this wind-down process is to ensure ACP households are well-informed about the end of the program, 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.