*Disclaimer: Before beginning an outbound messaging campaign, ensure you understand the rules of the road. The Telephone Consumer Protection Act (TCPA) protects consumers from calls made with autodialer equipment, that use prerecorded messages, and that use artificial voice messages. The TCPA requires consumer consent for these calls unless they are made directly by the federal government or state governmental entity. However, the TCPA does generally apply to calls made by contractors on behalf of any governmental entity, as well as to local governments. More information about auto-dialed calls and texts can be found at****:***

* <https://www.fcc.gov/general/telemarketing-and-robocalls>
* <https://www.fcc.gov/consumers/guides/wireless-phones-and-national-do-not-call-list>
* <https://www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts>

## **The sample outbound messages below can be used when contacting clients that are already eligible for the Affordable Connectivity Program (ACP) based on their participation in a qualifying benefit program.**

## **Phone Script for Automatically Qualified Program Participants**

This is a call from [AGENCY/ENTITY NAME] inviting you to claim a new benefit. Because you are already enrolled in [PROGRAM NAME] you automatically qualify for up to a 30 dollar monthly discount on your home or mobile internet service through the Affordable Connectivity Program. To start getting your discount, visit [AffordableConnectivity.gov](https://www.affordableconnectivity.gov/) or call 1-877-384-2575.

## **Text Script for Automatically Qualified Program Participants**

This is a message from [AGENCY/ENTITY NAME] inviting you to claim a new benefit. Because you are already enrolled in [PROGRAM NAME] you automatically qualify for up to a $30 monthly discount on your home or mobile internet service through the Affordable Connectivity Program. To start getting your discount, visit [GetInternet.gov](https://www.getinternet.gov/) or call 1-877-384-2575.

## **The sample outbound messages below can be used when contacting clients that live on qualify Tribal Lands and are already eligible for the Affordable Connectivity Program (ACP) based on their participation in a qualifying benefit program.**

## **Phone Script for Automatically Qualified Program Participants**

This is a call from [AGENCY/ENTITY NAME] inviting you to claim a new benefit. Because you are already enrolled in [PROGRAM NAME] you automatically qualify for up to a 75 dollar monthly discount on your home or mobile internet service through the Affordable Connectivity Program. To start getting your discount, visit [GetInternet.gov](https://www.getinternet.gov/) or call 1-877-384-2575.

## **Text Script for Automatically Qualified Program Participants**

This is a message from [AGENCY/ENTITY NAME] inviting you to claim a new benefit. Because you are already enrolled in [PROGRAM NAME] you automatically qualify for up to a $75 monthly discount on your home or mobile internet service through the Affordable Connectivity Program. To start getting your discount, visit [GetInternet.gov](https://www.getinternet.gov/) or call 1-877-384-2575.

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* https://www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts

## **The sample outbound messages below can be used to generally promote the ACP to clients that may be eligible for the Affordable Connectivity Program.**

## **Phone Script for Automatically Qualified Program Participants**

This is a call from [AGENCY/ENTITY NAME] with important information about the Affordable Connectivity Program (ACP). The ACP offers up to a 30 dollar monthly discount on broadband internet service for qualifying households. To check eligibility or submit a free no-risk application, visit [GetInternet.gov](https://www.getinternet.gov/) or call 1-877-384-2575.

## **Text Script for General Enrollment**

This is a message from [AGENCY/ENTITY NAME] with important information about the Affordable Connectivity Program (ACP). The ACP offers at least a $30 monthly discount on broadband internet service for qualifying households. To check eligibility or submit a free no-risk application, visit [GetInternet.gov](https://www.getinternet.gov/) or call 1-877-384-2575.

## **The below sample outbound messages can be used to generally promote the ACP to clients located on qualifying Tribal lands that may be eligible for the Affordable Connectivity Program.**

## **Phone Script for Automatically Qualified Program Participants**

This is a call from [AGENCY/ENTITY NAME] with important information about the Affordable Connectivity Program (ACP). The ACP offers up to a 75 dollar monthly discount on broadband internet service for qualifying households. To check eligibility or submit a free no-risk application, visit [GetInternet.gov](https://www.getinternet.gov/) or call 1-877-384-2575.

## **Text Script for General Enrollment**

This is a message from [AGENCY/ENTITY NAME] with important information about the Affordable Connectivity Program (ACP). The ACP offers at least a $75 monthly discount on broadband internet service for qualifying households. To check eligibility or submit a free no-risk application, visit [GetInternet.gov](https://www.getinternet.gov/) or call 1-877-384-2575.