



## Affordable Connectivity Program (ACP) Fact Sheet

**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 offered eligible households a discount on their monthly internet bill and a one-time discount off the purchase of a laptop, desktop computer, or tablet. The ACP was a \$14.2 billion program that launched in December 2021, but after two-and-a-half years of offering discounts on internet service and connected devices to low-income consumers, the funding Congress initially made available for the ACP has since run out. As a result, effective June 1, 2024, the ACP has ended for now and the 23 million households enrolled in the ACP will no longer receive the ACP discount as they have in prior months.

### What happened to the ACP benefit?

Due to a lack of additional funding from Congress, April 2024 was the last month ACP households received the *full* ACP discount, as they had received in prior months, with some ACP households receiving a *partial* ACP discount in May 2024 if their provider elected to participate in the May partial reimbursement month. The \$14.2 billion Congress initially made available for the ACP has run out. As a result, the ACP has ended for now. Effective June 1, 2024, households will no longer receive an ACP discount.

### Determining how to continue internet service

ACP households may have been asked, by their internet company, if they wished to continue service after the ACP has ended. ACP households may have been asked this when they signed up to receive the ACP discount with their internet company or more recently as the program was coming to an end.

ACP households **should** continue to receive internet service now that the ACP has ended, **if they**:

- Previously agreed to continue internet service from their internet company after the end of the ACP;
- Paid for internet service from their internet company BEFORE they started receiving the ACP discount; OR
- Contributed to the cost of their internet service even with the ACP discount applied.
  - o This includes households that contributed to the cost of any portion of bundled services (such as those offering voice, internet, and texting or video and internet) that included ACP-supported internet service.

ACP households may have had their **internet service disconnected** and no longer receive internet service now that the ACP ended, **if they**:

- DID NOT previously agree to continue internet service after the end of the ACP; or
- Have never paid their internet company for service.

ACP households can make changes to their service after the end of the ACP. If a household applied their ACP discount to an internet plan that had a service contract, the internet company cannot charge the household an early termination fee for ending that service contract early, even after the ACP has ended.

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

### **What should households do now that the ACP has ended?**

Households are strongly encouraged to:

- Check their emails, text messages, and mail for notices from their internet company.
- Contact their internet company. Ask how their internet bill was impacted by the ACP ending. Ask if their internet company has a lower cost plan and/or a low-income program. When calling their internet company, households should have account and billing verification information.

### **Questions to ask internet companies**

Here are some recommended questions that households should ask when contacting their internet company to discuss options now that the ACP has ended:

- How has my internet bill changed?
- Will I continue to receive internet service (did I opt in or out previously)?
  - If so, what will be my out-of-pocket expense for my internet service?
  - If I did not previously opt-in to receive internet service, what should I do if I want to continue internet service?
- Are there other low-cost internet plans or programs that will meet my household needs?

Households should prepare to discuss with internet companies how their household uses internet service. For example, households should consider discussing whether they are occasional or frequent teleworkers, whether the household includes students with homework, and the number of devices supported by internet connection. Households should ask how much the internet plan recommended by the internet company based on the household's anticipated usage will cost. Households can look for broadband labels which are designed to provide clear, easy-to-understand, and accurate information about the cost and performance of high-speed internet services at any point of sale. For more information on how to review broadband labels, visit: [Broadband Consumer Labels | Federal Communications Commission \(fcc.gov\)](https://www.fcc.gov/broadband-consumer-labels).

### **Discounts Available Through the Lifeline Program**

Households may also be eligible for the FCC's [Lifeline](https://www.fcc.gov/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 about the difference between the ACP and the Lifeline program, visit: [ACP Wind-down Lifeline Fact Sheet .pdf \(fcc.gov\)](https://www.fcc.gov/ACP-Wind-down-Lifeline-Fact-Sheet.pdf). To learn more and apply, visit [lifelinesupport.org](https://lifelinesupport.org).

For future ACP updates should Congress provide additional funding, visit the FCC's website at [www.fcc.gov/acp](https://www.fcc.gov/acp).

To file a complaint about the ACP billing and service issues, visit the FCC's Consumer Complaint Center at <https://consumercomplaints.fcc.gov>.