



**Affordable Connectivity Program**  
Helping Households Connect

# Affordable Connectivity Program

What is the benefit?

Who is eligible?

How can households apply?



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## Agenda

- The Affordable Connectivity Program (ACP) – Program Description and Design Overview
- Who is eligible for the ACP?
- Consumer Protections Within the Program
- Be A Local Outreach Partner
- Contacts and References

Ask Questions!

*“A prudent question is one-half of wisdom.”* -- Francis Bacon



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## What is the Benefit?

The Affordable Connectivity Program is a Federal Communications Commission (FCC) Program that provides a discount on monthly broadband bills for qualifying low-income households. Eligible households can receive:

- Up to \$30/month discount for broadband service and associated equipment rentals;
- Up to \$75/month discount for households on Tribal lands, and;
- A one-time discount for \$100 for a laptop, desktop, or tablet purchased through a participating provider. Participating consumers pay a \$10 to \$50 co-pay





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### A Household is Eligible if:

Household income is at or below 200% of the Federal Poverty Guidelines, or

If a member of the household meets at least *one* of the criteria below:

- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, or Lifeline;
- Participates in Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal TANF, or Food Distribution Program on Indian Reservations;
- Participates in the National School Lunch Program or the School Breakfast Program (Including the Community Eligibility Provision);
- Received a Pell Grant in the current award year;
- Receives Veterans Pension and Survivors Benefit; or
- Meets the eligibility criteria for a participating provider's existing low-income program.



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## Two Steps to Enroll

1. Go to [ACPBenefit.org](https://www.acpbenefit.org) to apply, or print out a mail-in application; and
2. Contact your preferred participating provider to select a plan and have the discount applied to your bill.

Some providers may have an alternative application that they will ask you to complete.

Eligible households must **both apply for the program and contact a participating provider to select a service plan.**





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# How Does the ACP Protect Consumers?

The rules protect Affordable Connectivity Program recipients by:

- Empowering consumers to choose the service plan that best meets their needs (including a plan they may already be on);
- Ensuring consumers have access to supported broadband services regardless of their credit status;
- Prohibiting providers from excluding consumers with past due balances or prior debt from enrolling in the program;
- Preventing consumers from being forced into more expensive or lower quality plans in order to receive the ACP benefit;
- Reducing the potential for bill shock or other financial harms;
- Allowing ACP recipients to switch providers or broadband service offerings; and
- Providing a dedicated FCC process for [ACP complaints](#).



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## Become an Outreach Partner

- The FCC is mobilizing people and organizations to help share important consumer information about the new Affordable Connectivity Program.
- **Request A Speaker:** Send a speaker request to [ACPspeakers@fcc.gov](mailto:ACPspeakers@fcc.gov).
- **Become A Partner:** Send an email to [outreach@fcc.gov](mailto:outreach@fcc.gov).



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## ACP Outreach Toolkit

### Social

Logos

Social Media Images

Draft Posts

Newsletter Insert

Draft Press Release

### Printables

Fact Sheet

Flyer

9" x 5" Info Card

¼ Page Handout

Poster/Infographic

### Videos and PSAs

ASL Video

Overview Video

Audio PSAs



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## Resources

**FCC's ACP Consumer Hub:** [www.fcc.gov/ACP](http://www.fcc.gov/ACP)

**Help Line:** Call the ACP Support Center at (877) 384-2575 or send an email to [ACPSupport@usac.org](mailto:ACPSupport@usac.org)

**Consumer FAQ:** <https://www.fcc.gov/affordable-connectivity-program-consumer-faq>

**Toolkit:** <https://www.fcc.gov/acp-consumer-outreach-toolkit>

**Accessibility:** [FCC504@fcc.gov](mailto:FCC504@fcc.gov)

**To apply:** [www.ACPBenefit.org](http://www.ACPBenefit.org)

**Contact:** [ACPinfo@fcc.gov](mailto:ACPinfo@fcc.gov)

