

# Your internet bill might increase by \$30 this May.

Congress may soon end the **Affordable Connectivity Program (ACP)**.



## WHAT YOU NEED TO KNOW:

- ACP applications and enrollments are no longer being processed as of February 8, 2024.
- Households who have applied, been approved and are receiving the monthly internet discount before February 8, 2024 will continue to receive their ACP benefit until ACP funds run out, as long as the household remains enrolled in the program.
- After the ACP funds run out (projected in April 2024), households participating in the ACP will no longer receive the ACP discounts.

## WHAT DOES THIS MEAN FOR YOU?

Be prepared for your internet bill to increase. You have the following options to soften the impact:

- Take no action and keep your existing internet service, but prepare to pay \$30 more each month.
- Call your internet service provider to ask for a cheaper plan. Some offer special "low-cost" plans for people who are eligible for the ACP.
- Remember that you have the right to change or cancel your ACP-discounted internet service plan with no penalty.
- Enroll in the federal Lifeline program if you are not already participating.

## HOW MUCH LONGER WILL MY ACP BENEFIT LAST?

Your ACP discount will continue through April. Starting in May, you will see a bill increase.

## WHO WILL CONTACT ME?

Your provider will send three notifications: the first should have arrived by Jan. 25, 2024; the second follows the FCC's announcement of the final ACP month by 14 days, and the third coincides with the last billing cycle applying the full ACP benefit before the program ends.

The notifications will tell you:

- How your bill will change without the ACP discount.
- The date of the last bill that will include the ACP discount.
- How you may change plans, transfer to a different provider or cancel your service without penalty when the ACP ends.

## FOR ASSISTANCE AND MORE INFORMATION:

To file a complaint, call:  
888-CALL-FCC (888-225-5322)

Feel free to contact the Dallas County Connects Hotline at 469-946-9491 for any questions or concerns related to the ACP Wind-Down.



# Frequently Asked Questions

## **What are the consumer protection requirements for Internet Service Providers (ISPs) participating in the Affordable Connectivity Program (ACP) during its wind-down phase?**

ISPs must adhere to consumer protection requirements even during the wind-down phase of the ACP. This includes refraining from engaging in unjust and unreasonable acts or practices that would undermine the purpose, intent or integrity of the ACP. These requirements aim to protect consumers from financial harm and ensure that eligible households do not face additional financial burdens.

## **Will the consumer protection requirements remain applicable after subscribers cease receiving the ACP benefit?**

Yes, some consumer protection requirements will continue to apply even after subscribers stop receiving the ACP benefit. This is to ensure that eligible households are not subjected to additional financial burdens and that ISPs fulfill their obligations to consumers.

## **Can ISPs mitigate financial burdens on consumers after the end of the ACP?**

Yes, ISPs can help mitigate additional financial burdens on consumers after the end of the ACP by offering low-cost internet service plans specifically designed for low-income consumers or by transitioning consumers to existing low-cost plans. This aims to support households in maintaining affordable internet access.

## **What happens if an eligible household fails to pay the charges for ACP- supported service?**

Under ACP rules, participating ISPs cannot terminate an eligible household's ACP-supported service due to non-payment until 90 days have passed since the bill payment due date. ISPs are permitted to switch the household to a lower-cost plan if they enter a delinquent status after the due date, with advance notice to the household.

## **Are early termination fees applicable to eligible households who terminate service plans subject to extended service contracts after the ACP ends?**

No, ISPs cannot charge early termination fees to eligible households who terminate service plans subject to extended service contracts even after the ACP ends. This protects households from financial penalties for terminating service contracts early, even if they no longer receive the ACP benefit.

## **How are ISPs prohibited from engaging in unjust and unreasonable acts or practices related to the ACP?**

ISPs are prohibited from engaging in any acts or practices that would undermine the purpose, intent or integrity of the ACP, even after households stop receiving the ACP benefit. This includes false or misleading advertising of the ACP or holding themselves out as ACP participating providers when they are not. Violations can be reported to the FCC.

## **How can consumers file a complaint regarding provider compliance with ACP rules and wind-down requirements?**

Consumers with concerns about provider compliance with ACP rules and wind-down requirements can file a complaint with the Commission by visiting [ConsumerComplaints.fcc.gov](https://ConsumerComplaints.fcc.gov). Households with questions may contact the ACP Support Center at 877-384-2575 or [acpinfo@fcc.gov](mailto:acpinfo@fcc.gov). Consumers who are Deaf or Hard of Hearing may use the ASL Hotline at 844-432-2275.