



## Affordable Connectivity Program Helping Households Connect

### Affordable Connectivity Program Fact Sheet

The Affordable Connectivity Program is a \$14.2 billion program that supports eligible low-income households struggling to afford monthly internet service. This critical program ensures that households have the connections they need for work, school, healthcare, and more.

#### What Is the Benefit?

The benefit provides a **discount of up to \$30 per month** toward internet service for eligible households 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 to purchase a laptop, desktop computer, or tablet** from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price.

The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.

#### Who Is Eligible to Receive ACP Support?

A household is eligible if a member of the household meets at least *one* of the criteria below:

- Has an income that is at or below 200% of the [federal poverty guidelines](#);
- 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;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program in the current or immediately preceding school year;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating provider's existing low-income program.

#### How Does an Eligible Household Enroll in the Program?

There are two steps to enrolling in the ACP:

1. Complete and submit an online or mail-in application available at [ACPBenefit.org](#).
2. Contact a participating provider to select an internet plan and have the ACP discount applied.

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



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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;
- 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](#).

### How Will the FCC Promote the ACP?

Congress has authorized new outreach tools for ACP, such as paid media, research, and focus groups. These tools will help the FCC to build upon its existing outreach network of 35,000 partners that the agency developed in support of the Emergency Broadband Benefit (EBB) Program, the precursor to the ACP. The funding provided for these efforts will help to build awareness and drive enrollment for this new longer-term program.

The agency will continue working with federal partners that supported the EBB, such as the Department of Education, HHS, HUD and others. Their direct relationships with eligible households create unique opportunities for collaborative outreach and promotion of the ACP. Specifically, the FCC has issued a Further Notice of Proposed Rulemaking in which it seeks comment on a pilot program to ensure that households that rely on Federal Public Housing Assistance receive direct outreach to encourage them to enroll in the ACP.

The Further Notice also seeks comment on establishing a new grant program for ACP outreach partners. The agency understands that local, trusted community voices are often the best positioned to encourage enrollment in government benefit programs, like the ACP. We are currently seeking comment on the structure and objectives for this grant program and on grant-making best practices that will help to ensure the program is a success.

### What Tools Are Available for Partners?

- **Toolkit:** The FCC outreach toolkit includes materials, in various languages, for consumers and community partners to share information about the ACP. Materials include sample social media posts and graphics, sample PSA scripts, newsletter or email blurbs, printable flyers, and videos. The FCC will continue to update and add new outreach materials to the toolkit.
- **Consumer FAQ:** Find more information or [answers to common questions here](#).
- **Help Line:** Call the ACP Support Center at (877) 384-2575.
- **Request A Speaker:** Send a speaker request to [ACPspeakers@fcc.gov](mailto:ACPspeakers@fcc.gov).

Find more information about the Affordable Connectivity Program at [fcc.gov/ACP](https://www.fcc.gov/ACP)