



Affordable Connectivity Program Has Ended Frequently Asked Questions (FAQs)

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 an ACP discount as they have in prior months.

Below are answers to frequently asked questions about the ACP ending.

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FAQs: ACP Overview

1. What was the Affordable Connectivity Program (ACP)?

The Affordable Connectivity Program (ACP) was a federal program that offered eligible households a discount of up to \$30 per month toward internet service and up to \$75 per month for households on qualifying Tribal Lands. Eligible households could also receive a one-time discount of up to \$100 toward the purchase of a laptop, desktop computer, or tablet from participating internet companies if the household contributed more than \$10 and less than \$50 toward the purchase price.

The ACP launched in December 2021 and as of February 8, 2024, over 23 million households relied on the program to access affordable internet service before the \$14.2 billion in funding Congress made available ran out.

2. When did the ACP end?

Due to a lack of additional funding from Congress, the ACP ran out of funds and has ended for now, effective June 1, 2024. As a result, all ACP households will no longer receive the ACP discount.

3. What steps did the FCC take to end the ACP in an orderly way?

Below is a timeline of steps the Commission took to help prepare ACP households for the end of the ACP which meant they would no longer receive the ACP discount.

- **January 11, 2024:** The FCC released an [Order](#) detailing the ACP wind-down process.
- **January 25, 2024:** By this date, ACP households should have received their first notice from their internet company with information about the end of the ACP.

- **February 8, 2024:** The ACP stopped accepting new applications and enrollments. Access to both paper and electronic ACP applications were removed and were no longer available. Households approved and signed up with an internet company before this date remained enrolled in the program and continued to receive their ACP discounts during the wind-down period until the ACP ended.
- **March 4, 2024:** The FCC issued a [Public Notice](#) announcing that April 2024 would be the last month for ACP households to receive the full ACP discount, as they had in prior months and that some ACP households may receive a partial discount in May 2024 if their provider elected to participate in the partial discount month.
- **March 19, 2024:** ACP households should have received their second notice from their internet company that the ACP was ending and the impact on their internet service and bills. The third notice should have been included as part of the last bill or billing cycle in which the full ACP discount was applied.
- **April 2024:** Due to a lack of additional funding from Congress, April 2024 was the last month ACP households received the full ACP discount.
- **May 2024:** Due to a lack of additional funding from Congress, some ACP households received a partial ACP discount from their internet company in May 2024 if their provider elected to participate in the partial discount month.
- **June 1, 2024:** Due to a lack of additional funding from Congress, the ACP ran out of funding and, for now, the ACP discount is no longer available to households.

4. What efforts were made to refund the ACP?

Additional funding from Congress is necessary to keep the ACP going. Efforts in Congress to provide additional funding for the ACP are ongoing. The Commission has offered to provide Congress with any assistance it may need to support funding the ACP in the future.

As the program begun to run out of funding, FCC Chairwoman Jessica Rosenworcel sent monthly [letters to Congress](#) (including in [January](#), [February](#), [March](#), [April](#) and [May](#) of 2024) updating them on the status of the ACP, the need for additional funding, and highlighting the impact of the ACP ending on participating households.

5. What happens if Congress provides additional funding for the ACP?

If Congress provides more funding for the ACP, the FCC will then share further guidance. Visit the FCC's website at www.fcc.gov/acp for future ACP updates should Congress provide additional funding.

FAQs: Internet Service After the ACP

6. What should households do now that the ACP has ended?

Households are strongly encouraged to contact their internet company and ask if the internet company has a lower cost plan and/or low-income program available. When calling the internet company, households should make sure they have account and billing information available and should be prepared to talk about ways their household uses their internet service. For example, households may want to discuss whether the household needs internet service to support occasional or frequent teleworkers, whether the household has students doing online schoolwork, and the number of household devices supported by the internet connection. 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 \(fcc.gov\)](#).

7. How did ACP households opt in to continue internet service after the ACP ended?

ACP households may have been asked by their internet company if they wished to continue service (“opt in”) 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. 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.
 - 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.

8. How did ACP households opt out of continuing internet service after the ACP ended?

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 prior to ACP.

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.

9. Will ACP households be charged early termination fees if they decide to stop receiving internet service?

No. 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 now that the ACP has ended.

10. What other FCC federal programs are available to help households with their internet bill?

Households may be eligible for the FCC’s [Lifeline](#) program, which offers a discount of 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 households who received the ACP discount will qualify for Lifeline and not all internet companies that participated in the ACP will participate in the Lifeline Program. To learn more and apply, visit www.lifelinesupport.org or contact a participating provider to ask about the Lifeline Program.

11. What resources are available to outreach partners to help inform households about the ACP ending?

The FCC has provided updated materials for consumers and outreach partners, including materials that are available in multiple languages. For more consumer outreach materials, including the [ACP & Lifeline FAQs](#), please visit www.fcc.gov/acp.

12. If outreach partners need assistance, what support can they expect from the FCC?

The FCC’s Consumer and Governmental Affairs Bureau (CGB) is available to support our outreach partners. Please reach out to outreach@fcc.gov for speaker or print requests related to FCC consumer initiatives.