



Federal Communications Commission
Washington, D.C. 20554

May 23, 2024

Dear Lifeline Carrier:

I am writing to you in light of the approaching end of the Affordable Connectivity Program (ACP). The ACP is the largest broadband affordability program in our Nation's history. In just over two years, the ACP grew to serve over 23 million households nationwide, across rural, suburban, and urban America. This progress would not have been possible without the over 1,700 providers that participate in the ACP.

There continue to be ongoing efforts in Congress to provide additional funding for the ACP. Without additional funding from Congress, however, the program will no longer provide benefits and will cease at the end of this month. If Congress does not provide additional funding for the ACP, the one in six households nationwide that rely on this program will face rising bills and increasing disconnection. In fact, according to our survey of ACP beneficiaries, 77 percent of participating households report that losing this benefit would disrupt their service by making them change their plan or lead to them dropping internet service entirely.

Since the start of the ACP wind-down process, the Federal Communications Commission has encouraged providers to take steps to help ACP households stay connected. We appreciate the steps providers have already taken to help ACP households during this transition period. Some providers have supplemented the partial May ACP benefit to minimize the financial impact on ACP households, and others are planning to continue offering a discount after May. Some providers already offered low-income broadband programs, and other providers have developed new low-income broadband programs and are helping households transition to those programs.

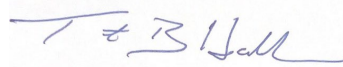
As you know as an eligible telecommunications carrier (ETC), the Commission's longstanding Lifeline program may also help ACP households stay connected. The Lifeline benefit will not fully replace the ACP benefit. However, the Lifeline program's \$9.25 monthly benefit (\$34.25 monthly for households on qualifying Tribal lands) may provide some relief to some ACP households that will struggle to afford broadband after the ACP ends. At present, approximately 7.6 million households are currently enrolled in the Lifeline program. While not all of the more than 23 million ACP households will qualify for Lifeline under the law, some ACP households not presently participating in Lifeline may be eligible for the program.

Our experience with the ACP has underscored the critical role outreach plays helping raise awareness and increase participation in the Commission's broadband affordability programs. During this transition period, I want to emphasize the importance of the requirement

that ETCs such as your company publicize the availability of their Lifeline offerings.¹ These advertisements must be designed to reach consumers likely to qualify for Lifeline, use easy-to-understand language, and contain certain disclosures.² As we learned with the ACP, partnering with trusted community messengers is an effective means of reaching eligible households.

I encourage you to reach out to the Commission and Universal Service Administrative Company, the Lifeline program administrator, regarding any additional questions you may have about your responsibilities as a Lifeline provider. Thank you for your support of the ACP and your work to help households stay connected during this transition period.

Sincerely,

A handwritten signature in blue ink that reads "Trent B. Harkrader". The signature is written in a cursive style with a horizontal line above the first name.

Trent B. Harkrader

¹ 47 U.S.C. § 214(e)(1)(B); 47 CFR § 54.405(b).

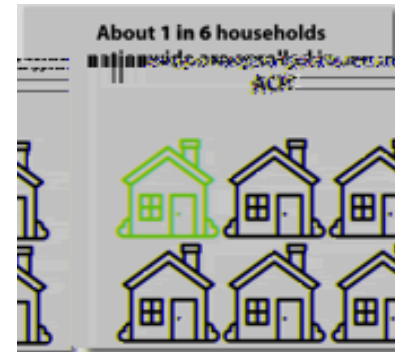
² 47 CFR §§ 54.405(b), (c).

FC ACP Impact **by State**

| | Total ACP Support as of 4/15/2024 | Households in State Enrolled in ACP as of 2/8/2024 | Total Enrolled ACP Households as of 2/8/2024 | Total Enrolled Lifeline Households |
|-----------|---|--|--|---|
| AK | \$25,947,939.49 | 1 in 11 | 24,784 | 19,092 |
| AL | \$256,322,227.72 | 1 in 5 | 413,668 | 85,045 |
| AR | \$127,810,694.88 | 1 in 6 | 215,017 | 80,151 |
| AS | \$1,525,853.42 | 1 in 6 | 1,684 | 1,964 |
| AZ | \$345,900,530.41 | 1 in 6 | 522,188 | 189,510 |
| CA | \$1,668,542,768.52 | 1 in 5 | 2,945,282 | 1,123,349 |
| CO | \$145,117,203.67 | 1 in 9 | 251,506 | 87,878 |
| CT | \$114,217,693.91 | 1 in 8 | 186,531 | 57,303 |
| DC | \$39,804,345.83 | 1 in 5 | 63,806 | 20,367 |
| DE | \$29,219,966.59 | 1 in 8 | 52,446 | 13,152 |
| FL | \$998,666,744.97 | 1 in 5 | 1,707,856 | 263,655 |
| GA | \$450,504,396.13 | 1 in 6 | 722,473 | 273,703 |
| GU | \$845,296.02 | 1 in 30 | 1,322 | 335 |
| HI | \$33,719,998.04 | 1 in 8 | 60,721 | 16,952 |
| IA | \$71,028,071.97 | 1 in 11 | 124,054 | 49,646 |
| ID | \$28,963,256.66 | 1 in 12 | 53,962 | 13,735 |
| IL | \$405,980,581.32 | 1 in 7 | 704,532 | 268,537 |
| IN | \$252,111,980.18 | 1 in 6 | 425,968 | 166,329 |
| KS | \$74,822,449.35 | 1 in 9 | 133,746 | 27,292 |
| KY | \$278,755,514.42 | 1 in 4 | 455,685 | 150,432 |
| LA | \$331,652,761.95 | 1 in 3 | 558,780 | 185,940 |
| MA | \$217,388,669.98 | 1 in 8 | 367,884 | 108,254 |
| MD | \$164,531,848.94 | 1 in 8 | 287,722 | 135,094 |
| ME | \$55,922,901.98 | 1 in 6 | 98,639 | 20,154 |
| MI | \$519,164,671.59 | 1 in 4 | 941,244 | 308,610 |
| MN | \$143,311,224.39 | 1 in 9 | 244,916 | 74,642 |
| MO | \$228,362,833.79 | 1 in 6 | 395,504 | 124,268 |
| MP | \$2,519,836.06 | 1 in 4 | 3,218 | 2,171 |
| MS | \$155,225,827.33 | 1 in 5 | 244,280 | 94,907 |
| MT | \$32,968,720.24 | 1 in 8 | 54,539 | 3,322 |
| NC | \$550,562,963.17 | 1 in 5 | 901,394 | 136,436 |
| ND | \$9,938,822.83 | 1 in 20 | 17,742 | 7,480 |
| NE | \$54,668,414.80 | 1 in 8 | 96,140 | 6,908 |
| NH | \$22,320,804.17 | 1 in 14 | 38,859 | 8,786 |
| NJ | \$185,479,059.77 | 1 in 10 | 337,969 | 134,141 |
| NM | \$142,712,302.34 | 1 in 5 | 184,131 | 60,866 |
| NV | \$160,879,893.43 | 1 in 4 | 276,024 | 87,915 |
| NY | \$1,014,672,822.76 | 1 in 4 | 1,792,187 | 630,691 |
| OH | \$693,245,257.93 | 1 in 4 | 1,157,054 | 336,640 |
| OK | \$349,462,349.32 | 1 in 5 | 351,879 | 165,342 |
| OR | \$129,345,086.99 | 1 in 8 | 238,974 | 17,183 |
| PA | \$454,442,743.35 | 1 in 7 | 763,742 | 308,612 |
| PR | \$464,351,364.95 | 1 in 2 | 664,623 | 539,052 |
| RI | \$45,800,238.34 | 1 in 5 | 83,516 | 23,119 |
| SC | \$255,022,887.46 | 1 in 5 | 415,680 | 111,627 |
| SD | \$17,154,189.43 | 1 in 14 | 24,194 | 5,021 |
| TN | \$265,721,626.66 | 1 in 7 | 429,621 | 145,457 |
| TX | \$1,027,650,914.54 | 1 in 7 | 1,718,552 | 243,963 |
| UT | \$42,800,509.89 | 1 in 14 | 75,088 | 28,298 |
| VA | \$267,711,614.03 | 1 in 7 | 470,457 | 154,695 |
| VI | \$2,641,626.54 | 1 in 6 | 6,780 | 1,368 |
| VT | \$14,507,702.14 | 1 in 11 | 25,923 | 8,030 |
| WA | \$206,187,265.84 | 1 in 8 | 358,024 | 132,151 |
| WI | \$255,650,681.84 | 1 in 6 | 426,733 | 114,873 |
| WV | \$76,150,942.14 | 1 in 6 | 128,571 | 58,835 |
| WY | \$12,293,643.32 | 1 in 11 | 21,736 | 893 |

Affordable Connectivity Program & Lifeline

More than 23 million households, or 1 in 6 households nationwide, are no longer receiving the full monthly ACP support they have come to rely on over the past two years. An FCC survey revealed that losing the ACP benefit may force up to 77 percent of participating households to change their plan or drop internet service entirely. Some ACP households may be eligible to sign up for the FCC’s Lifeline program. While the Lifeline program will not fully replace the ACP benefit, it may help keep ACP households connected.



What is Lifeline?

Lifeline is an FCC program that helps to lower the cost of internet and/or phone service for qualifying households. The benefits of the Lifeline program include:

- A service discount of up to \$9.25/month, or
- A service discount of up to \$34.25/month if you live on qualifying Tribal lands

Eligibility for Lifeline includes:

- Household income is at or below 135% of the Federal Poverty Guidelines (this is different than the ACP’s 200%).
- Participation in Federal Assistance Programs:
 - Medicaid,
 - SNAP,
 - Supplemental Security Income (SSI),
 - Federal Public Housing Assistance (FPHA), including Housing Choice Voucher (HCV) Program (Section 8 Vouchers), Project-Based Rental Assistance (PBRA)/Section 202/Section 811, Public Housing, Affordable Housing Programs for American Indians, Alaska Natives or Native Hawaiians
 - Veterans Pension and Survivors Benefit,

ACP qualifying programs that **do NOT** qualify a household for Lifeline:

- Federal Pell Grant,
- Free and Reduced Price School Lunch Program or School Breakfast Program, including at Community Eligibility Provision (CEP) schools
- Special Supplemental Nutritional Program for Women, Infants, and Children Program (WIC)
- A participating provider’s existing low-income internet program.

Eligible ACP households that are not already receiving Lifeline will need to complete a Lifeline application to enroll. Households can visit lifelinesupport.org to apply for Lifeline and learn more about the program.

Not all ACP providers participate in the Lifeline program. You can find participating service providers by visiting the [Companies Near Me Tool](#).