

## **AFFORDABLE CONNECTIVITY PROGRAM (ACP)**

The Affordable Connectivity Program (ACP) modifies and extends the existing Emergency Broadband Benefit Program (EBBP) and will help low-income households pay for broadband service and connected internet devices. Please note: WCTA does not participate in the connected internet device portion of this program.

### **ACP Rate:**

Up to \$30 per month is the ACP maximum benefit amount for WCTA customers/households.

### **Consumer Eligibility Criteria:**

Households can qualify for the ACP by showing that at least one member of their household meets one of the following criteria.

- Participates in the FCC's Lifeline Program
- Has household income at or below 200% of the federal poverty limit
- Participates in a Lifeline qualifying government program
- Received a Federal Pell Grant in the current award year
- Participates in free & reduced-price school lunch program or school breakfast program
- Participates in the Special Supplemental Nutritional Program for Women, Infants and Children (WIC)
- Households that are eligible for ACP and Lifeline may apply for and receive both benefits on the same or separate service (ACP up to \$30 plus Lifeline \$9.25 = \$39.25)
- Households can qualify for the ACP through an eligible child or dependent known as a Benefit Qualifying Person (BQP)
- The application should be completed by an adult member of the household, identifying the child or dependent as the BQP

### **USAC - National Verifier:**

- The National Verifier checks consumer eligibility to participate in the ACP and accepts documentation to help consumers address eligibility issues
- Consumers will be able to apply for the ACP directly through the National Verifier or with the help of WCTA
- WCTA will also be able to use the National Verifier to check the status of a consumer's eligibility application (with the consumer's permission)
- For consumer eligibility, please visit [acpbenefit.org](http://acpbenefit.org)

### **Disclosures to Enroll Household:**

Prior to enrolling a consumer in ACP, WCTA shall obtain affirmative customer consent which acknowledges the required disclosures about the ACP below:

- The Affordable Connectivity Program (ACP) is a government program that reduces the customer's broadband internet access service bill.
- The household may obtain ACP supported broadband service from any participating provider of their choosing.

- The household may apply the ACP benefit to any broadband service offering of the participating provider at the same terms as available to households that are not eligible for the ACP-supported service.
- The provider may disconnect the household's ACP supported service after 90 consecutive days of non-payment.
- The household will be subject to the provider's undiscounted rates and general terms and conditions if the program ends, if the consumer transfers their benefit to another provider but continues to receive service from the current provider, or upon de-enrollment from the Affordable Connectivity Program.
- The household may file a complaint against its provider via the Federal Communications Commission Consumer Complaint Center.

### **Disclosures for Benefit Transfer:**

Prior to transferring an eligible household's ACP benefit, the provider transferring-in the household shall obtain the household's affirmative consent which acknowledges that after having reviewed the required disclosures, the household consents to transfer its benefit to the transfer-in provider (WCTA).

- The disclosures shall be provided in clear, easily understood language and convey the following information:
- The subscriber will be transferring its ACP benefit to WCTA.
- The effect of the transfer is that the subscriber's ACP benefit will be applied to WCTA's service and will no longer be applied to service retained from the transfer-out provider.
- The subscriber may be subject to the transfer-out provider's undiscounted rates as a result of the transfer if the subscriber elects to maintain service from the transfer-out provider.
- The subscriber is limited to one ACP benefit transfer transaction per service month, with limited exceptions for situations where the subscriber seeks to reverse an unwanted transfer or is unable to receive service from a specific provider.

### **Consent to Enroll and Benefit Transfer:**

The household's consent shall:

- Clearly identify the subscriber's name
- Acknowledge the subscriber was provided the disclosure language required above
- Indicate that having received the required disclosures, the subscriber gave its informed consent to transfer its ACP benefit to WCTA
- Indicate the date of the subscriber's consent

### **Consumer Complaint Process:**

The Infrastructure Act directs the FCC to establish a dedicated complaint process for ACP participants to file complaints about the compliance of participating providers with program rules and requirements, including complaints "with respect to the quality of service received under the Program."

- FCC's Contact Center phone number and the website address for the Consumer Complaint Center are as follows:
  - Phone Number: 1-888-225-5322
  - Video phone number: 1-844-432-2275
  - Website address: <https://consumercomplaints.fcc.gov/hc/en-us>