FCC Releases Affordable Connectivity Program Order

January 21, 2022

On January 21, 2022, the Federal Communications Commission (FCC) released the [Affordable Connectivity Program (ACP) Report and Order](#) outlining the rules and policies for the ACP. The ACP extends and modifies the Emergency Broadband Benefit Program (EBB Program), helping low-income households pay for broadband service and internet connected devices.

As provided in the Infrastructure Act, the Order adopts a monthly discount of up to $30 per eligible household to offset the cost of broadband service. Consumers who live on qualifying Tribal lands can receive a discount of up to $75 through the program. Consumers who are eligible for both the ACP and the Lifeline program may receive both discounts on the same or different broadband service.

Consumers can learn about the ACP by visiting the program's consumer website at [ACPBenefit.org](#). Any broadband service provider can participate in the ACP once they complete the FCC's approval process and [file an ACP election notice](#) with the Universal Service Administrative Company (USAC). Service providers who participated in the EBB Program automatically transitioned to the ACP unless they informed USAC that they do not plan to participate.

The Order adopts a requirement that, once effective, will require participating service providers to make the ACP discount available on all broadband service offerings, giving consumers the choice to select the service plan that best suits the household's needs. Until the ACP rules are effective, the ACP will proceed under the EBB Program rules, except where noted in the [FCC's December 30th guidance](#).

Outreach & Trainings
USAC will distribute bulletins and conduct trainings to help service providers and other program participants understand the ACP Order and its effect on current and new program processes. USAC will also update its [ACP service provider web content](#) to reflect updated ACP rules and processes.

Find upcoming trainings and other resources on the [ACP Learn page](#) on USAC's website.

Register for the ACP Reimbursement Training:
   ACP Reimbursement Training: January 27, 2022, @ 3 p.m. ET - [Register](#)

Sign Up for Outreach
Beginning February 15, 2022, USAC will no longer send ACP updates to the EBB distribution list. If you

have not signed up for ACP outreach and are receiving this through the EBB Program distribution, please visit USAC's subscription center to select the ACP outreach you would like to receive.

Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit USAC.org and consumers should visit ACPBenefit.org. For general program support, service providers should email ACProgram@usac.org and consumers should email ACPSupport@usac.org. Both providers and consumers may also call the ACP Support Center at 877-384-2575 for assistance.