

The ACP: What You Need to Know

Helping Families Navigate Through the Noise and Get Online

LATINOS & SOCIETY
aspen institute

FCC ACP Affordable
Connectivity
Program

Access to high-speed internet allows families to reach vital resources, including educational programs, telehealth services, and high-paying job opportunities. However, these opportunities are out of reach if families cannot afford reliable internet service, leaving them disconnected and offline.

The Federal Communications Commission (FCC) launched the Affordable Connectivity Program (ACP) to bridge the digital gap by providing eligible families with up to a \$30 discount off their monthly internet bill. The benefit includes a one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

Too good to be true, you might say? Below are some common questions about the ACP regarding eligibility, enrollment, and privacy, along with some insights that can help you determine whether the ACP is a good fit for you and your family.

Can I still enroll in the ACP even if not all my household members meet the eligibility criteria?

Yes. ACP benefits are available to all eligible families where at least one member of the household meets at least one of the [criteria](#) (i.e., Free and Reduced-Price School Lunch Program, SNAP, Medicaid, etc.). A household is also eligible for ACP if the household income is at or below 200% of the Federal Poverty Guidelines.

Can I still enroll in the ACP regardless of my credit status or prior debt?

Yes. The ACP wants to ensure all communities can benefit from equal access to affordable high-speed internet. Get access to supported internet services regardless of your credit status, past due balances, or prior debt.



What happens to my information once I enroll in the ACP and how is it used?

The FCC is committed to protecting the [privacy of its users](#). Voluntary personal information is kept confidential and ONLY used to respond to your message and to help the FCC provide you with the information or services that are requested. The FCC does not track your individual-level activity on the Internet outside of FCC.gov.

Can I make updates or changes to internet service providers after I enroll?

Yes. ACP-eligible families can [change companies](#) or internet providers once per month without being charged an early termination fee if they decide to change. Access [this tool](#) to find internet service providers in your area that offer ACP service.

Are ACP resources and services available in Spanish?

Yes. ACP resources and services are also [available in Spanish](#) and several other languages.

To see if you and your family are eligible for ACP benefits and to enroll:

Visit: [GetInternet.gov](https://www.getinternet.gov)

Call: (877) 384-2575

Email: ACPSupport@usac.org

