

# Affordable Connectivity Program Overview

The Affordable Connectivity Program (ACP) is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more. Qualified customers are eligible to receive a monthly credit of up to \$30 per month on certain home Internet speed tiers.



## Qualifications

To qualify for the Affordable Connectivity Program, **at least one person in your household must meet one of the criteria listed below:**

- Your household income is 200% or less than the Federal Poverty Guidelines
- A member of your household participates in one of the following federal assistance programs: Supplemental Nutrition Assistance Program (SNAP), Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), Veterans Pension and Survivors Benefit, Tribal Programs (and live on federally-recognized Tribal lands)
- Your household is approved for the free or reduced price school breakfast/lunch program, including through the USDA Community Eligibility Provision
- Someone in your household received a federal Pell grant in the current award year

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## Affordable Connectivity Program Application Process

- ① **APPLY ONLINE:** Go to [www.checklifeline.org/lifeline](http://www.checklifeline.org/lifeline) and fill out the form
- ② **APPLY BY MAIL:** Print an application in English or Spanish (instructions available in 8 additional languages). Complete the application and send with proof of eligibility to:  
**ACP Support Center**  
**P.O. BOX 7081**  
**London, KY 40742**

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## Hotwire Application Process

**You must complete the Affordable Connectivity Program application (directions above) and be approved for this program before contacting Hotwire.**

- ① If you are approved, complete the HW ACP Consent Form found here: [gethotwired.com/terms](http://gethotwired.com/terms)
- ② Email Hotwire at [ACP@hotwiremail.com](mailto:ACP@hotwiremail.com) with the following information in your email:
  - Your Full Name
  - Your Telephone Number
  - Your Hotwire Account Number
  - A copy of the completed and signed Hotwire Consent Form
- ③ One of our representatives will verify your eligibility and contact you with in two (2) business days to discuss the Internet options available at your community.

# Affordable Connectivity Program FAQ



## What is the Affordable Connectivity Program?

The Affordable Connectivity Program is an FCC benefit program that helps ensure that households can afford the broadband they need for work, school, healthcare and more. This benefit provides eligible customers of participating broadband providers up to a \$30/month credit toward Internet service for the duration of the program. The amount of the credit depends on the rate for the Internet service that you choose.

## Who is eligible for the Affordable Connectivity Program?

In order to confirm your eligibility for the Affordable Connectivity Program, we will have to share certain qualifying information about you with the Federal Government. Customers must complete eligibility check with the government here: [www.checklifeline.org/lifeline](http://www.checklifeline.org/lifeline)

To qualify, a member of your household must meet at least one of the following criteria:

- Your household income is 200% or less than the Federal Poverty Guidelines
- A member of your household participates in one of the following federal assistance programs: Supplemental Nutrition Assistance Program (SNAP), Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), Veterans Pension and Survivors Benefit
- Your household is approved for the free or reduced price school breakfast/lunch program, including through the USDA Community Eligibility Provision
- Someone in your household received a federal Pell grant in the current award year

## When and for how long will I receive the Affordable Connectivity Program Credit?

The Affordable Connectivity Program (ACP) is a Federal Communications Commission (FCC) program that replaced the Emergency Broadband Benefit Program (EBB Program). The FCC determines how long this program will last.

## What does the Affordable Connectivity Program cover?

The Affordable Connectivity Program applies to monthly charges for Internet service. Qualified households will receive a federal subsidy of up to \$30/month toward Internet service for the duration of the program. The level of the subsidy depends on the rate for the Internet service that you choose.

## What Internet tiers are eligible for the Affordable Connectivity Program Credit?

When you are contacted by one of our representatives, they will explain the options available at your community.

## What if my Internet bill is less than \$30?

The Affordable Connectivity Program Credit will not exceed the monthly rate for Internet service posted on your community's rate sheet.

## Can I change Internet tiers after I am already enrolled in the Affordable Connectivity Program and retain my credit?

Yes, you can change your Internet tier to any other eligible tier at your community and retain the Affordable Connectivity Program Credit up to \$30/month.

## If I need to cancel or change my Internet service, but I have a contract which included early termination fees, do early termination fees apply?

If you are on a term contract while you are enrolled in the Affordable Connectivity Program, you will not be charged any applicable Early Termination Fee (ETF) for the Internet portion of your services for the duration of the applicable term.

## Can I restart a promotion on my previous package when the Affordable Connectivity Program ends?

No, unfortunately that promotion will no longer be available on your previous tier when the program ends. You may, however, choose a different package with a promotion, if available.

## Can I return to my previous bundle if the Affordable Connectivity Program ends?

Yes, if the bundle is still offered, you may return to it after the Affordable Connectivity Program concludes, however, you will not be eligible for any of the additional promotions that may be offered with it. If there is a term agreement associated with that bundle, it would restart for the full term.

## What happens if the Affordable Connectivity Program ends?

If the program ends, your service will continue. The rate adjustment credits will end, and you will be responsible for payment at the full listed rates of the tier of Internet service you selected. If you wish to make changes to your account if the Affordable Connectivity Program ends, you can do so by calling our Customer Care team.