**What should I do if the Affordable Connectivity Program (ACP) ends?**

**What is ACP?**

The Affordable Connectivity Program (ACP) is a $14.2 billion benefit program established by the Bipartisan Infrastructure Law in 2021 to ensure that every household in the United States can afford Internet access. In Massachusetts, 367,884 households are currently enrolled in ACP. The benefit provides a discount of up to $30 per month toward Internet service for eligible households and up to $75 per month for households on qualifying Tribal lands.

**What is happening to ACP?**

Without additional funding from Congress, the $14.2 billion ACP fund will run out of funding by May 2024. As a result, the FCC has started to wind-down the ACP, which means:

* The FCC stopped accepting new ACP applications and enrollments on February 7, 2024.
* Households participating in the ACP will receive their last full benefit for the April 2024 service month and will receive a partial reimbursement amount for the May 2024 service month.
* You should be receiving notices from the federal government (USAC) and your internet provider company about the end of ACP and what it means for your bill.

You can find more information about the ACP wind-down [here](https://www.fcc.gov/acp).

**What can I do?**

**Contact Your Internet Provider**

Contact your Internet provider to see how the wind-down of ACP will affect future billing and what options they may have available:

* **Verizon: 1-800-837-4966**
  + If you are a Verizon customer, ask about their [Verizon Forward Program](https://www.verizon.com/home/internet/acp/free-internet/) and if you could benefit from it.
* **Xfinity/Comcast: Text 266278** ‘Billing’ for information on billing and payments or ‘Help’ to get addition service information.
  + If you are a Comcast customer, ask about their [Internet Essentials and Internet Essentials Plus Program](https://www.xfinity.com/support/articles/comcast-broadband-opportunity-program)s and if you could benefit from them.
* **Spectrum: 1-844-850-0941**
  + If you are a Spectrum customer, ask about their [Spectrum Internet Assist](https://www.spectrum.com/internet/spectrum-internet-assist) Program and if you could benefit from it.

You may also have the option to consider other Internet providers.

* **PCs for People** offers low-cost internet for $15/month. First time customers will need to pay for a modem or hotspot to connect them to the network. Find out more information and if your neighborhood is in the network [here](https://www.pcsforpeople.org/internet/).
* **Human-I-T** offers low-cost or free Internet service through their Human-I-T Gold Membership. Applying for the Membership requires documentation proving household income or enrollment in an assistance program and a valid photo ID. You can apply on their website [here](https://www.human-i-t.org/low-cost-internet/#Low-Cost-Internet-Form).

**Non-Profits & Community Solutions**

* **EveryoneOn** aimsto connect families with affordable Internet and devices. You can get matched to low-cost Internet service offers [here](https://www.everyoneon.org/find-offers).
* **The National Digital Inclusion Alliance** can help you find low-cost Internet services in your area. You can search for plans [here](https://www.digitalinclusion.org/free-low-cost-internet-plans/).
* **Mass Legal Help** has a helpful page of resources you can access [here](https://www.masslegalhelp.org/income-benefits/utilities/phone-and-internet-acp).
* **Senior Planet from AARP** provides free [classes](https://seniorplanet.org/save-money-on-internet/) to anyone age 60 or older to find affordable Internet options. They also run a hotline for seniors: 877-745-1930.
* Check with your local government or community centers like schools and libraries for local resources.

**Other Federal Programs - Lifeline**

The Lifeline program is another federal government program which can assist in making Internet services more affordable. Lifeline provides a $9.25 monthly benefit to your Internet bill, or up to $34.25 monthly for those on Tribal lands. You can check if you are eligible and apply [here](https://www.lifelinesupport.org/).

**What if I have further questions?**

Please feel free to contact U.S. Senator Ed Markey’s office via:

* Phone at (617) 565-8519,
* Email at [ma\_casework@markey.senate.gov](mailto:ma_casework@markey.senate.gov),
* Or the Senator’s [website](https://www.markey.senate.gov/services/help).