



As of June 2022, the Affordable Connectivity Program (ACP) has helped [over 12.4 million households](#) pay their internet bills and device costs. In addition to [improving broadband affordability](#), the ACP also includes new consumer protections, such as:

Recipients can choose the best service for their families.

ACP benefits apply to any internet plan or bundle offered by participating providers. Providers are banned from upselling or downselling and terms and conditions for ACP recipients must be the same as for any other consumer.

No credit checks and no waiting periods:

Providers cannot conduct credit checks or use past or present arrearages as a barrier to receiving benefits. If a household previously received service from a participating provider and later enrolled in the ACP, their coverage must be continuous.

The ACP benefit is portable:

Households can [change](#) ACP [providers](#) or services, and the ACP prohibits providers from charging early termination or transfer fees. Recipients can and should [shop around](#) for the plan that works best for them and can also consider taking advantage of the [recently announced high-speed broadband plans](#) priced at \$30 or less, which would make their service fully supported by the ACP benefit.

Special protections to prevent shut-offs:

Providers cannot disconnect service until payment on the ACP-covered parts of the bill are at least 90 days late, and must send notice of upcoming disconnection 60 and 30 days before disconnection. If disconnection occurs, recipients can still access ACP through a new broadband plan, even from the same provider, although they may be limited to a low-cost plan that is fully covered by their benefits.

Eligible recipients can stack ACP and Lifeline:

Eligible households can receive a combined ACP and Lifeline benefit of up to \$39.50 a month towards internet service or up to \$84.50 for eligible households living on Tribal lands. Recipients can also choose to allocate ACP and Lifeline benefits to different services or providers.

Recipients can file Complaints with the Federal Communications Commission.

Providers will have 30 days to send a response to the consumer. For help with the complaint form, call 888-225-5322 (para presentar una queja en español, llamar al 888-CALL-FCC (888-225-5322)).

Consumers can [apply for the ACP online](#) or by calling (877) 384-2575.

For more information and sources, please see NCLC's [Issue Brief](#) or contact consumerlaw@nclc.org.