

Subject: Wind-down of the Affordable Connectivity Program (ACP)

January 25, 2024

Hello ACP customer,

You are currently a recipient of the FCC's ACP benefit program that provides a discount of up to \$30 / month for your broadband service. As of the date of this letter, Congress has not provided additional funding to the ACP benefit program and the current funding is projected to be fully exhausted as of April 2024. As a result, there are a few things you need to be made aware of:

**What's happening:**

- New ACP applications and enrollments will not be processed after February 7, 2024 at 11:59 PM ET.
- Households who have applied, been approved, and are receiving the monthly internet discount before February 8, 2024 will continue to receive their ACP benefit until ACP funds run out, as long as the household remains enrolled in the program.
- After the ACP funds run out (projected in April 2024), households participating in the ACP will no longer receive the ACP discounts.

**How does the wind-down impact enrolled ACP households:**

- Households that are enrolled in ACP will continue to receive monthly discounted internet service through the end of the ACP.
- ACP households may switch their internet plans without penalty upon the final exhausting of funding from the ACP.

**ACP households should:**

- Consistently check their emails for more information and for further updates regarding the ACP benefit. Also visit <http://www.AffordableConnectivity.gov> and [www.fcc.gov/acp](http://www.fcc.gov/acp).
- Visit [www.fcc.gov/acp](http://www.fcc.gov/acp) to access answers to frequently asked questions (FAQs) and other guidance about the ACP wind-down process, including what households need to know about retaining internet service after the end of the ACP.
- Contact USAC directly for any other questions about the ACP wind-down. Households can call the ACP Support Center at 877-384-2575 for information about their benefit.

**Important Dates:**

- Starting late January 2024: Households that are currently receiving a monthly ACP benefit will start to receive notices from their internet providers with information about the end of the ACP benefit. This information will include timing of the end of the program and the impact of the loss of the benefit on the household's bill and service.
- February 7, 2024: This is the last day that the ACP will accept new applications and enrollments. Eligible households must be approved and enrolled with an internet company by 11:59 PM ET on February 7th to receive the ACP benefit. Starting February 8, 2024, there will be no more enrollments into the ACP.

- April 2024: The FCC anticipates existing ACP funding to run out in April 2024 if Congress does not provide additional funding. Consumers that are enrolled in the ACP will continue to receive their benefit on their internet service through April 2024. This date is an estimate and may change.

The ESVBA continues to invest in communities on the Eastern Shore to provide affordable access to broadband and bridge the digital divide. We understand the importance of this program to our customers and are joining many other providers across the country to ask Congress to fund the ACP program. If you would like to join in telling Congress to fund the program, you may do by visiting one of the links below:

<https://www.attconnects.com/help-protect-access-to-affordable-internet-ACP/>

<https://www.dontdisconnectus.org/>

<https://go.peoplepower.org/letter/congress-affordable-connectivity/>

<https://www.usmayors.org/2024/01/16/174-mayors-to-congress-renew-and-extend-the-affordable-connectivity-program/>

<https://www.fcc.gov/document/chairwoman-rosenworcels-response-members-congress-regarding-affordable-connectivity>

<https://www.edgereg.net/er/EventHomePage/CustomPage.jsp?ActivityID=42271&ItemID=137716>

As always, we appreciate you being a valued Eastern Shore of Virginia Broadband Authority customer and will continue to work towards making broadband accessible and affordable to all on the Eastern Shore.

Sincerely,

Robert Bridgham  
Executive Director  
Eastern Shore of Virginia Broadband Authority