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CUSTOMER SERVICE
Hours: 8AM - 5PM
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The contact information is presented in two stacked blue boxes. The top box contains a white telephone handset icon with an information 'i' symbol, followed by the phone number and website. The bottom box contains a white headset icon, followed by the text "CUSTOMER SERVICE", "Hours: 8AM - 5PM", and the email address.

Affordable Connectivity (ACP) Program Information

Effective December 31, 2021

The Affordable Connectivity Program (ACP) is a Federal Communications Commission (FCC) program that provides a temporary discount on monthly broadband bills for qualifying low-income households. To apply, visit www.ACPBenefits.org to check if you qualify and apply for the ACP.

As of December 31, 2021, the following changes below will take place. Congress recently created the Affordable Connectivity Program (ACP), a new long-term \$14 billion program that will replace the Emergency Broadband Program (EBB) Program. This new program modifies and extends the existing EBB Program and will help eligible low-income households pay for broadband service(s) by receiving a monthly benefit towards their broadband service(s).

Under the new program, the maximum monthly benefit will change from \$50 per month to \$30 per month. The new program also introduces new ways to qualify for monthly benefits. There will be a 60-day transition period to the ACP for households that qualified for the EBB Program.

During this transition period ending March 1, 2022, consumers will not see any change to their EBB Program benefit amount if you are already receiving benefits. Households enrolled in the EBB Program as of December 31st, 2021, based on specific qualifying criteria will not be required to submit a new application to enroll in the ACP.

During that time, the Universal Service Administrative Company (USAC) may contact some consumers to show that they qualify for the ACP. If contacted, consumers should provide eligibility documentation so they can continue in the ACP once the transition period ends.

If you have any additional questions regarding the changes being made, please visit www.ACPbenefit.org. If you have other needs we may assist with, please contact BrightRidge

Customer Service at (423) 952-5000 during normal business hours: Monday through Friday, 8:00am to 5:00pm.

What is changing?

The Affordable Connectivity Program (ACP) Will be taking the place of the Emergency Broadband Benefit Program.

Why is the program changing?

The Affordable Connectivity Program (ACP) will provide an additional **\$14.2 billion** in addition funding to help those seeking assistance in paying for their broadband service(s).

When will these changes take place?

These changes will take place on **December 31st, 2021**. There will be a 60-day transition period to the ACP households that qualify for the EBB Program. During this transition period, ending March 1, 2022, consumers will not see any changes to their EBB Program benefit amount.

Will the monthly benefit be changing?

Yes. Under the new Affordable Connectivity Program, the maximum monthly benefit will change from **\$50 per month to \$30 per month** and will introduce new ways to qualify for the monthly benefit.

Will customers who have applied prior to December 31st need to requalify for the Affordable Connectivity Program?

No. Households enrolled in the EBB Program as of December 31st, 2021, based on specific qualifying criteria will **NOT** be required to submit a new application to enroll in the ACP. However, the Universal Service Administrative Company (USAC) may contact some consumers to show that they qualify for the ACP and provide documentation to continue in the ACP once the transition period ends.

Is there a website inquiring customers can go to read more about these ACP Program?

Yes. Please refer inquiring customers to www.ACPbenefit.org for more information on upcoming changes and details on the ACP Program.

Will we follow the same internal process for ACP customers as we did for EBBP customers?

Yes. There will be a few modifications made to the checklist to reflect the upcoming changes. However, the process will remain the same.

What are the provider program requirements?

Provision of Information on the Dedicated ACP Complaint Process: The Infrastructure Act also requires participating providers to provide Affordable Connectivity Program participants with information on the Commission's dedicated complaint process. The ACP Public Notice sought comment on a proposal to require participating providers to prominently display the Commission's contact center phone number and the website address for the Consumer Complaint Center on the subscriber's bill, on the provider's ACP webpage, and on all of the provider's marketing materials. Commenters generally support this approach.