



Affordable Connectivity Program Wind-Down

How this impacts our state and you

Affordable Connectivity Program (ACP)

- The Affordable Connectivity Program started on Dec. 31, 2021, replacing the Emergency Broadband Benefit.
- Federal Benefit Program that gave qualified individuals \$30 off their monthly internet plan.
- Qualifications: participant of several government programs or being at 200% of the federal poverty level.



ACP in SC

- More than 423,280 individuals in SC rely on the Affordable Connectivity Program for affordable internet service.
- The program funds are set to run out at the end of April if Congress doesn't enact a new funding.
- At this time, no funding has been approved.

Wind-Down

- In January 2024, the Federal Communications Commission released a wind-down statement for ACP.
- According to the wind-down, if Congress does not refund the program, funds will run out in April.
- February 7th 2024 was the last day to apply for ACP.
- If enrolled by February 7th, enrollees have the benefit until the end of April.
- Enrolled participants should have received notices from your internet service provider (ISP) explaining what this means about your bill.

ISP Notices

- The notices must indicate that the ACP is ending and include
 - The date of the last bill on which the full ACP benefit will be applied.
 - The amount that the household will be billed for the service once the full ACP benefit is no longer available or that the household will be subject to the provider's undiscounted rates and general terms and conditions after the end of the ACP.
 - Remind ACP households of their right to change their service or opt out of continuing their service at the end of the ACP.

Contacting your ISP

- On May 1, 2024, your internet bill will increase by at least \$30.
- If you are fine with this increase, do nothing.
- If you wish to talk to your provider about different plan options, contact your provider as soon as possible to discuss.
- Ask your provider about any low-cost options.
- If you cannot afford the plan after losing the discount, you must call and cancel your plan with your provider.

Consumer Protections

- May transfer ACP benefits to other providers during the wind-down period.
- ISPs cannot terminate service for 90 days after the payment due date. When a household enters a delinquent status, the provider may switch the household to a lower-cost plan. However, the provider must provide advance notice to the household.
- ISPs cannot charge early termination fees to eligible households who purchased and applied the ACP benefit to their service plans. This includes service contracts that continue to apply after the end of the ACP. Suppose a household entered into a service plan with an extended service contract, applied their ACP benefit to such a service plan, and decided to terminate the service contract early. In that case, the provider cannot charge the household an early termination fee for terminating that service contract early, even after the household stops receiving the ACP benefit.

Life line Discount

- Another FCC benefit program
- \$9.25 discount on phone, internet or bundled plan.
- Qualifications

Medicaid	SNAP
Supplemental Security Income (SSI)	Federal Public Housing Assistance
Veterans Pension & Survivors Benefit	135% of the Federal Poverty Guidelines

What is 135 % of Federal Poverty Income Guidelines

The table below reflects 135% of the 2024 Federal Poverty Guidelines.

Household Size	48 Contiguous States, D.C., and Territories	Alaska	Hawaii
1	\$20,331	\$25,394	\$23,369
2	\$27,594	\$34,479	\$31,725
3	\$34,857	\$43,565	\$40,082
4	\$42,120	\$52,650	\$48,438
5	\$49,383	\$61,736	\$56,795
6	\$56,646	\$70,821	\$65,151
7	\$63,909	\$79,907	\$73,508
8	\$71,172	\$88,992	\$81,864
For each additional person, add:	7,263	\$9,086	\$8,357

You may have to show proof of income, like a tax return or three consecutive pays stubs, when you apply for Lifeline.

Other Internet Options and Resources

- **MiFi devices**
- **PCs for People**
 - Offers high-speed 4G LTE internet service solutions starting at \$15 per month. Service plans are prepaid with no credit checks or hidden fees. Customers can purchase their hotspot device or modem by phone or online and receive the device and activate it within 5-10 business days. Must meet certain qualifications (200% Federal Poverty Level)
- **Assistance with finding an Internet Service Provider (ISP)**
 - Broadband Maps

PCC's Resource Guides

- **PCC Resource Guides**
 - Free Wi-Fi locations- Libraries and businesses
 - ISP info including low-cost plans
 - Where to purchase a digital device

<https://www.palmettocareconnections.org/resourceguides/>

South Carolina Digital Resource Guides
Use Palmetto Care Connections' Digital Resource Guide to access digital devices and the internet in all counties in South Carolina.

Calhoun County
Libraries are a great place to get access to computers and internet. Call a library to ensure computer/internet availability and to check their operating hours.
Calhoun County Library
500 Pitt Hill Ave. S.
Moultrie, SC 29136
803-876-1309

Hampton County
Libraries are a great place to get access to computers and internet. Call a library to ensure computer/internet availability and to check their operating hours.
Hampton Co. Library
12 Laurel St.
Hampton, SC 29024
803-481-7528

Orangeburg County
Libraries are a great place to get access to computers and internet. Call a library to ensure computer/internet availability and to check their operating hours.
Orangeburg Co. Library
1645 Russell St.
Orangeburg, SC 29115
803-531-4636

Internet Service Provider Table (Calhoun County):

Internet Service Provider	Phone Number	Low-cost Plan Available	Affordable Connectivity Program Participant	LIF Prog
Spectrum	855-338-0133	No	Yes (50 plan with ACP)	No
Verizon	844-546-2518	No	Yes	No
CenturyLink	844-908-2559	No	Yes	No
AT&T	866-979-0242	No	Yes	No
Vcast	866-338-0559	No	Yes	No
T-Mobile	833-253-0163	No	Yes	No

Internet Service Provider Table (Hampton County):

Internet Service Provider	Phone Number	Low-cost Plan Available	Affordable Connectivity Program Participant	LIF Prog
AT&T	844-538-7070	No	Yes	No
Comcast	855-296-4489	No	Yes	No

Internet Service Provider Table (Orangeburg County):

Internet Service Provider	Phone Number	Low-cost Plan Available	Affordable Connectivity Program Participant	LIF Prog
Spectrum	855-338-0133	No	Yes (50 plan with ACP)	No
CenturyLink	866-961-4605	No	Yes	No
Verizon	844-908-2559	No	Yes	No
AT&T	866-979-0242	No	Yes	No
Vcast	866-338-0559	No	Yes	No
T-Mobile	833-253-0163	No	Yes	No

How to Get Internet at Home:
To get internet at home, contact an internet service provider (ISP). Most ISPs cover specific locations by zip code. Below is a list of ISPs that provide service in Calhoun County. It is important to provide a physical address to confirm service is available at your home. For more information use the internet speed and Affordable Connectivity Handbook.

How to Get Internet at Home:
To get internet at home, contact an internet service provider (ISP). Most ISPs cover specific locations by zip code. Below is a list of ISPs that provide service in Hampton County. It is important to provide a physical address to confirm service is available at your home. For more information use the internet speed and Affordable Connectivity Handbook.

How to Get Internet at Home:
To get internet at home, contact an internet service provider (ISP). Most ISPs cover specific locations by zip code. Below is a list of ISPs that provide service in Orangeburg County. It is important to provide a physical address to confirm service is available at your home. For more information use the internet speed and Affordable Connectivity Handbook.

Where Can I Purchase a device (Computer, Tablet, Chromecast)?
Online - PC's for People - <https://www.pc4people.org/>

Who is eligible?
A household is eligible if one member of the household meets at least one of the criteria below:
• Has an income that is at or below 135% Federal Poverty Guidelines
• SNAP, Medicaid, Federal Public Housing Assistance, or SSI

Affordable Connectivity Program (ACP) is an FCC program that helps connect families and households struggling to afford internet service. One benefit per household.
The benefit provides:
• Up to \$30 off your monthly bill
• Up to \$75 off your purchase of a laptop, tablet, or desktop computer

Two Steps to EHR:
1. Go to getinternet.org to get help with your application or print out an application.
2. Once you have been approved, contact your provider to get your equipment and service.

Palmetto Care Connections
at 803-4

ACP Week of Action 4/22-4/26

- Congress is in recess and will be home meeting with constituents. When they return voting will take place on the Affordable Connectivity Program Extension Act.
- **What exactly needs to happen for ACP funding to be extended?**
 1. The U.S. House of Representatives must vote on and pass *H.R.6929 - Affordable Connectivity Program Extension Act of 2024* by simple majority.
 2. The U.S. Senate must vote on and pass *S.3565 - Affordable Connectivity Program Extension Act of 2024* by a simple majority.
 3. Then, a conference committee made of House and Senate members works out any differences between the House and Senate versions of the bill.
 4. The bill is sent to the President for their signature.

What can I do?

- #ExtendACP hashtag for social media post

Sites where you can find more information on how to help.

- www.dontdisconnectus.org
- www.digitalinclusion.org/affordable-connectivity-program-transition/
- [Email Congress to Fund ACP | Don't Disconnect US Day 2 \[good.do\]](#)

Questions/ Contact Information

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 - **803-450-1053**



SAVE THE DATE

12TH ANNUAL
TELEHEALTH
SUMMIT
OF SOUTH CAROLINA

**OCT
28-30
2024**

THE WESTIN, HILTON HEAD ISLAND, SOUTH CAROLINA