

About the Affordable Connectivity Program

The Affordable Connectivity Program (ACP) is a government benefit program operated by the Federal Communications Commission (FCC) that provides discounts on monthly broadband Internet access service and certain connected devices. The ACP monthly service and device discounts cannot be transferred to another household or individual. An eligible household is limited to one monthly service discount and one device discount. ACP benefits may be obtained from any participating provider of your choosing and your monthly service benefit may be transferred to another provider at any time. ACP services and devices are subject to consumer eligibility, provider participation, product availability, and approval by the FCC/Universal Service Administrative Company (USAC). The ACP was launched on December 31, 2021, and replaces the Emergency Broadband Benefit (EBB) program. Subscribers enrolled in the EBB as of December 31, 2021 may keep their EBB benefit for 60 days and must transition to the ACP benefit on March 1, 2022, if eligible.

AFFORDABLE CONNECTIVITY PROGRAM FAQs

What are the ACP discount amounts?

The ACP provides discounts of up to \$30 on monthly broadband Internet access service (or up to \$75 per eligible household on Tribal lands) and up to \$100 on certain connected devices (with a required co-pay of between \$10 and \$50).

Who is eligible for ACP discounts on broadband service?

A household is eligible to receive an ACP discount if a member of the household meets one of the following criteria:

- Has an income that is at or below 200% of the federal poverty level;
- Receives benefits from: Medicaid/Medi-Cal, SNAP/Cal-Fresh, SSI, Federal Public Housing Assistance, Veterans and Survivors Pension Benefit, WIC, or Lifeline;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program; or
- Received a Federal Pell Grant during the current award year.

ACP eligibility will be determined by USAC's National Verifier and National Lifeline Accountability Database or an alternative verification process approved by the FCC.

What rules apply to me when I participate in the program?

Only eligible consumers may receive ACP discounts. The ACP monthly service and device discounts cannot be transferred to another household or individual. An eligible household is limited to one monthly service discount and one device discount. ACP discount recipients must either make or answer a voice call (if your device is capable), send a text message (if your device is capable), use data, purchase minutes, or respond to direct contact from us at least once during any 30-day period to continue receiving your ACP discounted service.

Can I choose my ACP provider?

ACP benefits may be obtained from any participating provider of your choosing and your monthly service benefit may be transferred to another provider at any time.

If I enrolled in the EBB Program, will I continue to receive my EBB discount?

The FCC is phasing out the EBB and replacing it with the ACP beginning on December 31, 2021. Eligible subscribers who are enrolled in EBB Services as of 6:00 PM Eastern Time on December 30, 2021, will continue to receive service with an up to \$50 EBB program subsidy (or for households on Tribal lands, up to \$75) during a 60-day transition period, which lasts from December 31, 2021 to March 1, 2022. The discount amount available to subscribers who are enrolled in the ACP after the transition period will be up to \$30 per month (up to \$75 in Tribal lands). EBB subscribers who qualified for the EBB through eligibility criteria that are not applicable to the ACP will be required by USAC to demonstrate their eligibility in the National Verifier to receive an ACP benefit using the ACP criteria before the end of the transition period. EBB subscribers will receive additional information if they are required to take additional steps to transition to the ACP benefit on March 1, 2022.

What service plans does Excess Telecom offer with the ACP discount?

You can apply your ACP discount to any available Excess Telecom service plan. Service plans are posted on Excess Telecom's website at.

What download and upload speeds will I receive?

Excess Telecom provides high-speed broadband service to ACP customers. Your service plan terms and conditions may limit the amount of high-speed data included with your service plan and the actual speeds you will achieve while using our broadband services. Maximum speeds are optimal for real-time or near real-time, high-bandwidth uses, but lower speeds may affect your ability to stream audio and video, access certain websites and content, or interact with available applications. Other factors, including your device, network availability from our underlying carrier, your proximity to cellular towers, and environmental factors, may affect speeds. For additional information about broadband speeds, visit Service Plans section of Excess Telecom's Terms and Conditions located on our website.

How long will the ACP last?

The ACP benefit is subject to funding availability from the FCC, provider participation, and consumer eligibility. If the FCC announces that funding has been exhausted, we discontinue our ACP service offers, or we determine you are no longer eligible for the ACP, we will notify you and you will revert to receiving only the standard FREE Lifeline plan where available and if you are eligible, or you may keep your service plan by paying the applicable undiscounted rate plus fees and taxes. Our terms and conditions will apply.

What else do I need to know?

Our ACP Terms and Conditions apply, available for review on our website in addition to any others communicated to you that are specific to your service plan. For more information about the ACP, you can call us at 611 or 800-615-0898.