



THE AFFORDABLE CONNECTIVITY PROGRAM IS ENDING

The ACP, which provides a monthly discount of up to \$30/month on internet service, is projected to end in April 2024. If you have participated in ACP, here are important actions that you should take as the program ends:

1. KEEP IN CLOSE COMMUNICATION WITH YOUR INTERNET PROVIDER.

Your internet company will be able to give the most up-to-date and reliable information. **We strongly encourage you** to reach out with any questions you may have about how the end of the ACP will affect your internet service and bill.

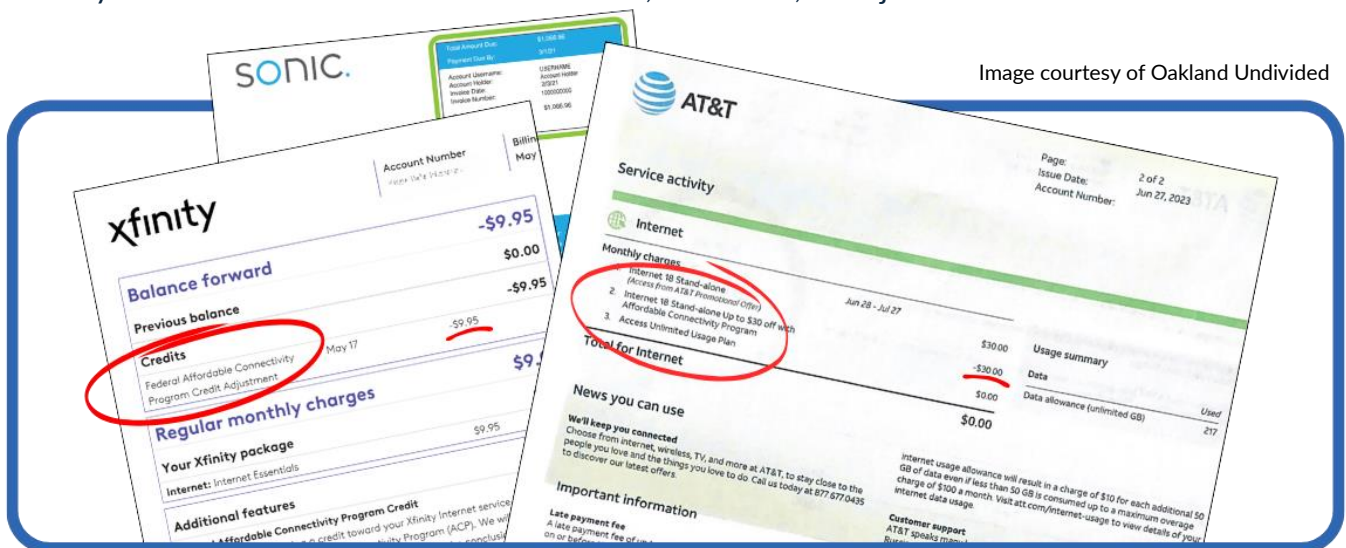
Providers will also be reaching out with important notices to ACP-enrolled households about the end of the program. **We strongly encourage you** to review them carefully.

Different companies will have different policies about the ACP wind down, but there are several important protections that you are guaranteed:

- You can cancel or change your plan *without paying early termination fees*.
- You can choose to *opt in or opt out* for paid service after ACP ends. Contact your provider to opt in.
 - If you choose to opt in but fail to pay for your service, *your provider cannot cut off your service for 90 days* for failure to pay, though you may accumulate unpaid service costs.
 - If you choose to opt in but fail to pay for your service, your provider can *move you to a lower service tier or low-cost plan*.

2. CHECK YOUR MONTHLY INTERNET BILL.

To know how your internet costs will change after the ACP ends, it's important to **carefully review your monthly bill**. If you have received the ACP benefit, the amount of your benefit may be reflected in a section called credits, discounts, or adjustments.



This amount will no longer be deducted from your bill after ACP ends, and you will need to pay the full amount of your monthly service as listed in your bill. If you cannot pay for this level of service, please consider taking the actions below or contact your internet service provider to discuss your options.

3. CONSIDER A LOW-COST INTERNET PLAN.

If you cannot afford the cost of your current internet service after ACP ends, you may qualify for a low-cost internet plan. These plans generally have income requirements and provide eligible customers with unlimited data for no more than \$30/month. To explore a list of low-cost internet providers, [click here](#).

4. EXPLORE LOCAL CONNECTIVITY RESOURCES.

If you are unable to continue paying for internet service after ACP ends, there are resources available in the South Bend community to help you access the internet at no cost:

- [Citywide Classroom](#) offers mobile hotpots and wireless routers to eligible families in the South Bend Community School Corporation and School City Mishawaka.
- [South Bend Open Wi-Fi](#) is a free public internet network provided by the City at over 140 locations throughout South Bend.
- [St. Joe County Public Library](#) provides free public internet at the downtown library and all 9 branches.

5. SEE IF YOU QUALIFY FOR THE LIFELINE PROGRAM FOR MOBILE DATA.

Though ACP is ending, another government program, [Lifeline](#), will continue to provide discounts on some internet services. In South Bend, 7 companies currently offer discounted mobile services for eligible customers:

Company Name	Phone	Company Website
Assurance Wireless	888-898-4888	assurancewireless.com
American Broadband & Telecommunications	866-966-2628	americanassistance.com
Access Wireless	866-594-3644	accesswireless.com
Life Wireless	888-543-3620	lifewireless.com
Safelink Wireless	800-723-3546	safelinkwireless.com
enTouch Wireless	866-488-8719	entouchwireless.com
Tempo Telecom	877-822-8501	mytempo.com

6. GET IN TOUCH.

If you have questions about your internet bill and options, contact your internet provider. For questions about the ACP, call the ACP Support Center at **(877) 384-2575**. For questions about Lifeline, call the Lifeline Support Center at **(800) 234-9473**.

For unanswered questions or to learn more about local connectivity resources, contact the City at **(574) 318-9018** or ACP@southbendin.gov, or visit southbendin.gov/ACP.