



Affordable Connectivity Program Frequently Asked Questions - December 2021

What is the Affordable Connectivity Program (ACP)?

ACP is a Federal Communications Commission (FCC) program that provides a temporary discount on monthly broadband bills for qualifying low-income households. If your household is eligible you can receive a discount of up to \$30/month on your broadband service.

When I can apply?

The FCC has announced that consumers can begin applying for and enrolling in the Affordable Connectivity Program on December 31, 2021.

Who can apply?

Visit <https://acpbenefit.org/> to learn the eligibility requirements.

I am an Optico Fiber subscriber. How can I enroll in the Affordable Connectivity Program (ACP) program?

1. Visit <https://acpbenefit.org/> to qualify for the program.
2. After you qualify, complete **this form** and send it by email to acp@criticalhub.com along with your Application ID number from the getemergencybroadband.org website
3. You will receive a response from us by email confirming your ACP enrollment within 5 business days.

I am not a Optico Fiber subscriber. What should I do?

Subscribe on www.opticofiber.com. After your service is installed, complete the steps above.

How long does this program last?

The program will end when the fund runs out of money, or six months after the Department of Health and Human Services declares an end to the COVID-19 health emergency, whichever is sooner.

What happens when the program ends?

We will resume charging your payment method on file for your monthly service fees.

If I choose to cancel my services at the end of the program, will there be a cancellation fee?

The **Optico Fiber Terms of Service** apply to your service, regardless of your source of payment. Cancellation before the end of your service term will be subject to a penalty fee.

My Optico Fiber monthly service fees are \$70/month. The benefit is up to \$30 per month. What happens with the remaining \$40?

We will charge your remaining balance to the payment method you have on file with us.

My Optico Fiber monthly service fees are \$15/month. The benefit is up to \$30 per month. Can I apply the remaining benefit towards future months?

No. We will request reimbursement of \$15 from the FCC each monthly until the program ends.

When will the ACP funds be applied to my account?

We will apply the funds to the next billing cycle following your enrollment in the program. For example, if you enroll on May 12 and successfully submit all the required information on May 13, your EBB funds should be applied to your June 1 invoice.

The ACP program also offers a one-time discount of up to \$100 for a laptop, table or desktop computer. Can Optico Fiber provide that as well?

No. We are only offering ACP for broadband services.

I was receiving EBB benefits. How can I continue with ACP?

There is a 60 day transition period from EBB to ACP. If you were an Optico Fiber customer with EBB benefits, your account will automatically convert. However, you must requalify yourself on the ACP website www.acpbenefit.org and submit the new requalification confirmation to acp@criticalhub.com by February 20. Please note your discount will reduce from up to \$50/month to up to \$30/month on March 1.