

# Affordable Connectivity Program (ACP)

customers:  
Inge & Eleanor



## What is the Affordable Connectivity Program?

The Affordable Connectivity Program (ACP) is a \$14.2 billion government program that extends and modifies the Emergency Broadband Benefit Program (EBB), and continues its aim to help low-income households connect and stay connected to the Internet with a monthly credit. Comcast has been participating in the EBB program since its inception in May 2021, and is proud to continue participating through ACP. All tiers of Xfinity Internet service, including Internet Essentials, will continue to be available to those who qualify for the benefit.

## What changes in the transition from EBB to ACP?

- Existing Comcast customers who enrolled in **EBB before December 31, 2021** and who continue into ACP **will see their maximum \$50/month credit decrease to a maximum \$30/month credit after a 60-day transition period**
- Internet Essentials customers currently enrolled in EBB and who continue into ACP will continue to have the full cost of their service covered
- New customers who apply for **ACP after December 30, 2021** may be eligible for up to \$30/month credit toward their Internet bill
- A maximum \$75/month benefit remains available for customers in Tribal Lands

### FROM

**Name:** Emergency Broadband Benefit (EBB)

**Credit:** Up to \$50/month;  
\$75/month for customers in Tribal Lands

#### Must meet one of the qualifying criteria:

- Current Internet Essentials customer
- Income at or below 135% of the federal poverty guidelines
- Eligible for National School Lunch Program, SNAP, Medicaid, Federal Public Housing Assistance, Lifeline, Federal Pell Grants, or other benefit programs
- Substantial loss of income since February 29, 2020

### TO

**Name:** Affordable Connectivity Program (ACP)

**Credit:** Up to \$30/month;  
\$75/month for customers in Tribal Lands

#### Must meet one of the qualifying criteria:

- For those using income to qualify, households can now make up to 200% of the federal poverty guidelines and receive the benefit
- National School Lunch Program, SNAP, Medicaid, Federal Public Housing Assistance, Lifeline, Federal Pell Grants, and other benefit program recipients are still eligible; WIC recipients are now also eligible
- ACP removes the substantial loss of income component of EBB eligibility; customers who qualified for EBB due to loss of income will be notified and have the opportunity to reapply under the updated criteria

## How can qualified households get started?

New customers should first apply for Internet Essentials in step one. Existing Internet Essentials customers can skip to step two and check to see if they qualify for the ACP credit.

- 1 Apply for Internet Essentials at [InternetEssentials.com](https://InternetEssentials.com) or call 855-8-INTERNET
- 2 Check eligibility for ACP. Complete the National Verifier form at [acpbenefit.org](https://acpbenefit.org) or call 833-511-0311
- 3 Complete the Xfinity ACP enrollment form to receive your credit. For this step, you'll need the application ID you received from the National Verifier when you were approved. Visit [Xfinity.com/acp](https://Xfinity.com/acp) to start your enrollment.



customer: Tommy

## What does ACP cover?

**ACP applies to monthly charges for Internet service and mobile data usage and service fees.** Qualified households will receive a total credit of up to \$30/month toward Xfinity Internet service, including Internet Essentials, and/or Xfinity Mobile data usage and service fees. Qualified households within Tribal lands will receive up to \$75/month. The amount of the credit depends on the rate for the services that a customer chooses.

**If a customer has both Xfinity Internet and Xfinity Mobile service, the ACP benefit will first be applied to the Internet portion of their bill.** Any balance will be applied to Xfinity Mobile services. If a customer only has Xfinity Mobile service and no longer has Internet service from Xfinity, they can call 844-389-4681 to enroll in ACP through Xfinity and have the ACP credit applied to their Xfinity Mobile service.

## How can free Internet with the ACP credit impact lives?

At Comcast, we believe deeply in the power of connection. That is why we recently announced Project UP, our **\$1 billion commitment** to advance digital equity and build a future of unlimited possibilities. Project UP encompasses the programs and community partnerships that connect people to high-speed Internet in their own homes and help them stay connected to work, school, loved ones, healthcare, employment opportunities, and government resources. Learn more at [corporate.comcast.com/impact/project-up](https://corporate.comcast.com/impact/project-up).

# \$1B

**Commitment to  
advance digital equity**

## Are there materials to support partners with outreach?

Outreach materials, such as flyers and brochures, are currently in development. Check our Partner Portal at [InternetEssentials.com/partner](https://InternetEssentials.com/partner) in January 2022 and order complimentary prints to support your community outreach. High-speed Internet at home is essential in today's increasingly digital world, and we hope to make it easy for our partners to spread the word about this government benefit.