



ACP WIND-DOWN PROCESS

Household Checklist

1

STEP ONE

Reach out to your Internet Service Provider (ISP) to understand your options.

KEY QUESTIONS TO ASK YOUR PROVIDER:

- What date will my bill increase/the ACP benefit no longer be applied?
- What is the new cost?
- What is the speed?
- What are the new terms and conditions?
 - Is there a contract? And if so, for how long?
 - Are there early termination fees if I choose to end service?
 - Is there a credit check?
 - Is there any documentation I need to provide you (such as a SSN number)?
 - Are there any other fees or expenses (including one-time set up, device rentals, a known price increase over time, etc)?

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STEP TWO

Decide what you want to do next.

OPTION 1

Stay with your current internet service plan.

- Confirm whether any further action is required from you

OPTION 2

Explore other service plan options with your current internet provider.

- Ask if there are other low cost service plans and, if so:
 - What do they cost?
 - What are their speeds?
 - What are their terms and conditions?
- Decide if you want to switch or not

OPTION 3

Terminate service with your current provider (either end internet service altogether or start service with a different provider).

- We recommend you do this in writing. Ask where you should send this communication.
- We also recommend that you ask your provider to send you a *confirmation that you are ending service in writing*.
- Confirm the last billing date of your service.
- Confirm the process for returning any devices and equipment, if applicable.



TIPS

1. We recommend that you contact your ISP and inquire about/confirm the above ASAP, but especially prior to the end of the ACP (current projection is the end of April 2024).
2. Even if you think that you may be affirmatively opted in, we still recommend that you contact your ISP.
3. Reminder that you will now be subject to the general terms and conditions of the ISP, ACP consumer protections no longer apply.
4. You can always inquire about other low cost plans or options. A good option to check out is: <https://www.everyoneon.org/find-offers>