ACP WIND-DOWN PROCESS

Internet Service Scenarios

SCENARIO 1
You want to continue service with your current internet service provider (ISP)

SCENARIO 2
You want to end your current internet service plan or end service with your provider altogether

STEP 1
You should contact your ISP and ask about/confirm the following ASAP, but prior to the end of the ACP (current projection is the end of April 2024)

STEP 2
Confirm the date* that your bill will increase/your ACP benefit will no longer be applied to your bill

Confirm the cost and speed of your un-discounted service plan

Confirm the new terms and conditions (termination fees, contracts, credit check, etc).

REMINDER
You will now be subject to the general terms and conditions of the ISP. ACP consumer protections no longer apply.

You can always ask about other low-cost plans/ options during this process.

END
I am happy with my current provider and plan. Confirm with your provider whether any further action is required from you

STEP 3
I want to switch to another lower cost plan with my current provider

END
Update to your new service plan

REMINDER
You will now be subject to the general terms and conditions of the ISP. Make sure you know the answers to the questions above for this new service plan (such as contracts, etc)

STEP 2
Confirm the date* that your bill will increase/your ACP benefit will no longer be applied to your bill

STEP 3 | PATH 1
I want to explore if there are other internet service plan options

STEP 3 | PATH 2
I want to stop Internet service all together

STEP 4 | PATH 1
I want to stop service with my current provider and start service with another provider

REMINDER
Look for other low cost plans or options.

STEP 4 | PATH 2
Tell your provider that you would like to stop your internet service in writing.

Ask where you should send this communication.

Request that they send you a confirmation of this in writing

STEP 5
Tell your provider that you would like to stop your internet service in writing.

Ask where you should send this communication.

Request that they send you a confirmation of this in writing

END
Confirm the last billing date of your service. Confirm the process for returning any devices and equipment, if applicable.

*And other key dates, like the last date to terminate or change service without incurring a charge

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