



Affordable Connectivity Program Helping Households Connect

About the Affordable Connectivity Program (ACP)

The Affordable Connectivity Program is an FCC program that helps connect families and households struggling to afford internet service.

The Affordable Connectivity Program provides:

- Up to \$30/month discount for broadband service;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider if the household contributes more than \$10 but less than \$50 toward the purchase price.

The Affordable Connectivity Program is limited to one monthly service discount and one device discount per household.

Who is Eligible?

A household is eligible if a member of the household meets at least one of the criteria below:

- Has an income that is at or below 200% of the Federal Poverty Guidelines;
- Participates in certain assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, Veteran's Pension or Survivors Benefits, or [Lifeline](#);
- Participates in one of several Tribal specific programs, such as Bureau of Indian Affairs General Assistance, Tribal Head Start (only households meeting the relevant income qualifying standard), Tribal TANF, or Food Distribution Program on Indian Reservations;
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income program.

Check out www.fcc.gov/ACP for a **Consumer FAQ** and other program resources.

Two-Steps to Enroll

1. Go to ACPBenefit.org to submit an application or print out a mail-in application; and
2. Contact your preferred participating provider to select a plan and have the discount applied to your bill.

Call 877-384-2575

or find more information about the Affordable Connectivity Program at fcc.gov/ACP



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Some providers may have an alternative application that they will ask you to complete.

Eligible households must **both apply for the program and contact a participating provider to select a service plan.**

Which internet providers are participating in the Affordable Connectivity Program?

Various internet providers, including those offering landline and wireless services, will participate in the Affordable Connectivity Program. Depending on where you live, you may have a choice of providers. Check with the internet service providers in your area to learn about their plans for program participation. You can find a list of participating providers by state and territory on this webpage, www.fcc.gov/affordable-connectivity-program-providers.

What is the enhanced benefit amount for residents of Tribal Lands?

Eligible households on Tribal lands can receive a total monthly discount of up to \$75. You can find out more about which areas are eligible Tribal lands by visiting this site: acpbenefit.org/do-i-qualify/enhanced-tribal-benefit/.

STAR COMMUNICATION'S TERMS AND CONDITIONS

ACP supported services may be obtained from any participating provider and you can transfer your benefit to another provider during the life of the program.

If you cannot demonstrate eligibility, you will not be enrolled into the Affordable Connectivity Program until such has occurred.

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As a participant in the ACP, you acknowledge that you adhere to Star's posted rates, terms and conditions, and other rules and regulations or tariffs that govern the services received. This information can be found at www.starcom.net.

Please note the discount is up to \$30. The total amount of the discount will be dependent upon the type of broadband service you subscribe to and therefore, you may not receive the full \$30.00 discount on your monthly bill. You are responsible for any amount over the applied discount per month.

The Affordable Connectivity Program Benefit can be applied to the cost of a bundle of services that include broadband, voice, texting, and/or associated equipment. If your bundle also includes a TV service, you will be responsible for that portion of your bill, as well as any services that are above the monthly discount.

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If you are a participant in the Lifeline program and are receiving the monthly Lifeline broadband discount of \$9.25, you can also participate in the Affordable Connectivity Program. However, due to FCC rules, the Lifeline discount will be applied to your subscribed broadband service plan first. The amount of credit applied associated with the Affordable Connectivity Program will be dependent upon your subscribed plan and may not be the full \$30.00 discount.

If Star has a reasonable basis to believe that you are no longer eligible to receive the ACP benefit, you will receive notification of impending termination of the ACP benefit and will have 30 days following the date of such notice to demonstrate continued eligibility. If you cannot demonstrate eligibility, you will be de-enrolled from the program.

Service plans and pricing may change during the ACP program. This may result in the customer having to agree to a new plan and pricing structure after the ACP program is completed.

You acknowledge that the Affordable Connectivity Program (ACP) is a federal government benefit program operated by the Federal Communications Commission, and upon the conclusion of the program, you will be subject to regular rates minus the ACP discount and Star's regular terms and conditions for service.

Payment terms: You agree to pay all monthly fees, including applicable franchise fees, taxes, customer service fees, late fees and the service may be disconnected for failure to do so. Star will disconnect your service after 90-consecutive days of non-payment. Customers may be required to pay a reconnect fee in addition to all past due charges before the service is reconnected. **Payment methods:** Customer agrees to pay Star Communications in accordance with the payment terms on the invoice received by Customer for the Service and agrees that Star Communications has the right to change the structure and amount of its fees at any time subject to applicable law.

How to file a complaint:

Before filing a complaint with the FCC, we encourage you to contact us in an attempt to address any issues or concerns you may have concerning the Affordable Connectivity Program. We will always strive to do our best and will work to resolve any issues you may have. Please contact us at 800-706-6538.

The link to the FCC Consumer Complaint Website is provided below:

<https://consumercomplaints.fcc.gov/hc/en-us/categories/200190474-Consumer-Complaints-at-the-FCC>

Para presentar una queja en español, llamar al: 888-CALL-FCC (888-225-5322)

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