

Disclosures and Consent to Enroll Household in ACP – 47 CFR 54.1810(a)

- (a) Prior to enrolling a consumer in [ACP], participating providers shall obtain affirmative consumer consent either orally or in writing that acknowledges that after having reviewed the required disclosures about the Affordable Connectivity Program, the household consents to enroll with the provider.

(1) The disclosures that shall be presented to the consumer shall convey in clear, easily understood terms that:

- (i) The Affordable Connectivity Program is a government program that reduces the customer's broadband internet access service bill;
- (ii) The household may obtain Affordable Connectivity Program-supported broadband service from any participating provider of its choosing;
- (iii) The household may apply the affordable connectivity benefit to any broadband service offering of the participating provider at the same terms available to households that are not eligible for Affordable Connectivity Program-supported service;
- (iv) The provider may disconnect the household's Affordable Connectivity Program-supported service after 90 consecutive days of non-payment;
- (v) The household will be subject to the provider's undiscounted rates and general terms and conditions if the Affordable Connectivity Program ends, if the consumer transfers their benefit to another provider by continues to receive service from the current provider, or upon de-enrollment from the Affordable Connectivity Program; and
- (vi) The household may file a complaint against its provider via the Commission's Consumer Complaint Center.

FCC Consumer Complaint Center:

Phone: 1-888-225-5322

Video phone number: 1-844-432-2275

Website Address: <http://consumercomplaints.fcc.gov/hc/en-us>