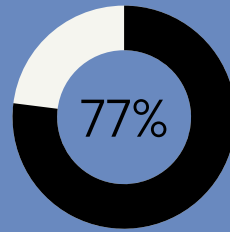


ACP – MEASURING IMPACT

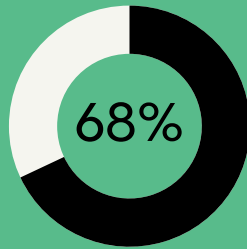
Loss of ACP Means Service Disruptions

More than **three-quarters** of the survey respondents say losing their ACP benefit would disrupt their service by making them change their plan or drop internet service entirely.



Gaps in Service Before ACP

Over two-thirds of survey respondents reported they had inconsistent connectivity or zero connectivity at all before ACP.



80% of this group cited affordability as the reason for having inconsistent or zero service.

No Internet or Mobile-Only Before ACP

More than half of rural survey respondents reported having either zero internet connectivity or relying solely on mobile internet service prior to receiving their ACP benefit. The same was true for about half of all respondents.

Rural Respondents: 53%

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All Respondents: 47%

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ACP Gives Access to Healthcare, Work, and School

ACP subscribers reported that they use their ACP internet service to:

Do schoolwork (for ACP subscribers aged 18-24) 75%

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Schedule or attend healthcare appointments 72%

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Apply for jobs or complete work 48%

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In December 2023, the FCC conducted a survey of ACP recipients to enhance our understanding of the program's impact, and how the end of the program may impact access to broadband services.

For full survey results visit fcc.gov/acp-survey