



## AFFORDABLE CONNECTIVITY PROGRAM (ACP) & LIFELINE PROGRAM INFORMATION AND CERTIFICATION

*Prior to enrollment in the ACP or Lifeline Program, all customers must read the following information and sign the Certification below. This is required by the FCC.*

The ACP is a federal low-income assistance program created by the Federal Communications Commission (FCC) and administered by the Universal Service Administration Company (USAC) for the purpose of helping consumers by offsetting the costs of broadband internet services via monthly billed credits. Participants in the ACP program will receive monthly credits based on the cost of their internet service plan. The maximum benefit per consumer is \$30.00. The Lifeline Program provides monthly internet credits in the amount of \$9.25 or \$5.25 in monthly telephone credits.

### **\*\* CERTIFICATION \*\***

I have read and understand the above information. I have been provided an opportunity to ask questions and receive answers regarding the Affordable Connectivity Program and/or the Lifeline Program. If I am enrolled in one or both of these programs, I will abide by the program rules: I understand that I am permitted to receive only one ACP benefit and one Lifeline benefit for my household per month should I qualify; All of the personal information I have provided in order to receive benefits is true and accurate under the penalty of permanent de-enrollment from ACP and Lifeline, federal fines, and/or imprisonment; I am not permitted to transfer my benefits to another person even if that person is a member of my family. I understand that once a year I must recertify my continuing eligibility for ACP and for Lifeline.

*NOTE: USAC will use internal database connections to achieve recertification when possible. Otherwise, USAC will contact you personally with your recertification responsibilities.*

I have not been coerced to sign up for the ACP or the Lifeline Program. I understand that I will be permitted to retain my enrollment in the Lifeline Program without signing up for the ACP. I understand that I may choose to receive ACP benefits from a broadband internet service provider other than my existing Lifeline benefit provider. I understand that Arriva cannot interfere with a transfer of my ACP or Lifeline benefits to another service provider so long as that service provider performs the transfer by perfectly matching my personal data to enable the transfer. I will be permitted to transfer my benefit no more than once per calendar month unless I am the victim of an illegal transfer.

*NOTE: If a carrier transfers your benefit illegally, contact us to learn how to file an Informal Complaint to the FCC. Upon your request, we will attempt to transfer your benefit(s) back.*

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

PRINTED NAME: \_\_\_\_\_ TELEPHONE #: \_\_\_\_\_

<b>FOR OFFICE USE ONLY</b>
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<b>DATE</b> __ / __ / ____
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<b>TIME</b> __ : __
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