

American Assistance Affordable Connectivity Program Terms and Conditions

These Terms and Conditions govern your participation in the Affordable Connectivity Program (ACP) and includes required disclosures and eligibility information. Our standard terms and conditions, including the Acceptable Use Policy (AUP), also apply and are available at [ambt-tcs-v6.pdf \(americanassistance.com\)](#) . In the event the ACP Terms and Conditions and the standard terms and conditions conflict, the ACP Terms and Conditions control. If you have additional questions, call us at 1-877-266-7212 or 611 from your American Assistance phone. American Assistance is a service of American Broadband Telecommunications Company, LLC.

The ACP is a government benefit program operated by the Federal Communications Commission (FCC) that provides discounts on monthly broadband Internet access service. The ACP provides discounts of up to \$30 per eligible household on monthly broadband Internet access service (or up to \$75 per eligible household on Tribal lands). Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price. The ACP monthly service discount cannot be transferred to another household or individual. An eligible household is limited to one monthly service discount and a single one-time device discount per household. ACP benefits may be obtained from any participating provider and your monthly service benefit may be transferred to another provider subject to regulatory restrictions. ACP service is subject to consumer eligibility, provider participation, product availability, and approval by the FCC/Universal Service Administrative Company (USAC). The ACP was launched on December 31, 2021, and replaces the Emergency Broadband Benefit (EBB) program. Complaints may be directed to us at 1-877-266-7212 or 611 from your American Assistance phone. Unresolved questions or complaints may be directed to the FCC's Consumer Complaint Center.

By applying for or subscribing to American Assistance's ACP supported services, you authorize American Assistance and its contracted partners, for the purpose of applying for, determining eligibility, enrolling in and seeking reimbursement of ACP service and device benefits, to collect, use, share and retain your personal information, including, but not limited to, information required for the purpose of establishing eligibility for and enrolling in the Lifeline program, and including, but not limited to, full name, full residential address, date of birth, last four digits of social security number, telephone number, eligibility criteria and status, the date on which the ACP service discount was initiated and, if applicable, terminated, ACP connected device distribution date/type/make and model/status, usage status and other compliance requirements, the amount of support being sought for the service and/or connected device, and information necessary to establish identity and verifiable address. This includes sharing the information with USAC and the FCC to ensure proper administration of the ACP service and connected device benefits. Failure to provide consent will result in your being denied the ACP benefits.

If you or any member of your family unit receives ACP service benefits from any other broadband provider, you consent to have your benefit transferred to American Assistance

when you apply for and enroll in ACP services with American Assistance. The effect of an ACP benefit transfer is that your ACP benefit will be applied to American Assistance's ACP service and will no longer be applied to service from your former ACP service provider. You may be subject to your former ACP provider's undiscounted rates as a result of the transfer if you elect to maintain service from that provider. ACP rules limit you to one ACP benefit transfer transaction per service month, with limited exceptions for situations where a subscriber seeks to reverse an unauthorized benefit transfer or is unable to receive service from a specific provider.

You agree that any state, local, Tribal government, school, or school district may share information about your receipt of benefits that would establish eligibility for the ACP and that such information will be used only to determine ACP eligibility.

You agree that American Assistance and its contracted partners may contact you to validate your eligibility for or desire to participate in American Assistance's ACP offers and other products and services via email, telephone, or text messaging. Text messaging and data rates may apply. Consent for calls and texts is optional and can be revoked at any time.

Eligibility and Application Process

A household is eligible to receive an ACP discount if a member of the household meets one of the criteria below:

- Has an income that is at or below 200% of the [Federal Poverty Guidelines](#) for a household of that size;
- Receives benefits from certain federal assistance programs: Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income, Federal Public Housing Assistance, Veterans and Survivors Pension Benefit, Special Supplemental Nutritional Program for Woman, Infants and Children (WIC) Program, or [Lifeline](#);
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program;
- Received a Federal Pell Grant during the current award year; or
- Meets the eligibility criteria for a participating provider's qualifying low-income program.

Households on Tribal lands are additionally eligible to receive an ACP discount if a member of the household meets one of the criteria below:

- Receives Bureau of Indian Affairs General Assistance;
- Participates in Head Start (only households meeting the income qualifying standard);
- Receives Tribal Temporary Assistance for Needy Families (Tribal TANF); or
- Participates in the Food Distribution Program on Indian Reservations.

ACP eligibility will be determined for the FCC by the USAC's National Verifier and National Lifeline Accountability Database.

American Assistance subscribers who participate in the Lifeline program may OPT-IN to the ACP which is a separate program. New applicants must complete ACP application and certification forms and may need to provide supporting documentation to verify eligibility, identity, address, compliance with the ACP's one-per household benefit limit.

Service Plans

You can apply your ACP discount to any available American Assistance service plan, including those that can be obtained with no co-pay after application of the ACP benefit. Service plans are posted on American Assistance's website at <https://www.americanassistance.com/acp/>. Your service plan terms and conditions may limit the amount of high-speed data included with your service plan and the actual speeds you will achieve while using our broadband services. Other factors, including your device, network availability from our underlying carrier, your proximity to cellular towers, and environmental factors may affect speeds. For additional information about broadband speeds, visit [ambt-open-internet-policy-v6.pdf \(americanassistance.com\)](#).

ACP and Lifeline Are Separate Programs

Customers may have one ACP and one Lifeline benefit per household. Your Lifeline benefit and ACP benefit can be combined and applied to the same service plan or applied to different service plans. In California, your ACP benefit cannot be applied to a plan on which you receive California LifeLine discounts. You are not required to opt-in to the ACP, and you can continue to receive your Lifeline service without enrolling in the ACP. You may choose to take ACP benefits from a service provider other than your existing Lifeline provider. If you would like to have your ACP plan on a separate device with a different phone number, please call Customer Care at 1-877-266-7212 or by dialing 611 from your American Assistance phone.

Account Activation and Activity Requirements

You must activate your service by placing an outbound call or sending a text (if your device is capable), using data, confirming that you want to activate your service will activate the American Assistance ACP service, or by other means we communicate to you. To continue receiving your ACP service with American Assistance, you must make or answer a voice call or send a text message (if your device is capable), use data, purchase minutes, or respond to direct contact from American Assistance at least once during any 30-day period.

Maintaining Eligibility and Service

You will receive ACP service from American Assistance if you continually meet the ACP eligibility requirements and the program remains active. If American Assistance believes you are not

eligible for ACP service, we will notify you that your ACP service will be cancelled and that you will be de-enrolled from the program. You will have 30 days to respond to the termination notice. If you do not demonstrate continued eligibility, you will be de-enrolled from the ACP and your service will be cancelled, you will lose any remaining services and will no longer receive service. If you no longer qualify for the ACP discount, you must notify American Assistance within thirty (30) days of this fact to be removed from the program.

ACP Discontinuance

If the FCC announces that funding for the ACP has been exhausted, we discontinue our ACP service offers, or we determine you are no longer eligible for the ACP, we will notify you and you will revert to our standard FREE Lifeline plan where available and if you are eligible. You also may choose to keep your service plan or choose another plan available at the time, but you will be subject to paying applicable rates applicable plus applicable fees and taxes. Our standard terms and conditions will apply.