SECTION 01

The Affordability Crisis

01

How the end of the Affordable Connectivity Program on June 1, 2024 cut off the monthly broadband discount for a program that had more than 23 million households enrolled when new enrollment stopped in February 2024.

Dr. Troy Nash Founder and CEO, AGI Affinity

June 1, 2024

The date the discount stopped.

SECTION 01 / THE AFFORDABILITY CRISIS

The ACP ended. Families are paying the price.

The Affordable Connectivity Program ended June 1, 2024.

ACP ACTIVE / 2021 TO 2024

23M households enrolled

up to $30 per month, up to $75 on Tribal lands

23,269,550 exact enrollment at the freeze

$14.2B total program investment

AFTER ACP / NALA SURVEY, FIELDED NOV 2024

64% could not keep regular contact with friends and family

40% cut food spending to pay for internet

nearly 20% report children struggle to complete homework

36% discontinued telehealth

How to read the survey figures. NaLA's findings page does not describe how respondents were chosen, so these results describe the people who answered, not every former ACP household. The fieldwork ran November 1 to 20, 2024.

FCC, Affordable Connectivity Program news releases (January 14, 2022 and May 31, 2024). USAC, ACP Enrollment and Claims Tracker. National Lifeline Association, Annual Consumer Survey, over 68,000 respondents, collected November 1 to 20, 2024.

POLICY RECOMMENDATIONS

Pathways to permanent affordability

01 **Reauthorize a permanent broadband affordability program** with dedicated funding to replace ACP, so no household is disconnected because of cost.

02 **Restore eligibility** for households at or below 200 percent of the federal poverty level, the ACP standard, and extend it to veterans and people with disabilities.

03 **Require 100/20 Mbps minimum speeds** for subsidized plans, so beneficiaries get a connection that is still useful in five years.

04 **Build digital literacy training into affordability programs**, so subscribers can actually use what they are paying for.

05 **Establish state emergency connectivity funds** to bridge households while federal reauthorization is pursued.

How AGI Affinity can help

We give municipalities, nonprofits and ISPs affordability assessments built on the TSDOH Assessment Matrix. The framework identifies who is most at risk of disconnection, models what broadband loss costs a community, and designs subsidy programs that hold up.

We check every figure in this brief against its source. If you find an error, email info@agiaffinity.com and we will correct it within 5 to 7 business days. Policy: agiaffinity.com/sourcing-and-corrections

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