

# FAQ Document

1. What is the ACP?
  - The ACP is a federal program that offers eligible households a discount of up to \$30 per month toward internet service and up to \$75 per month for households on qualifying Tribal lands.
2. What does wind-down mean for the ACP?
  - In 2021, Congress established the ACP in the Bipartisan Infrastructure Law and appropriated \$14.2 billion for the program. Current ACP funding is projected to run out at the end of April 2024. As of January 2024, Congress has not appropriated additional funding for the ACP to keep the program going beyond April 2024. As a result, on January 11, 2024, the FCC has begun taking steps to wind down the ACP. Wind-down steps will include, but are not limited to:
    - A freeze on new ACP applications and enrollment. The last day to enroll in the ACP is February 7, 2024 by 11:59 PM ET.
    - Households that are enrolled by 11:59 p.m. ET on February 7, 2024 can continue receiving monthly discounted broadband service from Vyve Broadband through the end of the ACP, which is currently projected to be April 2024. ACP qualified customers can also continue to transfer their benefit until April 2024.
    - Households who have applied, been approved, and are receiving the monthly internet discount before February 8, 2024 will continue to receive their ACP benefit until ACP funds run out, as long as the household remains enrolled in the program.
    - After the ACP funds run out (projected in April 2024), households participating in the ACP will no longer receive the ACP discounts.
3. When will the ACP stop accepting new applications and enrollments?
  - The last day for eligible households to apply for and enroll in the ACP is February 7, 2024, by 11:59 PM ET. Households that are enrolled with Vyve Broadband by this date and remain enrolled in the program will continue to receive their ACP benefits during the wind-down period.
4. What happens once the program ends?
  - You will continue to receive the same package you have been receiving under the ACP program. However, the ACP discount will no longer apply after the program ends.
5. What will be the price of the services once the ACP ends?
  - The price of the services will depend on the package that you subscribed to at the non-discounted rate. You can login to your online account or review your last billing statement for details to see the price of your package or you may contact us review your account with one of our billing representatives.

6. Can I downgrade services if I am concerned about the undiscounted price of the package I am currently enrolled in?
  - Yes, you can choose to downgrade your services if you have concerns. You can contact our customer support team to make the necessary changes.
7. What will happen to if I have an outstanding balance with Vyve?
  - If you have an open balance, you will receive additional information via email on how we can continue to offer you services should you want continue services with Vyve.
8. What can I do to help keep ACP as an option?
  - You can reach out to members of Congress suggesting they take action to continue to fund the program. Currently, there is legislation proposed to extend the benefit, but it has not passed at this time.
9. Is there anyone else I can call to ask questions about my benefit?
  - You can contact USAC directly for any other questions about the ACP wind-down. Households can call the ACP Support Center at 877-384-2575 for information about their benefit.
10. Important Dates:
  - February 7, 2024: This is the last day that the ACP will accept new applications and enrollments. Eligible households must be approved and enrolled with an internet company by 11:59 PM ET on February 7th to receive the ACP benefit.
  - Starting February 8, 2024, there will be no more enrollments into the ACP.
  - Starting late January 2024: Households that are currently receiving a monthly ACP benefit will start to receive notices from their internet providers with information about the end of the ACP benefit. This information will include timing of the end of the program and the impact of the loss of the benefit on the household's bill and service.
  - April 2024: The FCC anticipates existing ACP funding to run out in April 2024 if Congress does not provide additional funding. Consumers that are enrolled in the ACP will continue to receive their benefit on their internet service through April 2024. This date is an estimate and may change.