

Media Contact:

Office of Media Relations
MediaRelations@fcc.gov

For Immediate Release

NEW FCC SURVEY SHOWS OVER TWO-THIRDS OF ACP HOUSEHOLDS HAD INCONSISTENT OR ZERO CONNECTIVITY PRIOR TO ACP ENROLLMENT

Survey Data Shows More Than Three-Quarters of ACP Households Will Experience Service Disruptions If Program Ends

WASHINGTON, February 29, 2024—The Federal Communications Commission today released new survey data which highlights the success of the ACP and the significant impact that the end of this program will have on working families. The new data provides deeper insight into how the more than 23 million households enrolled in the ACP program, including those in rural areas, use it to get online and stay online to fully participate in American society, including for health care, work, education and more. Without Congressional action, ACP funding will last through April.

“Thanks to today’s survey data, leaders making the decisions about ACP’s future know one thing for certain: if we want to close our nation’s digital divide, the Affordable Connectivity Program is not nice-to-have, it’s need-to-have,” **said Chairwoman Rosenworcel** in a [note](#) she shared today. “We’ve come too far to turn back now.”

The data released by the FCC today from its December 2023 survey of ACP households shows that substantial numbers of those enrolled in the ACP are:

- **Depending on the ACP to Get Online and Stay Connected**
 - 68% or over two-thirds say they had inconsistent connectivity or zero connectivity prior to ACP.
 - 80% of this group cited affordability as the reason for having inconsistent or zero connectivity.
- **Using the ACP to Get Online and Obtain Non-Mobile Service**
 - Nearly half (47%) of all respondents and 53% of rural respondents report having either zero connectivity or relying solely on mobile service prior to enrolling in the ACP.
- **Expecting Service Disruptions if the ACP Ends**
 - 77% or more than three-quarters of respondents say losing their ACP benefit would disrupt their service by making them change their plan or drop internet service entirely.
- **Using ACP for Critical Services**
 - 72% say they use their ACP internet service to schedule or attend healthcare appointments.
 - 48% use it to complete work or apply for jobs.

- 75% use it to do schoolwork (among 18–24-year-old subscribers).

The ACP Survey was conducted by the Universal Service Administrative Company (USAC), which administers the ACP for the FCC. In December 2023, USAC emailed the survey to a randomly selected sample of ACP households. The information gathered was then analyzed by the FCC’s Office of Economics and Analytics, which worked to ensure the survey data was representative of the entire ACP population. A fact sheet summarizing these findings and the full survey results, including a description of methodology, are available at: [fcc.gov/acp-survey](https://www.fcc.gov/acp-survey).

The ACP is the largest and most successful broadband affordability program in our nation’s history. The ACP supports eligible low-income households struggling to afford monthly broadband service. Without additional funding, more than 23 million households are at risk of losing their internet connection. A bipartisan group of Senators and Representatives have introduced the Affordable Connectivity Program Extension Act, which, if adopted, would provide an additional \$7 billion for the ACP.

###

Media Relations: (202) 418-0500 / ASL: (844) 432-2275 / Twitter: @FCC / www.fcc.gov

*This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action.
See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).*