



April 1, 2024

IMPORTANT NOTICE

Affordable Connectivity Program is Ending -- April 2024 is Last Month with Full Benefit

The Federal Communications Commission (FCC) recently announced that the Affordable Connectivity Program (ACP) is ending. Due to a lack of additional funding from Congress, the last fully funded month of the program is April 2024.

How does the end of the ACP affect my household's broadband service bill?

After the ACP ends, your household will no longer receive a monthly discount on broadband service. Your April 1, 2024 bill is the last bill to which the full ACP benefit will be applied. The ACP benefit amount applied to your May service bill will contain a final partial benefit, less than the full ACP benefit your household has been receiving.

After the ACP benefit is no longer available, your broadband service will be subject to Sierra Tel Internet's undiscounted rates and general terms and conditions. The undiscounted rate for your broadband service plan can be found in the Charge Detail section of your bill.

What are my options?

After the ACP ends, you may keep your existing broadband service plan at the standard undiscounted rate. You also have the right to change your service plan or discontinue your broadband service. Please visit www.sierratel.com or contact us at 559-683-4611 or 209-966-3636 to discuss your broadband service options.

Affordable Options

The federal Lifeline program offers discounts to qualifying low-income households. For more information, visit LifelineSupport.org.

If you have additional questions regarding the end of the ACP, you can call the ACP Support Center at 877-384-2575. You can also visit www.fcc.gov/acp and <https://affordableconnectivity.gov/> for more information and further updates regarding the ACP.