



January 8th, 2024

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
45 L Street, NE.
Washington, DC 20554

RE: Affordable Connectivity Program Wind-Down

Dear Ms. Dortch,

The National Digital Inclusion Alliance (NDIA) works with over 1500 Affiliates in 50 states, DC, and 27 Tribal Entities. Many of these affiliates have been vital in growing the ACP to the over 22 million participants that it has today. Since the program's launch, NDIA has supported these on-the-ground practitioners in their efforts to raise awareness of the program, guide households through the application process, and serve as ongoing consumer advocates after enrollment. This work ensures everyone has the tools they need to benefit from the program. In preparation for the end of the program, NDIA gathered input from NDIA Affiliates regarding the transition of consumers from the ACP and onto low-cost internet service plans. To address the needs of the NDIA community, we request the following:

1. The Commission should enforce the consumer protections enumerated in the [ACP Order](#), stating that service providers must obtain "affirmative opt-in, either orally or in writing, to continue providing the household broadband service after the end of the Affordable Connectivity Program." The upcoming order should reiterate this provision and include additional consumer protections, including a clear timeframe for written notices to consumers.
2. The Commission should require Internet Service Providers to inform participants of the program's end 90, 60, and 30 days prior to its end.
3. The Commission should create a comprehensive list of protections for public distribution. This list of protections should be published in a standalone document on the FCC's website so consumers and advocates can easily find it. It should align with plain language best practices so that consumers can self-advocate, and organizations may better advocate on behalf of consumers.
4. The Commission should lead a public awareness campaign about the wind-down.

5. The Commission should instruct ACP Outreach Grantees to transition ACP outreach to guiding community members' transition to an affordable plan. Without the ability to reach impacted households, grantees risk losing the trust of those they enrolled in the program, which undermines the successful implementation of future broadband benefit programs the Commission may administer.

Respectfully submitted,

A handwritten signature in black ink that reads "A Siefer". The signature is written in a cursive style with a large, looped initial "A".

Angela Siefer
Executive Director
National Digital Inclusion Alliance

Cc: Rashann Duvall
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