

Dear Affordable Connectivity Program Customer,

The Federal Communications Commission (FCC) has announced that due to the lack of funding, the month of April will be the last funded month of the Affordable Connectivity Program (ACP). This means that you will no longer receive a discount on your internet service beginning May 2024. If you decide to continue internet service with NEP, you will be subject to our undiscounted internet rates and general terms and conditions which you agreed to upon enrollment. You can change your service with NEP or opt out of continuing your service at any time.

You also have the option to receive a discount through the Lifeline program. Lifeline is a federal program that could help lower the cost of your internet service if you qualify. Visit **www.lifelinesupport.org** to apply and see if you are eligible.

If you have any questions or would like to change or cancel service please call our office at 1-866-785-3131 Monday through Friday, 8:30 am – 4:30 pm.

Thank you,



Holly Mindas
Customer Service Manager