



ACP Wind Down Social Media Toolkit

Begins: Monday April 29, 2024

Overview: The Affordable Connectivity Program was a Federal Communications Commission (FCC) benefit program that helped U.S. households access or keep their internet. Over 170,000 households in Philadelphia received up to a \$30 per month discount on broadband service and a one-time discount of up to \$100 on a laptop, desktop computer, or tablet from participating providers through this benefit. The funding is set to end on April 30, 2024, with partial benefits applying to some participants into May. Right now, the City is supporting residents by connecting them to digital navigators to help guide them through their options for affordable internet and to the web tool [Compare and Connect](#) where users can find the best option for them.

Message 1: DIAL 2-1-1

Have you heard? The Affordable Connectivity Program is ending, and your internet or phone bill may increase! If you're enrolled in the ACP you should set up a free appointment with a Digital Navigator by dialing 2-1-1. They will help you find the most affordable internet option for your budget! Learn more about the ACP Wind Down: <https://bit.ly/3QhWP6O>

Unfortunately, the ACP benefit is ending at the end of April. If you are enrolled in the benefit program, dial 2-1-1 to schedule a one-on-one appointment with a Digital Navigator to explore your options and remain connected. The hotline operates 24/7 and is available in 150 languages. Press 8 for language services. Learn more: <https://bit.ly/3QhWP6O>

Did you know you can dial 2-1-1 and be connected to the City's Digital Navigators? They will set up an appointment to work one-on-one with someone to help you:

- Find an affordable internet plan
- Understand your internet and phone bills
- Connect to a low-cost plan that fits your budget

Message 2: Compare and Connect

Need help to lower your internet bill? compareandconnect.org helps you find low-cost plans near you.

- Find affordable internet plans near you.
- Get an instant call-back to help you enroll.
- Connect to low-cost plans that suit your budget.

How do I lower my internet bill? Visit compareandconnect.org

- Find affordable internet plans near you.
- Get an instant call-back to help you enroll.
- Connect to low-cost plans that suit your budget.

Message 3: phila.gov Blog Post

The Affordable Connectivity Program (ACP) is winding down, and there's a lot of information out there! We've compiled everything you need to know into one convenient place. Learn more about what to expect and how to stay connected: <https://bit.ly/3QhWP6O>

The City of Philadelphia has Digital Navigators available to help you navigate your internet bill and access affordable options. Learn more about what's going on now that ACP is coming to an end. We want to make sure you stay connected! <https://bit.ly/3QhWP6O>