



## **Do you need financial assistance on your Tombigbee Fiber bill?**

While Tombigbee Fiber strives to provide reliable high-speed broadband internet service at an affordable price, we understand that paying for internet can sometimes be a challenge. Therefore, we want to inform all our members about this new program that offers financial help for those who are eligible while also having high-speed broadband internet.

## **Affordable Connectivity Program\***

The [Affordable Connectivity Program \(ACP\)](#) is a Federal Communications Commission (FCC) program that helps connect families and households struggling to afford internet service.

### **The benefit provides:**

ACP benefit is non-transferable and limited to one monthly service discount up to \$30 per eligible household.

### **Who is eligible?**

A household is eligible if one member of the household meets at least one of the criteria below:

- Participates in certain government assistance programs, such as SNAP, Medicaid, Federal Public Housing Assistance, SSI, WIC, Veterans and Survivors Pension Benefit, or has enrolled in [Lifeline](#),
- Has an income that is at or below 200% of the [Federal Poverty Guidelines](#),
- Is approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision in the previous school year and/or current school year,
- Received a Federal Pell Grant during the current award year.

Go to <https://www.affordableconnectivity.gov/do-i-qualify/> for more details.

### **How to apply:**

- **Option 1 – Apply Online.** Go to <https://www.getinternet.gov/> to submit an electronic application and upload any required documentation. If approved, you must contact and notify Tombigbee Fiber either by phone at 1-877-FIBER2U or email ([fiberservice@tombigbeelectric.com](mailto:fiberservice@tombigbeelectric.com)) of your approval.
- **Option 2 – Apply by Mail.** Fill out and sign the ACP Application Form available on the website (<https://www.affordableconnectivity.gov/how-to-apply/>); print it out and mail the application and supporting documentation to the ACP Support Center. If approved, you must contact and notify Tombigbee Fiber either by phone at 1-877-FIBER2U or email ([fiberservice@tombigbeelectric.com](mailto:fiberservice@tombigbeelectric.com)) of your approval.

**After approval, Tombigbee Fiber will require two documents before customer can receive the ACP benefit:**

- The customer's ACP approval email from USAC.
- A signed consent form granting Tombigbee Fiber informed consent to enroll the customer in the Affordable Connectivity Program with Tombigbee Fiber as the service provider.

### **Learn more:**

Call ACP Support Center at 877-384-2575, or visit <https://www.getinternet.gov/>.

Have questions? Call Tombigbee Fiber at 1-877-FIBER2U or visit <https://www.tombigbeefiber.com/affordableconnectivity>.

**If you are having issues with your provider involving the Affordable Connectivity Program, you may want to file an informal consumer complaint with the FCC at <https://consumercomplaints.fcc.gov/hc/en-us> or call 888-225-5322.**

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\* The Affordable Connectivity Program (ACP) is a U.S. government program run by the FCC to help low-income households pay for internet service. If the Program ends or when a household is no longer eligible to receive the ACP benefit, and continues to receive service, households will be subject to Tombigbee Fiber's undiscounted rates and general terms and conditions. Households may obtain broadband service supported by the ACP from any participating provider of their choosing and may transfer their ACP benefit to another provider at any time.