



Affordable Connectivity Program "ACP"

or

Lifeline Program

Consumer Enrollment Process

Effective Date: July 1, 2023

In order to take advantage of the Affordable Connectivity or Lifeline Program, there are several steps which must be completed by you, then verified by Troy Cablevision, Inc., DBA C Spire (hereinafter called "C Spire"). The steps are listed below:

1. Go online to <https://getinternet.gov/apply> and apply Affordable Connectivity Program, for up to \$30 monthly discount. You can reach them by phone at 877-384-2575 for assistance. This site is controlled by USAC and the FCC; C Spire does not maintain or have access to this site.
 - a. Consumers who are eligible for both the Affordable Connectivity Program and the Lifeline program can apply for and participate in both programs, up to the full cost of their monthly broadband service. Service providers should apply the Lifeline discount first, and then apply the ACP benefit.
 - b. Consumers who already participate in the Lifeline program are eligible for direct enrollment in the ACP and do not need to submit a new ACP application.
 - c. To see if your household may qualify for the program or for more information related to the ACP, please visit the program's site at <https://getinternet.gov/apply?In=RW5nbGlzaA%3D%3D>.
2. **For New C Spire Subscribers:**
 - a. Once you have completed the verification process through step 1 above, email a copy of your State Issued ID, service address, contact number and ACP USAC Confirmation ID to ACPPProgram@troycable.com. Then, visit our site join.cspire.com. Here, you will enter the home address for where the service/discounts were qualified, and then select "Affordable Connectivity Program" and select packages. Complete all forms and selections found here. The name, address, and contact information entered in our system MUST match exactly what was entered into acpbenefit.org. **You will need your full application ID from ACP (Example: B64953-76439)**
3. **For Existing C Spire Subscribers:**
 - a. Once you have completed step 1 above, email a copy of your State Issued ID, service address, current account number and ACP USAC Confirmation ID to ACPPProgram@troycable.com. Then, visit our site join.troycable.net. Here, you will enter the home address for where the service/discounts were qualified, and then select "Affordable Connectivity Program" and select packages. Complete all forms and selections found here. The name, address, and contact information entered in our system MUST match exactly what was entered into acpbenefit.org. **You will need your full application ID from ACP (Example: B64953-76439)**
4. After this has been submitted, you will then receive an email that has disclosure and consent forms that must be signed and returned. *** We are unable to proceed to the next step without these signed forms!
5. Upon receipt of the signed forms, identification, and Application ID, C Spire will verify eligibility via the mandated process with the governing agencies. There could be delays in this process depending upon the governing agencies' backlog.
6. Once eligibility is verified, C Spire will automatically apply discounts to existing customers' account or reach out to new customers to arrange for installation.
7. C Spire reserves the right to remove discount from accounts upon notification from USAC that the subscriber is no longer eligible to receive benefit.

*New customers will be responsible for all installation fees, equipment costs, and the remaining balance of the first month's service up front required before we can proceed with scheduling new installation or reconnect. Valid photo ID is required. All accounts under this program are still required to pay any monthly monies owed beyond what the discount covers and are subject to a reduced speed tier plan should they default on payment. For assistance, please contact our office at (334) 566-3310.

Consumer ACP & Lifeline
Enrollment Disclosures & Acknowledgement
Effective Date: July 1, 2023

When submitting your application on join.cspire.net, you will be prompted to give your affirmative consent that you want to participate in the Affordable Connectivity Program (“ACP”) or Lifeline Program through Troy Cablevision, Inc. DBA C Spire (hereinafter called “C Spire”) and that you understand and agree that by submitting this form, I give my affirmative consent, that I want to participate in the Affordable Connectivity Program (“ACP”) or Lifeline Program through C Spire and that I understand and agree that:

- ACP and Lifeline are temporary government programs operated by the Federal Communications Commission that reduce the customer’s broadband internet access service bill and connected devices to help low-income households stay connected during the COVID-19 pandemic;
- Eligible subscribers must enroll in the Affordable Connectivity Program or Lifeline Program through NLAD;
- Lifeline is a Federal Communications Commission program to help make communications services more affordable for low-income consumers. If you currently receive a Lifeline benefit, you automatically qualify for the ACP, and you can receive both benefits at the same time. You can apply your ACP benefit and your Lifeline benefit to the same or separate services;
- I am either a current Lifeline customer and/or Affordable Connectivity Program (“ACP”) recipient and I meet the eligibility requirements in the National Verifier. I may continue my Lifeline service if I choose not to enroll in the ACP Program;
- The household may obtain ACP or Lifeline-supported service from any participating provider of its choosing;
- If I have an existing Lifeline discount currently being applied to internet service, the Lifeline discount will be applied to my bill first, then the ACP credit will be applied;
- I may be required to establish a separate ACP and/or Lifeline account;
- The ACP provides a discount of up to \$30 per month, or \$75 per month for households on qualifying tribal lands, on broadband services depending on price of the service tier or bundle. If the total bill exceeds the discounted amount, I will be responsible for the remaining balance after the ACP discount is applied. This includes any taxes and required fees that are applied to the full amount of the service;
- My household may obtain broadband service supported by the ACP from any participating provider of my choosing and I may transfer my ACP benefit to another provider at any time;
- I may only receive one ACP or Lifeline benefit per household, from one participating provider, and I certify that no other member of my household is receiving a benefit under the ACP or Lifeline Programs;
- Official communications regarding the ACP or Lifeline may be provided in my monthly bill or via a separate letter, email, or text message. I consent to receive such communications from C Spire;
- Due to the temporary nature of the programs, the ACP or Lifeline monthly benefits may be less than the full benefit during the final month of the program when program funding is nearing depletion;
- I agree that all information I provide in connection with my application and/or participation in ACP or Lifeline may be collected, used, shared, and retained for the purposes of determining my eligibility for applying for and/or receiving the ACP or Lifeline benefit. I understand that if this information is not provided to the ACP or Lifeline Program Administrator, I will not be able to get ACP or Lifeline benefits;
- C Spire will notify me of the end date of the ACP or Lifeline Program and give me the opportunity to opt in to continue receiving my broadband service plan to which I am subscribed under the ACP or Lifeline Program by paying the regular rates, terms, and conditions for the plan. If I do not opt in, C Spire will discontinue providing the broadband internet service plan I have been receiving under the program(s);
- I will not be required to pay early termination fees if I choose to terminate or modify my broadband service during my participation in the ACP Program, or upon receiving notice of the benefit ending;
- Providers may disconnect the household’s ACP-supported service after 90 consecutive days of non-payment;
- When the ACP program ends and I opt to keep my broadband service plan when the rates return to standard non-discounted rates, including fees, taxes and equipment;
- Except to the extent modified by the foregoing, I remain bound by all agreements and any and all other terms and conditions and privacy policies applicable to my broadband service(s) and equipment;

- C Spire reserves the right to modify these enrollment terms and any other terms and conditions applicable to the ACP program in accordance with applicable law;
- Subscribers are responsible for all charges incurred for your current packages and past due balances;
- A subscriber may elect an internet package equivalent to the allowable program discount;
- You can continue at your current level of service without increasing the household's bill or you can switch to a lesser internet service option priced at \$30 per month;
- The household will be subject to the provider's undiscounted rates and terms/conditions if the program ends, if the consumer transfers their benefit to another provider but continues to receive service from the current provider, or upon de-enrollment from ACP or Lifeline Program;
- You have the right to opt-out of the Affordable Connectivity Program or Lifeline Program at any time; and
- A consumer may file a complaint against its provider via the FCC's Consumer Complaint Center.

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