

NOTICE OF RATE CHANGE/BENEFIT DISCONTINUANCE

The Affordable Connectivity Program (ACP) is a federal program that was created during the COVID pandemic to ensure households could stay connected to the internet. The ACP connects families and households struggling to afford internet services. The FCC recently announced an end to this program due to lack of appropriation funding. The FCC announced the last month of fully funded credits will be April 2024. After that, the program will shut down if appropriations are not made.

Due to the end of this program, an increase in your monthly internet bill will occur. The increase will be the full amount of the current ACP credit and will take effect with your May 1, 2024, bill. Nuvera, however, will provide the additional funding to fully fund the ACP program through the month of May.

As a customer utilizing this benefit, you may choose to discontinue the broadband service by contacting our office.

To assist with your bill, you may also qualify for the federally funded Lifeline reimbursement program. To apply visit: <https://www.lifelinesupport.org>. If you haven't applied for this program, please do so today. All qualified Lifeline households are eligible for an additional \$10 monthly Connect Assist Credit on your internet service from Nuvera.

If you are approved by the FCC for Lifeline benefits, to start receiving the Connect Assist Credit:

- Forward your approval email from the FCC containing your approval code to SAProjects@nuvera.net.
- Include your birth date and the last 4 numbers of your social security number in the email.

If you have any questions regarding these benefits, please contact us at 844.354.4111.