

Last Updated: January 1, 2023

## **Affordable Connectivity Program Disclosure**

The Affordable Connectivity Program (also known as ACP) is a federal government program that reduces your monthly Internet service bill. ACP has conditions that you must comply with before the ACP benefit can be applied to your account (see below conditions). If you are transferring your ACP benefit, you also need to comply with the below conditions.

- 1. Your ACP-supported service explained.** When you enroll in and receive approval from the ACP via <https://www.affordableconnectivity.gov> and prior to being directed to this document, Wyverd Fiber's customer service representative or online application process explained how the ACP applies to the plan you selected. Activation or use of Wyverd Fiber's service while enrolled in the ACP is subject to the Wyverd Fiber Residential Subscriber Agreement, available at <https://www.wyverd.com/rsa>.
- 2. Information we are required to share with the government.** Wyverd Fiber must transmit certain information about you, including, but not limited to your name, address, date of birth, telephone number, and last 4 digits of social security number, to the federal government's National Lifeline Accountability Database to confirm eligibility and enroll you in the ACP. Once enrolled in the ACP, certain information about you may be transmitted to the federal government's ACP Administrator for participation in this program.
- 3. You only get one ACP benefit, but you are free to use it how you choose.** There is a maximum of one ACP monthly benefit per household regardless of provider and only one ACP benefit per account. You may apply the ACP benefit to any Wyverd Fiber service, including internet and voice service, at the same terms available to households that are not eligible for the ACP. However, if you elect to move your benefit to another qualifying provider, you will no longer be eligible to receive an ACP monthly benefit on your current Wyverd Fiber service.
- 4. How you might lose your ACP-supported service or your ACP benefit.** Wyverd Fiber may disconnect your ACP-supported service after 90 consecutive days of non-payment based on the payment due date as specified on the bill. If you enter delinquent status after a bill due date for your ACP-supported service, Wyverd Fiber may charge you the standard monthly rate for your current plan or move you to Wyverd Fiber's lowest standard internet plan if you selected the 150 Mbps ACP Internet Plan. If you don't use your service within 45 consecutive days, you will be de-enrolled from the ACP, the monthly benefit will be removed from your account, and you will be charged the standard monthly rate for the plan in effect at that time or charged for Wyverd Fiber's lowest standard internet plan if you selected the 150 Mbps ACP Internet Plan. In the event that you transfer the ACP benefit to another provider, you are de-enrolled from the ACP, you otherwise lose eligibility for an ACP benefit, or the ACP ends, then you will be charged the standard monthly rate for your current plan (without the program benefit) or charged for Wyverd Fiber's lowest standard internet plan if you selected the 150 Mbps ACP Internet Plan.

5. **Transferring your ACP benefit.** If you are transferring your ACP benefit to Wyyerd Fiber, you will no longer receive the benefit from your prior service provider. You may be subject to undiscounted rates for any service that remains with your prior service provider.

6. **Need help?** If you are experiencing any problems with your ACP benefit, please call us at the Arizona Office ((623) 455-4555) or the California Office ((619)732-6100). If you have a concern regarding your ACP benefit that Wyyerd Fiber has not addressed to your satisfaction, you have the option to file a complaint against Wyyerd Fiber (or any other participating ACP provider) via the Federal Communication Commission's Consumer Complaint Center. Call 888-994-0446 or visit [fcc.gov/complaints](https://www.fcc.gov/complaints) to register a complaint.