



Help Luna County chart an all-inclusive digital future for people of all ages, incomes and abilities. Your home and business internet speed counts. ***Please take the test*** [NM Broadband Speedtest Survey \(nmbbmapping.org\)](http://nmbbmapping.org)

For Immediate Release

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Luna County new Mexico (February 5, 2024) The Federal Communications Commission (FCC) has recently issued guidelines regarding the wind-down notification process for consumers utilizing the \$30 per month **Affordable Connectivity Program (ACP)**. In compliance with these regulations, internet service providers in Luna County are required to send timely notifications to consumers to avoid a surprise and potentially unaffordable bill when the fund runs out

Low income individuals will be able to sign up for the ACP subsidy until February 7th. However, unless Congress reauthorizes funding, the \$30 per month subsidy is estimated to expire in April.

This date is an estimate and may change.

The FCC has mandated that ACP providers provide multiple notifications to consumers about the impending wind-down of ACP services. In late January, all consumers should have received notices from their internet provider about what the wind-down of funds means for their bill and possible other options. At the time of this writing, the County received samples of the first notification issued to residents connected through ACP contracts with Xfinity and Valley Telcom. There are other providers in the county and all must follow the same mandates from the FCC.

What the FCC mandates:

The first notice must preview the possibility of the end of the ACP and the potential impact to consumers' bills.

The second and third notice must inform consumers of the following:

- That the ACP is ending.
- The impact on their bill.
- The date of their last bill that will receive an ACP subsidy.
- The date consumers need to change their service or opt-out of continuing service to avoid higher charges.
- Notices must be accessible to consumers with disabilities.
- Notices should be sent to consumers in their preferred language.

Luna County Residents are encouraged to contact their internet provider before April if they want to continue or cancel service and to learn more about options. "We understand the significance of losing ACP support for many of our residents," stated Christie Ann Harvey, Executive Director of the Greater Luna County Economic Opportunity Council. "We want to do everything we can to help consumers avoid bills they cannot pay. We hope and pray our residents, some of the most digitally distressed in the state, will be able to have continued connectivity with an extended ACP or extremely low cost option from providers," concluded Harvey.

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Luna County is in southwestern New Mexico, and is bordered on the south by Mexico. The county is dedicated to growing the wealth of the area through the creation of diversified economic based job opportunities for its residents.