

ORDER ID	
FIRST NAME	
LAST NAME	

AFFORDABLE CONNECTIVITY PROGRAM (ACP) DISCLOSURES AND CONSENT

The Affordable Connectivity Program (ACP) is a government program available to eligible consumers, that reduces your broadband internet access service bill and provides a one-time discount to purchase an eligible connected device.

You may only receive **one ACP-supported service discount and one device discount, per household, not per person**. A household is defined as a group of people who live together and share income and expenses (even if not related).

The Program does not require you to accept the discounted device to be enrolled in ACP, however, an eligible device is required to obtain broadband service from SurgePhone Wireless.

You may obtain ACP-supported broadband service from any participating provider and apply the ACP benefit to any broadband service offered, at the same terms available to households that are not eligible for ACP-supported service.

ACP-supported discounted can be applied to any available service plan.

In the event the selected service price exceeds the available ACP discount of \$30/month (\$75/month for eligible households living on tribal lands), you will be responsible for the difference in cost.

If a paid service is delinquent, SurgePhone Wireless may transfer your household to a no cost service plan, fully supported by ACP, or if 90 consecutive days of non-payment, disconnect the ACP-supported service.

In the event the Affordable Connectivity Program ends, you transfer your ACP benefit to another provider, or you de-enroll from the program, and continue to receive service from SurgePhone Wireless, you will be subject to the undiscounted price and general terms for the selected service.

If you wish to file a complaint regarding the Program or service, you may do so via the FCC's Consumer Complaint Center.

To maintain a fully discounted ACP-supported broadband service, **you must use your service (Wi-Fi turned off) at least once every 30-days**. Failure to do so, may result in your service being disconnected.

TRANSFER OF SERVICE

Existing Emergency Broadband Program Or Affordable Connectivity Program Subscriber

If you currently receive Emergency Broadband Benefit Program (EBBP) service or Affordable Connectivity Program (ACP) service with another provider, and wish to enroll with SurgePhone Wireless, please note the following:

- **Your household will be transferring-in its Program benefit to SurgePhone Wireless**
- Upon transferring to SurgePhone Wireless, your benefit will be applied to our service and will transfer out of your previous provider and no longer be applied to any existing service
- You may be subject to the previous provider's undiscounted rates as a result of the transfer, if you elect to maintain service from them.
- You are limited to **one transfer transaction per service month** with limited exceptions .

I acknowledge I have reviewed the provided disclosures, I consent to all as listed, and I provide my authorization to enroll in the Affordable Connectivity Program with SurgePhone Wireless. View SurgePhone Wireless LLC Terms of Service at <https://surgephone.com/terms-of-service>
