



Understanding Your Transition from EBB to ACP

Learn more about the transition from EBB to ACP that occurred March 1, 2022.

Dear Valued Customer,

Thank you for choosing Jackson Energy Authority/EPlus Broadband for your home Internet service. **This letter is to notify you that the 60-Day Transition Period from the Emergency Broadband Benefit (EBB) to the Affordable Connectivity Program (ACP) ended March 1, 2022. You are now enrolled in the ACP and will see the \$30/mo discount toward your Internet service on your next bill.** The ACP is a Federal Communications Commission (FCC) benefit program that replaces the Emergency Broadband Benefit Program (EBB) to ensure that households can afford the broadband they need for work, school, healthcare and more.

Changes to the program include:

Monthly Benefit Changes. The maximum monthly benefit changed from \$50 per month to \$30 per month toward Internet service for eligible households. No action is required to continue receiving the new \$30 monthly benefit. On your next JEA billing statement, you will see this reduced ACP discount for your Internet services.

Switching Service Providers. You may receive broadband service supported by the ACP from any participating provider of your choosing, and you may transfer your benefit to another provider at any time during the program's duration.

Opting out of ACP. You have the right to opt out of the ACP at any time.

All EPlus Broadband Internet packages are eligible for the ACP discount. To learn more about Internet packages including the NEW 100x100 Mbps Internet plus Wi-Fi router for \$30/month exclusively for ACP eligible customers, please call 731-422-7500.

We appreciate the opportunity to bring the fastest Internet to your home, keeping you connected to everything you do online. To learn more about EPlus Broadband fiber optic Internet, Cable TV and Telephone services please call 731-422-7500, go online to www.eplusbroadband.com or visit one of our convenient customer centers: 351 Dr. Martin Luther King Jr. Dr. Jackson, TN 38301 and 2030 Pleasant Plains Extended Jackson, TN 38305.

Jackson Energy Authority