

# Measuring the Impact of the ACP: Survey Results

# Survey Methodology

- At the time of the survey design the ACP population was 21,110,108
- The final sample included 110,000 ACP households; 5,317 total survey responses received, which is a 4.8% response rate
- OEA created a stratification methodology to ensure the sample was representative of the entire ACP population in the following dimensions:
  - 2 Tribal Categories: Tribal benefit vs. Non-Tribal benefit
  - 4 Age Categories: 18-24, 25-49, 50-84, 85+
  - 3 ACP Enrollment Time Periods: 05/2021-12/2021, 01/2022-12/2022, 01/2023-Present
  - 2 Service Types: Mobile & Fixed
  - 2 Rural/Urban Categories: Metro Counties (Urban) & Non-Metro Counties (Rural)
- FCC staff created a stratification methodology to ensure the sample was representative of the entire ACP population, and USAC randomly selected two independent samples and sent emails to 110,000 ACP households between 12/12/2023 and 12/14/2023
- Upon receiving the final responses, strata with low response-rates were collapsed and survey weights adjusted for non-response were calculated and applied

# Survey Question 1:

Question 1: before receiving my ACP benefit, I had:

- a) No internet service
- b) Phone (mobile) internet service only
- c) Home (fixed) internet service only
- d) Both mobile and fixed internet services

If the consumer selected (a) “No internet service” the consumer was then asked: Prior to ACP:

- I relied on accessing the internet at a public library, school, or business establishment
- I relied on accessing the internet service belonging to a person you know, outside of your household
- I did not have a need to access the internet
- Other (Open Response)

If the consumer selected (b) “Phone (mobile) internet service only” the consumer was then asked: I am using the ACP benefit to:

- Reduce the cost of my current mobile plan
- Upgrade my plan to a better mobile plan
- Add a home internet service
- Other (Open Response)

If the consumer selected (c) “Home (fixed) internet service only” the consumer was then asked: I am using the ACP benefit to:

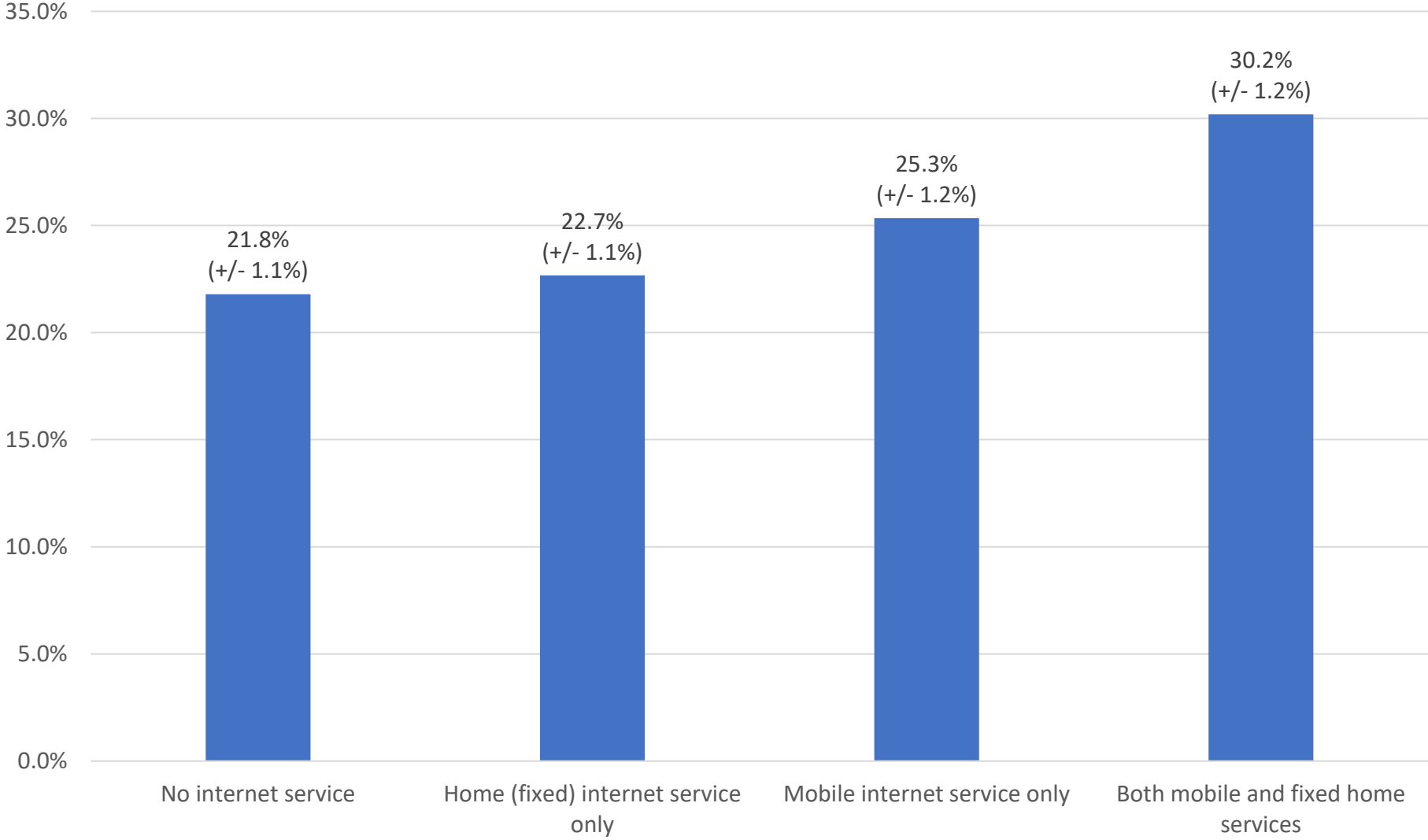
- Reduce the cost of my current home internet plan
- Upgrade my plan to a better home internet plan
- Add a mobile internet service
- Other (Open Response)

If the consumer selected (d) “Both mobile and fixed internet service” the consumer was then asked: I am using the ACP benefit to:

- Reduce the cost of one of my current internet plans
- Upgrade one of my current internet plans
- Add a second additional mobile connection
- Other (Open Response)

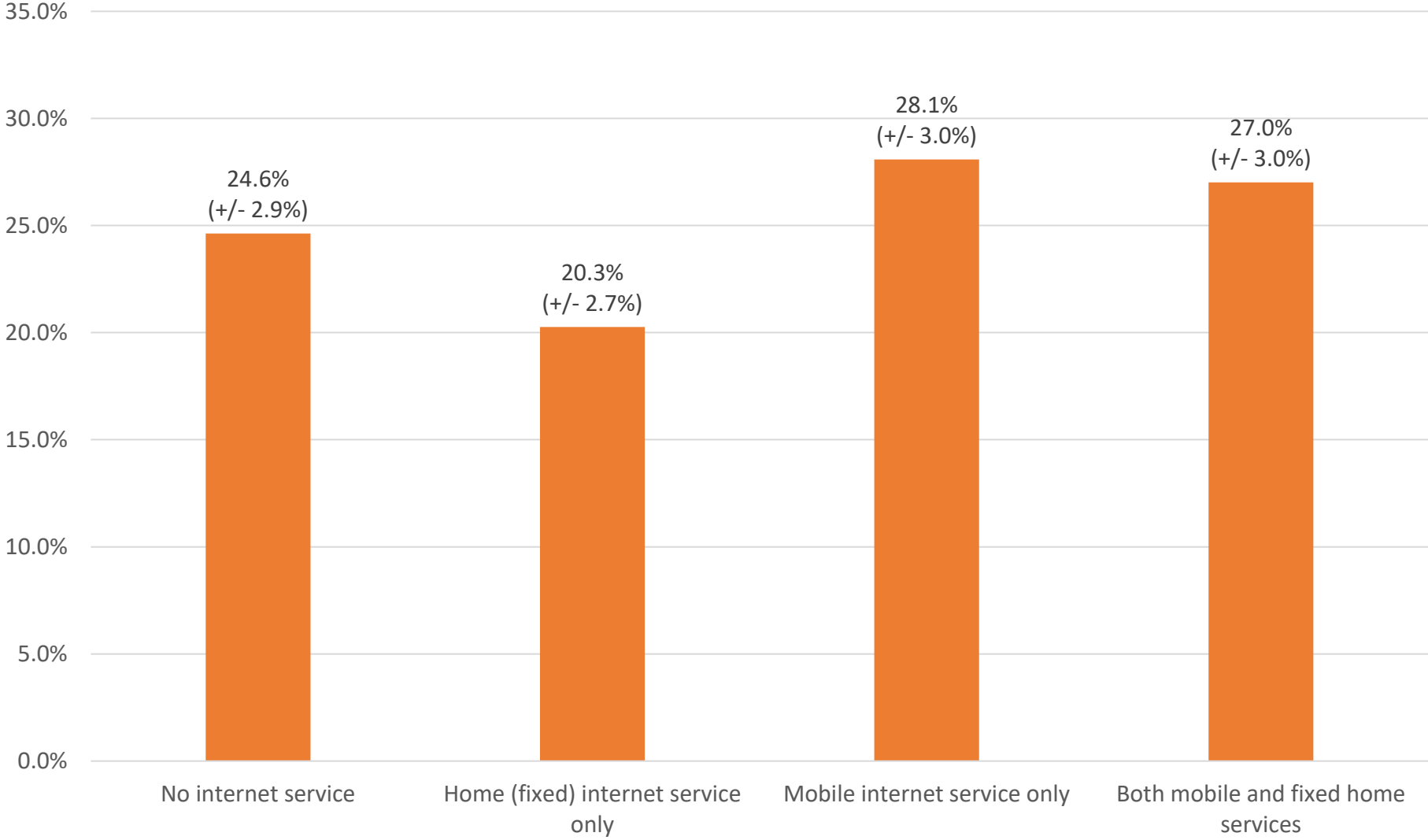
# Survey Question 1 Results (All Respondents):

Before my ACP benefit, I had:



# Survey Question 1 Results (Rural Respondents):

Before my ACP benefit, I had:



# Survey Question 1 Follow-up Results:

Of the 21.8% respondents who said they had no internet service prior to ACP:

- 53.2% (+/- 3.2%) reported they relied on accessing the internet at a public library, school, or business establishment
- 29.9% (+/- 2.9%) reported they relied on accessing the internet service belonging to a person they knew, outside of their household
- 11% (+/- 2.0%) reported they did not have a need to access the internet
- 5.8% (+/- 1.5%) selected "Other" (Open Response)

Of the 25.3% of respondents who said they only had mobile internet service prior to ACP:

- 50.4% (+/- 3.4%) report they use the ACP benefit to reduce the cost of their current mobile plan
- 4.1% (+/- 1.3%) report they use the ACP benefit to upgrade their plan to a better mobile plan
- 38.7% (+/- 3.3%) report they use the ACP benefit to add a home internet service
- 6.9% (+/- 1.7%) selected "Other" and provided an open response

Of the 22.7% of respondent who said they only had home internet service prior to ACP:

- 83.5% (+/- 1.8%) report they use the ACP benefit to reduce the cost of their current home internet plan
- 3.7% (+/- 0.9%) report they use the ACP benefit to upgrade their plan to a better home internet plan
- 7.9% (+/- 1.3%) report they use the ACP benefit to add a mobile internet service
- 5.0% (+/- 1.1%) selected "Other" and provided an open response

Of the 30.2% of respondents who selected they had both home and mobile service prior to ACP:

- 85.4% (+/- 1.6%) report they use the ACP benefit to reduce the cost of one of their current internet plans
- 1.4% (+/- 0.5%) report they use the ACP benefit to upgrade one of their current internet plans
- 3.7% (+/- 0.8%) reported they use the ACP benefit to add a second additional mobile connection
- 9.5% (+/- 1.3%) selected "Other" and provided an open response

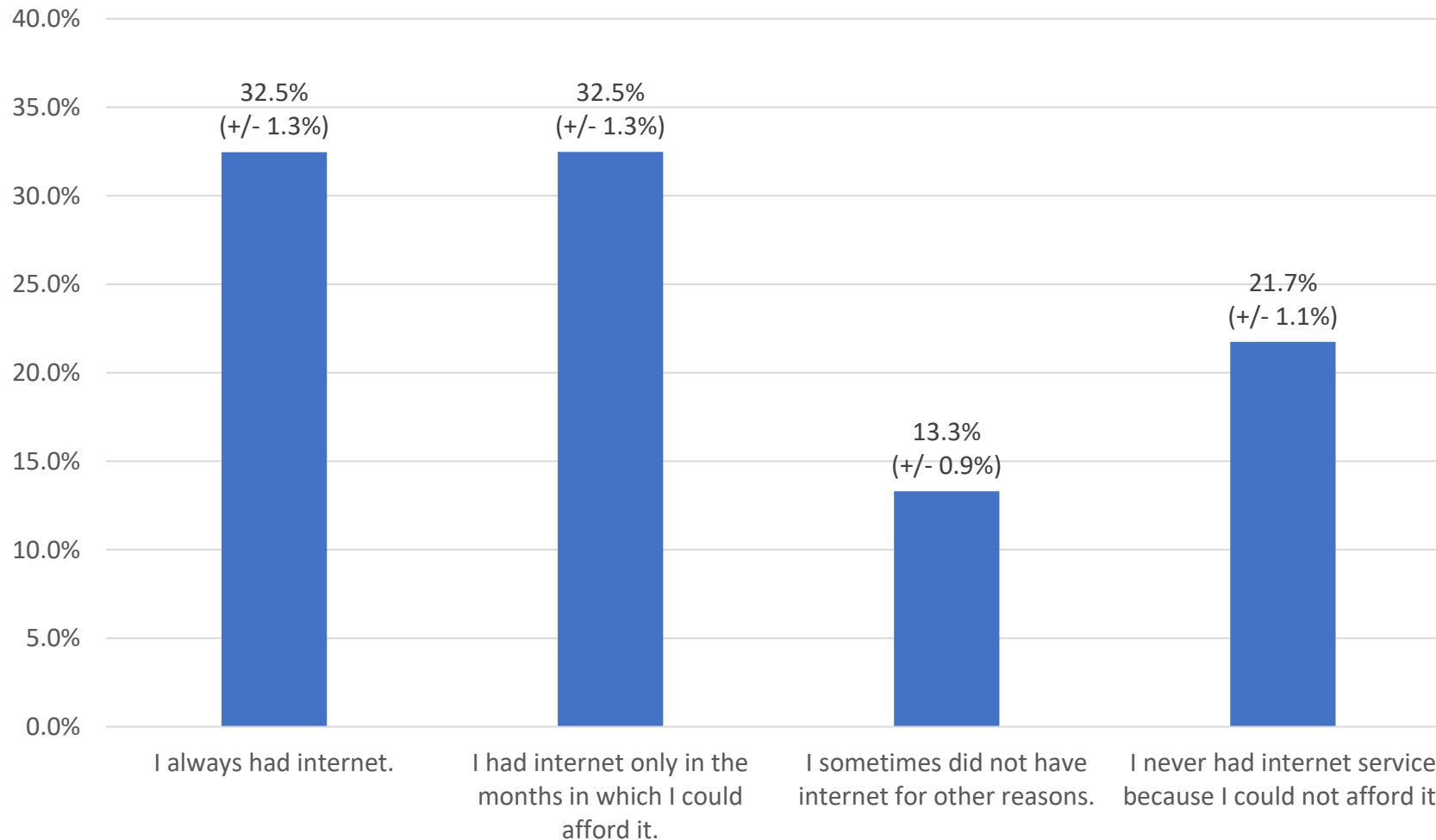
# Survey Question 2:

Question 2: In the year prior to signing up for ACP, were there any months in which you could not afford internet service?

- I always had internet.
- I had internet only in the months in which I could afford it.
- I sometimes did not have internet for other reasons.
- I never had internet service because I could not afford it.

# Survey Question 2 Results (All Respondents):

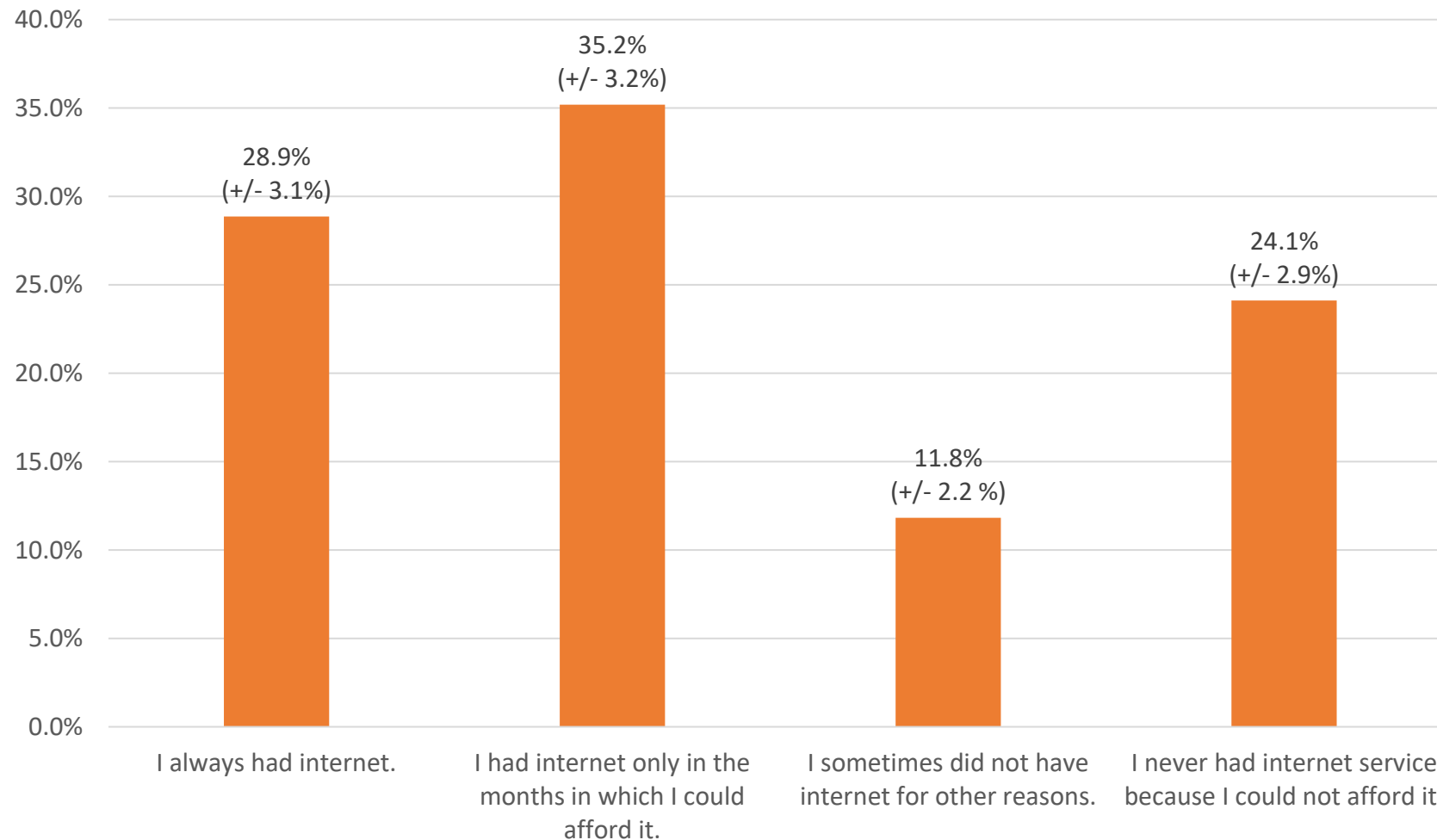
In the year prior to signing up for ACP, were there any months in which you could not afford internet service?





# Survey Question 2 Results (Rural Respondents):

In the year prior to signing up for ACP, were there any months in which you could not afford internet service?



# Survey Question 3:

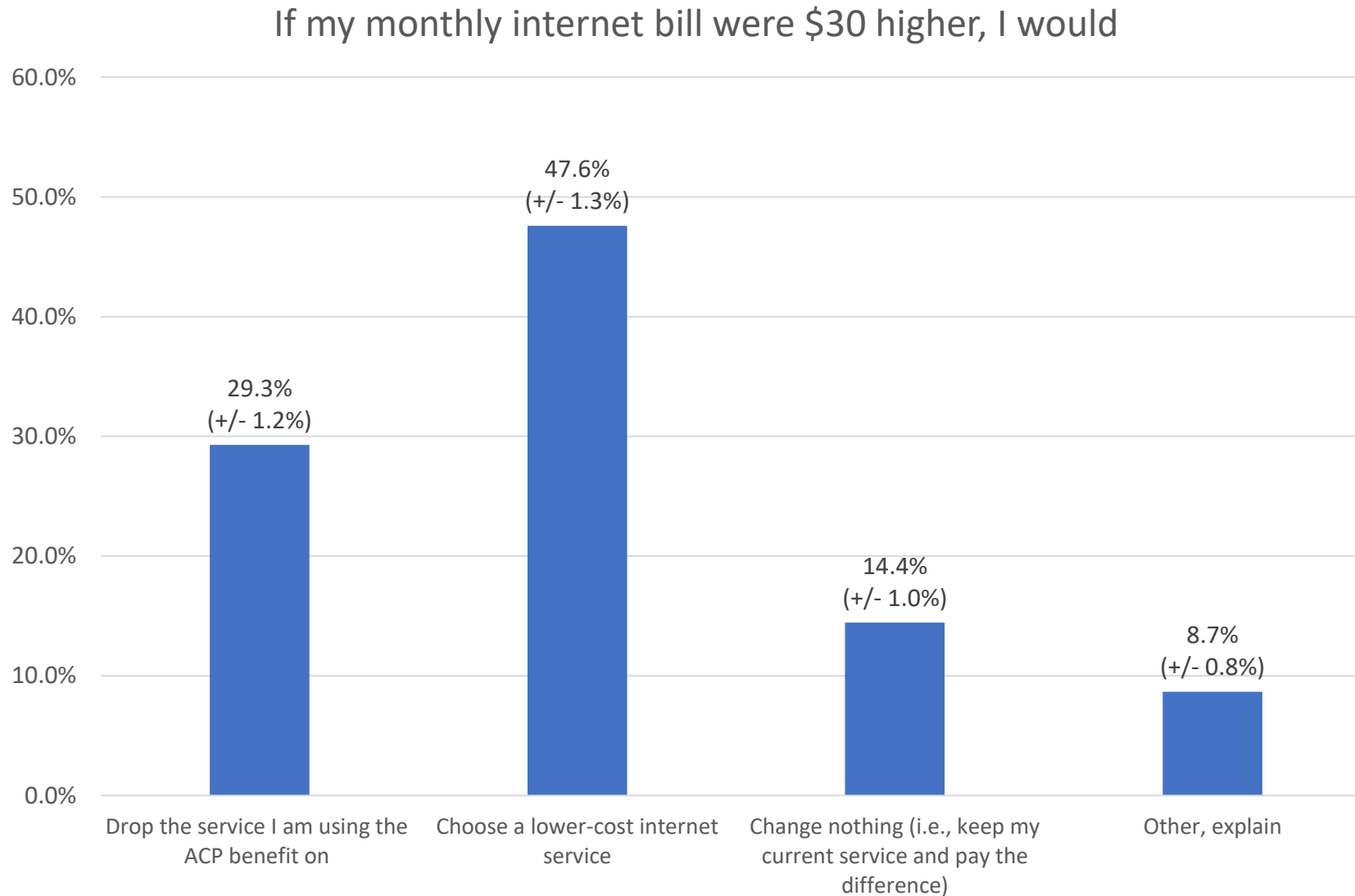
Question 3: If my monthly internet bill were \$30 higher, I would:

- Drop the service I am using the ACP benefit on
- Choose a lower-cost internet service
- Change nothing (i.e., keep my current service and pay the difference)
- Other, explain

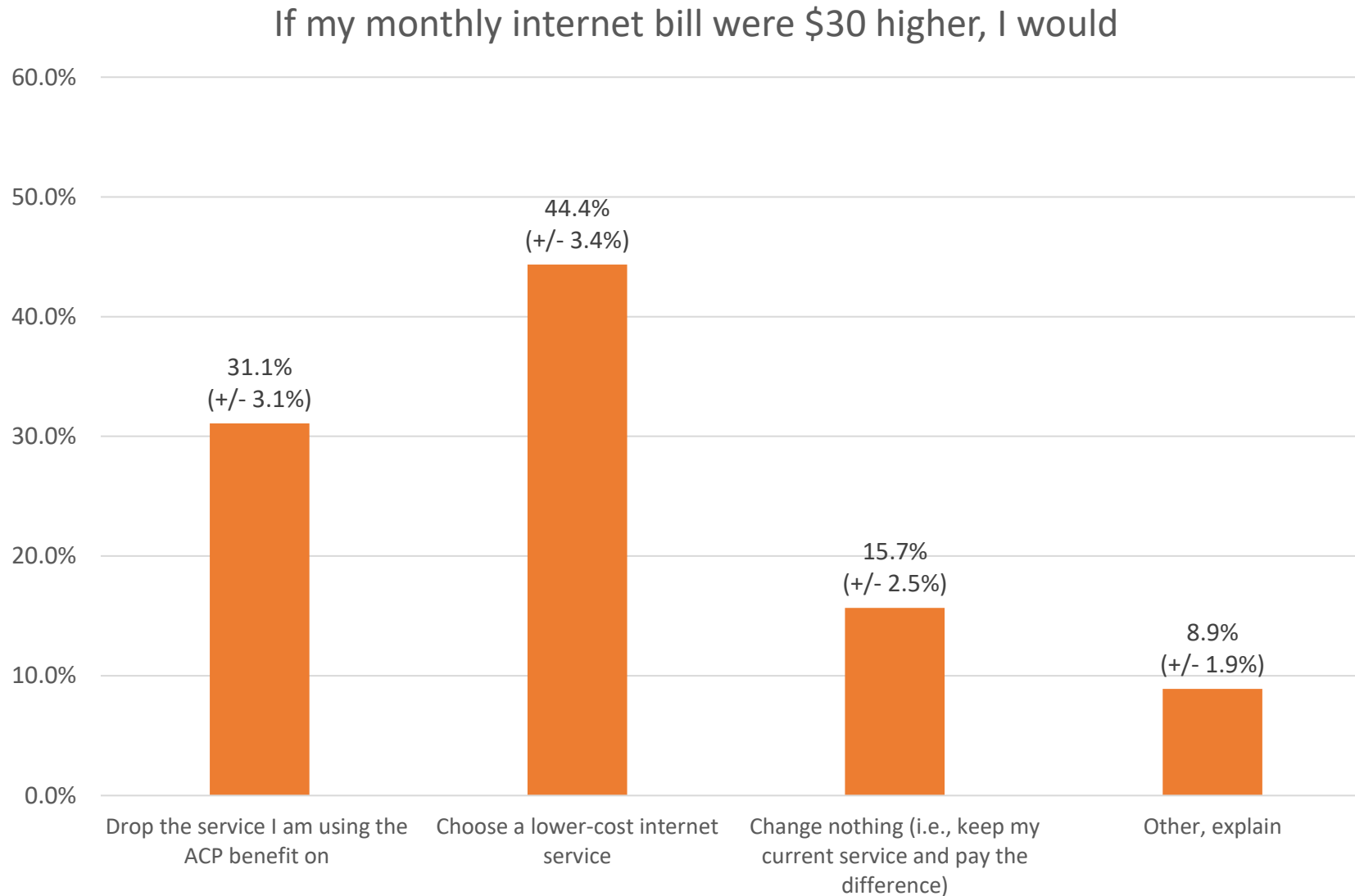
Follow-up if consumer picks option 1: This would leave me with:

- no internet service in my home
- only phone (mobile) internet service
- only fixed (non-mobile) internet service
- both mobile and fixed (non-mobile) internet service

# Survey Question 3 Results (All Respondents):



# Survey Question 3 Results (Rural Respondents):



# Survey Question 3 Follow-up Results:

Of the 29.3% of survey respondents who reported they would drop their service:

- 53.6% (+/- 2.5%) reported this would leave them with no internet service
- 7.9% (+/- 1.3%) reported this would leave them with home (fixed) internet service only
- 32.5% (+/- 2.3%) reported this would leave them with mobile internet service only
- 6.0% (+/- 1.2%) reported this would leave them with both mobile and fixed internet services

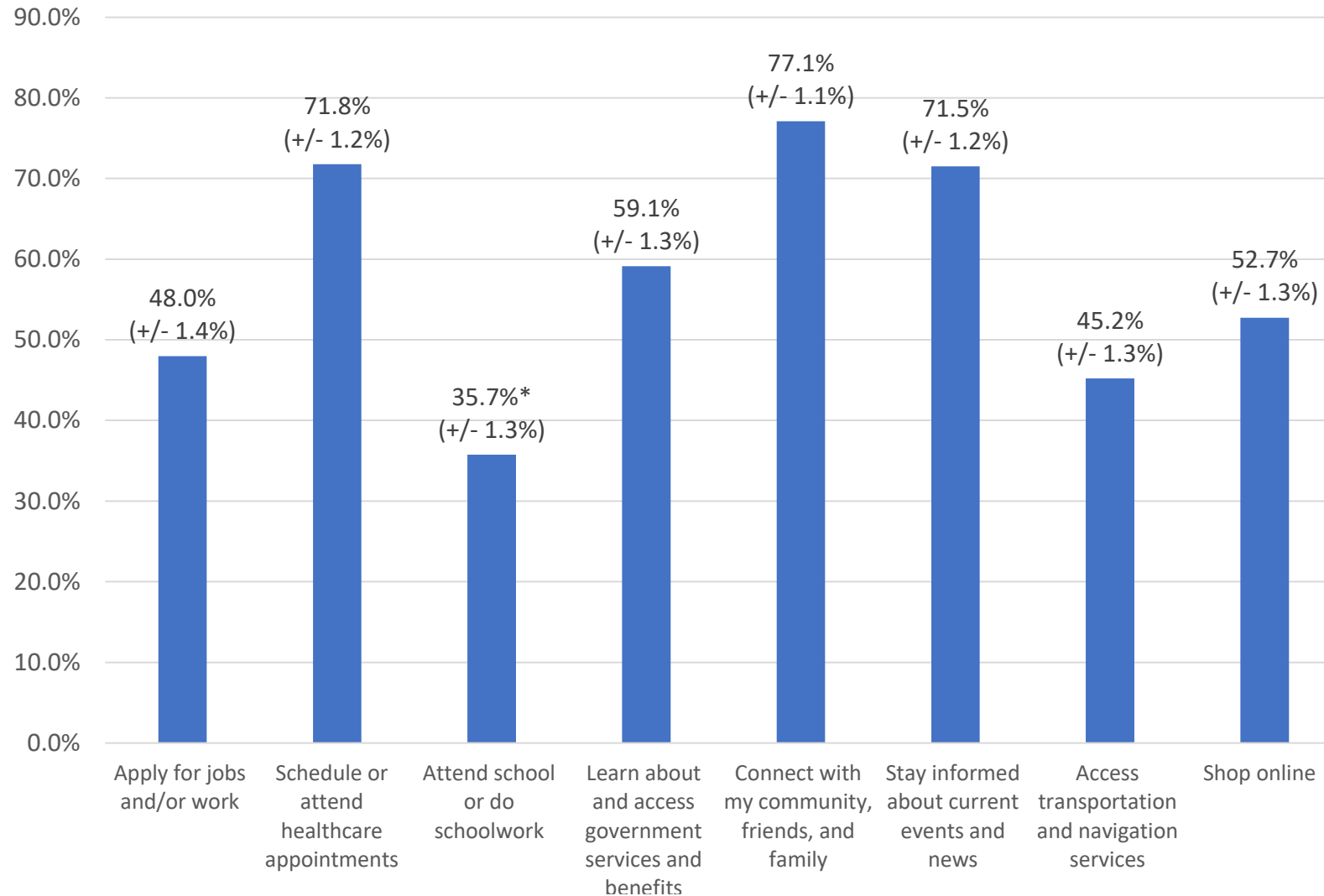
# Survey Question 4:

Question 4: I use my ACP internet service to (select all that apply):

- Apply for jobs and/or work
- Schedule or attend healthcare appointments
- Attend school or do schoolwork
- Learn about and access government services and benefits
- Connect with my community, friends, and family
- Stay informed about current events and news
- Access transportation and navigation services
- Shop online

# Survey Question 4 Results (All Respondents):

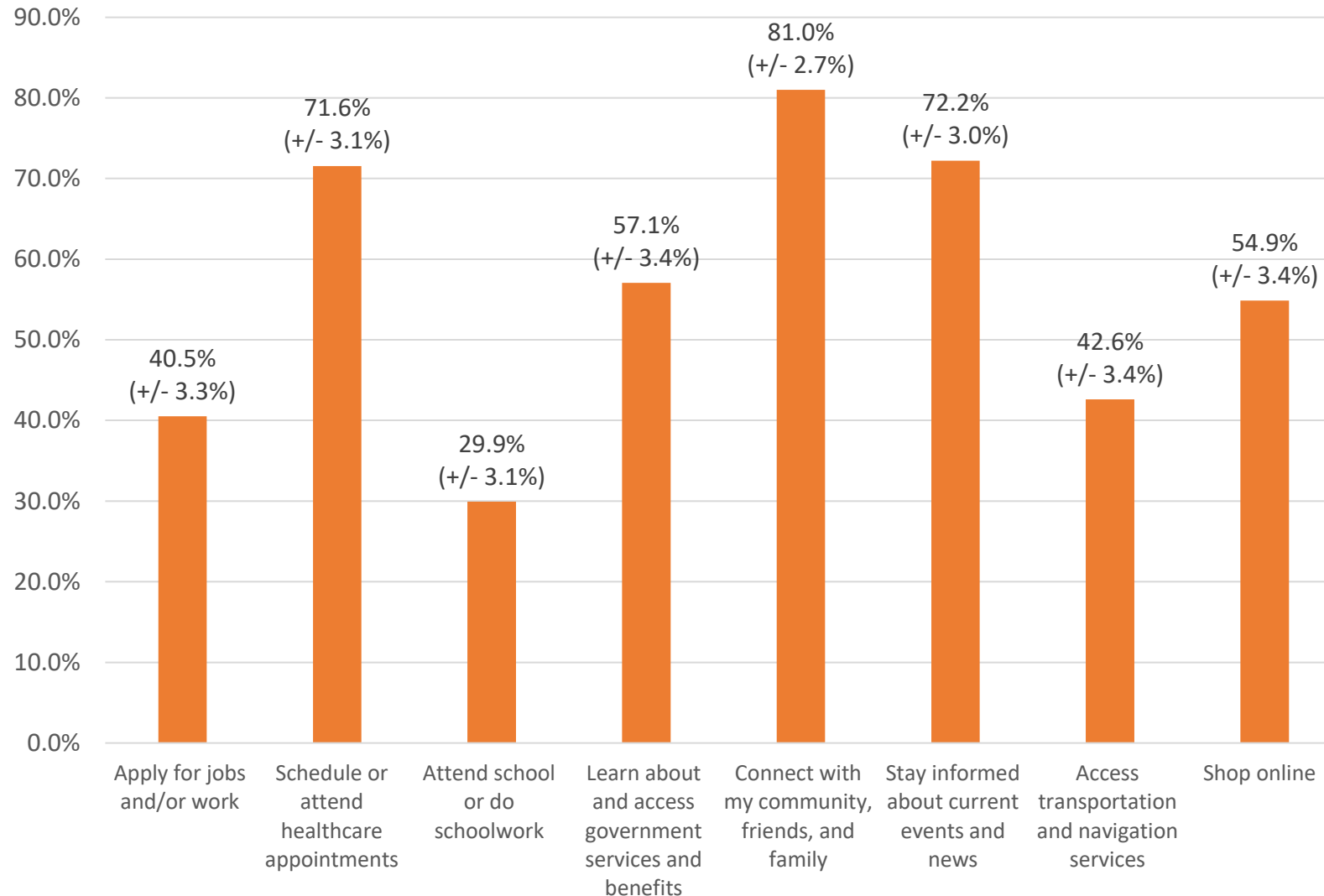
I use my ACP internet service to (select all that apply)



\*Approximately three quarters (74.9%, +/-8.9%) of the survey respondents aged 18-24 (92 respondents fell into this age range) reported using ACP service to attend school or do homework

# Survey Question 4 Results (Rural Respondents):

I use my ACP internet service to (select all that apply)





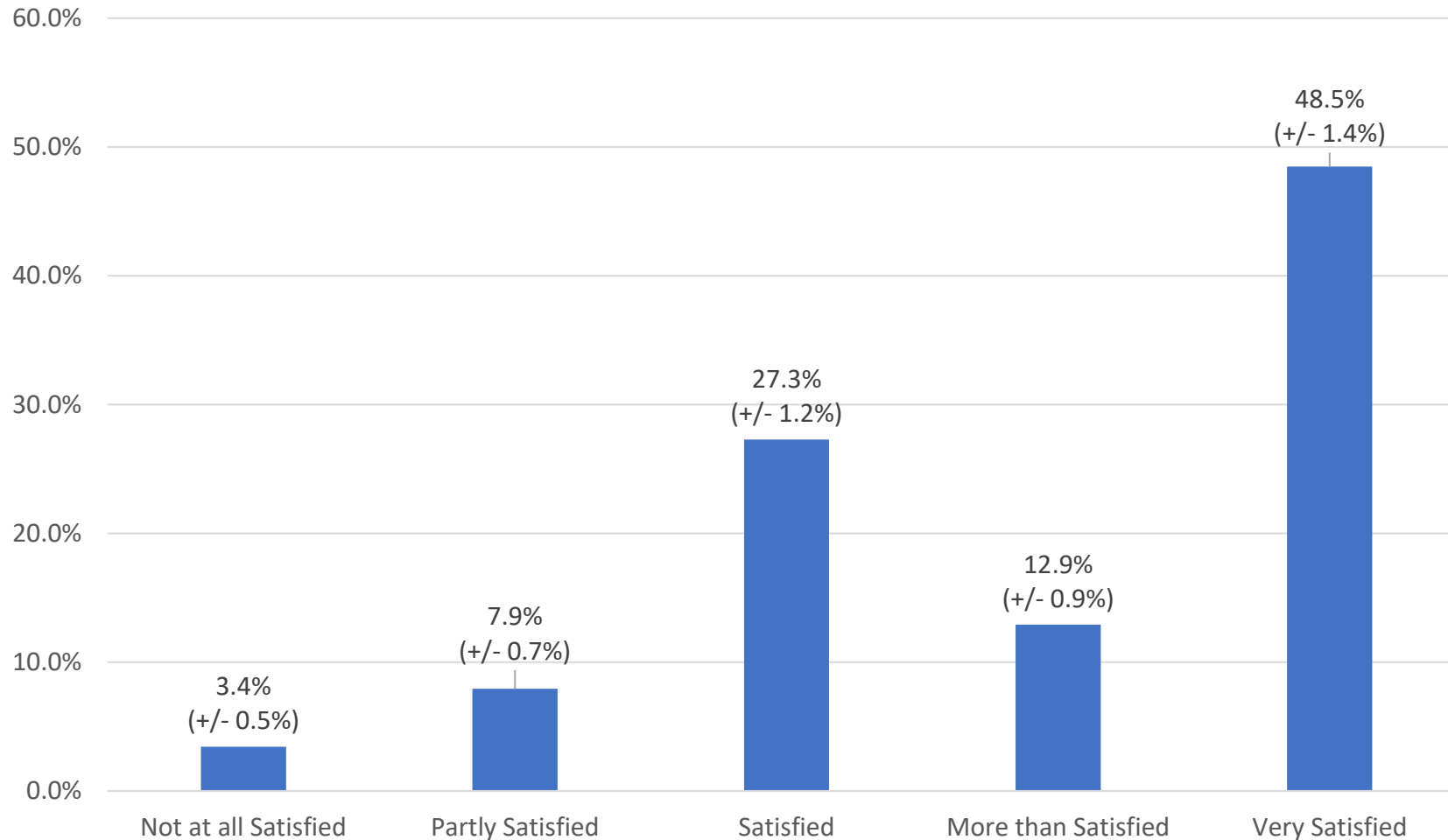
# Survey Question 5:

Question 5: Overall, how satisfied are you with your internet service to which you apply your ACP benefit:

- Not at all Satisfied
- Partly Satisfied
- Satisfied
- More than Satisfied
- Very Satisfied

# Survey Question 5 Results (All Respondents):

Overall, how satisfied are you with your internet service to which you apply your ACP benefit:



# Survey Question 5 Results (Rural Respondents):

Overall, how satisfied are you with your internet service to which you apply your ACP benefit:

