



## Notice of the 100x100 Mbps ACP Exclusive Internet package to be discontinued and steps to transition your Internet service to the next available package.

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Dear Valued Customer,

Our records indicate that you currently subscribe to the 100 Mbps Internet package with router exclusive to ACP subscribers. The Federal Communication Commission (FCC) announced the end of the Affordable Connectivity Program (ACP) with April 2024 being the last fully funded month due to lack of additional funding. **At the conclusion of the program the \$30 per month benefit toward Internet service will no longer be applied to your JEA billing statement. Also, the 100 Mbps Internet package will no longer be available.** Below are a few frequently asked questions about this transition.

**What Internet service package will I have once ACP ends?** Effective May 1, 2024, your Internet package will transition to EPlus 300 Internet (300 Mbps x 300 Mbps) for \$64.99/mo.

**Since my package is changing, what happens with the JEA router included with my 100 Mbps Internet package?** Your new package, EPlus 300 Internet, does not include a router, therefore an additional \$10/mo for Home Area Network will apply if you currently have a JEA supplied router.

**You may change your service or opt-out of continuing service at any time.** No action is required to continue receiving EPlus Broadband Internet service at this time. If you have any questions about the ACP or would like to make changes to your services, please call Jackson Energy Authority at 731-422-7500.

More information about the conclusion of the program is available at [www.eplusbroadband.com/acp](http://www.eplusbroadband.com/acp) or visit the FCC's dedicated ACP site <https://www.fcc.gov/acp>.

To learn more about our services please call 731-422-7500, go online to [www.eplusbroadband.com](http://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