Imagine life without mobile wireless access to the internet in 2022.
It's nearly impossible to conceive of how a family could function, but without programs like Lifeline and the Affordable Connectivity Program, many Americans would not have a phone number or an internet connection and would be cut off from society.

The Lifeline program and the ACP serve a vital role in providing low-income Americans with affordable access to essential communication services. The National Lifeline Association (NaLA) surveyed more than 60,000 customers who use the Lifeline and/or ACP program about who they are and how they use the programs.

Survey results indicate that low-income consumers use Lifeline and/or ACP service to connect to family and to access other government programs, healthcare, jobs and online education.

Consumers rely on subsidized mobile broadband access to participate equally in all facets of daily life.

Lifeline/ACP are helping those who really need it: at least 60% of subscribers live below the poverty line.

Lifeline/ACP eligibility is based on income (135% or less/200% or less than the Federal Poverty Guidelines respectively) or participation in programs like Supplemental Nutrition Assistance Program (SNAP), Medicaid or Federal Public Housing Assistance (FPHA).

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More than 90% of consumers throttle their data usage over the course of the month because they cannot afford to purchase more on top of their capped plans. The amount of data allotted by these programs doesn’t meet the robust connectivity needs of subscribers.

Low-income consumers need affordable access to more mobile broadband than they currently have on limited plans and budgets. More than 90% of consumers throttle their data usage over the course of the month because they cannot afford to purchase more on top of their capped plans. The amount of data allotted by these programs doesn’t meet the robust connectivity needs of subscribers.

Nearly 95% of Lifeline and ACP subscribers say they cannot afford any additional payments toward their monthly service. Lifeline and ACP are essential to keep low-income Americans connected.

About the National Lifeline Association
NaLA works toward the preservation and advancement of Lifeline and the ACP through stakeholder engagement, education, collaboration and advocacy. With an ecosystem-wide membership that includes service providers, distributors, network access aggregators, compliance and software solutions vendors, device manufacturers, program supporters and beneficiaries, NaLA provides a platform to enable the realization of the goal of getting and keeping every low-income American connected to essential communications services.

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