



USAC

## FCC Adds Measures to Protect Consumer Choice in the Affordable Connectivity and Lifeline Program

March 14, 2022

On March 11, the Federal Communications Commission (FCC) released a [public notice](#) announcing the implementation of additional measures to protect consumer choice in the Affordable Connectivity Program (ACP) and the Lifeline program. This public notice was released the same day that the FCC's Office of Inspector General (OIG) issued an [advisory](#) alerting consumers and providers about deceptive enrollment practices that require consumers to consent to enroll in the ACP as a condition of completing their Lifeline application.

Service providers who participate in both ACP and Lifeline cannot require, imply, or suggest that consumers who participate in one program with their company are required to enroll in the other program with their company. Service providers must make it clear to consumers that enrollment in the ACP and Lifeline programs are separate processes and that consumers can choose to apply both benefits to the same service or different services, or use each benefit with different service providers.

Service providers should review their enrollment processes to ensure that those processes do not impede consumers' choice by tying consent to enroll in the ACP with some other action and that processes make it clear that consumers can apply their ACP and Lifeline benefits independently of one another.

The public notice should also serve as a reminder to providers that the FCC is committed to ensuring the integrity of the ACP and addressing potential abuse in the program using its authority and available tools, including audit and investigatory procedures, and in cooperation with the FCC OIG and law enforcement agencies.

### Need Help? Contact Us!

For questions about the Affordable Connectivity Program, service providers can visit [USAC.org](https://www.usac.org) and consumers should visit [ACPBenefit.org](https://www.acpbenefit.org). For general program support, service providers should email [ACProgram@usac.org](mailto:ACProgram@usac.org) and consumers should email [ACPSupport@usac.org](mailto:ACPSupport@usac.org). Both providers and consumers may also call ACP Support Center at (877) 384-2575 for assistance.

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