FCC Announces Additional Program Integrity Measures for ACP Enrollments Based on a Benefit Qualifying Person

September 14, 2022

On September 8, the Federal Communications Commission (FCC) released a public notice announcing the implementation of additional program integrity measures for the enrollment of households in the Affordable Connectivity Program (ACP) based on a Benefit Qualifying Person (BQP). This public notice was released the same day that the FCC's Office of Inspector General (OIG) issued an advisory raising concerns about multiple enrollments of households within the program using the same BQP.

The ACP benefit is limited to one benefit-per-household, and a single BQP cannot be used to qualify multiple households for the program. In order to prevent potential waste, fraud, and abuse in enrollments using the same BQP, USAC and the FCC are taking the following steps:

1. USAC has de-enrolled households that enrolled in the ACP based on the same BQP as another household that is already enrolled in the ACP.

2. USAC is modifying the National Verifier to prevent multiple households from enrolling in the ACP using the same BQP and is conducting regular program integrity checks to identify any enrollments based on a duplicate BQP.

3. USAC has instituted a process for holding payments to limit the amount of potentially improper payments disbursed to providers that claim households enrolled with a duplicate BQP.

Service providers who participate in the ACP must implement policies and procedures to ensure that their subscribers are eligible to receive the ACP benefit, and that these policies include measures to check for intracompany duplicate subscribers.

This public notice serves 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.

Outreach & Trainings
USAC will continue to distribute bulletins and conduct trainings to help service providers and other program participants understand all ACP Orders and their effect on current and new program processes. USAC will also continue to update its ACP service provider web content to reflect updated ACP rules and processes. Find upcoming trainings and other resources on the ACP Learn page on USAC's website.

Need Help? Contact Us!
For questions about the Affordable Connectivity Program, service providers can visit USAC.org and consumers should visit AffordableConnectivity.gov. For general program support, service providers should email ACProgram@usac.org

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