

Consumer Complaints:

Phone: (888) 225-5322

Online: [FCC consumer complaint center](#)

Media Contact:

MediaRelations@fcc.gov

For Immediate Release

**CONSUMER ADVISORY: FEDERAL COMMUNICATIONS COMMISSION
WARNS CONSUMERS ABOUT WEBSITES ADVERTISING THE
AFFORDABLE CONNECTIVITY PROGRAM**

The ACP has ended and enrollments are closed

WASHINGTON, November 26, 2024 – Consumers shopping for new devices and considering making changes to their existing home or mobile broadband service plans this holiday season may find that some internet service providers have not updated their websites and other marketing materials to reflect that the Affordable Connectivity Program (ACP) and its monthly discount on broadband services ended on June 1, 2024. Some provider websites even continue to collect personal information from consumers seeking enrollment in ACP.

The FCC and the Universal Service Administrative Company (USAC), the ACP program administrator, have [reminded providers](#) that failing to accurately update websites and materials to reflect that the ACP has ended may violate the Commission's ACP rules that prohibit providers from engaging in false or misleading advertising of the ACP.

If you encounter a website claiming to provide an ACP benefit or seeking personal information for ACP enrollment, file a complaint by visiting the FCC's Consumer Complaint Center at [fcc.gov/complaints](https://www.fcc.gov/complaints).

If you entered your personal information, like your social security number, credit card, or bank information on a website offering ACP enrollment after February 8, 2024, visit [IdentityTheft.gov](https://www.identitytheft.gov). There you'll see the specific steps to take based on the information that you shared.

[Are there other FCC's programs that can help reduce monthly internet bills?](#)

Closing the digital divide remains a priority for the Commission and consumers seeking assistance on their broadband bills may be eligible to enroll in the FCC's Lifeline program. Lifeline provides a discount on qualifying monthly telephone service, broadband service, or bundled voice-broadband packages purchased from participating providers. Please visit <https://www.lifelinesupport.org/> for information on how to apply. If you need additional assistance, contact Lifeline Support Center by calling (800) 234-9473 or emailing LifelineSupport@usac.org. The support center is open 7 days a week, from 9:00 a.m. to 9:00 p.m. ET.

What Happened to the ACP?

Due to a lack of additional funding from Congress, the ACP ran out of funds and ended on June 1, 2024. As a result, the ACP program is no longer accepting applications or providing monthly discounts on internet services.

Learn more about the end of the ACP program:

<https://www.fcc.gov/sites/default/files/ACP-Fact-Sheet-Post-ACP-Ending.pdf>

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This is an unofficial announcement of Commission action. Release of the full text of a Commission order constitutes official action. See MCI v. FCC, 515 F.2d 385 (D.C. Cir. 1974).