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For Immediate Release

**FCC INSPECTOR GENERAL ISSUES ADVISORY REGARDING
PROVIDER EFFORTS TO DECEIVE LIFELINE CONSUMERS
DURING THE ONLINE ENROLLMENT PROCESS**

WASHINGTON, March 11, 2022 – In an Advisory issued today, the Office of Inspector General of the Federal Communications Commission alerted Lifeline, Emergency Broadband Benefit and Affordable Connectivity Program consumers and providers to improper and abusive enrollment practices that are part of some providers’ online enrollment processes. This action is taken in furtherance of OIG’s mission to detect and deter ongoing fraud schemes and other threats to program integrity.

These providers impermissibly coerce and deceive applicants for Lifeline service into enrolling in unwanted EBB/ACP service or into transferring their EBB/ACP service away from their preferred provider, contrary to the FCC Enforcement Bureau’s earlier Enforcement Advisory and FCC rules. OIG reminds all Lifeline, EBB and ACP providers that they are required to implement policies and procedures for ensuring their online enrollments comply with FCC rules.

Additionally, the Advisory requests consumers who have experienced similar tactics that interfere with their choice of service provider to contact the FCC OIG at the OIG Hotline at (202) 418-0473 or Hotline@fcc.gov.

Inspector General David L. Hunt said, “Our office is committed to using every tool at our disposal to fight fraud, waste, and abuse in the Lifeline, EBB and ACP programs. Advisories such as this play an important role in alerting program stakeholders that we will scrutinize carefully compliance with all program rules to identify and deter fraudulent practices and those that threaten program integrity.”

The Advisory is available at: <https://docs.fcc.gov/public/attachments/DOC-381268A1.pdf>

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**Office of Inspector General: (202) 418-0473/ Email: Hotline@fcc.gov
<https://www.fcc.gov/inspector-general>**

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).