



ACP Consumer Protections & Informal Complaint Process

What's happening with the ACP?

The \$14.2 billion Congress initially made available to establish the Affordable Connectivity Program (ACP) as a part of the Bipartisan Infrastructure Law has run out. Without new funding from Congress, the Commission announced April 2024 as the last month households enrolled in the ACP received the *full* ACP discount, as they have received in prior months, with some ACP households receiving a *partial* discount in May 2024 if their provider elected to participate in the May partial reimbursement month. Without new Congressional action, effective June 1, 2024, households enrolled in the ACP will no longer receive a monthly discount on their internet service bill.

ACP Consumer Protections

The ACP established a suite of consumer protections that internet companies had to follow in order to participate in the program. However, with the program ending, some consumer protections are no longer in place such as prohibiting certain credit checks not related to enrollments and restrictions on switching ACP service providers or service offerings. There are some ACP consumer protections that will remain in place including:

- *Terminating Service:* ACP internet companies cannot terminate an eligible ACP household's ACP-supported internet service for failure to pay for the service until 90 days has passed since the bill payment due date. However, ACP internet companies can switch the household to a lower-cost plan with advance notice if the household enters a delinquent status after the bill due date. This rule will be in place for as long as the household continues to receive the ACP discount.
- *Early Termination Fees:* If a household entered into a service plan with a service contract and applied their ACP discount to that service plan, the internet company cannot charge the household an early termination fee for terminating that service contract early, even after the ACP ends.

FCC Consumer Complaint Process

The FCC is committed to supporting households previously enrolled in the ACP through the agency's consumer complaint process. By filing a consumer complaint and sharing your experience, you contribute to federal enforcement and consumer protection efforts on a national scale and help us identify trends and track the issues that matter most to consumers, to include internet affordability.

To Submit a consumer complaint:

- **Online:** <https://consumercomplaints.fcc.gov>
- **By phone:** You can submit an informal complaint over the phone by calling 888-CALL-FCC (888-225-5322)
- **En Espanol:** Haga su reclamo en línea <https://consumercomplaints.fcc.gov>, o llame al 1-888-225-5322 para recibir atención en español.

What happens after you file a complaint?

- **Tracking Your Complaint**

You will receive an email with a confirmation that your complaint is received. You will also receive periodic updates for complaints that are served on a provider. You can respond directly to one of those emails to update your complaint.

- **Gathering Information**

You may be contacted by an FCC consumer representative, if more information is necessary to complete the complaint.

- **Reviewing your complaint**

Not all complaints are actionable or constitute a rule violation. Not all complaints are served on a provider. Certain complaints are shared internally or referred to other agencies.

- **Serving the Complaint**

When all required information has been gathered for billing or service complaints, the FCC sends your complaint to the service provider.

- **Service Provider Response**

The provider is required to respond in writing to the complaint within 30 days of receipt of the complaint. The Provider must copy you on the response.

Finding Solutions

The FCC cannot resolve all individual complaints, but we can provide information about your possible next steps. The collective data we receive from complaints helps us keep a pulse on what consumers are experiencing, may lead to investigations and serves as a deterrent to the companies we regulate.

Thank you for your help in informing our efforts.

Stay Informed

To prevent loss of service, unexpected charges, or to ensure an easy transition to a new service plan or internet service provider households enrolled in the ACP are strongly encouraged to:

- Consistently check their emails, text messages, and mail for notices from their internet company about the ACP ending and how it will impact their internet bill.
- Contact their internet company and ask if they have a lower cost plan and/or a low-income program. *When calling their internet company, have account and billing verification information.*
- Consumers can also file a complaint through the FCC's Consumer Complaint Center at <https://consumercomplaints.fcc.gov> about ACP billing and service issues.