

United States Senate

WASHINGTON, DC 20510

November 9, 2023

The Honorable Jessica Rosenworcel
Chairwoman
Federal Communications Commission
45 L Street NE
Washington, D.C. 20554

Dear Chairwoman Rosenworcel,

I write regarding reports from my home state—the commonwealth of Pennsylvania—of payment issues with the Affordable Connectivity Program (ACP). This is a critical program and a lifeline for Americans to access broadband, which was once seen as a luxury but is now a necessity. As my colleagues and I work to find long-term funding solutions for ACP, both the FCC and companies that administer and benefit from ACP must do right by Americans who rely on the it.

The ACP continues to be a wildly popular and successful program. Over 700,000 households in Pennsylvania alone have signed up for and benefit from the program, and that number continues to grow. But I've heard from constituents across the commonwealth that some of these households have encountered issues receiving their benefits. Specifically, some service providers are requiring that users show proof of one month of service before qualifying for the discount. As a result, families are being forced to foot the bill of the first month—a cost that some can't afford.

This is wrong. ACP exists to cover these costs. If the providers force them to pay, it means the program is not living up to its original mission.

With this concern in mind, please provide answers to the following questions:

- Is the FCC aware of this issue?
- Is the FCC currently investigating if this is happening and which service providers may be participating in this practice? And if not, does the FCC have plans to do so?
- In the FCC's interpretation, does this action violate statute authorizing ACP?

Thank you in advance for your response. If you have any questions, please reach my office at 202-224-4254. I look forward to working with you to further improve and fund ACP.

Sincerely,



John Fetterman
United States Senator