

Telecommunications

Hot Topics

- Issue Brief & Fact Sheet: Consumer Protections and the Affordable Connectivity Program, Jun. 2022
- NCLC Digital Library article: New Federal Benefit Provides Affordable Broadband Access, Apr. 18, 2022
- Coalition letter to the FCC Requesting Extension of the Covid-19 Lifeline Waivers, Restore Lifeline Voice Support and Freeze Lifeline Minimum Standards, August 10, 2020
- Low-income consumer advocate comments to the FCC re: October 2019 Notice of Proposed Rule Making on Lifeline and Affordable Broadband, Jan. 27, 2020

Low-income households are at risk of losing access to affordable telecommunications services in a rapidly changing and increasingly deregulated marketplace. NCLC advocates for continued strong consumer protections, low-income discount programs, and equal access to broadband and wireless services.

For additional information on consumer issues related to the Telephone Consumer Protection Act, please visit our Robocalls & Telemarketing issues page.

Policy Analysis

Telecommunications Policy Briefs, Reports & Press Releases

- Issue Brief & Fact Sheet: Consumer Protections and the Affordable Connectivity Program, June 2022
- NCLC Digital Library article: New Federal Benefit Provides Affordable Broadband Access, April 18, 2022
- Fact Sheet: Apply Now for up to \$30 a Month for Broadband Service with the Affordable Connectivity Program, February 2022
- Fact Sheet: Utility Help in Massachusetts, January 2022
- Blog: How a New Federal Program Is Helping More People Get Connected to Broadband, June 2, 2021
- Fact Sheet: The FCC's Emergency Broadband Benefit Program, May 12, 2021
- Press release: Federal Emergency Broadband Benefit (EBB) Program to Launch Wednesday, May 11, 2021
- Issue Brief: Broadband Service is a Racial Equity Priority, September 2020
- Issue Brief: Digital Divide: Millions of Americans Have Limited or No Meaningful Access to the Internet, August 2019
- Press Statement: Nearly 50 Organizations Oppose FCC Proposed Cap on Universal Service Fund, June 11, 2019
- Issue Brief: How Victims of Crime and Domestic Violence Survivors in Massachusetts Can Receive Discounted Voice and Data Service through the Federal Lifeline Program, May 2019
- Press Statement of National Consumer Law Center Attorney Olivia Wein Regarding FCC Proposal to Cap Critical Universal Service Fund Programs, Mar. 28, 2019

More Telecommunications Policy Briefs, Reports & Press Releases >>>

Telecommunications Comments and Testimony

- Group Comments to the FCC re: TCPA Application to Robocalls and Automated Text Messages

to Encourage Continuation in Governmental Health Coverage Programs, May 24, 2022

- Group Comments to the FCC re: Affordable Connectivity Program (ACP) limited waiver petitions regarding choice of service rules; WC Docket No. 21-450, Apr. 5, 2022
- NCLC, Next Century Cities, & Common Sense Media Comments to the FCC re: Report on the Future of the Universal Service Fund; WC Docket No. 21-476, Feb. 17, 2022
- NCLC, United Church of Christ Media Justice (UCC MJ), and Benton Institute for Broadband & Society Comments to the FCC re: In the Matter of the Affordable Connectivity Program, Emergency Broadband Benefit Program, WC Docket Nos. 21-450, 20-445, Jan. 11, 2022
- Reply Comments of the National Consumer Law Center and the United Church of Christ Media Justice Ministry, WC Docket No. 21-450, Dec. 23, 2021
- Opening Comments of the National Consumer Law Center and the United Church of Christ Media Justice Ministry, WC Docket No. 21-450, Dec. 8, 2021
- NCLC & United Church of Christ, OC, Inc. Comments to the FCC re: the State of the Lifeline Marketplace, Apr. 2021
- NCLC & United Church of Christ, OC, Inc. Comments to the FCC re: Emergency Broadband Connectivity Fund Assistance, Jan. 25, 2021
- Joint Public Interest Comments to the FCC Supporting the National Lifeline Association's Petition of Waiver of Lifeline Mobile Broadband Minimum Standard and Voice Support Phase-Down, Sep. 14, 2020
- Low-income consumer advocate comments to the FCC re: October 2019 Notice of Proposed Rule Making on Lifeline and Affordable Broadband, Jan. 27, 2020

More Telecommunications Comments and Testimony >>>

Telecommunications Letters

- Letter to California Governor Newsom Requesting Signature on Keep Families Connected Act, September 2, 2022
- Group letter to the Biden Administration Urging Quick nomination of a Fifth FCC Commissioner, June 11, 2021
- Coalition letter to the FCC Requesting Extension of the Covid-19 Lifeline Waivers, Restore Lifeline Voice Support and Freeze Lifeline Minimum Standards, August 10, 2020
- Group letter urging Congress to address civil rights and privacy, April 19, 2019

More Telecommunications Letters >>>

Additional Resources

- Op-ed by National Consumer Law Center attorney Olivia Wein in **The Hill** "The FCC Should Not Hang Up on Low-Income Disaster Survivors," November 7, 2018
- Op-ed by National Consumer Law Center attorney Olivia Wein in **Governing Magazine** "How Governments Can Keep Disaster Survivors Connected with Affordable Telecommunications," November 2, 2018
- NCLC's Energy and Utility Publications and Resources