



NOTICE: A Shared Responsibility for Maintaining Vigilance Against and Reporting Fraud



The National Lifeline Association (NaLA) has defended and will continue to defend the important work done by distribution partners and enrollment representatives who connect eligible consumers with essential Lifeline benefits. NaLA, through its **National Agent Coalition (NAC)**, works to promote and support compliant engagement and enrollment efforts by marketing/distribution partners and service providers.

Further, NaLA continues to call on members to *report questionable conduct appropriately*.

Based on the perceived conduct, such reporting may include “up the chain” reporting to supervisors or company management, or further up to service provider management. In cases of suspected fraud, NaLA also encourages reporting to the **Federal Communications Commission’s Office of Inspector General (888-863-2244 or 202-418-0473 or [fcc.gov/inspector-general/hotline](https://www.fcc.gov/inspector-general/hotline))**. Where credible evidence of criminal fraud exists, report it to the FCC’s hotline.

NaLA needs everyone’s help in protecting distribution companies, ETCs and the Lifeline program from bad actors or even those who make poor choices without fully understanding the circumstances and consequences.

In particular, NaLA calls on all members to remain vigilant to detect and prevent the enrollment of deceased individuals in Lifeline, the use of falsified documentation in the verification and enrollment process, and the use of subscriber lists or “pre-approved” leads.

With respect to deceased individuals, it is never acceptable to allow another member of a household – or anyone else – to use their identity.

With respect to falsified documents, it is never acceptable to create them or accept them. Do not allow such documents to pass through you or your organization.

With respect to subscriber lists, you should never use them or express any interest in them. If someone reaches out to you over social media with “leads” – do not engage.

Failure to take action against fraud can lead to the loss of pay, employment, criminal sanctions, fines and time in prison.

NaLA has a simple message on fraud: Don’t do it. And if you see it, report it.



**National Lifeline
Association**



Have questions about what this means?

Talk to your manager or email NaLA: info@nalalifeline.org