

**Welcome to the Montgomery County, MD  
Emergency Broadband Benefit (EBB) Orientation!  
Thanks for joining us - our session will begin shortly.**

While you are waiting, please:

- Mute your sound
- Type your name, organization, and email address in the chat window

During the Orientation:

- Type your questions and comments in the chat window.
- If we don't get answer your question in this orientation, we will update our Frequently Asked Questions (FAQ) document with answers to your questions.

**Materials from this webinar will be available here: [www.montgomerycountymd.gov/digitalequity](http://www.montgomerycountymd.gov/digitalequity)**

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## Emergency Broadband Benefit (EBB) Orientation

May 2021



**MONTGOMERY  
COUNTY**



1. Welcome and Introductions
2. Digital Divide in Montgomery County, MD
3. Emergency Broadband Benefit (EBB) Program  
Overview & Participating Providers
4. Q&A
5. Ways You Can Help
6. Next Steps

# Welcome Montgomery County Partners



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**Welcome! Please write in the chat window your name, organization, and email address**

## Session Background:

- We believe everyone should have affordable access to a computing device and high-speed internet in their home, along with foundational computer skills. Connectivity is vital for access to jobs, education, health and human services.
- But right now in Greater Washington, there are over 300,000 families without internet connectivity.
- Montgomery County has joined forces with **Connected DMV**, a regional nonprofit promoting economic growth and social equity across the District, Maryland and Virginia (“DMV”) to close the digital divide in our region. Under the banner **Connectivity for All**, we are coming together to help low-income families across Greater Washington get connected.
- **We need your help in getting the word out about the Federal Emergency Broadband Benefit (EBB) program and helping eligible residents enroll in this important benefit.**



# Welcome from Montgomery County



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## Montgomery County Office of Broadband Programs

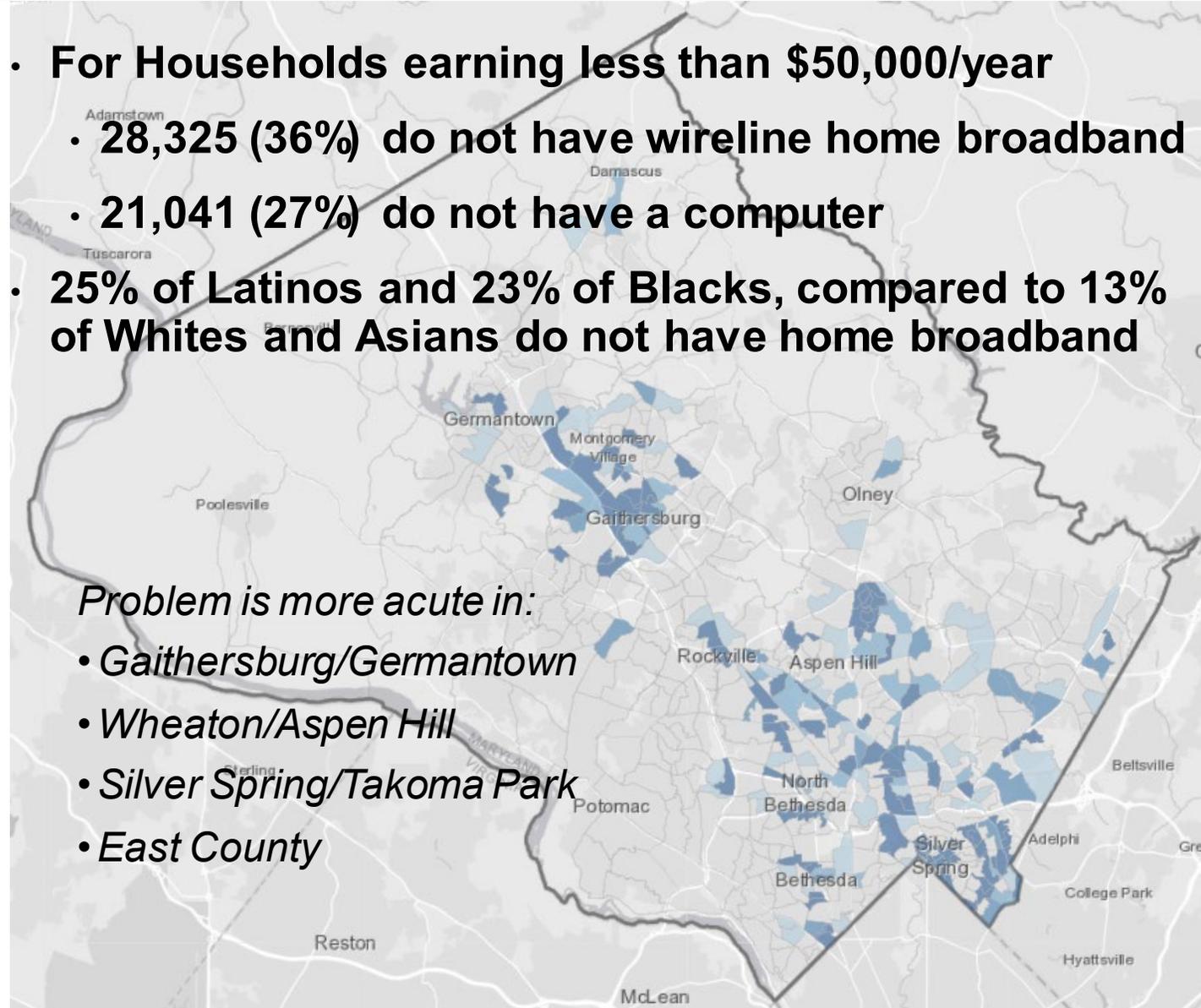
- Mitsuko Herrera, Digital Equity Co-Manager
- Donna Keating, Digital Equity Co-Manager
- Marjorie Williams, Franchise Manager
- Dorshae Demby, Broadband Complaint Investigator and Data Analyst



# Montgomery County, MD Broadband Statistics



- For Households earning less than \$50,000/year
  - 28,325 (36%) do not have wireline home broadband
  - 21,041 (27%) do not have a computer
- 25% of Latinos and 23% of Blacks, compared to 13% of Whites and Asians do not have home broadband



*Problem is more acute in:*

- Gaithersburg/Germantown
- Wheaton/Aspen Hill
- Silver Spring/Takoma Park
- East County

## Why Is Access To Technology So Important?

Technology access and skills are essential for full digital citizenship. Technology affects our lives in more ways than ever, and this trend shows no signs of slowing down. It has changed the way we communicate, work, learn, and get our news and information, especially since the COVID 19 pandemic.

National research on Internet usage shows:

- 91% use search engines to find information
- 78% use the Internet to get news
- 71% shop online
- 67% use the Internet to visit a local, state or federal government website
- 59% search for health information online
- 56% search for jobs online
- 51% of adults bank online



## Lifeline

**Lifeline** provides subscribers a \$9.25 monthly discount on telephone or broadband service purchased from participating providers.

Lifeline was established by the Federal Communications Commission in 1985 to make communications services more affordable for low-income consumers and is administered by USAC (Universal Service Administrative Company).

## Emergency Broadband Benefit

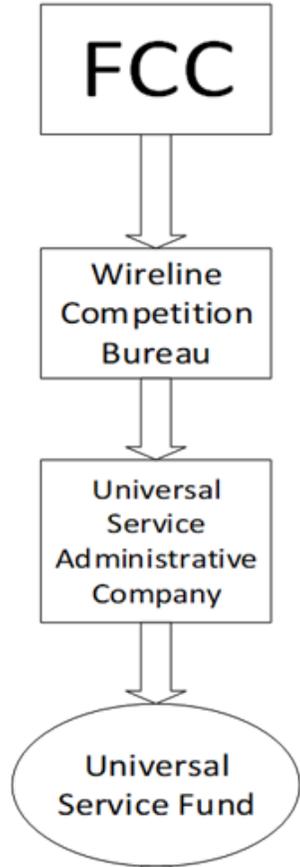
The **Emergency Broadband Benefit** provides a temporary discount up to \$50 on monthly broadband bills and discounts on computers for qualifying low-income households.

EBB was created as part of Covid relief by the Federal Communications Commission and will be administered by USAC



**Today's Focus**

# What is the Emergency Broadband Benefit Program?



- The [Emergency Broadband Benefit Program](#) provides a temporary discount on monthly broadband bills for **qualifying low-income households**. If your household is [eligible](#), you can receive:
  - Up to a \$50/month discount on your broadband service and associated equipment rentals
  - Up to a \$75/month discount if your household is on qualifying Tribal lands
  - A one-time discount of up to \$100 for a laptop, tablet, or desktop computer (with a co-payment of more than \$10 but less than \$50)
- Only one monthly service discount and one device discount is allowed per household.
- **EBB Program enrollment opens May 12, 2021.** It will end when the fund runs out of money, or six months after the U.S. Department of Health and Human Services declares an end to the COVID-19 health emergency, whichever is sooner.



Broadband and device benefit for low-income consumers during the COVID-19 pandemic



Only 10% of EBB providers are offering devices and device details are evolving

***The EBB program continues to evolve with additional information being released about the program on a regular basis. Please consult the FCC Emergency Broadband Benefit website regularly to get the latest updates:***

**<https://www.fcc.gov/broadbandbenefit>**

# What is a Household?



- A household is a group of people who live together and share money (even if they are not related to each other).
- If you live together and share money, you are one household. If you either don't live together **or** you don't share money, you are two or more households.
- You may have to answer questions about your household when you apply for the Emergency Broadband Benefit Program.

Any member of your household (e.g., children or seniors) can make your household eligible.

If children split time in two separate households, both households can receive EBB

## **One Household Examples**

- A married couple who live together are one household.
- A parent/guardian and child who live together are one household.
- An adult who lives with friends or family who financially support him/her are one household.

## **Multiple Households Examples**

- 4 roommates who live together but do not share money are 4 households. All 4 can receive the EBB
- 30 seniors who live in an assisted-living home but do not share money are 30 households. All 30 can receive EBB.
- A student who receives a Federal Pell Grant and lives alone is a different household than his or her parents. Both the student and their parents can receive their own benefits.

# Basic Enrollment Process



Current Lifeline and Low-Cost Internet Subscribers.....Contact your broadband provider to enroll in EBB

Everyone else.....

## Step 1

### Go to the National Verifier

- Enter info
- SSN asked for but DL, Passport, TIN can be used instead (enter "0000" for SSN)
- Be prepared to upload document showing currently eligible for program or income
- Get Application ID Number in 2-3 mins 9am-9pm ET

## Step 2

### Go to Broadband Provider

- (Low-income families can compare low-cost plans; you can switch to lower cost plan when EBB ends)
- Select plan
- Set up installation appointment (if wiring exists, might be able to get equipment by mail)
- Get Account Number

## Step 3

### Go to Provider EBB Site

- Provider can lead you through this step on the phone or there will be a button on website
- Request EBB credit to your account using your Account Number

# Who Are Eligible Households For EBB?



| Low-income households are eligible if they are enrolled in the following programs:   | Eligible for Low-Cost Internet?<br>(Can be a current subscriber to get EBB; some providers allowing service downgrades to join low-cost program) | Lifeline Program? | Emergency Broadband Benefit Program?   | Can National Verifier look up enrollment in current program or is additional documentation needed?               |
|--|--|-------------------|--|--|
| SNAP (food assistance)   | Comcast, RCN, Verizon  | Yes               | Yes                                    | Upload documentation (look-up coming soon)   |
| NSLP (free school lunch/free and reduced meals)  | Comcast, RCN   |                   | Yes                                    | Upload documentation from school (some schools with very high FARM rate won't need documentation)                |
| Public housing assistance (FPHA, HUD or housing assistance payment)  | Comcast, RCN, Verizon  | Yes               | Only Federal Public Housing Assistance | Upload annual recertification letter   |
| Medicaid   | Comcast, RCN, Verizon  | Yes               | Yes                                    | Autoconfirmation Available   |
| Veterans Administration Pension  | Comcast, RCN, Verizon  | Yes               | Yes                                    |  |
| Veterans Administration Survivors Benefit  | Verizon  | Yes               | Yes                                    |  |
| Pell Grants (for FY19-20 or FY20-21)   | RCN  |                   | Yes                                    | Upload documentation   |
| SSI (Supplemental Security Income)   | Comcast, RCN   |                   | Yes                                    |  |
| Tribal assistance (including TTANF FDPIR)  | Comcast, RCN, Verizon  | Yes               | Yes                                    |  |
| Income 135% of the federal poverty: <\$17,226/year for household of 1; <\$23,274 for 2; <\$29,322 for 3; >\$35,370 for 4; add \$6,048 for each add'l HH member | Verizon  | Yes               | Yes                                    |  |
| Job loss or unemployment benefits since Feb 2020, and 2020 income <\$99,000 (\$198,000 married couples)  | No   | No                | Yes                                    |  |
| Already enrolled in Lifeline or Low-Cost Internet Program  | Comcast, RCN, Verizon  | Verizon           | Yes                                    | Enrollment & Lookup by Provider Available  |
| TANF (temporary assistance)  | Comcast, RCN   |                   | No (Yes only if Tribal)                | Must enroll in Low -Cost program to be EBB eligible & have provide submit alternative verification documentation |
| Head Start   | Comcast, RCN   |                   | No (Yes only if Tribal)                |  |
| WIC (food assistance)  | Comcast, RCN   |                   | No                                     |  |
| LIHEAP (energy assistance)   | Comcast, RCN   |                   | No                                     |  |

# Participating EBB Providers in Montgomery County



Not all broadband providers will offer the Emergency Broadband Benefit. To find the current list of EBB Program providers in DC, use the FCC's **Companies Near Me** tool. You can search using your zip code or your city/state: [List of providers by State: https://www.fcc.gov/sites/default/files/ebb.provider.list\\_.xlsx](https://www.fcc.gov/sites/default/files/ebb.provider.list_.xlsx) Montgomery County MD Providers as of: May 10, 2021

| Company                                   | Broadband Service Type              | Offering Discounted Laptop, Desktop, or Tablet Device? | Type of Device Offered | Refurbished? | Note                    |
|---|-------------------------------------|--|------------------------|--------------|-------------------------|
| American Assistance and You Call Wireless | Mobile Broadband                    | YES  | TBD                    | TBD          | Low-Bandwidth Broadband |
| <b>Comcast</b>                            | <b>Fixed Broadband</b>              | No   |                        |              | Robust Broadband        |
| StandUp Wireless                          | Mobile Broadband                    | YES  | Tablets                | No           | Low-Bandwidth Broadband |
| human-I-T                                 | Mobile Broadband                    | YES  | Chromebooks            | Yes          | Low-Bandwidth Broadband |
| Access Wireless                           | Mobile Broadband                    | No   | Smartphones            | Yes          | Low-Bandwidth Broadband |
| <b>RCN Starpower (coming soon)</b>        | <b>Fixed Broadband</b>              | No   |                        |              | Robust Broadband        |
| Sano Health                               | Mobile Broadband                    | No   | Smartphone             | No           | Low-Bandwidth Broadband |
| T-Mobile                                  | Fixed Broadband or Mobile Broadband | YES  | TBD                    | TBD          | Hotspots MCPS is using  |
| <b>Verizon fios</b>                       | <b>Fixed Broadband</b>              | No   |                        |              | Robust Broadband        |
| good2go mobile                            | Mobile Broadband                    | No   | No                     | No           | Low-Bandwidth Broadband |

# Questions and Answers



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## **10,000 More Montgomery Co. Families with Home Broadband (& 10,000 More Families with Computers as MD programs evolve)**

**First households to target are people we already have relationships with. In Montgomery County:**

- **36,784 families receiving SNAP (food stamp) benefits**
- **27,402 families receiving Medicaid**
- **8,105 families in HOC properties and 8,033 receiving housing vouchers**
- **8,000 Pell Grant recipients in Montgomery College**
- **5,823 approved for emergency assistance relief payments**
- **3,238 residents approved for emergency rental relief**
- **2,130 families in Infants and Toddlers Program**
- **1,151 families receiving Temporary Cash Assistance**
- **973 childcare subsidies for school-aged children remote learning**



- **How can Montgomery County get 10,000 families who don't have home broadband, enrolled in EBB and/or a low-cost home broadband program?**
  - How do we promote, and how do we enroll?
- Is your organization prepared/needed to provide documentation?
- Can your organization promote EBB or provide volunteers?
- Do you have caseworkers or volunteers to help prepare families to sign up?
- How can OBP help your organization to promote EBB and provide support?
  - What help and support do you need to support enrollment with families and clients?
  - Computers and Tablets
  - Space with Connectivity
  - Train the Trainer Sessions
  - Additional language materials or volunteers
  - Are you interested in supporting a large sign-up event? (e.g., sign up 250 households)



## Community Outreach



# Four Ways You Can Help



We are seeking to partner with non-profits and government entities who interact with low-income families, or who need their clients to have home broadband, to promote awareness and enrollment in home broadband, device, and training programs



Electronically reach out to your constituencies with messaging we will provide that you can personalize.

- Listservs
- Email
- Social Media

Recruit volunteers for shifts to help with getting the word out at high traffic locations such as

- Foodbanks/Meals to Go
- Schools
- Houses of Worship
- Community Centers
- Libraries
- Etc.

Schedule community meetings to educate families and clients on EBB and how to enroll (we can arrange for volunteers to support sessions)

- Virtual
- In-Person

Provide hands on help with the enrollment process (we can arrange for volunteers to come to your physical location and or train your staff/volunteers to help with enrollment)

- Requires computers and connectivity
- Can be scheduled appointments or a “day of service” that we actively promote to community\*

*\*We are working on organizing Mass Enrollment Events in locations across the District will also be looking for volunteers to help as well.*

# EBB Outreach Toolkit (1 of 3)

<https://www.fcc.gov/emergency-broadband-benefit-outreach-toolkit>



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## Outreach Toolkit Content Links

- **Infographic** ([PDF](#) | [Spanish](#))
- **Newsletter Blurb** ([Word](#) | [Spanish](#))
- **Press Release** ([Word](#))
- **Twitter and Facebook Posts** ([Word](#) | [Spanish](#))
- **Fact Sheet** (8 1/2" x 11" [Word](#); [PDF](#) | Spanish: [Word](#); [PDF](#))
- **Slide Presentation** ([PowerPoint](#) | [PDF](#))
- **Flyer I** (8 1/2" x 11" [PDF](#) | [Spanish](#))
- **Flyer II** (8 1/2" x 11" [PDF](#) | [Spanish](#))
- **Poster** (8 1/2" x 11" [PDF](#) | [Spanish](#))
- **Consumer Handout** (9" x 5" [PDF](#) | [Spanish](#))
- **Consumer Handout** (4" x 5" two-sided [PDF](#) | [Spanish](#))
- **Consumer Handout** (4" x 5" one-sided [PDF](#) | [Spanish](#))
- **Audio PSA** ([MP3](#) | [Spanish](#))
- **Tribal Benefit PSA** ([MP3](#))

Consumer handouts and the fact sheet are also available in [Arabic](#), [Amharic](#), [Burmese](#), [Chinese](#) (Traditional), [French](#), [Haitian](#), [Creole](#), [Korean](#), [Portuguese](#), [Russian](#), [Somali](#), [Tagalog](#), and [Vietnamese](#).

**You can customize for your constituencies, events, contacts...**

**More materials & FAQs are coming soon to**  
[www.montgomerycountymd.gov/DigitalEquity](http://www.montgomerycountymd.gov/DigitalEquity)

# EBB Outreach Toolkit (2 of 3)

<https://www.fcc.gov/emergency-broadband-benefit-outreach-toolkit>



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## FCC Emergency Broadband Benefit Logo

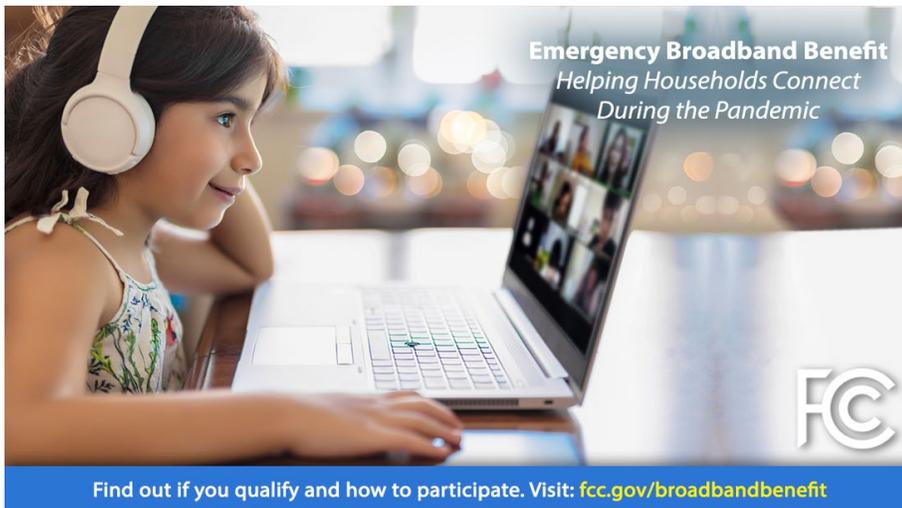
[PNG](#) (750x685px @72ppi, trans bkgnd)

[JPG](#) (750x685px @72ppi, white bkgnd)

[EPS](#) (Encapsulated Postscript, trans bkgnd)

## Social Media

A wide variety of social media content is available to download, co-brand and share on Twitter, Facebook, and Instagram. [Browse additional social media images to download..](#)



[Twitter PNG](#) (1097x617px @72ppi, trans bkgnd)

## WEB RESOURCES

[Consumer FAQ](#) - Questions and answers on eligibility, how to apply, participating service providers, connected device benefits, Tribal benefits, and program length.

[Participating Providers Look Up Tool](#) - Find broadband service providers offering the Emergency Broadband Benefit in your state or territory.

[Emergency Broadband Benefit Consumer Information Hub](#)

[GetEmergencyBroadband.org](https://www.getemergencybroadband.org) - The website where consumers will be able to apply for the benefit.

## Request a Speaker

FCC consumer experts are available to explain the Emergency Broadband Benefit at your event.

[FCC Speaker Request](#)



## REQUEST A SPEAKER

FCC consumer experts are available to explain the Emergency Broadband Benefit at your event.

[FCC Speaker Request](#)



The link above will help you request a speaker for your event via email.

**You can also request speakers at  
OBP@montgomerycountymd.gov**

Send Email To: [EBBspeakers@fcc.gov](mailto:EBBspeakers@fcc.gov)

Hello, I am interested in having an FCC consumer expert share information about the Emergency Broadband Benefit at an upcoming event.

Please fill in the following information:

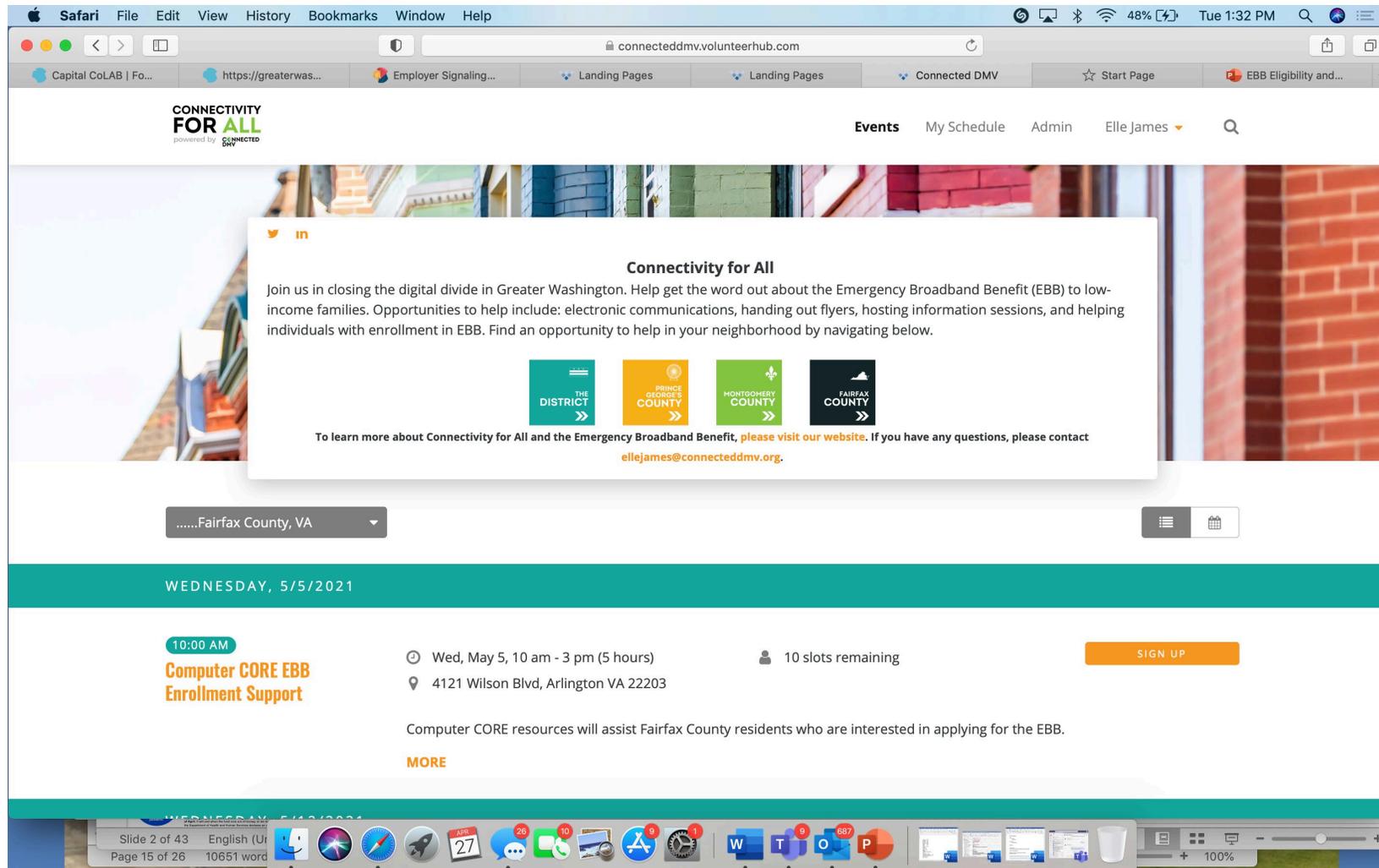
- Your name: \_\_\_\_\_
- Your organization or institution: \_\_\_\_\_
- Your email and phone contact: \_\_\_\_\_
- Best time(Eastern Time) to call you: \_\_\_\_\_

# Getting Started – Train the Trainer



- We have created a platform for Connectivity for All to help quickly distribute information, demystify EBB and help get more people signed up for the benefit by giving you the tools to set up and manage your own events.
- We are asking partner organizations to register on the site to host events and to help us push out communications about EBB through your electronic channels.
- Events can be private (closed) to just your staff, members or pre-existing volunteers or open to the public to augment your capacity.
- We can set up a personal landing page for your organization to create and promote EBB support activities.
- We can offer train the trainer sessions related to helping your teams support the EBB application and enrollment process.

# Connectivity for All Platform User View



If you were to come to the Connectivity for All volunteer hub instance, you could see all EBB support opportunities across the DMV region. Some would show as 'open' for volunteering to the general public; however, many would be closed to limit participation to a private group (e.g. library staff) or organizations (e.g. faith based organization, school).

We can help you create a personalized landing page to use to promote your EBB support activities to your network of helpers (e.g. volunteers, members, employees)

# For those Supporting Online Outreach Only



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- For partners who will be pushing out information to end users (e.g., eligible households) via electronic channels, we will sign you up as volunteers under Montgomery County's landing page
- You will receive regular prompts with sample messaging you can personalize to share with your constituencies on a regular basis throughout the EBB program.

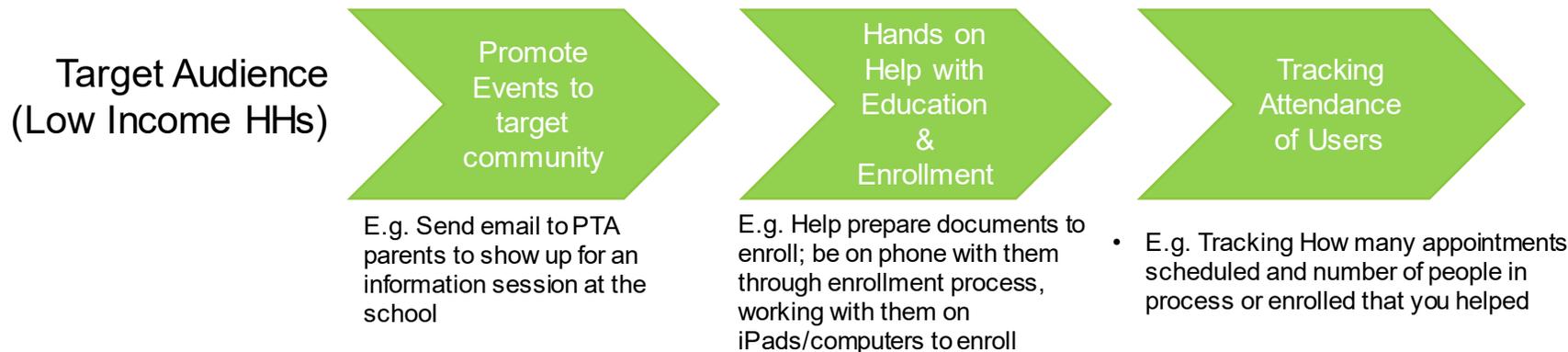
# How would it work



## Connectivity For All – Inside the Platform



## Outside of the Connectivity for All platform – We need your Help to:



# We Need Help Tracking the Impact



We will provide an electronic form that you can use to capture activity at your events.

- Name of Organization: \_\_\_\_\_
- Event Date: \_\_\_\_\_
- Location/Address: \_\_\_\_\_
- Type of Event:
  - For Flyer Distribution: number of flyers distributed
  - For Information Session: attendees
  - For Enrollment event: number of people helped and number of people successfully enrolled into EBB
- Comments/Feedback: Please let us know if it was successful and opportunities for improvement (e.g. promotion of event, wait times, enough volunteers, enough flyers, etc..)

# Next Steps



- We will be sending all of you an email with the information covered in the orientation session including the links to FCC resources and the EBB toolkit that you can customize/personalize.
- The email will include a link to indicate interest in becoming an EBB partner organization – asking for:
  - Interest in helping (Yes/No)
  - Name of organization, Point of Contact including name, email, mobile number, address
  - Interest in supporting events/shifts (e.g. awareness, education, enrollment support)
- For those that express interest in partnering we will follow up to gather more information about how you want to support, and help you mobilize your efforts including setting up your personalized landing page and working with you on scheduling any follow up training.

# Points of Contact



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## Montgomery County Office of Broadband Programs

## Email Address

- Mitsuko Herrera, ultraMontgomery

[mitsuko.herrera@montgomerycountymd.gov](mailto:mitsuko.herrera@montgomerycountymd.gov)

240-777-2928

- Donna Keating, Office of Community Engagement

[donna.keating@montgomerycountymd.gov](mailto:donna.keating@montgomerycountymd.gov)

240-777-2925

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## Connected DMV, Connectivity for All

- Elle James

[ellejames@connecteddmv.org](mailto:ellejames@connecteddmv.org)

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Thank you!





## Step by Step Process for Helping Consumers with Eligibility and Enrollment in EBB

# Who Qualifies For EBB?



A household qualifies for EBB if its income is at or below 135% of [federal poverty guidelines](#) **OR** any member of the household:

- **Qualifies for Lifeline benefits** through participation in SNAP, Medicaid, Federal Public Housing Assistance, Supplemental Security Income, or Veterans and Survivors Pension Benefit;
- Participates in **Tribal-specific programs**
- **Experienced a substantial loss of income since February 29, 2020** with a total household income in 2020 at or below \$99,000 for single filers and \$198,000 for joint filers;
- Received a federal **Pell Grant** in the current award year;
- Participates in **free and reduced-price school lunch program** or the school breakfast program
- **Meets the eligibility criteria for a participating provider's existing low-income or COVID-19 program** (e.g., Comcast Internet Essentials, RCN Internet First, Verizon fios Lifeline) and participating in EBB.

Households that qualify for Lifeline and the EBB can receive both benefits and can sign up with the same or different providers.

Any member of your household can make your household eligible. For example, if [your child or dependent](#) participates in the Free and Reduced-Price School Lunch Program, your household qualifies for the Emergency Broadband Benefit.

# What is a Household?



- A household is a group of people who live together and share money (even if they are not related to each other).
- If you live together and share money, you are one household. If you either don't live together **or** you don't share money, you are two or more households.
- You may have to answer questions about your household when you apply for the Emergency Broadband Benefit Program.

Any member of your household (e.g., children or seniors) can make your household eligible.

If children split time in two separate households, both households can receive EBB

## **One Household Examples**

- A married couple who live together are one household.
- A parent/guardian and child who live together are one household.
- An adult who lives with friends or family who financially support him/her are one household.

## **Multiple Households Examples**

- 4 roommates who live together but do not share money are 4 households. All 4 can receive the EBB
- 30 seniors who live in an assisted-living home but do not share money are 30 households. All 30 can receive EBB.
- A student who receives a Federal Pell Grant and lives alone is a different household than his or her parents. Both the student and their parents can receive their own benefits.

# High Level Eligibility & Enrollment Process



## Step 1

### Qualify through National Verifier

- Apply online or via mail.
- Existing Lifeline customers can bypass Step 1.
- Households in a low-income broadband program can bypass Step 1 if they keep the same provider for EBB, but they must opt-in to participate in EBB.

## Step 2

### Select a Service Provider

- To find an EBB Program Service Provider in your area, use the [Companies Near Me](#) tool. You can search using your zip code or your city and state (See Slide #9)
- Some Service Providers offer an alternative form of verification, so you may be able to do online verification with them at the outset and bypass the National Verifier.

## Step 3

- Complete Application of Selected EBB Provider
- Provide Supporting Documentation for any errors application received
- Internet Provider Enrolls Consumer in Program

- The Service Provider will check the National Lifeline Accountability Database (NLAD), which will notify them if the consumer qualifies for Lifeline or EBB. The household signing up for an EBB discount must be in the NLAD so the Service Provider can claim reimbursements.
- Once that is confirmed, the Service Provider will use its customer service process to enroll the household in the EBB program. The timeframe for signing up will vary based on the Service Provider's processes. Most people will be able to just call the Service Provider to sign up.
- Some services will require an installation appointment (ex: fixed broadband for new customers). Some Service Providers can mail a mobile hot spot to the user.

## Step 4

### EBB Ends and Consumer Transitions

#### Available Options:

- At the Federal level, households can apply for Lifeline which provides up to a \$9.25/mo. benefit towards internet (if the household is not using this subsidy toward phone service)
- A household could transition to low-income internet service plans, which are as low as \$10/month

# Ways to Apply to Get Verified for Eligibility



## Option 1: Apply with a Service Provider

- The consumer contacts a service provider
- The service provider helps the consumer apply **in person** using the National Verifier service provider portal

OR

- The service provider helps the consumer apply using their FCC approved alternative verification process

## Option 2: Apply Online

- The consumer visits the National Verifier from any computer or mobile device to complete the electronic application
- After receiving their eligibility determination from the National Verifier, the consumer can then contact a service provider to enroll in the EBB Program

## Option 3: Apply by Mail

- The consumer fills out and signs the National Verifier EBB Application Form
- The consumer mails the application and supporting documentation to the Emergency Broadband Support Center
- Service providers may assist consumers with the paper application and mail it on the consumer's behalf

We will focus on helping customers with online enrollment, which can start with a determination of eligibility through the National Verifier or through a provider's alternative verification process.

# There Are Different Paths Depending On the Consumer's Situation



| Existing Lifeline Subscriber  | Existing Low-income Internet Program Subscriber  | New Customer Or Low-income Program Subscriber Switching To A Different EBB Provider  |
|---|--|--|
| <p data-bbox="157 454 614 496">Bypass National Verifier</p> <p data-bbox="122 565 769 858">If you are currently enrolled in the Lifeline program, you do not have to apply again for EBB. You can apply your Lifeline and Emergency Broadband Benefit to the same or different services. Options include:</p> <ul data-bbox="122 868 769 1210" style="list-style-type: none"><li>• Apply EBB discount to current program (opt-in)</li><li>• Enroll with another program from current provider</li><li>• Sign up for service with a different participating EBB vendor</li></ul> | <p data-bbox="919 444 1666 532">Bypass National Verifier if enrolling with same service provider*</p> <p data-bbox="937 572 1646 915">If you do not participate in Lifeline but receive service from a participating provider that has its own low-income program (e.g. Comcast Internet Essentials, Cox Connect to Compete, etc.), you may contact the provider directly to opt into their EBB program.</p> <ul data-bbox="937 979 1666 1172" style="list-style-type: none"><li>• You must contact the provider and consent to participate in EBB to get this benefit. You will not be automatically enrolled</li></ul> | <p data-bbox="1773 444 2295 532">Need to have a verification determination to qualify first</p> <p data-bbox="1773 572 2448 815">If you are a new customer you will have to start by qualifying for EBB using the National Verifier database or by using a participating vendors alternative verification process.</p> <p data-bbox="1773 879 2474 1222">For those going through the National Verifier, the system will check all of your information and let you know if you qualify. Those that qualify will be issued a unique application ID # and will have 90 days to enroll in program with a services provider.</p> <ul data-bbox="1773 1236 2390 1322" style="list-style-type: none"><li>• To apply visit:<br/><a href="http://GetEmergencyBroadband.org">GetEmergencyBroadband.org</a></li></ul> |

# What information is needed to apply for Eligibility?



Apply online with USAC [show link](#) (online portal available in English and Spanish)

## BACKGROUND

- Name
- Date of Birth
- Social Security # or alternative form of government issued ID (DL, passport)
- Whether you qualify for EBB or Lifeline yourself or through a dependent
- Name, DOB and SS# or other government issued ID of dependent if filing on behalf of a dependent

## CREATE ACCOUNT

- Username
- Password
- Email address
- Mobile # (optional)

## ELIGIBILITY

- Identify how you qualify (e.g. SNAP, reduced lunch, Pell Grant, etc.) by selecting from a drop-down menu
- Review information to confirm if correct and make any edits
- Upload documentation if system unable to verify you in national verifier database system or if National Verifier information is incorrect

## FINALIZE APPLICATION

- Confirm your address
  - Confirm your household
  - Confirm your identity
  - Confirm you qualify
  - Certify and Sign
- 
- System will check all of your information and let you know if you qualify.
  - Those that qualify will be issued a unique application ID # and will have 90 days to enroll in program with a provider.
  - Those that can't be verified in "real time" will need to provide additional documentation and will be guided on what is needed to complete the process of getting verified.

# Signing up with Approved EBB Providers



- Once you are verified through the National Verifier, you select a provider
- You can contact the provider via phone or on their website and tell them you qualified through the National Verifier and want to sign up for one of their EBB programs.
- The provider will ask you some information to verify your identity and address and confirm that you are verified by checking in the National Lifeline Accountability Database (NLAD), which will let them know you are qualified for Lifeline or EBB.
- Each provider will have a different customer service sign up process, but in all cases, you will have to affirmatively opt-in to the EBB program. They may do that via a voice recording, text, email, or other confirmation process.
- Depending on what program you select your internet service may be fully subsidized or get a discount up to \$50 towards a bundle of services (you will have to pay the increment over the \$50/month). If there are upfront fees related to installation/set up that are not rolled into the monthly service charge you will be responsible for those fees.
- If you want to continue internet service without interruption after the EBB benefit runs out, you have to opt-in to a contract for service at the time of sign up for EBB benefit or before the EBB service period ends. If you do not opt-in to pay for internet service before the EBB runs out, your service will be turned off. You always have the option to recontact the provider to sign up for service.
- If you were signed up for a contract for internet service with a provider before EBB, you will be responsible for complying with that contract when EBB ends as the provider will shift you back over to the previous contract you signed up for.
- The Lifeline benefit may be an available option to you after EBB runs out if you qualify for Lifeline, but the reimbursement is for either broadband or phone service. You can't have both. Some jurisdictions like Washington DC have programs (Internet for All) to offer Internet to certain groups (e.g. qualifying low-income families with kids in P3K-12). That may be an option to investigate when EBB ends.



## [What is the Emergency Broadband benefit program Video](#)

Stay Connected

Do I Qualify? ▾

How to Apply ▾

Companies Near Me

Help ▾

## Stay Connected

The Emergency Broadband Benefit Program - Helping people stay connected during the COVID-19 pandemic



**Emergency Broadband Benefit Program:**

[What is the Emergency Broadband benefit program Video](#)

**What is Emergency Broadband Benefit Program?**

## What is the Emergency Broadband Benefit Program?

The Emergency Broadband Benefit Program is a [Federal Communications Commission \(FCC\) program](#) that provides a temporary discount on monthly broadband bills for qualifying low-income households. If your household is [eligible](#), you can receive:

- Up to a \$50/month discount on your broadband service and associated equipment rentals
- Up to a \$75/month discount if your household is on qualifying Tribal lands
- A one-time discount of up to \$100 for a laptop, tablet, or desktop computer (with a



## Your Information

We will use this information to find out if you qualify for the Lifeline Program or the [Emergency Broadband Benefit Program](#).

**What is your full legal name?**  
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

|                      |                               |
|----------------------|-------------------------------|
| <b>First Name</b>    | <b>Middle Name</b> (Optional) |
| <input type="text"/> | <input type="text"/>          |
| <b>Last Name</b>     |                               |
| <input type="text"/> |                               |

**What is your date of birth?**

|                                       |                                 |                                   |
|---------------------------------------|---------------------------------|-----------------------------------|
| <b>Month</b>                          | <b>Day</b>                      | <b>Year</b>                       |
| <input type="text" value="Choose"/> ▾ | <input type="text" value="DD"/> | <input type="text" value="YYYY"/> |

# Apply Online



What are the last 4 numbers of your Social Security Number (SSN)? [?](#)

[I want to give my Tribal Identification Number instead.](#)

What is your home address?

The address where you will get service. Do not use a P.O. Box.

Street Number and Name

Apt, Unit, etc.

City

State

Zip Code

For the Emergency Broadband Benefit, if you do not have a Social Security Number or Tribal Identification Number, you must submit alternative identification, such as a government-issued ID, passport, driver's license, or Individual Taxpayer Identification Number. Enter 0000 for your Social Security Number or Tribal Identification Number.

*Alternative forms of ID will need to be uploaded and will need to be checked manually*



**Do you qualify for Lifeline or the [Emergency Broadband Benefit](#) through your child or a dependent?**

If you do not qualify on your own, you can sign up for the Lifeline or the [Emergency Broadband Benefit](#) through your child or dependent if they participate in any of the qualifying programs.

No, I qualify by myself.  Yes, I qualify through my child or dependent.

Next

## Your Child or Dependent's Information

We will use this information to find out if you qualify for the Lifeline Program or the [Emergency Broadband Benefit Program](#) through your child or dependent.

**What is their full legal name?**  
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

**First Name**  **Middle Name (Optional)**

**Last Name**

**What is their date of birth?**

**Month**  **Day**  **Year**

**What are the last 4 numbers of their Social Security Number (SSN)?** [?](#)

[I want to give their Tribal Identification Number instead.](#)

Back

Next

# Apply Online



Setting up an account requires the user to set up an email account.

Navigators will have to help customer establish and email address as part of the process if they do not currently have one

## Create Your Account

Making an account will let us keep your information safe. It will also let you save it and come back to it any time.

**Choose your username.**  
Choose something that you can easily remember. If it helps, use your name in some form.

**Username**

---

**Choose your password.**  
Make sure it is something you can remember. It has to follow the requirements below.

**Password**

**Confirm Password**  
Type the same password again.

**Password Requirements**

- At least 8 characters long
- At least 1 capital letter
- At least 1 number (0-9)
- At least 1 special character (!@#\$%^&\*)
- No restricted phrases

**Your Contact Information**

**What is your email address?**

I want to provide an alternate email.

---

**What is your phone number? (Optional)**

---

I have a mailing address that is different than my home address.

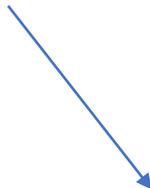
[Back](#)  I'm not a robot [Submit](#)

# Apply Online



Our primary focus is on helping individuals enroll in EBB, but applicants can apply for both. EBB is a more significant monthly benefit (up to \$50/month) but is finite.

Lifeline is an ongoing program that provides a \$9.25 monthly benefit towards for monthly (wireline or **wireless**) telephone service, broadband, or bundled service.



## Welcome RYAN JOHNSON

Lifeline is a federal program that lowers the cost of phone or internet services.

[Learn more about the Lifeline Program](#)

### My Lifeline Benefit +

### My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

Start Lifeline Application

Return to Application

| Application Type  | Application ID | Application Created | Expiration Date | Status |
|---|----------------|---------------------|-----------------|--------|
| Please select "Apply or Transfer Your Service" to qualify for Lifeline. |                |                     |                 |        |

### Emergency Broadband Benefit Program

The [Emergency Broadband Benefit](#) provides a discount of up to \$50 per month towards broadband service for eligible households and up to \$75 per month for those on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price. To see if you qualify, click "Get Started."

Get Started



## Tell Us Which Program You Are In

To qualify for Lifeline or the [Emergency Broadband Benefit Program](#), we need to know which government assistance program you are in or if you qualify based on acceptable income criteria.

### Select how you qualify

#### Are you in any of these?

**Check all that apply.**

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Federal Pell Grant in the current award year
- Free and Reduced Price School Lunch or Breakfast Programs in the 2019-2020 or 2020-2021 school year [?](#)
- Experienced a substantial loss of income since February 29, 2020 [?](#)
- Tribal Specific Program (only choose if you live on Tribal lands)
- I don't participate in one of these programs, I want to qualify through my income.
- I am not in any of these, but my child or dependent is in one of these programs. [?](#)

You may be asked to submit documents about the program(s) you select.



## Review Your Information

Before we check if you qualify for Lifeline or the [Emergency Broadband Benefit](#), make sure your information is right.

Double check the information below.

|                        |                                      |  |
|------------------------|--------------------------------------|--|
| Full Legal Name:       | Ryan Johnson                         |  Edit |
| Date of Birth:         | March 13, 1980                       |  |
| Last 4 Numbers of SSN: | 1234                                 |  |
| Address:               | 123 Not real rd<br>phoenix, AZ 12345 |  |

The information you gave us will be used to check if you qualify for Lifeline or the [Emergency Broadband Benefit](#). Please confirm that it is okay.

By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit or the [Emergency Broadband Benefit](#).

It is very important that all information is reviewed for accuracy as a mistake could cause the person to be rejected.

Correct errors through the National Verifier

- Upload identity documents
- Upload eligibility documents
- Use the portal to correct an address, supuplicate households and other errors

# Apply Online



## Confirm Your Location

Show us that your address is right.

This is the information you gave us.

Address: **123 NOT REAL RD,  
PHOENIX, AZ 12345**

If you see a typo in your address, [fix it here](#).

You will have until 5/22/2021 to complete this section so we can determine whether you qualify for Lifeline or the [Emergency Broadband Benefit](#). If you do not complete this by then, you will need to come back to this site and fill this form out again.

We need to confirm where you live on the map below. Be as accurate as possible. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.



If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

**Latitude**

40.323612186579

**Longitude**

-104.1462063789368

Note: If you live on Tribal lands, this information will be used to confirm you qualify for the enhanced Tribal benefit.

Next

# Apply Online



## Confirm Your Household

We need more information to determine whether you qualify for the [Emergency Broadband Benefit](#).

Do you share money (income or expenses) with another adult who gets the [Emergency Broadband Benefit](#)?

This can be the cost of bills, food, etc., and income. If your spouse receives the [Emergency Broadband Benefit](#), please answer "Yes" to this question.

Yes  No

You will have until 5/22/2021 to complete this section so we can determine whether you qualify for the [Emergency Broadband Benefit](#). If you do not complete this by then, you will need to come back to this site and fill this form out again.

Back

Next

Please select what best describes the building in which you reside:

- Apartment building
- Single family home
- Residential facility, such as a nursing home or an assisted living facility
- Transitional housing or shelter
- Other

If you live in a single family home where three or more economic households have applied for the [Emergency Broadband Benefit](#), please identify the number of individuals who reside at the address and the number of people in your economic household (Optional):

Number of people at address (Optional):

30

Number of people in your economic household (Optional):

3

You will have until 5/22/2021 to complete this section so we can determine whether you qualify for the [Emergency Broadband Benefit](#). If you do not complete this by then, you will need to come back to this site and fill this form out again.

Back

Next



## Lifeline National Verifier

English Español Your Account



### You Can Apply for the Emergency Broadband Benefit

Your household does not get the Emergency Broadband Benefit yet. A household is a group of people who live together and share income and expenses (even if they are not related to each other.)

Please initial the agreements below (2 & 3 are required):

|  |   |
|--|---|
| <b>Initial</b><br><input type="text"/> | <b>1. I live at an address with more than one household.</b><br>If you live alone or you live with other adults who <b>do not</b> receive the Emergency Broadband Benefit, do not initial this box. |
| <b>Initial</b><br><input type="text"/> | <b>2. I understand I am only allowed to get one Emergency Broadband Benefit per household, not per person.</b>  |
| <b>Initial</b><br><input type="text"/> | <b>3. I understand that this limit is an FCC rule, and lying about my household on this government form can make me lose my Emergency Broadband Benefit and is against the law.</b>                 |

Back

Next

# Apply Online



## We Didn't Recognize your Information

We couldn't find you in our records.

### Show that you are who you say you are.

This is the information you gave us.

|                  |                       |
|------------------|-----------------------|
| Full Legal Name: | <b>Ryan Johnson</b>   |
| Date of Birth:   | <b>March 13, 1980</b> |
| Last 4 SSN:      | <b>1234</b>           |

If you see a typo in your information, [fix it here](#).

You will have until 5/22/2021 to provide more documents so we can determine whether you qualify for Lifeline or the [Emergency Broadband Benefit](#). If we don't receive this information by then, you will need to come back to this site and fill this form out again.

### Show us that this information is right.

We couldn't confirm your identity. We need to see an official document(s) that has your first name, last name, date of birth, and the last four digits of your Social Security Number or full Tribal Identification Number on it. Please show us something from one of the following lists. If you provide a document that contains your Social Security Number, please redact or mark out all but the last four digits of it.

**i** For the [Emergency Broadband Benefit](#) only: If you provided the last four digits of your Social Security Number or Tribal ID Number with your application, please select and upload a document(s) from one of the lists below. If you did not provide the last four digits of your Social Security Number or Tribal ID Number with your application, you must submit an official government document issued in the United States that includes your first name, last name, and date of birth to validate your identity, such as, but not limited to: U.S. Government or Military ID, U.S. Passport, State-Issued Driver's License or ID, or U.S. Taxpayer Identification Document.

#### Show us 1 item:

To be accepted, the copy must have your first name, last name, date of birth, and the last four digits of your SSN or full Tribal ID number on it.

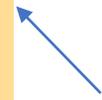
- U.S. government, military, state, or Tribal issued ID (unexpired)
- Military discharge documentation
- Weapons permit (unexpired)
- Government assistance program document (that includes proof of identity)
- Statement of benefits from a qualifying program (that includes proof of identity)
- Unemployment or worker's compensation statement of benefits

#### Or, show us 2 items:

To be accepted, both copies must have your first name and last name on them, and one must have your date of birth on it and the other must have the last four digits of your SSN or full Tribal ID number on it.

#### Show your date of birth

- Driver's license (unexpired)
- Birth certificate
- Passport (unexpired)
- Certificate of Naturalization (or Certificate of U.S. Citizenship)
- Permanent Resident Card (unexpired)



Many people will not have a SS# and will need to provide an alternate form of ID issued in the US which contains first and last name, and date of birth. This could be a US government or Military ID, a US Passport, a State Issues Drivers license or ID or a US Taxpayer ID



## We Could Not Confirm That You Qualify for the Emergency Broadband Benefit

To qualify for the Emergency Broadband Benefit, you need to give us more information.

**i** You will have until 5/22/2021 to complete this section so that we can determine whether you qualify for Lifeline or the Emergency Broadband Benefit. If you do not complete this by then, you will need to come back to this site and fill this form out again.

Are you or someone in your household in any of these?

**Choose one.**

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps **?**
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Federal Pell Grant in the current award year
- Free and Reduced Price School Lunch or Breakfast Programs in the 2019-2020

# Apply Online



## Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

### I agree, under penalty of perjury, to the following statements:

**Initial**  For my household, I affirm and understand that the EBB Program is a temporary federal government subsidy that reduces my broadband internet access service bill and at the conclusion of the program, my household will be subject to the provider's undiscounted general rates, terms, and conditions if my household continues to subscribe the service.

**Initial**  I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

**Initial**  I agree that **if I move I will give my service provider my new address** within 30 days.

**Initial**  I understand that I have to tell my service provider within 30 days if I do not qualify for EBB Program anymore, including:

1. I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
2. Either I or someone in my household gets more than one EBB Program benefit.

**Initial**  **I know that my household can only get one EBB Program benefit** and, to the best of my knowledge, my household is not getting more than one EBB Program benefit. [?](#)

**Initial**  I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the EBB Program benefit. I understand that if this information is not provided to the Program Administrator, I will not be able to get EBB Program benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the EBB Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get a EBB Program benefit.

**Initial**  **All the answers and agreements that I provided on this form are true and correct** to the best of my knowledge.

**Initial**  **I know that willingly giving false or fraudulent information to get EBB Program benefits is punishable by law** and can result in fines, jail time, de-enrollment, or being barred from the program.

**Initial**  I was truthful about whether or not I am a resident of Tribal lands, as defined in this form. [?](#)

### Your Signature

Type your full legal name below

Nick Johnson

I understand this is a digital signature, and is the same as if I signed my name with a pen.

[Back](#)

[Submit](#)

Only the person applying can initial and sign the documents

# Apply Online



Once eligibility is determined the consumer has 90 days to find a internet service provider.

## We Are Checking Your Documents

Thank you for submitting your information. Someone is looking at your documents to make sure you qualify.

### This will take a few minutes.

If you need to leave and come back later, this page will be available until 4/10/2021 (Based on US Eastern Time)

Our support Center hours are 9 a.m. - 9 p.m. ET, Monday - Sunday. If you're using the system outside of those hours, please check back today or tomorrow morning after 9 am ET to see if you qualify for Lifeline or the [Emergency Broadband Benefit](#).

#### If you qualify...

You will have **90 days** to [find a company](#) and sign up for service.

#### If you do not qualify...

We'll ask you for more information or tell you what to do next. You will have **until 4/10/2021** (Based on US Eastern Time) to send us the information or complete the next steps.

Need help with your Lifeline application? Contact us at [1-800-234-9473](tel:1-800-234-9473) or [LifelineSupport@usac.org](mailto:LifelineSupport@usac.org).

Need help with your [Emergency Broadband Benefit](#) application? Contact us at [1-833-511-0311](tel:1-833-511-0311) or [EBBHelp@usac.org](mailto:EBBHelp@usac.org).

Full Legal Name: **APPLE BUTTERS**  
Address: **904 CREEKSIDE,  
CITY, NM 09323**  
Application ID: **Q28151-52972**

# Apply Online



## Lifeline National Verifier

English | Español | Your Account

For more information about the Emergency Broadband Benefit, visit [getemergencybroadband.org](https://getemergencybroadband.org) or call 1 (833) 511-0311.

Due to the temporary nature of the Emergency Broadband Benefit Program, we encourage you to apply as soon as you can.

## You Qualify for the Emergency Broadband Benefit

Your application has been approved. If you haven't already done so, the next step is to sign up with a participating internet company by 7/6/2021 (based on US Eastern Time).

If you do NOT sign up by 7/6/2021, you will have to reapply for the Emergency Broadband Benefit. Due to the temporary nature of the Program, we encourage you to contact a service provider to enroll as soon as you can.

NOTE: The EBB Program is a limited benefit that will expire when the available appropriated funds are exhausted or six months after the Secretary of Health and Human Services declares an end of the COVID-19 health emergency.

### How to sign up

- 1 Contact an internet company and ask to sign up for the Emergency Broadband Benefit Program.
- 2 Tell them you have been approved by the Universal Service Administrative Company (USAC).
- 3 Use the same information you used on your Emergency Broadband Benefit application (full legal name, date of birth, last four digits of social security number (if applicable), and address).

You will need to have your approved application ID readily available when you to to enroll in a providers program. Remember to save it in a safe place for easy retrieval.

|                  |                                |
|------------------|--------------------------------|
| Full Legal Name: | Audio Webee                    |
| Address:         | 123 ADDRES,<br>CITYS, PA 12345 |
| Application ID:  | B79345-36491                   |

Live on Tribal lands? Press the button below to see if you qualified for Tribal benefits:

Confirm Tribal Qualification

After you sign up with an internet company, you will receive your Emergency Broadband Benefit.

If you have questions about your broadband device, service, or bill, contact your internet company. If you have questions about the Emergency Broadband Benefit Program, call us at 1 (833) 511-0311 or send us an email at EBBHelp@usac.org.

# Apply by Mail



**CONNECTIVITY  
FOR ALL**  
powered by **CONNECTED  
DMV**

- Consumers must complete all sections of the application (excluding page 8)
  - Write clearly, using black ink and capital letters
  - Consumers enter the same information they would include on the online application
  - Consumers will find the application at [GetEmergencyBroadband.org](http://GetEmergencyBroadband.org) when the program launches
- Service providers can also supply copies of the paper form

FCC FORM 5638

Emergency Broadband Benefit Program  
Application Form



## About the EBB Program

The EBB Program is a Federal Communications Commission (FCC) program that provides a broadband and/or device benefit for qualifying low income consumers during the COVID-19 pandemic.

## Rules

If you qualify, your household can receive a monthly Emergency Broadband Benefit Program (EBB Program) benefit of up to \$50 to cover the cost of your internet service (up to \$75 on qualifying Tribal lands). Through the program, your service provider may also offer a one-time internet connected device benefit of up to \$100 for a computer, tablet, or laptop with a co-payment of more than \$10 but less than \$50.

This program is temporary and will expire when the fund runs out of money or six months after the Secretary of the Department of Health and Human Services declares an end to the COVID-19 health emergency.

Your household cannot get the EBB Program benefit from more than one service provider. You are only allowed to get one EBB Program benefit per household, not per person. If more than one person in your household participates in the EBB Program, you are breaking the FCC's rules and will lose your benefit.

The Emergency Broadband Benefit Program is separate from the FCC's Lifeline Program. If your household qualifies for both programs, you can apply for and receive both benefits.

Note: Broadband service providers must also meet certain criteria to participate in the EBB Program. Check with your service provider to determine if it participates.

## What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

## Do not give your benefit to another person

The EBB Program benefit is non-transferable. You cannot give your benefit to another person, even if they qualify for the EBB Program.

## Be honest on this form

You must give accurate and true information on this form and on all EBB Program related forms or questionnaires. If you give false or fraudulent information, you will lose your benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal action against you. This may include (but is not limited to) fines or imprisonment.

## You may need to show other documents

If the EBB Program Administrator is not able to validate that you or someone in your household qualify by checking available electronic records of federal and/or state agencies that administer programs that qualify you for the EBB Program, you may need to provide an official document from one of the government qualifying programs or documentation that proves your income.

## Apply

To apply for the EBB Program, fill out the required sections of this form, initial every agreement statement, and sign on page 7. You can also apply online at [GetEmergencyBroadband.org](http://GetEmergencyBroadband.org) for faster processing.

## Mail the form to this address:

USAC  
Emergency Broadband Support Center  
P.O. Box 7081  
London, KY 40742

# Apply by Mail



- Consumers must initial certifications and sign the form themselves, even if someone helps them complete the application
- If consumers have access to email, we encourage them to include their email address on their application
- Include copies of eligibility and identity documents as well as the Independent Economic Household (IEH) Worksheet to reduce processing time
  - The IEH Worksheet and information on what documentation is needed to resolve specific errors can be found at [GetEmergencyBroadband.org](https://www.getemergencybroadband.org)



## The Do's and Dont's

- Advocates and supporters can help consumers identify EBB Program service providers, navigate the application process, and help upload or mail in documents
- Consumers must initial the certifications and sign the application themselves, whether applying online or by mail
- Consumers must affirmatively consent to enroll in the EBB Program – service providers cannot enroll their existing consumers without consent, even if they already receive service that may be eligible for the discount
- Advocates and supporters cannot apply on behalf of consumers

# How To Help



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## Emergency Broadband Support Center

(833) 511-0311

[EBBHelp@usac.org](mailto:EBBHelp@usac.org)

9 a.m.– 9 p.m. ET, 7 days a week

## GetEmergencyBroadband.org

- Videos on the application process
- Information on how to resolve errors
- Specific information for Tribal residents
- Companies Near Me



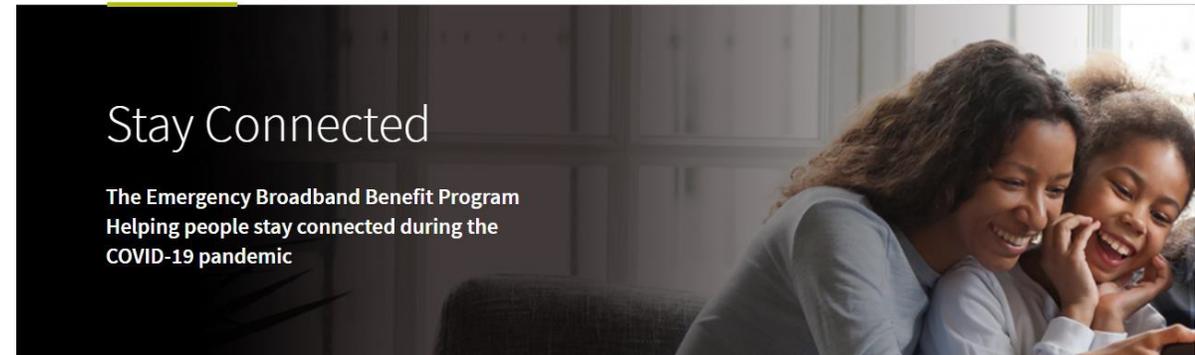
Stay Connected

Do I Qualify? ▾

How To Apply ▾

Companies Near Me

Help ▾



### Stay Connected

The Emergency Broadband Benefit Program  
Helping people stay connected during the  
COVID-19 pandemic



What is Emergency Broadband Benefit Program?

### What is the Emergency Broadband Benefit (EBB) Program?

The EBB Program is an [FCC program](#) that helps low-income households afford broadband services and devices during the pandemic.

If your household is [eligible](#), you can receive:

- Up to a \$50/month discount on your broadband services
- Up to a \$75/month discount if your household is on Tribal lands
- One-time reimbursement up to \$100 for a laptop, tablet, or desktop computer (with a co-payment of \$10-\$50)

[What is the Emergency Broadband benefit program Video](#)



- [Consumer FAQ](#) - Questions and answers on eligibility, how to apply, participating service providers, connected device benefits, Tribal benefits, and program length.
- [Participating Providers Look Up Tool](#) - Find broadband service providers offering the Emergency Broadband Benefit in your state or territory.
- [Emergency Broadband Benefit Consumer Information Hub](#)
- [GetEmergencyBroadband.org](#) - The website where consumers will be able to apply for the benefit.

# Stay Informed About the EBB Program



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For consumers:

- Visit [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) for consumer resources, support, and information on how to apply
- You can also visit [fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit) for the latest information on the Emergency Broadband Benefit
- The Emergency Broadband Benefit is an FCC program administered by USAC