



Universal Service
Administrative Co.

USAC

Claiming the One-Time Device Benefit

July 23, 2021

As a reminder for participating Emergency Broadband Benefit Program (EBB Program) providers that issue subscribers a connected device for the EBB Program, a “device reimbursement date” must be entered with the subscriber’s record in NLAD for the provider to be able to claim the one-time benefit reimbursement via the monthly claims process.

The “device reimbursement date” reflects the date the connected device was delivered to the household for purposes of requesting the one-time connected device reimbursement. If the connected device has not been delivered to the subscriber, the provider cannot yet enter a “device reimbursement date” for that subscriber. Any “device reimbursement date” entered into NLAD for a subscriber to whom the connected device has not been delivered is not compliant with the [NLAD Field Description Instructions](#) and should be removed immediately.

Providers will not be able to claim the connected device reimbursement for subscribers who have been issued a connected device by the provider but do not have a “device reimbursement date” entered into NLAD. Providers that did not enter a “device reimbursement date” prior to the generation of the monthly snapshot report (and thus are not eligible to claim the connected device reimbursement based on that snapshot report) may claim the connected device reimbursement in the next monthly snapshot. To do so, the provider should enter the “device reimbursement date” in NLAD for that subscriber once the device delivery date is available so that it can be captured in the next available monthly filing.

Neither the timing of when the date is populated nor the actual date itself will impact or prevent the provider from making the one-time connected device reimbursement claim if otherwise permitted by the FCC’s rules and orders, however the date must be populated in the “device reimbursement date” field to ensure the provider can claim the connected device reimbursement. For example, if a provider delivered a connected device to the subscriber in June but did not enter the “device reimbursement date” in NLAD prior to the July 1 snapshot, that device is not eligible to be claimed in the June data month filing. However the connected device can still be claimed in the July data month filing if the “device reimbursement date” is entered before August 1. The connected device does not need to be provided in the month prior to the snapshot to be reimbursed for the one-time connected device benefit (e.g., a “device reimbursement date” of May entered into NLAD in July can still be claimed).

Action Required for One-Time Device Benefit Enrollments to Align with USAC Guidance

To maintain the accuracy of data in NLAD, **providers that have entered a “device reimbursement date” in NLAD, but have not delivered a connected device to the subscriber must clear the “device reimbursement date” field on the subscriber’s record in NLAD immediately.** This will ensure that future transactions in which a consumer who has not received a connected device seeks to obtain a connected device will not generate a “device warning,” which informs a provider completing an attempted enrollment/transfer transaction that another provider has indicated that it provided a connected device to the consumer.

Need Help? Contact Us!

For questions about the Emergency Broadband Benefit Program, service providers can visit [USAC.org](#) and consumers should visit [GetEmergencyBroadband.org](#). For general program support, service providers should

email EBBElection@usac.org and consumers should email EBBHelp@usac.org. Both providers and consumers may also call the Emergency Broadband Support Center at 833-511-0311 for assistance.

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