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Administrative Co.

USAC

FCC Releases Order Granting Relief to Emergency Broadband Benefit Program Participants Affected by Hurricane Ida

September 8, 2021

On September 3, 2021, the Wireline Competition Bureau (Bureau) issued [Order DA 21-1107](#) waiving certain Emergency Broadband Benefit Program (EBB Program) rules to assist participants located in areas affected by Hurricane Ida. The Order applies to subscribers residing in all parishes and counties in Louisiana and Mississippi.

For subscribers who live in the affected areas, the Order temporarily waives, beginning with the September service month and through November 30, 2021, 47 CFR § 54.1608(c), which requires that an EBB subscriber that is not assessed a monthly fee by the provider must have used their EBB-supported service as usage is defined in 47 CFR § 54.407(c)(2) before the service provider can claim that subscriber for reimbursement. Under this waiver, providers will be able to claim subscribers that have not used their EBB-supported service for reimbursement in the service months of September, October, and November in all parishes and counties in Louisiana and Mississippi.

Service providers in the affected disaster areas that are unable to comply with the EBB Program usage requirements at the end of the waiver period may request tailored relief from the FCC.

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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