Universal Service Administrative Co.

USAC

Emergency Broadband Benefit Program Is Live - Systems Experiencing High Demand

July 23, 2021

The Emergency Broadband Benefit Program (EBB Program) is now live. Consumers can begin completing program applications and service providers with a completed EBB Program election can process applications using the National Verifier service provider portal and enroll eligible consumers in the National Lifeline Accountability Database (NLAD).

Please note that USAC is experiencing extremely high EBB Program demand right now, which may be causing some consumers and service providers to experience connectivity issues in the National Verifier. To allow the system to serve as many consumers and service providers as possible:

- Consumers may contact their preferred service provider to see the different options and understand the provider's preferred EBB application process to apply prior to visiting [GetEmergencyBroadband.org/how-to-apply](#). Consumers can locate participating service providers in their area using the [Companies Near Me](#) tool.
- When enrolling consumers who qualify for the EBB Program based on their Lifeline status or through an FCC-approved alternative verification process, service providers should enroll those consumers in NLAD directly. They do not need to complete an application in the National Verifier.
- When possible, review the eligibility criteria to ensure a consumer qualifies before submitting an application to facilitate the consumer's application process.
- When consumers qualify through the National Verifier, the service provider can enroll them in NLAD using their first and last name, address, date of birth and the last 4 numbers of their Social Security Number, or the Tribal ID or 0000 if the consumer used documents to verify their identity.
- If you experience a system connectivity issue, please try back in a few minutes rather than continuing to refresh the browser.
- Service providers should consider running large batch uploads or API transactions overnight rather than during peak business hours. For other enrollment best practices, refer to [Common Transactions](#) in NLAD on USAC.org.

We appreciate your patience as we actively work to resolve any connectivity issues users may encounter and improve the enrollment system. For questions about the Emergency Broadband Benefit Program, service providers can visit [USAC.org](#) and consumers can visit [GetEmergencyBroadband.org](#).

We also encourage providers to participate in our [post-launch office hours on Thursday, May 13.](#) For program support, email [EBBHelp@usac.org](#) or call the Emergency Broadband Support Center at 833-511-0311. Please note call volumes are high right now.

Need Help? Contact Us!
Email [EBBHelp@usac.org](#) or call the Emergency Broadband Support Center at 833-511-0311.

This email was sent to: jaymie.gustafson@usac.org. Please do not reply to this email.

Manage Subscriptions | Unsubscribe