Emergency Broadband Benefit Program Recent Program Enhancements

October 13, 2021

The Universal Service Administrative Company (USAC) recently released a number of enhancements to the Emergency Broadband Benefit Program (EBB Program) to improve the consumer and service provider experience.

Launch of EBB Program National Verifier API
On September 28, 2021, USAC released the National Verifier Application Programming Interface (API) for the EBB Program in the National Verifier production environment. The National Verifier API further streamlines the EBB Program enrollment process by allowing service providers to connect their systems to the National Verifier to submit consumer EBB Program applications and check consumers' eligibility without using the service provider portal.

National Verifier Consumer Portal Enhancements
On September 13, 2021, USAC released a number of National Verifier application portal enhancements to make the EBB Program application process more user friendly for consumers. These changes include:

Modal Pop-Up after Account Creation: A new pop-up now appears after a successful account creation to inform the consumer they will still need to sign-in to submit an application. This change allows consumers to understand the National Verifier (NV) account creation and application process more clearly.

Password Field Placement: The new update moved the password entry field to the right side of the screen to allow better visibility on mobile devices. This change allows a clearer view of the password requirements.

Username Instructions: The text that appears when creating a NV username has been modified to clarify that consumers can use their email address as their username.

Middle Name Validation: An enhancement was made to the middle name field to clarify that consumers attempting to enter their middle initial should provide their full middle name instead of an initial.

Lifeline Opt-Out State Error Message: An improved error message will appear for consumers in California, Oregon, and Texas (the Lifeline National Lifeline Accountability Database (NLAD) opt-out states) by providing information about how to apply for the EBB Program if they attempt to access a Lifeline application instead.

Identity Verification Section: The Identity Verification section (SSN4, Tribal ID, alternate ID) has been re-

formatted to be more user friendly and to only collect information based on the option the user has selected. Content has been hidden behind each option until selected, and once selected, content for that section will expand, providing consumers with more information. This change helps consumers by providing only the information they need and hides other information to create a more fluid experience.

Reminder: Apply Lifeline Funds Before EBB Program Funds
Service providers that are applying both the Lifeline and EBB Program benefits to a subscriber's supported broadband service must apply the full Lifeline benefit before calculating the reimbursement amount to be claimed under the EBB Program.

Weekly Updates Detailing Lifeline Consumers in California, Oregon, and Texas
In September 2021, USAC began receiving weekly enrollment data on subscribers who recently qualified for the Lifeline program in the National Lifeline Accountability Database (NLAD) opt-out states of California, Oregon, and Texas. Increasing the frequency of updates from monthly to weekly allows service providers to enroll new Lifeline consumers in California, Oregon, and Texas into the EBB Program shortly after they complete their Lifeline enrollment.

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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