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Administrative Co.

USAC

Emergency Broadband Benefit Program Snapshot Available June 1

July 23, 2021

On Tuesday, June 1 at noon ET, service providers can access the first Emergency Broadband Benefit Program (EBB Program) snapshot for the May data month. Service providers should review their snapshot report to begin the reimbursement claims process.

The Emergency Broadband Benefit Program will use the EBB Program Claims Process to file reimbursement claims. The EBB Claims Process is built on the [Lifeline Claims System](#). Service providers can access the claims process through the USAC [OnePortal](#).

EBB Claims Process

On the first of the month, USAC takes a snapshot of all subscribers entered in the [National Lifeline Accountability Database \(NLAD\)](#). Consumers who have not been entered in NLAD are not eligible for reimbursement. Subscribers should only be claimed if they are receiving EBB Program service (e.g., subscribers who have enrolled but not started receiving service or those subscribers that are not assessed a monthly fee for the EBB-supported service who have service but did not use it during the data month are not eligible to be claimed).

Service providers should use the snapshot to claim device benefits for eligible subscribers. For both the device benefit and service reimbursement, service providers should only claim reimbursement for the discount amount they pass along to the consumer.

Service providers can only claim reimbursement for the previous data month and must certify their EBB Program claim by the 15th of the snapshot month (i.e., 15 days after the snapshot). **Claims that are not certified by the 15th of the month will not be reimbursed**. If the 15th of the month falls on a weekend or holiday, service providers can certify on the first business day following the 15th. Service providers cannot claim service for past data months or modify past reimbursement claims.

To complete EBB Program reimbursement claims, a service provider's [497 Officer or 497 User](#) will follow the process described on [USAC's website](#).

Service Provider Email Support

For EBB Program questions, service providers should email EBBElection@usac.org.

To help USAC respond to your concern, please provide as much information as you can in the email. If you are having trouble with a user account, please include your user name, SAC, and SPIN. If you have questions about a system error, please include the error message you received. For questions about an enrollment issue, please include the application number. Do not send consumers' personally identifiable information (PII) via email.

Need Help? Contact Us!

For questions about the Emergency Broadband Benefit Program, service providers can visit [USAC.org](https://www.usac.org) and consumers should visit [GetEmergencyBroadband.org](https://www.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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