



Universal Service  
Administrative Co.

USAC

## EBB Program June Updates

---

July 23, 2021

The Emergency Broadband Benefit Program (EBB Program) launched about a month ago on May 12, 2021. To date, more than [2.5 million consumers](#) have enrolled in the program.

### May Reimbursement Claims

On June 8, 2021, the FCC issued a [waiver](#) extending the EBB Program's May reimbursement window to July 15, 2021. Service providers have until that date to submit and certify May program reimbursement claims using the [EBB Program Claims Process](#).

### June System Enhancements

On June 15, 2021, USAC launched the [Check Application Status tool](#) that allows service providers with National Verifier accounts to enter a consumer's National Verifier application ID, full name, and date of birth. Using this information, the tool will return information about the status of that consumer's application (approved, incomplete, needs more documents) as well as information to help the service provider successfully enroll the consumer in the National Lifeline Accountability Database (NLAD), including the consumer's address as it appears in the National Verifier, whether they qualified using an SSN4 or alternative identity verification, and whether they qualified through a child or dependent (i.e., a benefit qualifying person (BQP)).

USAC will also release the Application ID Enrollment feature on June 23, 2021 (ahead of schedule). This enhancement will allow service providers to directly enroll subscribers into NLAD using the consumer's EBB Program application ID from the National Verifier, their first and last name, and their date of birth. USAC will provide technical specifications for the tool prior to its release.

Otherwise, providers must ensure that the consumer's personally identifiable information (PII) conforms exactly to the information in the consumer's National Verifier application using a five out of five (or nine out of nine, if the consumer qualified through a BQP) PII match. The same is true for EBB Program providers enrolling existing Lifeline subscribers in NLAD opt-out states. However, starting June 23, 2021, EBB Program providers will be able to enroll existing Lifeline subscribers in NLAD opt-out states by matching based on only four pieces of PII (i.e., first name, last name, last four digits of Social Security Number, and date of birth). Excluding the

address from the PII matching requirements should further streamline enrollments for such consumers.

### **Program Reminders**

*Duplicate Subscriber Errors.* USAC has gotten questions from service providers who received a Duplicate Subscriber error when trying to enroll consumers in NLAD. NLAD returns this error when a consumer has already enrolled in the EBB Program. If the provider receives this error and the consumer wants to enroll in the EBB Program with the company, the service provider should perform a transfer transaction in NLAD. The transfer transaction will de-enroll the consumer from their current service provider and enroll them with the new service provider.

The Emergency Broadband Support Center cannot perform consumer de-enrollments or transfers – that transaction must be initiated by the service provider.

Service providers can identify consumers who have transferred away from their company by running a “Detail Transaction Report” in NLAD. Consumers who have transferred to another service provider will be indicated with the transaction type “*TRANSFEROUT*” and the transaction date will indicate when the transfer was initiated.

*Consumer Applications.* Service providers can enroll consumers in the EBB Program who have a qualified EBB Program (B) application or Lifeline program (Q) application in the National Verifier. Service providers should not send consumers to the Emergency Broadband Support Center to request that their qualified Lifeline application be closed out so that the consumer can initiate an EBB Program application. The service provider can rely on the qualified Q application in order to enroll the consumer into the EBB Program.

However, due to eligibility differences between the two programs, service providers cannot enroll consumers in the Lifeline program based on a qualified EBB Program application. Therefore, service providers may direct consumers to the Emergency Broadband Support Center to close out a qualified EBB Program application so the consumer can initiate a Lifeline application if the consumer determines they want to participate in Lifeline after they enroll in the EBB Program.

### **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](mailto:EBBElection@usac.org) and consumers should email [EBBHelp@usac.org](mailto:EBBHelp@usac.org). Both providers and consumers may also call the Emergency Broadband Support Center at 833-511-0311 for assistance.

The information contained in this electronic communication and any attachments and links to websites are intended for the exclusive use of the addressee(s) and may contain confidential or privileged information. If you are not the intended recipient, or the person responsible for delivering this communication to the intended recipient, be advised you have received this communication in error and that any use, dissemination, forwarding, printing, or copying is strictly prohibited. Please notify the sender immediately and destroy all copies of this communication and any attachments.

This email was sent to: [jaymie.gustafson@usac.org](mailto:jaymie.gustafson@usac.org). Please do not reply to this email.

[Manage Subscriptions](#) | [Unsubscribe](#)

USAC | 700 12th Street NW, Suite 900 | Washington, DC 20005  
[www.usac.org](http://www.usac.org) | © 1997- 2021 USAC | All Rights Reserved | [USAC Privacy Policy](#)