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Universal Service Administrative Co.

USAC

Emergency Broadband Benefit Program Adds Weekly Updates to Streamline Enrollments for Lifeline Subscribers in California, Oregon, and Texas

September 29, 2021

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 Emergency Broadband Benefit Program (EBB Program) shortly after they complete their Lifeline enrollment without completing an EBB Program application.

This change was made possible through our valued partnerships with the California, Oregon, and Texas Public Utility Commissions (PUCs).

Consumers who participate in the Lifeline program are generally able to enroll in the EBB Program without completing a separate EBB Program application. However, the process has varied somewhat in California, Oregon, and Texas because the state PUCs, rather than USAC, oversee Lifeline eligibility verification. When the EBB Program launched, USAC was receiving Lifeline eligibility data from the NLAD opt-out states on a monthly basis. As a result of the recent changes, USAC continues to receive the monthly file around the first of the month, followed by a weekly update each Monday thereafter. These regular updates enable service providers in California, Oregon, and Texas to enroll recently approved Lifeline subscribers directly into the EBB Program without waiting for the next monthly file.

As a reminder, consumers in California, Oregon, and Texas can complete an EBB Program application at [GetEmergencyBroadband.org](#) at any time. Furthermore, Lifeline consumers in California, Oregon, and Texas may need to complete an EBB Program application in certain circumstances even when they appear in the monthly or weekly files (e.g., to resolve an EBB Program duplicate household error). USAC continues to explore ways to improve its processes as part of ongoing system enhancements.

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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