Emergency Broadband Benefit Program

Reimbursement Claims
Housekeeping

• Audio is available through your computer’s speakers
• The audience will remain on mute
• Enter questions at any time using the “Questions” box
• If your audio or slides freeze, restart the webinar
• A copy of today’s presentation is available in the handouts section
Meet Our Team

James Lee
Acting Vice President | Lifeline

Jaymie Gustafson
Outreach Director | Shared Services
Agenda

• Announcements
• Introduction
• EBB Program Claims Process
• Review Claims
• Certify Claims
Announcements
Introduction
Emergency Broadband Benefit Program (EBB Program)

Eligible consumers can receive:

- Up to $50/month discount for broadband service and associated equipment rentals
- Up to $75/month discount for households on qualifying Tribal lands
- A one-time discount of up to $100 for a laptop, desktop computer, or tablet supplied through a participating provider (consumer co-pay of more than $10 and less than $50 required)

The Emergency Broadband Benefit is limited to one monthly service discount and one device discount per eligible household.

Program is temporary and expires when funds are exhausted or six months after the Department of Health and Human Services declares the end of the COVID-19 health emergency, whichever is first.
EBB Program Claims Process
EBB Program Claims Process

• The Emergency Broadband Benefit Program will use the EBB Program Claims Process to file reimbursement claims

• The EBB Claims Process is built within the Lifeline Claims System

• Service providers will access the EBB Claims Process through the USAC OnePortal
EBB Program Claims Process

- The **497 Officer** can enter data and is authorized to certify the claim.
- A **497 User** (sub-account) can enter data, but does not have the authority to certify the claim.
EBB Program 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 and did not use it during the data month are not eligible to be claimed)
Questions?
Review Claims
Review Claims

1. Access the EBB Program Claims Process and download the list of subscribers eligible for reimbursement
   • The list is a report in the EBB Program Claims Process based on the NLAD “Subscriber Snapshot” report.

2. Modify the appropriate data on the list as needed
   • Add the dollar amount claimed for each subscriber on the report (the system automatically defaults to the value from the prior month)
     The support amount claimed cannot be more than the actual discount provided to the EBB subscriber in the relevant service month, and the EBB support must be fully passed through to the consumer in the form of a discount.
   • Add the dollar amount for the device claim (if appropriate)
   • Indicate which subscribers are not being claimed and why
   • Upload the report back in the EBB Program Claims Process

3. Set the claim as “ready to certify”
EBBP File or Revise Claim

Select a month to file or revise a claim.

Month: January
Year: 2021
Filing Type: Original

January 2021

SAC Status
Not Started: 3
Uploaded: 6
Ready to Certify: 0
Certified: 0

Continue
# February 2021 Filing Data

## Subscriber Counts

<table>
<thead>
<tr>
<th>SPIN</th>
<th>SAC</th>
<th>Name</th>
<th>Status</th>
<th>Non-Tribal Reported</th>
<th>Non-Tribal Claimed</th>
<th>Tribal Reported</th>
<th>Tribal Claimed</th>
<th>Total Reported</th>
<th>Total Claimed</th>
<th>Devices Claimed</th>
</tr>
</thead>
<tbody>
<tr>
<td>123456789</td>
<td>12346</td>
<td>Fake Company</td>
<td>Not Started</td>
<td>1026</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1026</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>123456789</td>
<td>12347</td>
<td>Made Up ETC</td>
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<td>495</td>
<td>495</td>
<td>1030</td>
<td>1030</td>
<td>0</td>
</tr>
<tr>
<td>123456789</td>
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<td>Acme Internet</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>1012</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>123456789</td>
<td>12349</td>
<td>Good Broadband</td>
<td>Not Started</td>
<td>1248</td>
<td>0</td>
<td>0</td>
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<td>1248</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>123456789</td>
<td>12345</td>
<td>ABC Broadband</td>
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<td>2</td>
<td>0</td>
<td>1074</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
Complete Claim Information in the Template

For each subscriber indicate:

- The reimbursement amount claimed
  - Template pre-populates with the amount claimed the previous month OR the expected rate entered in NLAD
- The amount claimed for device support (if applicable)
- If not claiming support for a subscriber, the reason code

Then upload the template back to the EBB Claims Process
<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>U1</td>
<td>Signed up for EBB Program, no usage yet</td>
</tr>
<tr>
<td>U3</td>
<td>Subscriber lost eligibility but was not de-enrolled prior to snapshot</td>
</tr>
<tr>
<td>U4</td>
<td>Subscriber’s account is suspended</td>
</tr>
<tr>
<td>U5</td>
<td>Failed to match subscriber in Provider’s internal system</td>
</tr>
<tr>
<td>U6</td>
<td>Other</td>
</tr>
</tbody>
</table>
File Claim

February 2021
Filing Data

Last updated 04/19/21 3:27 PM EDT

There are errors in the file you last uploaded. Please make necessary changes and upload the file again.
Download the error file: 04_20_2021_1218_error.csv

Upload Data
File format must be .csv

Download a new filing template

Upload File
### February 2021

#### Filing Data

Last updated 04/20/21 12:29 PM EDT

You successfully uploaded Claims_inset_Template (4).csv

**Upload Data**

File format must be .csv

- Download a new filing template

**Subscriber Counts**

Displaying 1 to 5 of 9 records

<table>
<thead>
<tr>
<th>SPIN</th>
<th>SAC</th>
<th>Name</th>
<th>Status</th>
<th>Non-Tribal Reported</th>
<th>Non-Tribal Claimed</th>
<th>Tribal Reported</th>
<th>Tribal Claimed</th>
<th>Total Reported</th>
<th>Total Claimed</th>
<th>Devices Claimed</th>
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<td>1036</td>
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<td>0</td>
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<tr>
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<td>Made Up ETC</td>
<td>Uploaded</td>
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<td>495</td>
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<td>1030</td>
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<td>0</td>
</tr>
<tr>
<td>123456789</td>
<td>12348</td>
<td>Acme Internet</td>
<td>Not Started</td>
<td>1012</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1012</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>123456789</td>
<td>12349</td>
<td>Good Broadband</td>
<td>Not Started</td>
<td>1048</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1048</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
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<td>12345</td>
<td>ABC Broadband</td>
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<td>1074</td>
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<td>0</td>
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</tbody>
</table>

- Download to review uploaded data

- Back to Search

- View Support Summary

Type a keyword to search

1 of 2 pages
File Claim

January 2021
Support Summary
Displaying 1 to 5 of 6 records

<table>
<thead>
<tr>
<th>Ready to Submit</th>
<th>SPIN</th>
<th>SAC</th>
<th>Name</th>
<th>Status</th>
<th>EBBP</th>
<th>One-Time Device Benefit</th>
<th>Total Support</th>
<th>Support Details</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>123456789</td>
<td>12346</td>
<td>Fake Company</td>
<td>Uploaded</td>
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<td>$99.75</td>
<td>$3,945.75</td>
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</tr>
<tr>
<td></td>
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<td>12347</td>
<td>Made Up ETC</td>
<td>Uploaded</td>
<td>$7,136.00</td>
<td>$100.00</td>
<td>$7,436.00</td>
<td>View</td>
</tr>
<tr>
<td></td>
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<td>12348</td>
<td>Acme Internet</td>
<td>Uploaded</td>
<td>$7,518.00</td>
<td>$0.00</td>
<td>$7,518.00</td>
<td>View</td>
</tr>
<tr>
<td></td>
<td>123456789</td>
<td>12349</td>
<td>Good Broadband</td>
<td>Uploaded</td>
<td>$7,416.50</td>
<td>$0.00</td>
<td>$7,416.50</td>
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</tr>
<tr>
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<td>123456789</td>
<td>12345</td>
<td>ABC Broadband</td>
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<td>$0.00</td>
<td>$6,717.25</td>
<td>View</td>
</tr>
</tbody>
</table>

Show 5 records/page

Please fill out the following information in case we need to contact you with any questions about your claim.

Contact Name

Contact Phone Number

Contact E-mail Address
Please fill out the following information in case we need to contact you with any questions about your claim.

<table>
<thead>
<tr>
<th>Contact Name</th>
<th>Contact Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Contact E-mail Address

Address 1

Address 2

City

State

Zip
### File Claim

**January 2021**

Support Summary

Displaying 1 to 5 of 6 records

Filter claims by: All status types

Type a keyword to search

<table>
<thead>
<tr>
<th>Ready to Submit</th>
<th>SAC</th>
<th>Name</th>
<th>Status</th>
<th>EBBP</th>
<th>One Time Device Benefit</th>
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<th>Support Details</th>
</tr>
</thead>
<tbody>
<tr>
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<td>$900.75</td>
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<tr>
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<td>Made Up ETC</td>
<td>Ready to Certify</td>
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<td>$7,518.00</td>
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<tr>
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<td>$0.00</td>
<td>$7,416.50</td>
<td>View</td>
</tr>
<tr>
<td>123456789</td>
<td>12345</td>
<td>ABC Broadband</td>
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<td>$5,717.25</td>
<td>$0.00</td>
<td>$5,717.25</td>
<td>View</td>
</tr>
</tbody>
</table>

1 claim was successfully submitted.
## Emergency Broadband Benefit Program

### Detail View

<table>
<thead>
<tr>
<th>SPIN</th>
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</tr>
</thead>
<tbody>
<tr>
<td>SAC</td>
<td>12345</td>
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<tr>
<td>Name</td>
<td>Fake Company</td>
</tr>
<tr>
<td>Status</td>
<td>Uploaded</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Total EBBP Support</th>
<th>$7496.50</th>
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</thead>
<tbody>
<tr>
<td>One-Time Device Benefit</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total Support</td>
<td>$7496.50</td>
</tr>
</tbody>
</table>

#### EBBP

<table>
<thead>
<tr>
<th>Tribal Status</th>
<th>Subscribers</th>
<th>EBBP Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>Non Tribal</td>
<td>1034</td>
<td>$7496.50</td>
</tr>
<tr>
<td>Tribal</td>
<td>0</td>
<td>$0.00</td>
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</tbody>
</table>

#### One-Time Device Benefit

<table>
<thead>
<tr>
<th>Subscribers</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>$0.00</td>
</tr>
</tbody>
</table>
Questions?
Certify Claims
Certify Claims

• **497 Officer** must certify claim

• All claims must be certified by the 15th of the month after the snapshot date or the first business day after the 15th if the 15th of the month falls on a weekend or holiday

• Claims that are not certified will not be reimbursed

• Service providers cannot certify claims prior to the current month or modify past reimbursement claims
Select a month to certify.

Month
Select a Month

Year
Select a Year

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EBBP Certify Claim

Select a month to certify.

Month

Year

February

2021

February 2021

SAC Status

Ready to Certify

Certified

Continue
## EBBP Certify Claim

**February 2021**
Claims to Certify

Displaying 1 to 2 of 2 records

<table>
<thead>
<tr>
<th>Ready to Certify</th>
<th>SPIN</th>
<th>SAC</th>
<th>Name</th>
<th>Status</th>
<th>EBBP</th>
<th>One-Time Device Benefit</th>
<th>Total Support</th>
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</tr>
</thead>
<tbody>
<tr>
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<td>123145</td>
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<td>$7,496.50</td>
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<td>$7,496.50</td>
<td>View</td>
</tr>
<tr>
<td>✅</td>
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<td>Ready to Certify</td>
<td>$25,750.00</td>
<td>$.00</td>
<td>$25,750.00</td>
<td>View</td>
</tr>
</tbody>
</table>
### Emergency Broadband Benefit Program

**Detail View**

<table>
<thead>
<tr>
<th>SPIN</th>
<th>Total EBBP Support</th>
<th>One-Time Device Benefit</th>
<th>Total Support</th>
</tr>
</thead>
<tbody>
<tr>
<td>123456789</td>
<td>$7496.50</td>
<td>$0.00</td>
<td>$7496.50</td>
</tr>
</tbody>
</table>

**EBBP**

<table>
<thead>
<tr>
<th>Type</th>
<th>Subscribers</th>
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</tr>
</thead>
<tbody>
<tr>
<td>Non-Tribal</td>
<td>2394</td>
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</tr>
<tr>
<td>Tribal</td>
<td>0</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**One-Time Device Benefit**

- Subscribers: 0
- Total: $0.00

---

Continue
Certify and Sign

I certify, under penalty of perjury, that:

1. I am an officer authorized to submit the reimbursement request on behalf of the participating provider;

2. I have read the Instructions relating to the reimbursements and the funds sought in the reimbursement request are for services and/or devices that were provided in accordance with the Emergency Broadband Benefit Program rules and requirements;

3. The participating provider is in compliance with all of the rules in 47 CFR Part 54, Subpart P;

4. The participating provider has obtained valid certification and application forms as required by the rules in 47 CFR Part 54, Subpart P for each of the subscribers for whom it is seeking reimbursement;

5. The amount for which the participating provider is seeking reimbursement from the Emergency Broadband Connectivity is not more than the standard rate;

6. Each eligible household for which the participating provider is seeking reimbursement for providing an Internet service offering has not been or will not be charged for 1) such offering, if the standard rate for such offering is less than or equal to the amount of the emergency broadband benefit for such household, or 2) more for such offering than the difference between the standard rate for such offering and the amount of the emergency broadband benefit for such household;

7. Each eligible household for which the participating provider is seeking reimbursement for providing an Internet service offering 1) will not be required to pay an early termination fee if such eligible household elects to enter into a contract to receive such Internet service offering if such household later terminates such contract; 2) was not, after December 31, 2020, subject to a mandatory waiting period for such Internet service offering based on having previously received broadband Internet access service from such participating provider; and 3) will otherwise be subject to the participating provider's generally applicable terms and conditions as applied to other customers;

8. Each eligible household for which the participating provider is seeking reimbursement for supplying such household with a connected device was charged by the provider more than $100.00 but less than $500.00 for such connected device, and that no such household had already received a reimbursable connected device from the participating provider or any other participating provider when the connected device was delivered to the household;

9. That the connected device meets the Commission's requirements, that the reimbursement claim amount reflects the market value of the device, and the connected device has been delivered to the household;

10. For each household whose eligibility was verified using an alternative verification process, such verification process was designed to avoid waste, fraud, and abuse;

11. The provider has retained the relevant supporting documents that demonstrate the connected devices requested are eligible for reimbursement;

12. All documentation associated with the reimbursement form, including all records for services and/or connected devices provided, will be retained for a period of at least six years after the last date of delivery of the supported services and/or connected devices provided through the Emergency Broadband Benefit Program, and are subject to audit;

13. The provider neither received nor paid kickbacks, as defined by 47 U.S.C. § 705, in connection with the Emergency Broadband Benefit Program.
14. The information contained in this form is true, complete, and accurate to the best of the officer's knowledge, information, and belief, and is based on information known to the officer or provided to officer by employees responsible for the information being submitted.

15. The officer is aware that any false, fictitious, or fraudulent information, or the omission of any material fact, may subject the officer to criminal, civil, or administrative penalties for fraud, false statements, false claims, or otherwise (18 U.S.C. §§ 1001, 1341, 31 U.S.C. §§ 3729-3730, 3801-3812); and no service costs or devices sought for reimbursement have been waived, paid, or promised to be paid by another entity, including any federal program.

Date
04/20/2021

Officer Name

Officer Title
**EBBP Certify Claim**

January 2021
Claims to Certify

Displaying 1 to 0 of 0 records (filtered from 7 total records)

<table>
<thead>
<tr>
<th>Ready to Certify</th>
<th>SPIN</th>
<th>SAC</th>
<th>Name</th>
<th>Status</th>
<th>EBBP</th>
<th>One-Time Device Benefit</th>
<th>Total Support</th>
<th>Support Details</th>
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<tbody>
<tr>
<td>No matching records found</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Show 5 records/page

- 1 claim was successfully certified.

**Certify and Sign**

I certify that my company is in compliance with all of the Lifeline program rules, and, to the extent required, have obtained valid certifications for each
Emergency Broadband Benefit Program

EBBP File Claim

You can no longer make claims for this month.

Select a month to file a claim.

<table>
<thead>
<tr>
<th>Month</th>
<th>Year</th>
<th>Filing Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>January</td>
<td>2021</td>
<td>Original</td>
</tr>
</tbody>
</table>

Instructions
Reimbursement

- USAC will send the reimbursement file to the FCC for payment
- Service providers will receive payment in the account associated with their SAM.gov registered DUNS Number
Office Hours

- Thursday, April 22 @ 3 p.m. – National Verifier & NLAD Staging Environments
  - Register
- USAC team available to answer questions, provide clarification
Stay Informed about the EBB Program

• For service providers:
  • Visit USAC.org to follow EBB Program updates
  • Sign up for the USAC EBB Program Outreach List to:
    • Receive EBB Program email updates
    • Learn about EBB Program trainings
  • Visit https://www.fcc.gov/emergency-broadband-benefit-program for information about the provider application process

• For consumers:
  • Visit GetEmergencyBroadband.org
  • Visit fcc.gov/broadbandbenefit for the latest information on the Emergency Broadband Benefit