Emergency Broadband Benefit Program: Consumer Support
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 the slide deck is in the “Handouts” section of webinar panel
Meet Our Team

Jaymie Gustafson

Outreach Director | Shared Services
Agenda

• Emergency Broadband Benefit Program Overview
• Who is Eligible
• How to Enroll
• Supporting Consumers
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.
Emergency Broadband Benefit

Who is Eligible
Eligible Households

Households can qualify for the Emergency Broadband Benefit by showing that at least one member of their household meets one of the following criteria:

• Participates in the FCC’s Lifeline program
• Has household income at or below 135% of federal poverty limit
• Participates in a Lifeline-qualifying government program:
  • Medicaid
  • SNAP
  • Supplemental Security Income (SSI)
  • Federal Public Housing Assistance
  • Veterans and Survivors Pension Benefit
  • Tribal Programs for Residents on Qualifying Tribal Lands
    • Bureau of Indian Affairs General Assistance
    • Tribal TANF
    • Tribal Head Start (must meet relevant income qualifying standard)
    • Food Distribution Program on Indian Reservations
Eligible Households

• Approved to participate in the free and reduced-price school lunch program or school breakfast program, including through the USDA Community Eligibility Provision, in the 2019-20 or 2020-21 school year

• Received a federal Pell Grant in the current award year

• Experienced substantial documented loss of income through loss of job or furlough since February 29, 2020 and the household had a total income in 2020 at or below $99,000 for single filers and $198,000 for joint filers

• Qualifies for a participating provider’s existing low-income or COVID-19 relief program, subject to FCC approval of that provider’s eligibility process
Eligible Households

EBB Program determines eligibility by household

- Household is defined as a group of people who live together and share income or expenses, even if they are not related to each other
- If more than one household resides at an address, consumers can complete an Independent Economic Household Worksheet to show eligibility for the EBB Program
- If one member of the household is eligible, the household can receive the Emergency Broadband Benefit
- Households that are eligible for the Emergency Broadband Benefit and Lifeline may apply for and receive both benefits
- You can apply your Emergency Broadband Benefit and your Lifeline benefit to the same or separate services, or you can use your Emergency Broadband Benefit with a different participating provider.
- You can switch service to a different participating provider at any time, but please keep in mind that you can only receive the device discount (if applicable) one time.
Eligible Households – Benefit Qualifying Person

• Households can qualify for the EBB program through an eligible child or dependent (Benefit Qualifying Person or BQP)
  • For example, a household member with a child or dependent who is approved for the free and reduced-price school lunch program or school breakfast program or who attends a Community Eligible Provision school, is eligible for the EBB Program

• The application should be completed by an adult member of the household, identifying the child or dependent as the BQP

• Children under age 18 are not eligible to apply for the EBB Program themselves unless the government has declared them an Emancipated Minor
Eligible Households – Additional Information

• Households that qualify for Lifeline and the Emergency Broadband Benefit can receive both discounts

• Households can choose to apply the Emergency Broadband Benefit and Lifeline benefit to the same service, or different services (including services with different providers)
  • For example, a household can apply their Lifeline benefit to a wireless service and their Emergency Broadband Benefit to a home broadband service.
Questions?
Emergency Broadband Benefit Program

How to Enroll
Lifeline consumers can contact an EBB Service Provider to request service — they do not need to complete a separate EBB Program application.
Application Process

- Consumer selects service provider
- Consumer completes EBB Program application
- Consumer provides supporting documentation for any errors that the application received
- Service provider enrolls consumer in EBB Program
Apply Online: GetEmergencyBroadband.org

Stay Connected
The Emergency Broadband Benefit Program - Helping people stay connected during the COVID-19 pandemic

Stay Connected

What is the Emergency Broadband Benefit Program?
The Emergency Broadband Benefit Program is a Federal Communications Commission (FCC) program that provides a temporary discount on monthly broadband bills for qualifying low-income households. If your household is eligible, you can receive:

- Up to a $50/month discount on your broadband service and associated equipment rentals
- Up to a $75/month discount if your household is on qualifying Tribal lands
- A one-time discount of up to $100 for a laptop, tablet, or similar computing device
Apply Online

Your Information

We will use this information to find out if you qualify for the Lifeline Program or the Emergency Broadband Benefit Program.

What is your full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name

Middle Name (Optional)

Last Name

What is your date of birth?
Month

Day

Year

Choose

DD

YYY
### Apply Online

**What are the last 4 numbers of your Social Security Number (SSN)?**

I want to give my Tribal Identification Number.

---

**What is your home address?**

The address where you will get service. Do not use a P.O. Box.

#### Street Number and Name

<table>
<thead>
<tr>
<th>Street Number and Name</th>
<th>Apt, Unit, etc.</th>
</tr>
</thead>
<tbody>
<tr>
<td>123 Street Road</td>
<td></td>
</tr>
</tbody>
</table>

#### City

<table>
<thead>
<tr>
<th>City</th>
<th>State</th>
<th>Zip Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your City or Town</td>
<td>Choose</td>
<td>00000</td>
</tr>
</tbody>
</table>
Your Child or Dependent's Information

We will use this information to find out if you qualify for the Lifeline Program or the Emergency Broadband Benefit Program through your child or dependent.

What is their full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name

Middle Name (Optional)

Last Name

What is their date of birth?
Month

Day

Year

What are the last 4 numbers of their Social Security Number (SSN)?

I want to give their Tribal Identification Number instead.
Create Your Account

Making an account will let us keep your information safe. It will also let you save it and come back to it any time.

Choose your username.
Choose something that you can easily remember. It helps to use your name in some form.

Username

Choose your password.
Make sure it's something you can remember. It has to follow the requirements below.

Password
Password Requirements:

1. At least 6 characters long
2. At least 1 capital letter
3. At least 1 number (0-9)
4. At least 1 special character (@#$%^&*)
5. No restricted phrases

Confirm Password
Type the same password again.

Your Contact Information

What is your email address?
example@email.com
I want to provide an alternate email.

What is your phone number? (Optional)

I have a mailing address that is different than my home address.
Welcome RYAN JOHNSON

Lifeline is a federal program that lowers the cost of phone or internet services.

Learn more about the Lifeline Program

My Lifeline Benefit

My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

Start Lifeline Application  Return to Application

Application Type  Application ID  Application Created  Expiration Date  Status

Please select "Apply or Transfer Your Service" to qualify for Lifeline.

Emergency Broadband Benefit Program

The Emergency Broadband Benefit provides a discount of up to $50 per month towards broadband service for eligible households and up to $75 per month for those on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to $100 to purchase a laptop, desktop, or tablet from participating providers if they contribute more than $10 and less than $50 toward the purchase price. To see if you qualify, click "Get Started."
Tell Us Which Program You Are In

Apply Online

To qualify for Lifeline or the Emergency Broadband Benefit Program, we need to know which government assistance program you are in or if you qualify based on acceptable income criteria.

Are you in any of these?

Check all that apply.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Federal Pell Grant in the current award year
- Free and Reduced Price School Lunch or Breakfast Programs in the 2019-2020 or 2020-2021 school year
- Experienced a substantial loss of income since February 29, 2020
- Tribal Specific Program (only choose if you live on Tribal lands)
- I don’t participate in one of these programs, I want to qualify through my income.
- I am not in any of these, but my child or dependent is in one of these programs.

You may be asked to submit documents about the program(s) you select.
Apply Online

Review Your Information

Before we check if you qualify for Lifeline or the Emergency Broadband Benefit, make sure your information is right.

Double check the information below.

Full Legal Name: Ryan Johnson
Date of Birth: March 13, 1980
Last 4 Numbers of SSN: 1234
Address: 123 Not real rd
phoenix, AZ 12345

The information you gave us will be used to check if you qualify for Lifeline or the Emergency Broadband Benefit. Please confirm that it is okay.

By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit or the Emergency Broadband Benefit.
Apply Online

Correct Errors through the National Verifier

- Upload Identity Documents
- Upload Eligibility Documents
- Use the portal to correct address, duplicate household and other errors
Apply Online

Confirm Your Location

Show us that your address is right.

This is the information you gave us.

Address: 123 NOT REAL RD,
PHOENIX, AZ 12345

If you see a typo in your address, fix it here.

You will have until 5/22/2021 to complete this section so we can determine whether you qualify for Lifeline or the Emergency Broadband Benefit. If you do not complete this by then, you will need to come back to this site and fill this form out again.

We need to confirm where you live on the map below. Be as accurate as possible. Please double click on the map or use the (+) button on the top left to zoom in on the map. You can drop a pin once you have found your address on the map.

If you have not zoomed in far enough on the map, you will not be able to drop a pin on the map.

Latitude 40.323612186579
Longitude -104.1462063789368

Note: if you live on Tribal lands, this information will be used to confirm you qualify for the enhanced Tribal benefit.
Apply Online

Confirm Your Household

We need more information to determine whether you qualify for the Emergency Broadband Benefit.

Do you share money (income or expenses) with another adult who gets the Emergency Broadband Benefit?

This can be the cost of bills, food, etc., and income. If your spouse receives the Emergency Broadband Benefit, please answer "yes" to this question.

☐ Yes  ☐ No

Please select what best describes the building in which you reside:

- Apartment building
- Single family home
- Residential facility, such as a nursing home or an assisted living facility
- Transitional housing or shelter
- Other

If you live in a single family home where three or more economic households have applied for the Emergency Broadband Benefit, please identify the number of individuals who reside at the address and the number of people in your economic household (Optional):

Number of people at address (Optional): 30
Number of people in your economic household (Optional): 4

You will have until 5/22/2021 to complete this section so we can determine whether you qualify for the Emergency Broadband Benefit. If you do not complete this by then, you will need to come back to this site and fill this form out again.

Back  Next

Back  Next
Apply Online

You Can Apply for the Emergency Broadband Benefit

Your household does not get the Emergency Broadband Benefit yet. A household is a group of people who live together and share income and expenses (even if they are not related to each other).

Please initial the agreements below (2 & 3 are required):

1. I live at an address with more than one household. If you live alone or you live with other adults who do not receive the Emergency Broadband Benefit, do not initial this box.

2. I understand I am only allowed to get one Emergency Broadband Benefit per household, not per person.

3. I understand that this limit is an FCC rule, and lying about my household on this government form can make me lose my Emergency Broadband Benefit and is against the law.
Apply Online

We Didn't Recognize your Information

We couldn't find you in our records.

Show that you are who you say you are.

This is the information you gave us.

<table>
<thead>
<tr>
<th>Full Legal Name:</th>
<th>Ryan Johnson</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Birth:</td>
<td>March 13, 1980</td>
</tr>
<tr>
<td>Last 4 SSN:</td>
<td>1234</td>
</tr>
</tbody>
</table>

If you see a typo in your information, fix it here.

You will have until 3/22/2021 to provide more documents so we can determine whether you qualify for Lifeline or the Emergency Broadband Benefit. If we don't receive this information by then, you will need to come back to this site and fill this form out again.

Show us that this information is right.

We couldn't confirm your identity. We need to see an official document(s) that has your first name, last name, date of birth, and the last four digits of your Social Security Number or full Tribal Identification Number on it. Please show us something from one of the following lists. If you provide a document that contains your Social Security Number, please redact or mark out all but the last four digits of it.

For the Emergency Broadband Benefit only: If you provided the last four digits of your Social Security Number or Tribal ID Number with your application, please select and upload a document(s) from one of the lists below. If you did not provide the last four digits of your Social Security Number or Tribal ID Number with your application, you must submit an official government document issued in the United States that includes your first name, last name, and date of birth to validate your identity, such as, but not limited to: U.S. Government or Military ID, U.S. Passport, State-Issued Driver’s License or ID, or U.S. Taxpayer Identification Document.

Show us 1 item:
To be accepted, the copy must have your first name, last name, date of birth, and the last four digits of your SSN or full Tribal ID number on it.
- U.S. government, military, state, or Tribal issued ID (unexpired)
- Military discharge documentation
- Weapons permit (unexpired)
- Government assistance program document (that includes proof of identity)
- Statement of benefits from a qualifying program (that includes proof of identity)
- Unemployment or worker’s compensation statement of benefits

Or, show us 2 items:
To be accepted, both copies must have your first name and last name on them, and one must have your date of birth on it and the other must have the last four digits of your SSN or full Tribal ID number on it.

Show your date of birth
- Driver’s license (unexpired)
- Birth certificate
- Passport (unexpired)
- Certificate of Naturalization (or Certificate of U.S. Citizenship)
- Permanent Resident Card (unexpired)
Apply Online

We Could Not Confirm That You Qualify for the Emergency Broadband Benefit

To qualify for the Emergency Broadband Benefit, you need to give us more information.

You will have until 5/22/2021 to complete this section so that we can determine whether you qualify for Lifeline or the Emergency Broadband Benefit. If you do not complete this by then, you will need to come back to this site and fill this form out again.

Are you or someone in your household in any of these?
Choose one.

- [ ] SNAP (Supplemental Nutrition Assistance Program) or Food Stamps
- [ ] Medicaid
- [ ] Supplemental Security Income (SSI)
- [ ] Federal Public Housing Assistance
- [ ] Veterans Pension and Survivors Benefit Programs
- [ ] Federal Pell Grant in the current award year
- [ ] Free and Reduced Price School Lunch or Breakfast Programs in the 2019-2020
Apply Online

Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

I agree, under penalty of perjury, to the following statements:

Initial
For my household, I affirm and understand that the EBB Program is a temporary federal government subsidy that reduces my broadband internet access service bill and at the conclusion of the program, my household will be subject to the provider's undiscounted general rates, terms, and conditions if my household continues to subscribe the service.

Initial
I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 130% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Initial
I agree that if I move I will give my service provider my new address within 30 days.

Initial
I understand that I have to tell my service provider within 30 days if I do not qualify for EBB Program anymore, including:

1. I or the person in my household that qualifies, do not qualify through a government program or income anymore.
2. Either I or someone in my household gets more than one EBB Program benefit.

Initial
I know that my household can only get one EBB Program benefit and, to the best of my knowledge, my household is not getting more than one EBB Program benefit.

Initial
I agree that all of the information I provide on this form may be collected, used, shared, and retained for the purposes of applying for and/or receiving the EBB Program benefit. I understand that if this information is not provided to the Program Administrator, I will not be able to get EBB Program benefits. If the laws of my state or Tribal government require it, I agree that the state or Tribal government may share information about my benefits for a qualifying program with the EBB Program Administrator. The information shared by the state or Tribal government will be used only to help find out if I can get an EBB Program benefit.

Initial
All the answers and agreements that I provided on this form are true and correct to the best of my knowledge.

Initial
I know that willingly giving false or fraudulent information to get EBB Program benefits is punishable by law and can result in fines, jail time, de-enrollment, or being barred from the program.

Initial
I was truthful about whether or not I am a resident of Tribal lands, as defined in this form.

Your Signature
Type your full legal name below

Nick Johnson

I understand this is a digital signature, and is the same as if I signed my name with a pen.

Back
Submit
Apply Online

We Are Checking Your Documents
Thank you for submitting your information. Someone is looking at your documents to make sure you qualify.

This will take a few minutes.
If you need to leave and come back later, this page will be available until 4/20/2021 (Based on US Eastern Time).
Our support Center hours are 9 a.m. - 9 p.m. ET, Monday - Sunday. If you’re using the system outside of those hours, please check back today or tomorrow morning after 9 am ET to see if you qualify for Lifeline or the Emergency Broadband Benefit.

If you qualify...
You will have 90 days to find a company and sign up for service.

If you do not qualify...
We'll ask you for more information or tell you what to do next. You will have until 4/30/2021 (Based on US Eastern Time) to send us the information or complete the next steps.

Need help with your Lifeline application? Contact us at 1-888-234-9073 or LifelineSupport@ussac.org.

Need help with your Emergency Broadband Benefit application? Contact us at 1-833-551-0811 or EBBHelpDesk@ussac.org.

Full Legal Name: APPLE BUTTERS
Address: 904 CREEKSIDE, CTY, WA 00032
Application ID: Q28153-52972
Apply Online

You Qualify for the Emergency Broadband Benefit

Your application has been approved. If you haven’t already done so, the next step is to sign up with a participating internet company by 7/6/2021 (based on US Eastern Time).

If you do NOT sign up by 7/6/2021, you will have to reapply for the Emergency Broadband Benefit. Due to the temporary nature of the Program, we encourage you to contact a service provider to enroll as soon as you can.

NOTE: The EBB Program is a limited benefit that will expire when the available appropriated funds are exhausted or six months after the Secretary of Health and Human Services declares an end of the COVID-19 health emergency.

How to sign up

1. Contact an internet company and ask to sign up for the Emergency Broadband Benefit Program.
2. Tell them you have been approved by the Universal Service Administrative Company (USAC).
3. Use the same information you used on your Emergency Broadband Benefit application (full legal name, date of birth, last four digits of social security number (if applicable), and address).

Live on Tribal lands? Press the button below to see if you qualified for Tribal benefits:

Confirm Tribal Qualification

After you sign up with an internet company, you will receive your Emergency Broadband Benefit.

If you have questions about your broadband device, service, or bill, contact your internet company. If you have questions about the Emergency Broadband Benefit Program, call us at 1 (833) 511-0311 or send us an email at EBBHelp@usac.org.
Apply by Mail

- Consumers must complete all sections of the application (excluding page 8)
- Write clearly, using black ink and capital letters
- Consumers enter the same information they would include on the online application
- Consumers will find the application at GetEmergencyBroadband.org when the program launches
- Service providers can also supply copies of the paper form
Apply by Mail

- Consumers must initial certifications and sign the form themselves, even if someone helps them complete the application.
- If consumers have access to email, we encourage them to include their email address on their application.
- Include copies of eligibility and identity documents as well as the Independent Economic Household (IEH) Worksheet to reduce processing time.
  - The IEH Worksheet and information on what documentation is needed to resolve specific errors can be found at [GetEmergencyBroadband.org](http://GetEmergencyBroadband.org)

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Questions
Emergency Broadband Benefit Program
Supporting Consumers
Supporting Consumers

• Advocates and supporters can help consumers identify EBB Program service providers, navigate the application process, and help upload or mail in documents
• Consumers must initial the certifications and sign the application themselves, whether applying online or by mail
• Consumers must affirmatively consent to enroll in the EBB Program – service providers cannot enroll their existing consumers without consent, even if they already receive service that may be eligible for the discount
• Advocates and supporters cannot apply on behalf of consumers
How to Help

Emergency Broadband Support Center
(833) 511-0311
EBBHelp@usac.org
9 a.m.– 9 p.m. ET, 7 days a week

GetEmergencyBroadband.org

• Videos on the application process
• Information on how to resolve errors
• Specific information for Tribal residents
• Companies Near Me
Questions?
Stay Informed about the EBB Program

For consumers:

• Visit GetEmergencyBroadband.org for consumer resources, support, and information on how to apply

• You can also visit fcc.gov/broadbandbenefit for the latest information on the Emergency Broadband Benefit

• The Emergency Broadband Benefit is an FCC program administered by USAC