

Emergency Broadband Benefit Program: Overview



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Meet Our Team



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Agenda

- Emergency Broadband Benefit Program Overview
- Consumer Eligibility
- Service Provider Requirements
- Verify Eligibility & Enroll Consumers
- USAC Systems
- EBB Program Available Funding
- Resources

Emergency Broadband Benefit Program (EBB Program)



Broadband and device benefit for low-income consumers during the COVID-19 pandemic.

Eligible consumers can receive:

- Up to \$50/month discount for broadband services
- Up to \$75/month discount for broadband services 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 (HHS) declares the end of the COVID-19 health emergency

Emergency Broadband Benefit Program

Consumer Eligibility Criteria

Eligibility Criteria

Households can qualify for the EBB Program 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 for Qualifying Tribal Lands
 - ◇ Bureau of Indian Affairs General Assistance
 - ◇ Tribal TANF
 - ◇ Tribal Head Start
 - ◇ Food Distribution Program on Tribal Reservations

Eligibility Criteria

- Participates 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
- Experienced substantial documented loss of income 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
- Received a Federal Pell Grant in the current award year
- Qualifies for a participating provider's existing low-income or COVID-19 relief program, subject to FCC approval of that provider's eligibility process

EBB Program Household Eligibility

EBB Program determines eligibility by household

- Household is defined as a group of people who live together and share income or expenses, whether related or not
- 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 EBB Program benefits

Households that are eligible for the EBB Program and Lifeline may apply for and receive both benefits

Eligibility Criteria – 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 the age 18 are not eligible to apply for the EBB Program themselves unless the government has declared them an Emancipated Minor

Emergency Broadband Benefit Program

Service Provider Requirements

EBB Program Service Provider Requirements

- Broadband service plans that were available as of December 1, 2020 are eligible for reimbursement
- Broadband providers, including those that have not been designated as eligible telecommunications carriers (ETCs), can participate in the EBB Program after filing an Election Notice with USAC
- Non-ETCs and ETCs that wish to provide EBB service in states or territories in which they do not have ETC status must receive FCC approval to participate in the program prior to filing their Election Notice
- Service providers can request that the FCC approve their alternative verification process (AVP)

Service Provider Requirements

To get started in the EBB Program, service providers must take the following steps:

1. Register with [SAM.gov](#) *
2. Obtain an [FCC Registration Number \(FRN\)](#) *
3. Apply for [FCC approval](#) (only applicable to non-ETCs)
4. Submit an [election notice](#) to USAC
 - Include all necessary supporting documentation
5. Set up [One Portal Account](#)
6. Register representatives in the Representative Accountability Database (RAD)

*Service providers only need to complete these steps once – if you already have a SAM.gov account or FRN, no need to register again

Questions?

Emergency Broadband Benefit Program

Verify Eligibility & Enroll Consumers

Application Process – National Verifier

Option 1:

Apply with a Service Provider

- The consumer visits a service provider.
- The service provider will get the consumer's consent to enter the consumer's information into the National Verifier service provider portal.
- This is an in-person interaction, where the service provider asks the consumer questions in an interview style approach

Option 2:

Apply Online

- The consumer visits the National Verifier from any computer or mobile device to complete the electronic application
- The consumer contacts a service provider to enroll in the EBB Program

Option 3:

Apply by Mail

- The consumer fills out and signs the National Verifier EBB Application Form
- The consumer mails the application and supporting documentation to the Emergency Broadband Support Center
- Service providers may assist consumers with the paper application and mail it on the consumer's behalf

Application Process – National Verifier cont'd

- The National Verifier will use the consumer's information to perform the following automated checks:
 - Eligibility check
 - Identity check
 - Address check
 - Duplicate subscriber check
 - Duplicate address check
 - Tribal eligibility check
- If any of these checks return errors, the consumer will be directed to either resolve the error in the portal or to provide documents

Enroll Consumers in NLAD – National Verifier

- After consumer is found eligible for the EBB Program using the National Verifier, consumers must be enrolled using the National Lifeline Accountability Database (NLAD)
- Service providers enroll consumers by entering:
 - First and last name
 - Date of Birth
 - Last 4 digits of Social Security Number (as entered on the application)
 - Address
 - Email address or phone number
 - Service type
 - Intent to provide a device (if applicable)
 - Device type, make and model (if applicable)
 - Expected service rate and device rate (if applicable)
 - Benefit Qualifying Person's information (if applicable)
 - School Name (If qualifying through the free and reduced price lunch or breakfast)

Enroll Consumers in NLAD – National Verifier

- NLAD will use the consumer information to check for a qualified application in the National Verifier
 - If found, the provider can complete the enrollment in NLAD
 - If not found, the consumer must return to the National Verifier to complete an application
- Service providers in all states, including California, Oregon, and Texas, must use NLAD for EBB enrollments

Application Process – Existing Lifeline Consumers

- Service providers must receive affirmative consent from all existing consumers to enroll them in the EBB Program
 - For existing subscribers, service providers need to collect documentation demonstrating that the consumer received disclosures about the EBB Program and that the consumer provided affirmative consent to apply their Emergency Broadband Benefit to the service received from the service provider
 - Documentation must be kept for the length of the consumer's enrollment in the EBB Program, and no less than six calendar years following the EBB Program's termination
 - Service providers will not need to retain any such documentation for new subscribers
- Existing Lifeline subscribers do not need to fill out an application for the EBB Program. Service providers can enroll them directly in NLAD

Enroll Consumers in NLAD – Existing Lifeline Consumers

- After receiving consumer consent, service providers enroll consumers in NLAD by entering:
 - First and last name
 - Date of Birth
 - Last 4 digits of Social Security Number (as entered on the application)
 - Address
 - Email address or phone number
 - Service type
 - Intent to provide a device (if applicable)
 - Device type, make and model (if applicable)
 - Expected service rate and device rate (if applicable)
 - Benefit Qualifying Person's information (if applicable)
 - School Name (If qualifying through the free and reduced price lunch or breakfast)

Enroll Consumers in NLAD – Existing Lifeline Consumers

- For providers enrolling existing Lifeline consumers
 - NLAD will run several checks (i.e., address, Tribal, duplicate subscriber, duplicate address)
 - Failures can be resolved either directly in NLAD or via the National Verifier.
 - Upon completion, the provider can complete the enrollment in NLAD
- For purposes of the EBB Program, NLAD will be able to verify existing Lifeline status for consumers in all states, including California, Oregon, and Texas

Application Process – Approved Alternative Verification Process (AVP)

- Service providers must receive affirmative consent from all existing consumers to enroll them in the EBB Program
 - For existing subscribers, service providers need to collect documentation demonstrating that the consumer received disclosures about the EBB Program and that the consumer provided affirmative consent to apply their Emergency Broadband Benefit to the service received from the service provider
 - Service providers will not need to retain any such documentation for new subscribers
- For FCC-approved alternative verification processes (AVPs), including for existing low-income or COVID-19 relief programs, service providers must also maintain documents used to make eligibility verification
- Documentation must be kept for the length of the consumer's enrollment in the EBB Program, and no less than six calendar years following the EBB Program's termination

Enroll Consumers in NLAD – Alternative Verification Process (AVP)

- Service providers using AVPs must enroll consumers in NLAD using the bulk upload process or an Application Programming Interface (API)
- Service providers enroll consumers in NLAD by entering:
 - First and last name
 - Date of Birth
 - Last 4 digits of Social Security Number (as entered on the application)
 - Address
 - Email address or phone number
 - Service type
 - Intent to provide a device (if applicable)
 - Device type, make and model (if applicable)
 - Expected service rate and device rate (if applicable)
 - Benefit Qualifying Person's information (if applicable)
 - School Name (If qualifying through the free and reduced price lunch or breakfast)
 - A confirmation flag indicating that the service provider is using an AVP for enrollment

Enroll Consumers in NLAD – Alternative Verification Process (AVP)

- NLAD will run several checks (i.e., address, Tribal, duplicate subscriber, duplicate address)
- Errors can be resolved in NLAD
- Service provider using an AVP must certify that they confirmed eligibility of the consumers they enroll
- Upon completion, the provider can complete the enrollment in NLAD

Questions?

Emergency Broadband Benefit Program

USAC Systems

USAC EBB Program Systems

- The **Lifeline National Eligibility Verifier (NV)** is a centralized system that determines whether consumers are eligible for the EBB Program
- The **National Lifeline Accountability Database (NLAD)** allows service providers to enroll EBB Program consumers who have qualified through the NV in the program and transfer consumers (with the consumer's consent) to their company
- The **Lifeline Claims System (LCS)** is the online filing system within NLAD that service providers use to submit claims for reimbursement for offering EBB Program-supported services to EBB Program subscribers
- The **Representative Accountability Database (RAD)** is a registration system that validates the identities of service provider representatives performing transactions in the NV and NLAD

USAC Systems

National Lifeline Eligibility Verifier (National Verifier)

- The National Verifier will check consumer eligibility to participate in the EBB Program and accept documentation to help consumers overcome any eligibility errors
- Service providers will also be able to use the National Verifier to check the status of a consumer's eligibility application (with the consumer's permission)
- Consumers will be able to apply for the EBB Program directly through the National Verifier or with the help of a service provider
- Service provider representatives need credentials to use the National Verifier service provider portal

USAC Systems

National Lifeline Accountability Database (NLAD)

- [NLAD](#) is available through USAC's one portal system, which is a single portal dashboard that allows users to access all of their Universal Service Fund IT applications (including EBB Program systems) through the same portal
- NLAD will allow service providers to manage their EBB Program subscribers, including enrolling consumers in the program and transferring subscribers
- All account types for NLAD and the NV are created in NLAD
- For more information about NLAD, visit the [NLAD section](#) of USAC's website

USAC Systems

Lifeline Claims System (LCS)

- Service Providers will use LCS to claim EBB Program subscribers for reimbursement and to certify reimbursement claims
- USAC will provide a “snapshot” of each providers’ eligible subscribers on the first of each month
- Service providers will claim the monthly service reimbursement amount for each eligible subscriber, as well as any device benefit reimbursement.
- Service providers must certify the claim by the 15th of the month for reimbursement
- Due to the short-term nature of the EBB Program, service providers cannot modify past claims or claim subscribers for past months after the 15th

USAC Systems

Representative Accountability Database (RAD)

- EBB Program service provider representatives must register for a Representative ID through [RAD](#)
- RAD registration is a two-step process:
 - Representatives **self-register** for a Representative ID, which is needed to perform transactions in NLAD and the NV
 - Representatives provide their Representative ID number to each service provider for which they work
 - ◇ Service providers use the Representative ID to link the number to the representative's NLAD and/or NV account credentials
 - ◇ Service providers can find detailed instructions on how to link Representative IDs in the “How to Link a Rep ID” and “Data Input Templates” section of the [RAD Resources](#) page
- Representatives can begin registering with RAD now, even before SPs have NLAD access
- For more information about RAD, visit the [RAD section](#) of USAC's website

Questions?

Emergency Broadband Benefit Program

Available Funding

Available Funding

The FCC directed USAC to develop and post a tracker that displays:

- The number of EBB Program households enrolled in NLAD
- The number of new households enrolling each week
- The total amount of reimbursement claims to date
 - Total reimbursement will be broken down by monthly service and internet connected devices

The tracker will be available on both the USAC and FCC websites

Questions?

Stay Informed about the EBB Program

For service providers:

- Visit [USAC.org](https://www.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 [fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit) for the latest information on the Emergency Broadband Benefit



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