Emergency Broadband Benefit Program: National Verifier Service Provider Portal
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

- Introduction
- Online Application
- Check Application Status
- Correct Errors
- Paper Application
- Working With Consumers
- NLAD & National Verifier
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.
National Verifier Overview

• The National Verifier will determine a consumer’s Emergency Broadband Benefit Program eligibility based on the statutory criteria

• The National Verifier will make eligibility determinations, then service providers must enter a consumer in NLAD to enroll them in the EBB Program

• Service providers can use the National Verifier service provider portal with consumers in person or direct consumers to the online portal (or paper process)

• Service providers that have an FCC approved alternative eligibility process are not required to use the National Verifier

• Existing Lifeline subscribers may still need to use the National Verifier for limited purposes (e.g., to resolve duplicate address errors)
Consumers can also apply directly through service providers that have an FCC-approved alternative verification process. Similarly, Lifeline consumers can contact a service provider to request service – they do not need to complete a separate EBB Program application, but they may need to use the National Verifier in certain circumstances.
Online Application
Online Application

The process for creating applications in the service provider portal is:

1. Sign into your service provider account on the National Verifier homepage.

2. Start a new application in the service provider portal.

3. Enter the subscriber’s information (name, date of birth, SSN4 (optional but encouraged), and address).

4. Select the subscriber’s qualifying program(s).

5. Review the subscriber’s information.

6. Ask the subscriber to initial and e-sign the Subscriber’s Agreement.
Online Application
CheckLifeline.org

Note: Service providers will access the National Verifier at CheckLifeline.org, consumers will visit GetEmergencyBroadband.org to apply through the National Verifier.
Online Application
Account Sign-In

Note: Service Provider representatives should not allow their browsers to store their National Verifier Service Provider portal username and password. They must enter their username and password each time they log in.
# Online Application Dashboard

**Lifeline National Verifier**

To learn more about or to apply for the Emergency Broadband Benefit, visit [getemergencybroadband.org](http://getemergencybroadband.org) or call 1-833-511-0311.

Due to the temporary nature of the Emergency Broadband Benefit Program, we encourage you to apply as soon as you can.

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**Welcome SP Admin**

## Pending Applications

Displaying 5 of 5 records

<table>
<thead>
<tr>
<th>Subscriber Name</th>
<th>Application ID</th>
<th>Application Created</th>
<th>Status</th>
<th>Failure Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>NICK JOHNSTON</td>
<td>855213-58686</td>
<td>04/08/2021 12:12:37</td>
<td>Qualified</td>
<td></td>
</tr>
<tr>
<td>ADMN TEST</td>
<td>B03474-07925</td>
<td>04/08/2021 21:55:54</td>
<td>More Documentation Needed</td>
<td>Eligibility, invalid/invalid</td>
</tr>
<tr>
<td>TEST CONSUMER</td>
<td>B20949-90203</td>
<td>04/08/2021 21:48:58</td>
<td>More Documentation Needed</td>
<td>Invalid/Address</td>
</tr>
<tr>
<td>AUDIO WEBEE</td>
<td>Q34917-68873</td>
<td>04/07/2021 09:22:25</td>
<td>Qualified</td>
<td></td>
</tr>
<tr>
<td>AUDIO WEBEE</td>
<td>B14538-31431</td>
<td>04/07/2021 09:22:23</td>
<td>Qualified</td>
<td></td>
</tr>
</tbody>
</table>

**Search:**

*Only applicable if you have been approved by the FCC to become an Emergency Broadband Provider. For more information, please visit [getemergencybroadband.org](http://getemergencybroadband.org)*
Online Application
Subscriber Information

Subscriber's Information
We will use this information to find out if the subscriber qualifies for the Lifeline Program or the Emergency Broadband Benefit Program.

What is their full legal name?
The name they use on official documents, like their 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)?

What is their home address?
The address where they will get service. Do not use a P.O. Box.

Street Number and Name

City

State

Zip Code

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

Give their Tribal Identification Number instead.

For the Emergency Broadband Benefit, if they do not have a Social Security Number or Tribal Identification Number, they must submit alternative identification, such as a government-issued ID, passport, driver’s license, or Individual Taxpayer Identification Number. Enter 0000 for their Social Security Number or Tribal Identification Number.
Tell Us Which Program They Are In

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

Are they 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 they live on Tribal lands)
- They don’t participate in one of these programs, and want to qualify through income
- They are not in any of these programs, but their child or dependent is in one of these programs

They may be asked to submit documents about the program(s) they select.
Online Application
Benefit Qualifying Person

Their Child or Dependent's Information

What is their full legal name?
The name they use on official documents, like their 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)?

Note: This option must be selected on the previous page (“Tell Us Which Program”)
Online Application
Consumer’s Consent

Review the Subscriber's Information

Before we check if they qualify for Lifeline or the Emergency Broadband Benefit, make sure they check and see that their information is right.

Double check the information below.

Full Legal Name: Nick Johnson
Date of Birth: January 12, 1999
Last 4 Numbers of SSN: 1234
Address: 123 Not Real Road
GILLETTE, WY 82718

Ask the subscriber to confirm that it is okay for us to use their information to check if they qualify for Lifeline or the Emergency Broadband Benefit.

☐ 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.

Back
Submit
Online Application

Certifications Agreement

Please have the consumer initial next to each statement and sign this form to finish the process.

I certify, under penalty of perjury, that:

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 to the service.

Initial

I or my dependents (or other person in my household) currently get benefits from the government programs listed on this form, experienced a substantial loss of income since February 29, 2020, 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 the EBB Program anymore, including:

1. I, or the person in my household that qualifies, do not qualify through a government program, substantial loss of income since February 29, 2020, or income anymore.

2. Either 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. I understand that I can only receive one connected device (desktop, laptop, or tablet) through the EBB Program, even if I switch EBB providers.

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 the 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 benefit 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 a 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 willfully 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.

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

Submit
Online Application
Qualified Status Page

They Qualify for the Emergency Broadband Benefit

You can enroll Audio Webee in the Emergency Broadband Benefit Program

Next Steps

Use this information to enroll the subscriber in NLAD.

<table>
<thead>
<tr>
<th>Full Legal Name:</th>
<th>Audio Webee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address:</td>
<td>123 APPLY TREE ST., PITTSBURGH, PA 12345</td>
</tr>
<tr>
<td>Application ID:</td>
<td>E1458-31431</td>
</tr>
</tbody>
</table>

Do They Live on Tribal lands? Press the button below to see if they qualified for Tribal benefits

Confirm Tribal Qualification

Need help? Call USAC at 1-888-311-0931

Return to Your Account Qualify Another Person Go to NLAD
Check Application Status
Check Application Status

Once a service provider has assisted a consumer in submitting an application, the service provider will be able to see all pending applications they have submitted.

Note: If an application is in “More Documentation Needed” status, service provider representatives must select “Start New Application” and re-enter the consumer’s PII to retrieve the current application.
Check Application Status

Welcome SP Admin

Pending Applications

Displaying 5 of 5 records

<table>
<thead>
<tr>
<th>Subscriber Name</th>
<th>Application ID</th>
<th>Application Created</th>
<th>Status</th>
<th>Failure Reason</th>
</tr>
</thead>
<tbody>
<tr>
<td>NICK JONSON</td>
<td>885213-88668</td>
<td>04/08/2021 12:13:57</td>
<td>Qualified</td>
<td></td>
</tr>
<tr>
<td>ADAM TEST</td>
<td>83474-07925</td>
<td>04/08/2021 11:56:54</td>
<td>More Documentation Needed</td>
<td>Eligibility, tsp/Geocased, dupAddress</td>
</tr>
<tr>
<td>TEST CONSUMER</td>
<td>82049-02003</td>
<td>04/08/2021 11:49:58</td>
<td>More Documentation Needed</td>
<td>InactiveAddress</td>
</tr>
</tbody>
</table>

Start Lifeline Application
Start EBB Application

Service provider representatives can use the search function to find a consumer’s application. They can search by entering a consumer’s First Name, Last Name, or Application ID.

If the consumer’s application had an error that requires submitting documentation, the service provider representative will see a “More Documentation Needed” status corresponding to the consumer’s name.
Correct Errors
Correct Errors

1. If a consumer requests assistance from a service provider representative to correct errors or upload documentation, the service provider can help via their National Verifier service provider portal account.

2. The representative will need to click “Start EBB Application” and follow the same steps as when creating a new application to then enter the consumer’s PII and retrieve the consumer’s application errors.
Correct Errors

Address

Confirm Their Location

Show us that their address is right.

This is the information you gave us.

Address: 123 NOT REAL ROAD,
          GILLETTE, WY 82718

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

They will have until 3/23/2021 to complete this section so we can determine whether they qualify for Lifeline or the Emergency Broadband Benefit. If they do not complete this by then, they will need to come back to this site and fill this form out again.

We need to confirm where they live on the map below. Be as accurate as possible. Please double click on the map or use the (z) button on the top left to zoom in on the map. You can drop a pin once they have found their 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: 38.892345132729
Longitude: -77.079429707106

Note: If they live on Tribal lands, this information will be used to confirm they qualify for the enhanced Tribal benefit.
Confirm Their Household

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

Do they 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 their house receives the Emergency Broadband Benefit, please answer "Yes" to this question.

- [ ] Yes
- [ ] No

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

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

If they 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 their economic household (optional):

Number of people at address (Optional): 5
Number of people in their economic household (Optional): 3

They will have until 5/28/2021 to complete this section so we can determine whether they qualify for the Emergency Broadband Benefit. If they do not complete this section, they will need to come back to this site and fill this form out again.

They Can Apply for the Emergency Broadband Benefit

Their 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).

Have them 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 form is an FCC rule, and lying about my household or this government form can make me lose my Emergency Broadband Benefit and is against the law.

   - [ ]

Next
Correct Errors
Consumer Under 18

They Must Be at Least 18 Years Old to Qualify for Lifeline or the Emergency Broadband Benefit

Only emancipated minors can qualify for Lifeline or the Emergency Broadband Benefit under the age of 18.

Date of Birth: January 1, 2018

If you see a typo in their date of birth, fix it here.

Tell the subscriber that they have to wait until they are 18 to get Lifeline or the Emergency Broadband Benefit.

Their parent or guardian may be able to apply if their household does not already get Lifeline or the Emergency Broadband Benefit. They are only allowed to get one Lifeline benefit or Emergency Broadband Benefit per household, not per person.

Return to Your Account  Qualify Another Person

Are they an emancipated minor?

If they are an emancipated minor, we need proof. See a list of accepted documents and upload one.

They will have until 4/10/2021 to provide more documents so we can determine whether they qualify for Lifeline or the Emergency Broadband Benefit. If we don’t receive this information by then, they will need to come back to this site and fill this form out again.
Correct Errors

Identity

We Didn't Recognize Their Information

We couldn't match the subscriber in our records.

Show that they are this person.

This is the information you gave us.

Full Legal Name: Nick Johnson
Date of Birth: January 12, 1999
Last 4 SSN: 1234

Show us that this information is right.

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

For the Emergency Broadband Benefit only: if they provided the last four digits of their Social Security Number or Tribal ID Number with their application, please select and upload a document(s) from one of the lists below. If they did not provide the last four digits of their Social Security Number or Tribal ID Number with their application. They must submit an official government document issued in the United States that includes their first name, last name, and date of birth to validate their 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 their first name, last name, date of birth, and the last four digits of their 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)
- Unemployment or worker’s compensation statement of benefits

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

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

Show the last four digits of their SSN or full Tribal ID number
- Social Security card
- Social Security Benefit Statement (SSA-1099)
- W-2
- Prior year’s state, federal, or Tribal tax return

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

They will have until 5/23/2021 to provide more documents so we can determine whether they qualify for Lifeline or the Emergency Broadband Benefit. If we don’t receive this information by then, they will need to come back to this site and fill this form out again.
Correct Errors Eligibility Program

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

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

- They will have until 6/15/2021 to complete this section so that we can determine whether they qualify for the Emergency Broadband Benefit. If they do not complete this by then, they will need to come back to this site and EBB forms out again.

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Are they or someone in their 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 or 2020-2021 school year
- Select a USDA Community Eligibility Provision school
- Experienced a substantial loss of income since February 29, 2020
- Tribal Specific Program (only choose if they live on Tribal lands)
- They don’t participate in one of these programs, and want to qualify through income

Select a USDA Community Eligibility Provision school

Using the dropdowns below, select the USDA Community Eligibility Provision school that they, or their dependent, were enrolled in for the 2019-2020 or 2020-2021 school year.

- State
- School District
- School

Enter their (or their dependent’s) University or College (Optional)

If their qualifying school is not listed, please submit documentation using the upload documentation option.
Correct Errors
Certifications

Agreement
Please have the consumer initial next to each statement and sign this form to finish the process.

I certify, under penalty of perjury, that:

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 rates, terms, and conditions. If my household continues to subscribe to the service.

Initial
I (or my dependent or other person in my household) currently get benefits from any government program(s) listed on this form, experienced a substantial loss of income since February 29, 2020, or my annual household income is 135% 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, substantial loss of income since February 29, 2020, or income anymore.
2. Either I or someone in my household gets more than one EBB Program benefit.

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. I understand that I can only receive one connected device (desktop, laptop, or tablet) through the EBB Program, even if I switch EBB providers.

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 benefit 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 a 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, deferral, or being barred from the program.

Initial
I was truthful about whether or not I am a resident of Tribal lands, as defined in the EBB Program.

Your Signature
Type your full legal name below:

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

Back
Submit
If the documentation is submitted during Emergency Broadband Support Center business hours (9am-9pm, daily), the consumer will be redirected to the page here.

This page will update once the consumer’s documentation is reviewed.
Correct Errors
Successful Resolution

They Qualify for the Emergency Broadband Benefit

You can enroll Audio Webee in the Emergency Broadband Benefit Program

Next Steps
Use this information to enroll the subscriber in HLAB.

Full Legal Name: Audio Webee
Address: 123 APPLY TREE ST.,
PITTSBURGH, PA 13243
Application ID: B14583-91491

Do They Live on Tribal lands? Press the button below to see if they qualified for Tribal benefits

Confirm Tribal Qualification

Need help? Call USAC at 1-888-551-0922

Return to Your Account Qualify Another Person Go to HLAB
Correct Errors

When submitting documents as a part of the document submission process, consumers and service provider representatives should be mindful of document file restrictions.

**Accepted file types:**

- .JPG
- .JPEG
- .PNG
- .PDF
- .GIF

**File Size:**

Files must also be 10MB or smaller in size.
Correct Errors

When submitting documents as a part of the document submission process, consumers and service provider representatives should be mindful of document file restrictions.

![Image of a file upload error message]

If a document is not of an acceptable file type or size, **the system will display an error message.**
Paper Application
Paper Application

- Consumers must complete all sections of the application (excluding page 8)
- Write clearly, using black ink and capital letters
- Consumers must initial the certifications and sign the form themselves
- Find the application at GetEmergencyBroadband.org when the program launches
- Service providers can also supply copies of the paper form
Paper Application

- Service providers can collect and mail application for consumers
- 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
- Service providers cannot enter information from paper application into the National Verifier service provider portal
Paper Application

- Once the consumer mails in their documents and the information is received, the Emergency Broadband Support Center will conduct a manual review and update the consumer’s eligibility decision.
- Consumer will be contacted via email (if an email address was provided) or by mail
Questions?
Working with Consumers
Working with Consumers

Service Providers are responsible for keeping consumer information safe:

- Consumer documentation will likely contain sensitive personally identifiable information (PII).
- Service providers **must prioritize the protection of this information.**

**Note:** The National Verifier will retain the necessary consumer information in its records.
Working with Consumers

Service provider representatives are **able** to aid consumers by:

- Providing instructions and guidance on documentation required to address application errors
- Submitting consumer documents on the consumer’s behalf via the National Verifier Service Provider Portal

Service provider representatives are **unable** to aid consumers by:

- Directly using a National Verifier Consumer Portal account or asking for a consumer’s credentials
- Submitting documentation without the consumer’s consent
- Initializing the consent statements or signing the e-signature on behalf of the consumer
- Submitting false documentation or information
- Allowing the service provider browsers to store National Verifier Consumer Portal credentials
NLAD & National Verifier
NLAD & National Verifier

• Before a service provider enrolls a new subscriber in the EBB Program, NLAD will prompt the service provider to confirm that the consumer has been found eligible using the National Verifier (or an approved alternative verification process or that they are an existing Lifeline subscriber)

• Once the consumer is approved by the National Verifier, the service provider can enroll them in NLAD using the batch upload or API methods

• Consumers must be enrolled in NLAD for service providers to claim reimbursement in the EBB Program
Questions?
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 to find consumer information and resources