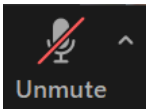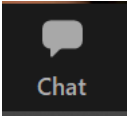**CONNECTIVITY FOR ALL**
powered by CONNECTED DMV

**Welcome to the
Emergency Broadband Benefit (EBB) Enrollment Training Session!
Thanks for joining us - our session will begin shortly.**

While you are waiting, please:

Mute your sound

Type your name, organization, and email address in the chat window

During the Orientation:

- Type your questions and comments in the chat window.

Materials from this webinar will be available here: https://www.umdsmartgrowth.org/city/university-district-smart-cities-project/

Emergency Broadband Benefit (EBB) Enrollment Training

August 2021

Agenda

Please sign into the chat window and tell us your name, your organization, and your email.

- Welcome & Introductions

- Emergency Broadband Benefit (EBB) Program Recap

- EBB Enrollment Process

- Tips & Resources

- Q&A

- Next Steps

Materials from this webinar will be available after this session.

Co-Host

Smart Cities Roundtable

- Academic, Municipal, Industry
  - Broadband Equity Coalition
- Invitation broadly distributed through multiple list servs
- Introductory session held: July 2021
- Materials from this training will be available **here**: **https://www.umdsmartgrowth.org/city/university-district-smart-cities-project/**

Welcome

- Mimi Yeh, Connectivity for All, Connected DMV

- Elle James, Connectivity for All, Connected DMV

- Tara Burke, Smart Cities Initiative, University of Maryland

- Alma Hughes and Keyla Hernandez-Ulloa – Federal Communications Commission (FCC)

- Jaymie Gustafson – Universal Service Administrative Co (USAC)

Thanks to Montgomery County, the District of Columbia, and Fairfax County governments who have co-hosted EBB orientations and contributed to information presented.

EBB Program Recap

- We believe everyone should have affordable access to a computing device and high-speed internet in their home, along with foundational computer skills. Connectivity is vital for access to jobs, education, health and human services.

- The Emergency Broadband Benefit (EBB) 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 <u>eligible</u>, you can receive:

  - Up to a $50/month discount on your broadband service and associated equipment rentals

  - A one-time discount of up to $100 for a laptop, tablet, or desktop computer (with a customer co-payment between $10-50)

  - Only one monthly service discount and one device discount is allowed per household.

- **The Emergency Broadband Benefit Program will end when the fund runs out of money**, or six months after the Department of Health and Human Services declares an end to the COVID-19 health emergency, whichever is sooner.

The EBB program continues to evolve with additional information being released about the program on a regular basis.

Please consult the FCC Emergency Broadband Benefit website regularly to get the latest updates: https://www.fcc.gov/broadbandbenefit

High Level Eligibility & Enrollment Process

Step 1

Qualify through the National Verifier

Step 2

Select a Service Provider

Step 3

- Complete Application of the Selected EBB Service Provider
- Provide Supporting Documentation for any errors in the application
- Service Provider Enrolls Consumer in Program

Step 4

Transition Internet Service after the EBB Program Ends

Step 1

- Apply online or via mail.

- Existing Lifeline customers can bypass Step 1.

- Households in a low-income broadband program can bypass Step 1 if they keep the same provider for EBB, but they must opt-in to participate in EBB.

Step 2

- To find an EBB Program Service Provider in your area, use the **Companies Near Me** tool. You can search using your zip code or your city and state - https://www.fcc.gov/sites/default/files/ebb.provider.list_.xlsx

- Some Service Providers offer an alternative form of verification, so you may be able to do online verification with them at the outset and bypass the National Verifier.

Step 3

- The Service Provider will check the National Lifeline Accountability Database (NLAD), which will notify them if the consumer qualifies for Lifeline or EBB. The household signing up for an EBB discount must be in the NLAD so the Service Provider can claim reimbursements.

- Once that is confirmed, the Service Provider will use its customer service process to enroll the household in the EBB program. The timeframe for for signing up will vary based on the Service Provider's processes. Most people will be able to just call the Service Provider to sign up.

- Some services will require an installation appointment (ex: fixed broadband for new customers). Some Service Providers can mail a mobile hot spot to the user.

Step 4

Available Options:

- At the Federal level, households can apply for Lifeline which provides up to a $9.25/mo. benefit towards internet (if the household is not using this subsidy toward phone service)

- A household could transition to low-income internet service plans, which are as low as $10/month

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Ways to Apply

Option 1:
Apply with a Service Provider

- The consumer contacts a service provider

- The service provider helps the consumer apply **in person** using the National Verifier service provider portal

  OR

- The service provider helps the consumer apply using their FCC approved alternative verification process

Option 2:
Apply Online

- The consumer visits the National Verifier from any computer or mobile device to complete the electronic application

- After receiving their eligibility determination from the National Verifier, the consumer can then contact 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

We will focus on helping consumers with the online enrollment process, which starts with determining eligibility through the National Verifier or through a Service Provider's alternative verification process.

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What is the Emergency Broadband Benefit program video

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

Choose

Day

DD

Year

YYYY

Applicants must be at least 18 years old to qualify individually for the EBB Program. Only emancipated minors can qualify for the EBB Program under the age 18.

Consumers under 18 who are not emancipated minors can still be the **Benefit Qualifying Person** for their household, but someone in their household over 18 must apply for the EBB Program.

Apply Online

Identity Verification

Please select your form of identification from **one** of the following:

○ **Social Security Number**

If you would like to verify your identity using your Social Security Number, please enter the last four digits of your Social Security Number (SSN4).

Last 4 digits of your SSN

[   ]

* Social Security Numbers are **not** required to participate in the Emergency Broadband Benefit Program, but using a Social Security Number will process your application the fastest. **A Social Security Number is required if you are applying for Lifeline.**

○ **Tribal ID Number**

If you have and would like to use a Tribal Identification Number to verify your identity, please enter it below.

Tribal Identification Number

[   ]

○ **Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID**

Please select the type of identification you would like to use to verify your identity.

○ Driver's License
○ Military ID
○ Passport
○ Taxpayer Identification Number
○ Other Government ID

Please attach a scanned copy or picture of your form of identification. Files must be less than 10 MB in size and of the following file types: jpg, jpeg, png, pdf, or gif.

[Choose file]

* This option is only available to those applying to the Emergency Broadband Benefit Program.

Applicants who do not have a Social Security Number or a Tribal Identification Number may submit alternate identification, such as a government-issued ID, passport, driver's license, or Individual Taxpayer Identification Number.

USAC will **temporarily** accept driver's licenses or state ID cards that expired on or after March 1, 2020.

Alternative forms of ID must be uploaded and will be checked manually by USAC

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Apply Online

What is your home address?

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

Street Number and Name

123 Street Road

Apt, Unit, etc.

City

Your City or Town

State

Choose

Zip Code

00000

Do you qualify for Lifeline or the Emergency Broadband Benefit through your child or a dependent?

If you do not qualify on your own, you can sign up for the Lifeline or the Emergency Broadband Benefit through your child or dependent if they participate in any of the qualifying programs.

○ No, I qualify by myself.   ● Yes, I qualify through my child or dependent.

Next

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

Choose

Day

DD

Year

YYYY

Apply Online

Identity Verification

Please select their form of identification from **one** of the following:

○ **Social Security Number**

If you would like to verify their identity using their Social Security Number, please enter the last four digits of their Social Security Number (SSN4).

Last 4 digits of their SSN

[   ]

* Social Security Numbers are **not** required to participate in the Emergency Broadband Benefit Program, but using a Social Security Number will process your application the fastest. **A Social Security Number is required if you are applying for Lifeline.**

○ **Tribal ID Number**

If they have and would like to use a Tribal Identification Number to verify their identity, please enter it below.

Tribal Identification Number

[   ]

○ **Driver's License, Military ID, Passport, Taxpayer Identification Number (ITIN), or other Government ID**

Please select the type of identification you would like to use to verify their identity.

○ Driver's License

○ Military ID

○ Passport

○ Taxpayer Identification Number

○ Other Government ID

Please attach a scanned copy or picture of their form of identification. Files must be less than 10 MB in size and of the following file types: jpg, jpeg, png, pdf, or gif.

[Choose file]

* This option is only available to those applying to the Emergency Broadband Benefit Program.

[Back]   [Next]

If an applicant qualifies for EBB through a **dependent or Benefit Qualifying Person**, verification of that individual's identity is also required.

USAC will **temporarily** accept driver's licenses or state ID cards that expired on or after March 1, 2020.

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Apply Online

Setting up an account requires the applicant to set up an email account.

Navigators can help applicants establish an email address as part of the process if they do not currently have one (or help the applicant provide a friend or relative's email address).

This account allows the applicant to save a partially completed application and once the application is submitted, this profile will allow the applicant to check the status of the application online.

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. If it helps, use your name in some form.

Username

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

Password

Password Requirements
- At least 8 characters long
- At least 1 capital letter
- At least 1 number (0-9)
- At least 1 special character (!@#$%^&*)
- No restricted phrases ?

Confirm Password
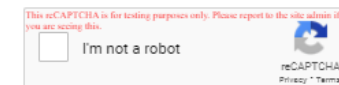Type the same password again.

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.

Back

This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.
☐ I'm not a robot   reCAPTCHA
Privacy · Terms

Submit

Apply Online

Our primary focus is in helping individuals enroll in EBB, but applicants can apply for both EBB and Lifeline. EBB is a more significant monthly benefit (up to $50/month), but it is finite.

Lifeline is an ongoing program that provides a $9.25 monthly benefit towards for monthly (wireline or **wireless**) telephone service, broadband, or bundled service.

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."

Get Started

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Apply Online

Tell Us Which Program You Are In

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.

Applicants should either select the programs that qualifies them for the EBB program …

… or select income-based or dependent-based eligibility into the EBB program

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Apply Online

To prove participation in a qualifying government assistance program, documents must include:

- Applicant's name or the name of the benefit qualifying person (BQP)
- The name of the qualifying program (such as SNAP)
- The government, Tribal entity, program administrator, school, school district, university, or college that issued the document
- An issue date **within the last 12 months or a future expiration date** that aligns with the benefit period, with the following exceptions:
  - For the <u>Free and Reduced Price School Lunch Program</u> or <u>School Breakfast Program</u>, documents can be from **either the 2019-2020 or the 2020-2021 school years** (typically a letter from school or school district confirming the child's approval to receive free/reduced-price school breakfast or lunch)

  - For <u>Federal Pell Grants</u>, documents should be from the **current award year** and can include
    - ❖ Screenshots of a StudentAid.gov dashboard that clearly documents the student's receipt of a Pell Grant during the current award year
    - ❖ A copy of the email sent to the applicant by the Department of Education about the EBB Program.

Applicants can make copies or take pictures of documents using a scanner, copier, camera or smartphone. Images should be clear and easy to read.

Never submit original copies of documents.

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Apply Online

For **eligibility based on income level**, an applicant's gross annual income must be 135% or less than **federal poverty guidelines**. Applicants can upload a copy of one of the following documents listed below:

- The prior year's state, federal, or Tribal tax return

- Current income statement from an employer or paycheck stub

- Social Security statement of benefits

- Unemployment or Workers' Compensation statement of benefits

- Federal or Tribal notice letter of participation in General Assistance

- Divorce decree, child support award, or other official document containing income information

All documents must include the applicant's name or their dependent's name (if qualifying through a Benefit Qualifying Person)

Never submit original copies of documents.

Apply Online

For eligibility based on substantial loss of income, applicants must meet and document **two criteria**:

1. 2020 annual household income was at or below $99,000 for single filers or $198,000 for joint filers:
   - 2020 state, federal, or Tribal tax return
   - Social Security statement of benefits
   - Veterans Administration statement of benefits
   - Retirement or pension statement of benefits
   - Unemployment or Worker's Compensation statement of benefits
   - Divorce decree, child support award, or a similar official document showing their income

> All documents must include the applicant's name or their dependent's name (if qualifying through a Benefit Qualifying Person)
>
> **Never submit original copies of documents.**

2. Loss of income documents (dated on or after February 29, 2020):
   - Layoff/furlough notice
   - Unemployment application, approval letter, or benefit statement

Apply Online

CONNECTIVITY FOR ALL
powered by CONNECTED DMV

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

Edit

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.

It is very important that all information is reviewed for accuracy. A mistake could cause the application to be rejected.

Correct errors through the National Verifier
- Upload identity documents
- Upload eligibility documents
- Use the portal to correct an address, supplicate households and other errors

Apply Online

○——○——○——○——○

Confirm Your Address — Confirm Your Household — Confirm Your Identity — Confirm You Qualify — Certify & Sign

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.

Leaflet | Powered by Esri | DigitalGlobe, GeoEye, i-cubed, USDA, USGS, AEX, Getmapping, Aerogrid, IGN, IGP, ...

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.

If USAC cannot verify the home address provided using standard databases, the applicant will be asked to use the "pin-drop" to capture the coordinates of the home address.

Next

Apply Online

If multiple households in one address apply for EBB, complete the **Household Worksheet**

○ Confirm Your Address   ○ Confirm Your Household   ○ Confirm Your Identity   ○ Confirm You Qualify   ○ Certify & Sign

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

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**

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):   [3]

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**

A household is a group of people who live together and share income and expenses (even if they are not related to each other)   23

Apply Online

Only the applicant may initial the agreement statements in the EBB application

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.

Full Legal Name:	Ryan Johnson
Date of Birth:	March 13, 1980
Last 4 SSN:	1234

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

You will have until 5/22/2021 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)

If submitting identification documents, they must contain the applicant's first name, last name, and date of birth.

Social Security Numbers are not required to participate in the Emergency Broadband Benefit Program, but using a Social Security Number will process an application the fastest

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

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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 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 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. ⑦

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 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, 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. ⑦

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**

> Only the person applying can initial and sign the documents

Apply Online

Once eligibility is determined, the applicant has **90 days** to find an internet service provider and sign up for service.

Lifeline National Verifier

English   Español   Your Account ∨

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 4/10/2021 (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…	If you do not qualify…
You will have 90 days to find a company and sign up for service.	We'll ask you for more information or tell you what to do next. **You will have until** 4/10/2021 (Based on US Eastern Time) to send us the information or complete the next steps.

Need help with your Lifeline application? Contact us at 1-800-234-9473 or LifelineSupport@usac.org.

Need help with your Emergency Broadband Benefit application? Contact us at 1-833-511-0311 or EBBHelp@usac.org.

Full Legal Name:	APPLE BUTTERS
Address:	904 CREEKSIDE, CITY, NM 09323
Application ID:	Q28151-52972

Lifeline National Verifier

English | Español | Your Account ⌄

ⓘ For more information about the Emergency Broadband Benefit, visit 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.

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).

Applicants need to have their approved application ID readily available to enroll in a provider's program. They should save this information in a safe place for easy retrieval.

Full Legal Name:	Audio Webee
Address:	123 ADDRES, CITYS, PA 12345
Application ID:	B79345-36491

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.

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Apply Online

Full Legal Name: Audio Webee

Address: 123 ADDRES,
CITYS, PA 12345

Application ID: B79345-36491

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

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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.

Save the Application ID! Once the application has been verified by USAC and an application ID number provided, individuals can directly contact a participating service provider (internet company) and provide the below three pieces of information to be enrolled in the program. No further verification by the service provider is needed.

1. Name
2. Date of Birth
3. Application ID #

Apply by Mail

- Applicants must complete all sections of the application (excluding page 8)

- Write clearly, using black ink and capital letters

- Applicants will enter the same information that they would include on the online application

- Applicants can find the application at **GetEmergencyBroadband.org**

- Service providers can also supply copies of the paper form

- **Never submit original eligibility or identity documents by mail – make a copy and send that!**

FCC FORM 5638

**Emergency Broadband Benefit Program
Application Form**

About the EBB Program

The EBB Program is a Federal Communications Commission (FCC) program that provides a broadband and/or device benefit for qualifying low income consumers during the COVID-19 pandemic.

Rules

If you qualify, your household can receive a monthly Emergency Broadband Benefit Program (EBB Program) benefit of up to $50 to cover the cost of your internet service (up to $75 on qualifying Tribal lands). Through the program, your service provider may also offer a one-time internet connected device benefit of up to $100 for a computer, tablet, or laptop with a co-payment of more than $10 but less than $50.

This program is temporary and will expire when the fund runs out of money or six months after the Secretary of the Department of Health and Human Services declares an end to the COVID-19 health emergency.

Your household cannot get the EBB Program benefit from more than one service provider. You are only allowed to get one EBB Program benefit per household, not per person. If more than one person in your household participates in the EBB Program, you are breaking the FCC's rules and will lose your benefit.

The Emergency Broadband Benefit Program is separate from the FCC's Lifeline Program. If your household qualifies for both programs, you can apply for and receive both benefits.

Note: Broadband service providers must also meet certain criteria to participate in the EBB Program. Check with your service provider to determine if it participates.

What is a household?

A household is a group of people who live together and share income and expenses (even if they are not related to each other).

Do not give your benefit to another person

The EBB Program benefit is non-transferable. You cannot give your benefit to another person, even if they qualify for the EBB Program.

Be honest on this form

You must give accurate and true information on this form and on all EBB Program related forms or questionnaires. If you give false or fraudulent information, you will lose your benefit (i.e., de-enrollment or being barred from the program) and the United States government can take legal action against you. This may include (but is not limited to) fines or imprisonment.

You may need to show other documents

If the EBB Program Administrator is not able to validate that you or someone in your household qualify by checking available electronic records of federal and/or state agencies that administer programs that qualify you for the EBB Program, you may need to provide an official document from one of the government qualifying programs or documentation that proves your income.

Apply
To apply for the EBB Program, fill out the required sections of this form, initial every agreement statement, and sign on page 7. You can also apply online at GetEmergencyBroadband.org for faster processing.

Mail the form to this address:
USAC
Emergency Broadband Support Center
P.O. Box 7081
London, KY 40742

Page 1 of 8

Universal Service Administrative Company | www.getemergencybroadband.org
Need help? Call the Emergency Broadband Support Center at 1-833-511-0311

Apply by Mail

- **Applicants must initial certifications and sign the form themselves,** even if someone helps them complete the application

- If applicants 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

- If applicants choose to mail in their applications, they can send a map that clearly shows their physical address or location, including latitude and longitude coordinates (coordinates are required if they live on Tribal lands)

Tips and Resources

- Advocates and supporters can help applicants identify EBB Program service providers, navigate the application process, and help upload or mail in documents.

- **Advocates and supporters cannot apply on behalf of applicants.** Applicants must initial the certifications and sign the application themselves, whether applying online or by mail

- Applicants must affirmatively consent to enroll in the EBB Program – service providers cannot enroll their existing customers without consent, even if they already receive service that may be eligible for the discount

- **Applicants can receive both the EBB and Lifeline benefits at the same time.** They can also combine these benefits with other state and local benefits where available. They can be applied to the same qualifying service or separately to service with the same or different providers.

  o An eligible household could have a Lifeline-supported mobile phone service and a separate home broadband service supported through the EBB

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- The **EBB monthly discount could be used to cover the rental cost of equipment** (routers, modems, hotspot devices, and antennas), if that equipment is offered as monthly rental costs, in addition to the broadband service cost.

- If a consumer participates in the EBB program and moves before the EBB benefit ends, **their approved EBB will remain with them at their new residence**. The consumer must notify USAC and the current EBB Service Provider of this "change of address." The FCC recommends that consumers look for an EBB Service Provider in their new area as soon as possible

- **EBB Service Provider must give notice** about the last date or billing cycle that the EBB will apply to a consumer's bill, and the date or billing cycle that a partial benefit will apply to their bill, in addition to information about the cost of broadband service after EBB ends.

- Applicants should **review service provider packages/options carefully** to ensure that the cost is affordable. Bundled packages (such as cable) may significantly increase cost. Applicants can specifically ask for unbundled, "internet only" service.

- If the EBB program ends in the middle of a billing cycle, **the EBB Service Provider must receive the consumer's permission** before they can charge an amount higher than what the consumer would pay if the full EBB was applied to the broadband bill.
  o For example, if a consumer was receiving a $50 discount off their broadband bill, but there is only enough EBB funds to provide a $40 discount, the EBB Service Provider must have the consumer's permission to charge the additional $10.

- **Households must opt-in or request to continue broadband services** with their Service Provider after the EBB program ends. If they don't opt-in or select a new service plan, their broadband service will end once the program ends. Even if the consumer had service with the same provider before enrolling in EBB, they will need to opt-in to continue broadband services after EBB ends.

- Consumers experiencing issues with a Service Provider could file an informal complaint at the FCC's Consumer Complaint Center (select the Internet category). If the complaint relates to billing or service issues, including sign up, it will likely be relayed to the Service Provider for a response. Service Providers are required to send a response within 30 days. Consumers without internet access can call 1-888-253-5322 to file a complaint.

Questions and Answers

Resources
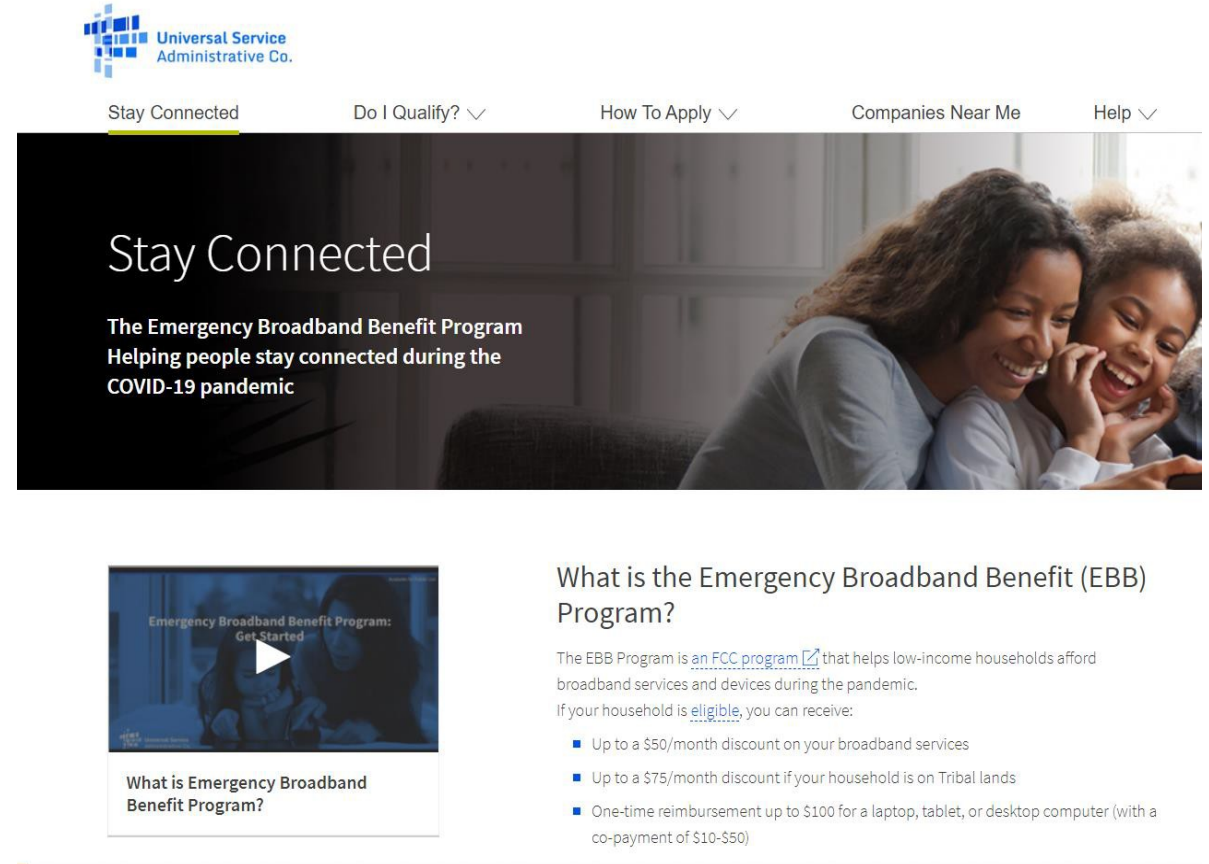
Emergency Broadband Support Center
(833) 511-0311
EBBHelp@usac.org
9am-9pm ET, 7 days a week

GetEmergencyBroadband.org
- Videos on the application process
- Information on how to resolve errors
- Specific information for Tribal residents
- Companies Near Me

What is the Emergency Broadband Benefit Program video

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- **Resources - EBBP (getemergencybroadband.org)** include links to the Application Worksheet and Household Worksheet along with instructions to complete both forms.

  o Worksheets are available in English and Spanish
  o Instructions are available in English, Arabic, Chinese (simplified), French, Korean, Portuguese, Russian, Spanish, Tagalog, and Vietnamese

- **Consumer FAQ** - Questions and answers on eligibility, how to apply, participating service providers, connected device benefits, Tribal benefits, and program length.

- **Participating Providers Look Up Tool** - Find broadband service providers offering the Emergency Broadband Benefit in your state or territory.

- **GetEmergencyBroadband.org** - The website where consumers will be able to apply for the benefit.

- **Lifeline National Verifier** – Once a consumer submits their EBB application, they can log in and check the status.

Stay Informed About the EBB Program

- 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

- **EBB Program Enrollments & Claims Tracker -** Provides EBB enrollment numbers, including state-by-state participation figures, as well as the amount of funding remaining for the program (updated weekly).
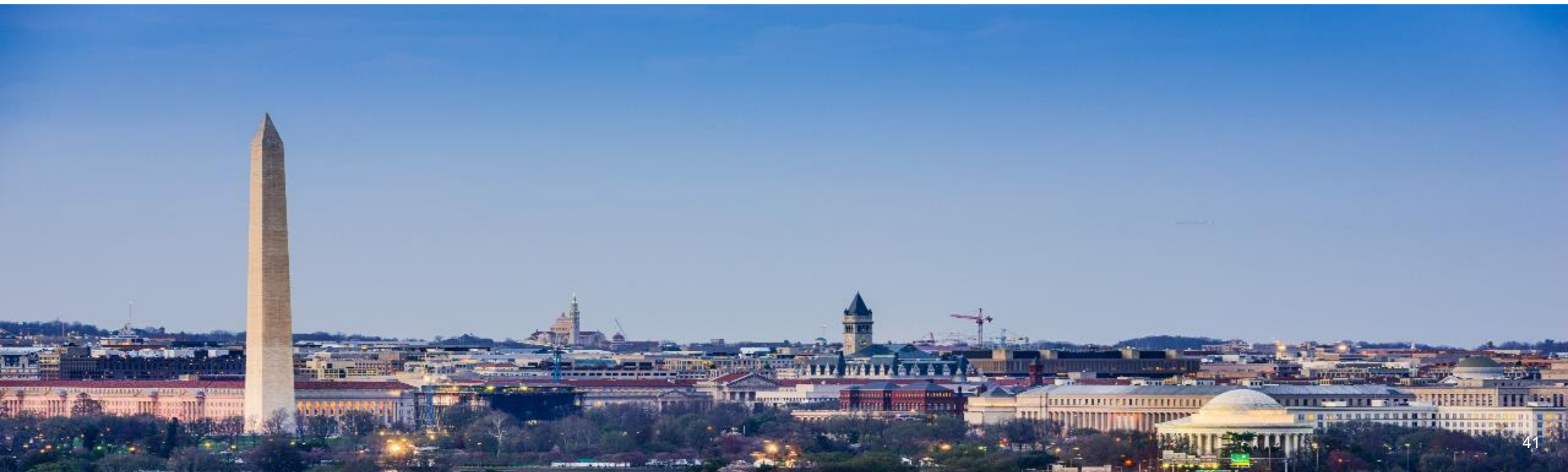
Points of Contact

Federal Government's EBB helpline

9am-9pm ET 7 days a week

1 (833) 511-0311

https://getemergencybroadband.org/

- Mimi Yeh mimiyeh@connecteddmv.org
- Elle James ellejames@connecteddmv.org
- Tara Burke tburke13@umd.edu

thank you!

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