



Welcome

Welcome to the Emergency Broadband Benefit (EBB) Orientation! 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/):

<https://www.umdsmartgrowth.org/city/university-district-smart-cities-project/>



CONNECTIVITY FOR ALL

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Emergency Broadband Benefit (EBB) Orientation

July 2021

Smart Cities Roundtable



- Academic, Municipal, Industry
 - Broadband Equity Coalition
- Invitation broadly distributed through
 - Smart Cities Listserv
 - Purple Line Corridor Coalition
 - Discovery District/Campus Community Connector
 - Community Engagement Office

1. Welcome and Introductions
2. Digital Divide
3. Emergency Broadband Benefit (EBB) Program
Overview & Participating Providers
4. Q&A
5. Ways You Can Help
6. Next Steps

- Mimi Yeh, Connectivity for All
- Tara Burke, Smart Cities Initiative
- Alma Hughes and Keyla Hernandez-Ulloa – Federal Communications Commission (FCC)

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

Welcome Community Leaders

Welcome! Please write in the chat window your name, organization, and email address

Session Background:

- 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.
- In Greater Washington, there are over 300,000 families without internet connectivity.
- **Connected DMV**, a regional nonprofit promoting economic growth and social equity across the District, Maryland and Virginia (“DMV”) is working to close the digital divide in our region. Under the banner **Connectivity for All**, we are coming together to help impacted families across Greater Washington get connected.
- **We need your help in getting the word out about the Federal Emergency Broadband Benefit (EBB) program and helping eligible residents enroll in this important benefit.**



Broadband Statistics

Why Is Access To Technology So Important?

Technology access and skills are essential for full digital citizenship. Technology affects our lives in more ways than ever, and this trend shows no signs of slowing down. It has changed the way we communicate, work, learn, and get our news and information, especially since the COVID 19 pandemic.

National research on Internet usage shows:

- 91% use search engines to find information
- 78% use the Internet to get news
- 71% shop online
- 67% use the Internet to visit a local, state or federal government website
- 59% search for health information online
- 56% search for jobs online
- 51% of adults bank online

Cost

Research that permits non-broadband adopters to identify multiple reasons for non-adoption shows that cost is the most important reason people do not subscribe to broadband at home.

- Per Measuring the Gap – [Horrigan 2020](#)

Maryland

About a quarter of Maryland's population does not have access to the Internet.

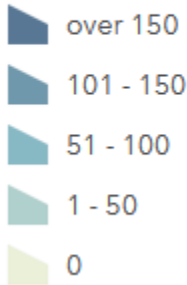
- Per state analysts ([in Washington Post, March 2021](#))



Local Area Statistics

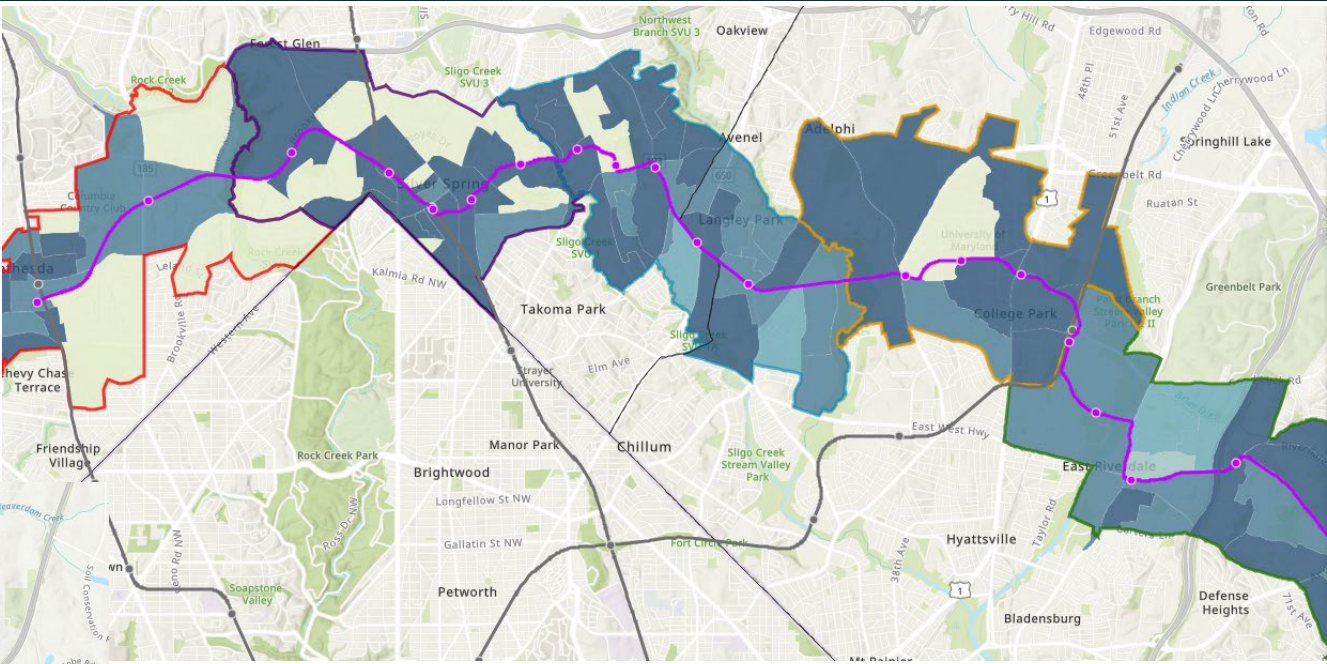
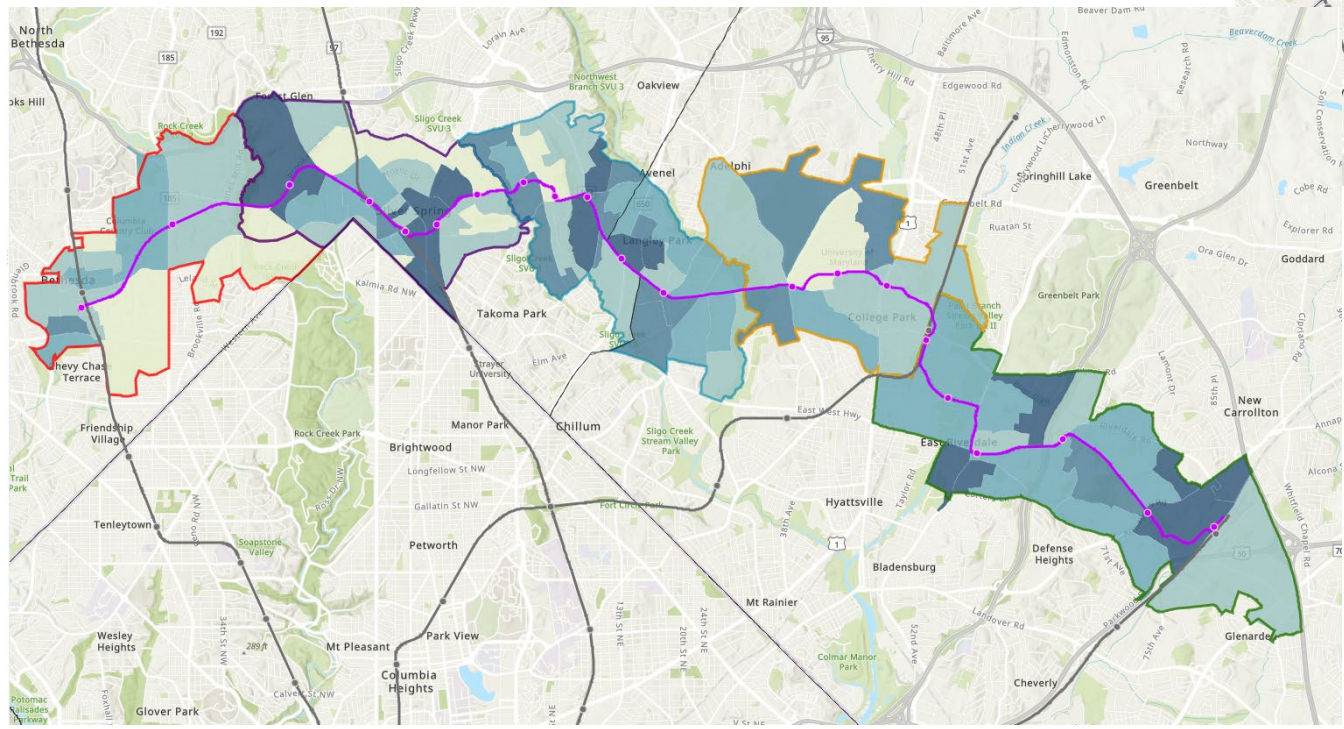
Household w/o Internet

HH_NoInt



[Purple Line Corridor Coalition](#)
[Interactive online map](#)

American community survey data (2019 5-year average)



% Under 75k in Household w/o Internet

PctU75NoInt

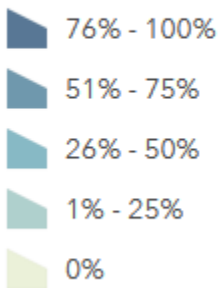


Exhibit 1 - Four Factors Hinder Enrollment in No-Cost Service Programs and Limit Internet Adoption



From: [Accelerating Digitization in the TICC Industry | BCG](#), May 2021

BCG and Comcast surveyed 1,500 low-income households that have school-age children across the US and another 1,000 such households in two metro areas: Philadelphia and Washington, DC.

Federal programs addressing the digital divide

Lifeline

Lifeline provides subscribers a \$9.25 monthly discount on telephone or broadband service purchased from participating providers.

Lifeline was established by the Federal Communications Commission in 1985 to make communications services more affordable for low-income consumers and is administered by USAC (Universal Service Administrative Company).

Emergency Broadband Benefit

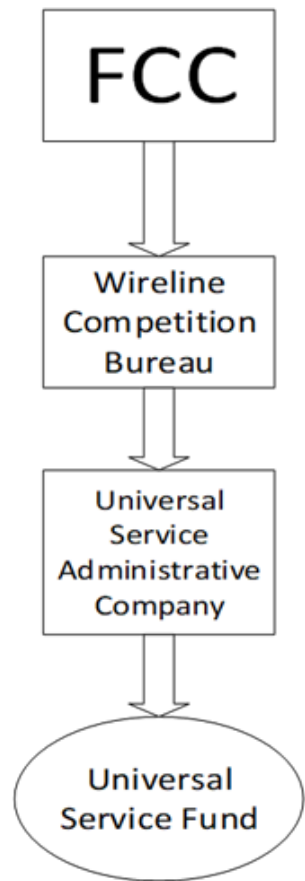
The **Emergency Broadband Benefit** provides a temporary discount up to \$50 on monthly broadband bills and discounts on computers for qualifying low-income households.

EBB was created as part of Covid relief by the Federal Communications Commission and will be administered by Universal Service Administration Company (USAC)



Today's Focus

What is the Emergency Broadband Benefit Program?



- The [Emergency Broadband Benefit Program](#) provides a temporary discount on monthly broadband bills for **qualifying low income households**. If your household is [eligible](#), you can receive:
 - Up to a \$50/month discount on your broadband service and associated equipment rentals
 - Up to a \$75/month discount if your household is on qualifying Tribal lands
 - A one-time discount of up to \$100 for a laptop, tablet, or desktop computer (with a co-payment of more than \$10 but less than \$50)
- Only one monthly service discount and one device discount is allowed per household.
- **EBB Program enrollment opens May 12, 2021.** It will end when the fund runs out of money, or six months after the U.S. Department of Health and Human Services declares an end to the COVID-19 health emergency, whichever is sooner.



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



Only 10% of EBB providers are offering devices and device details are evolving

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>



What is a Household?

- A household is a group of people who live together and share money (even if they are not related to each other).
- If you live together and share money, you are one household. If you either don't live together **or** you don't share money, you are two or more households.
- You may have to answer questions about your household when you apply for the Emergency Broadband Benefit Program.

Any member of your household (e.g., children or seniors) can make your household eligible.

If children split time in two separate households, both households can receive EBB



One Household Examples

- A married couple who live together are one household.
- A parent/guardian and child who live together are one household.
- An adult who lives with friends or family who financially support him/her are one household.



Multiple Households Examples

- 4 roommates who live together but do not share money are 4 households. All 4 can receive the EBB
- 30 seniors who live in an assisted-living home but do not share money are 30 households. All 30 can receive EBB.
- A student who receives a Federal Pell Grant and lives alone is a different household than his or her parents. Both the student and their parents can receive their own benefits.



Who Are Eligible Households For EBB?

Low-income households are eligible if they are enrolled in the following programs:	Emergency Broadband Benefit Program?	Can National Verifier look up enrollment in current program or is additional documentation needed?
Already enrolled in Lifeline or Low-Cost Internet Program	Yes	Enrollment & Lookup by Provider Available
Medicaid	Yes	Auto confirmation in National Verifier is Available
Veterans Administration Pension	Yes	
Veterans Administration Survivors Benefit	Yes	
SNAP (food assistance)	Yes	Upload documentation
NSLP (free school lunch/free and reduced meals)	Yes	Upload documentation from school (some schools with very high FARM rate won't need documentation)
Public housing assistance (FPHA, HUD or housing assistance payment)	Only Federal Public Housing Assistance	Upload annual recertification letter
Pell Grants (for FY19-20 or FY20-21)	Yes	Upload documentation
SSI (Supplemental Security Income)	Yes	
Tribal assistance (including TTANF FDPIR)	Yes	
Income 135% of the federal poverty: <\$17,226/year for household of 1; <\$23,274 for 2; <\$29,322 for 3; >\$35,370 for 4; add \$6,048 for each add'l HH member	Yes	
Job loss or unemployment benefits since Feb 2020, and 2020 income <\$99,000 (\$198,000 married couples)	Yes	Must enroll in Low-Cost program to be EBB eligible & have provide submit alternative verification documentation
TANF (temporary assistance)	No (Yes only if Tribal)	
Head Start	No (Yes only if Tribal)	
WIC (food assistance)	No	
LIHEAP (energy assistance)	No	



High Level EBB Eligibility & Enrollment Process

Current Lifeline and Low-Cost Internet Subscribers should contact their internet provider to enroll in EBB

For everyone else.....

Step 1

Qualify through
the National
Verifier

- Apply online or via mail.
- Enter requested information
- SSN or DL, Passport, TIN can be used
- Be prepared to upload current document showing eligibility for program or income
- Get Application ID Number in 2-3 mins 9am-9pm ET

Step 2

Select a Service
Provider and
Complete Application

- The [Companies Near Me](#) tool shows participating providers by zip code or by city/ state
- Low-income families can compare low-cost plans; you can switch to lower cost plan when EBB ends
- Select plan

Step 3

1. Eligibility Checked
2. Internet Provider Enrolls
Consumer in Program

- The Service Provider checks the National Lifeline Accountability Database (NLAD) for eligibility in Lifeline or EBB.
- Some Service Providers offer alternative verification steps. You may be able to verify online and bypass the National Verifier.
- Once confirmed, the Service Provider uses its customer service process to enroll the household in the EBB program. The timeframe varies based on Service Provider's processes.
- Some services require an installation appointment (ex: fixed broadband for new customers). Some Service Providers can mail a mobile hot spot to the user.

END OF PROGRAM

Transition Internet
Service after the EBB
Program Ends

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

Participating EBB Providers

Not all broadband providers will offer the Emergency Broadband Benefit. To find the current list of EBB Program providers in DC, use the FCC's **Companies Near Me** tool. You can search using your zip code or your city/state: [List of providers by State: https://www.fcc.gov/sites/default/files/ebb.provider.list .xlsx](https://www.fcc.gov/sites/default/files/ebb.provider.list.xlsx)

Company	Broadband Service Type	Note
American Assistance and You Call Wireless	Mobile Broadband	https://www.americanassistance.com/
Comcast	Fixed Broadband	https://www.xfinity.com/learn/internet-service/ebb (no pre-paid service option)
StandUp Wireless	Mobile Broadband	https://standupwireless.com/
human-I-T	Mobile Broadband	https://www.human-i-t.org/request-internet
AT&T Wireless	Mobile Broadband	https://www.att.com/help/ebb/ (pre-paid plan is included in EBB)
Sano Health	Mobile Broadband	https://www.sanohealth.com/fcc-funding-overview
T-Mobile	Fixed Broadband or Mobile Broadband	https://www.t-mobile.com/customers/emergency-broadband-benefit
Verizon Fios	Fixed Broadband	https://www.verizon.com/home/promo/emergency-broadband-benefit/
good2go mobile	Mobile Broadband	https://www.good2gomobile.com/

EBB Enrollment Data - July 18, 2021

USAC: <https://www.usac.org/about/emergency-broadband-benefit-program/emergency-broadband-benefit-program-enrollments-and-claims-tracker/> - Data through July 18, 2021

Maryland

61,258

Total Enrolled Households – Weekly

	Total Households	Non-Tribal	Tribal
July 18	3,750,282	3,661,334	88,948

Claimed Support – To Date

	Total	Monthly Broadband Support	One-Time Connected Device
Appropriation (Total Program Funding)	\$3,136,000,000	–	–
Total Support Claimed To Date	\$34,606,930	\$34,295,057	\$311,873
Remaining Appropriations Available for Disbursement	\$3,101,393,069	–	–

Questions and Answers



FAQ's (<https://www.fcc.gov/consumer-faq-emergency-broadband-benefit>)

- **Can I apply for the Emergency Broadband Benefit if I have a past due balance with the provider? ⬆**

Yes, eligible consumers with a past due balance or a balance in collections are eligible for the benefit.

- **Can I receive both the Emergency Broadband Benefit and Lifeline benefits at the same time? ⬆**

Yes. You 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 a Lifeline service and an Emergency Broadband Benefit service with the same or different providers. For example, an eligible household could have a Lifeline-supported mobile phone service and a separate home broadband service that is supported through the Emergency Broadband Benefit.

- **I live in a multi-unit dwelling (for example, an apartment building) and we pay the property manager/landlord a monthly fee for our Internet. Can I get the Emergency Broadband Benefit? ⬆**

Yes. If you qualify for the Emergency Broadband Benefit, talk to your property manager/landlord and ask that they work with their broadband service provider to learn more about the benefits that might be available to you and other eligible residents.

Community Outreach





Four Ways You Can Help

We are seeking to partner with non-profits and government entities who interact with low-income families or whose clients need home broadband, to promote awareness and enrollment of EBB.

1. ONLINE OUTREACH

Electronically reach out to your constituents about EBB and Internet for All. We will provide messages that you can personalize.

Communicate by:

- Listservs
- Email
- Social Media

2. HAND OUT FLYERS & POSTERS

Recruit or integrate into your already scheduled volunteer activities awareness about these Internet Access Programs

- Foodbanks
- Schools
- Houses of Worship
- Community Centers
- Libraries

3. HOST INFORMATION SESSIONS

Schedule community meetings to inform and educate households on the EBB and how to enroll.

- Virtual
- In-Person

4. HELP WITH THE ENROLLMENT PROCESSES

We can train your staff/volunteers to help with enrollment:

- Requires computers and connectivity
- Can be scheduled appointments or a “Day of Service” model that we will actively promote to community

Outreach Toolkit Content Links

- Infographic ([PDF](#) | [Spanish](#))
- Newsletter Blurb ([Word](#) | [Spanish](#))
- Press Release ([Word](#))
- Twitter and Facebook Posts ([Word](#) | [Spanish](#))
- Fact Sheet (8 1/2" x 11" [Word](#); [PDF](#) | Spanish: [Word](#); [PDF](#))
- Slide Presentation ([PowerPoint](#) | [PDF](#))
- Flyer I (8 1/2" x 11" [PDF](#) | [Spanish](#))
- Flyer II (8 1/2" x 11" [PDF](#) | [Spanish](#))

- Poster (8 1/2" x 11" [PDF](#) | [Spanish](#))
- Consumer Handout (9" x 5" [PDF](#) | [Spanish](#))
- Consumer Handout (4" x 5" two-sided [PDF](#) | [Spanish](#))
- Consumer Handout (4" x 5" one-sided [PDF](#) | [Spanish](#))
- Audio PSA ([MP3](#) | [Spanish](#))
- Tribal Benefit PSA ([MP3](#))

You can customize for your constituencies, events, contacts...

Consumer handouts and the fact sheet are also available in [Arabic](#), [Amharic](#), [Burmese](#), [Chinese](#) (Traditional), [French](#), [Haitian Creole](#), [Korean](#), [Portuguese](#), [Russian](#), [Somali](#), [Tagalog](#), and [Vietnamese](#).

More materials

- <https://www.connecteddmv.org/c4a>
- <https://montgomerycountymd.gov/obp/emergency-broadband-benefit.html>
- <https://seniorplanet.org/>
- <https://www.ebbhelp.org/>

EBB Outreach Toolkit

Other Web Resources

[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.

[Emergency Broadband Benefit Consumer Information Hub](#)

[GetEmergencyBroadband.org](#) - The website where consumers will be able to apply for the benefit.

Social Media

A wide variety of social media content is available to download, co-brand and share on Twitter, Facebook, and Instagram.

[Browse additional social media images to download](#)



Request an FCC Speaker

FCC consumer experts are available to explain the Emergency Broadband Benefit at your event: [FCC Speaker Request](#)

Send To: EBBspeakers@fcc.gov

Hello, I am interested in having an FCC consumer expert share information about the Emergency Broadband Benefit at an upcoming event.

Please fill in the following information:

- Your name: _____
- Your organization or institution: _____
- Your email and phone contact: _____
- Best time (Eastern Time) to call you: _____

Track the Impact

We have an electronic form that you can use to capture activity at your events:

FILL OUT A GOOGLE FORM: <https://forms.gle/DmggfPhb3mcyEgCcA>

- Name of Organization: _____
- Event Date: _____
- Location/Address: _____
- Type of Event:
 - For Flyer Distribution: number of flyers distributed
 - For Information Session: attendees
 - For Enrollment event: number of people helped and number of people successfully enrolled into EBB
- Comments/Feedback: Please let us know if it was successful and opportunities for improvement (e.g. promotion of event, wait times, enough volunteers, enough flyers, etc..)

Send us your social media links and we will track them!

Next Steps

- We will be sending an email with the information covered in the orientation session, including the links to FCC resources and the EBB toolkit that you can customize/personalize.
- The email will include a link to indicate interest in becoming an EBB partner organization – asking for:
 - Interest in helping (Yes/No)
 - Name of organization, Point of Contact including name, email, mobile number, address
 - Interest in supporting events/shifts (e.g. awareness, education, enrollment support)
- For those interested in partnering with Connected DMV, we will follow up and help mobilize your efforts.

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

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Thank you!

