



# FCC's New Emergency Broadband Benefit Program Overview

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# Agenda

## 1. FCC's New Emergency Broadband Benefit Program Overview

Keyla Hernandez-Ulloa, *Federal Communications Commission*

## 2. Q&A

**Keyla Hernandez-Ulloa**  
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**Federal Communications Commission**



# Why Does the Benefit Exist?

*“No one should have to choose between paying their internet bill or paying to put food on the table. With the help of the Emergency Broadband Benefit, we have a new way for households to access virtual learning, for patients to connect to telehealth providers, and for those struggling in this pandemic to learn new online skills and seek their next job.”*

**--Jessica Rosenworcel, Acting Chairwoman, Federal Communications Commission**

# What Is The Benefit?

The **Emergency Broadband Benefit Program** is a Federal Communications Commission (FCC) program that provides a temporary discount on monthly broadband bills for qualifying low-income households. Eligible households can receive:

- **Up to \$50/month discount for broadband services;**
- **Up to \$75/month discount for broadband services for households on Tribal lands; and**
- **A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.**

# Who Qualifies for the Benefit?

## **A household is eligible if any member...**

- Received a Pell Grant in the current award year;
- Participates in the free or reduced school lunch program or school breakfast program;
- Experienced a substantial loss of income since 2/29/20 and the household had a total income in 2020 below \$99,000 (single filers) or \$198,000 (joint filers); or
- Meets the eligibility criteria for a participating providers' existing low-income or COVID-19 program.

# Who Qualifies for the Benefit?

## Households that qualify for Lifeline, also qualify.

- **Lifeline** is a federal program that lowers the monthly cost of phone and internet. Eligible customers will get up to \$9.25 (up to \$34.25 on Tribal lands) toward their bill.
  - Household income is less than 135% of the Federal poverty guidelines
- Or a member of the household participates in one of these programs:
  - **Supplemental Nutrition Assistance Program (SNAP)**, formerly known as Food Stamps
  - **Medicaid**
  - **Supplemental Security Income (SSI)**
  - **Federal Public Housing Assistance (FPHA)**
  - **Veterans Pension and Survivors Benefit**
  - **Tribal programs** (and you live on federally-recognized Tribal lands)

## Additional Details

- The enrollment date is expected to begin very shortly.
- The Emergency Broadband Benefit is a temporary program developed in response to the COVID-19 pandemic. The program will end once the program funds are exhausted, or six months after the Department of Health and Human Services declares an end to the pandemic, whichever comes first.
- The program is administered by the Universal Service Administrative Company (USAC). They administer the Lifeline program, host the application portal and the [www.GetEmergencyBroadband.org](http://www.GetEmergencyBroadband.org) consumer portal.



# Participating Providers

- **The program is open to all broadband providers**, not just those currently offering Lifeline services.
- Fixed broadband services are provided to your home, or a single location. These include cable, fiber optic, DSL, and fixed wireless services.
- Mobile broadband services are device-based and available throughout the service provider's cellular coverage area, similar to cell phone services.
- Check with the broadband providers in your area to learn about their plans for program participation and eligible service offerings. You can find a list of participating providers by state and territory on this webpage, [www.fcc.gov/emergency-broadband-benefit-providers](http://www.fcc.gov/emergency-broadband-benefit-providers).
- Not all providers plan to offer connected devices through the program.

## How Does This Program Define 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.
- A household can qualify because of eligible dependent children, or older adult household members that meet the eligibility criteria.
- Households within multi-unit dwellings, such as apartment buildings where residents pay the landlord or the property manager a fee for internet, may enroll in the benefit if they meet qualifying criteria. We recommend talking to the property manager/landlord and requesting that they work with their broadband service provider to learn more about the program and how to enroll eligible residents.
- A household worksheet [will be available](#) to assist in determining a households' eligibility

# How Do I Enroll?

There are three ways to apply for the Emergency Broadband Benefit.

- **Option 1:** Apply via a service provider. Find participating EBB service providers at [GetEmergencyBroadband.org](https://www.GetEmergencyBroadband.org)
- **Option 2:** Apply via the Universal Service Administrative Company's National Verifier at:  
[www.GetEmergencyBroadband.org](https://www.GetEmergencyBroadband.org)
- **Option 3:** Apply by mail

# Option 1: Enroll via a Provider

- Contact a service provider. Find a list of participating service providers by state at: [www.fcc.gov/emergency-broadband-benefit-providers](http://www.fcc.gov/emergency-broadband-benefit-providers)
- The service provider assists the consumer (in-person) with applying through the National Verifier Service provider portal
  - Application process will vary based on provider, for more specific questions touch base with your provider or participating EBB provider
- The service provider helps the consumer apply using their FCC approved alternate verification process.

# Option 2: Apply Directly Online

**Visit**

Visit [www.GetEmergencyBroadband.org](http://www.GetEmergencyBroadband.org)



**Submit**

Click "How to Apply" and complete the electronic application



**Contact**

After receiving an eligibility determination from the National Verifier, the consumer can contact a service provider to enroll in the EBB program.

## Option 3: Apply By Mail

- Download and print a paper application from:  
[www.GetEmergencyBroadband.org](http://www.GetEmergencyBroadband.org).
  - Participating providers may also supply consumers with paper applications.
- Mail the completed application to:  
Emergency Broadband Support Center  
P.O. Box 7081  
London, KY 40742
- To help with application processing, include copies of supporting documents to prove eligibility and the household worksheet.

# Show You Qualify

- When applying for the Emergency Broadband Benefit using USAC's online application, they will attempt to confirm your information automatically.
- Online and mail in applicants may be asked to provide information or documentation to validate identity, address or eligibility.
- To confirm your eligibility, additional documentation can be mailed or submitted electronically. Examples of acceptable documents that can be used to validate information can be found at: <https://getemergencybroadband.org/how-to-apply/show-you-qualify/>

# Consumer Protections

- **Participating providers must:**
  - Give customers notice about the last date or billing cycle that the full benefit will apply to their bill;
  - the date or billing cycle that a partial benefit will apply to their bill; and
  - information about the cost of their broadband service after the program ends.
- **Customers' Responsibilities:**
  - Households will need to opt-in or request to continue broadband services with their provider
  - If customers **don't** opt-in or select a new service plan with their EBB provider, their broadband service will end once the program ends. Even if the customer had service with the same provider before enrolling in the Emergency Broadband Benefit, they will need to opt-in to continue broadband services after the program ends.



# FCC Outreach Toolkit

## Social

**Logos**  
**Social Media Images**  
**Draft Social Media Posts**  
**Newsletter Insert**

## Printable

**Fact Sheet**  
**Flyer**  
**9"x 5" Info Card**  
**¼ Page Flyer**  
**Poster**  
**Draft Press Release**

## Videos and PSAs

**ASL Video**  
**Overview Video**  
**How to Apply Video**  
**Audio PSAs**  
**PowerPoint Slide Deck**

# Questions? Here Are Resources

- The FCC's EBB Consumer Page:  
<https://www.fcc.gov/broadbandbenefit>
- The FCC's list, by state, of EBB providers:  
<https://www.fcc.gov/emergency-broadband-benefit-providers>
- A comprehensive FAQ on the EBB program:  
<https://www.fcc.gov/consumer-faq-emergency-broadband-benefit>
- Toll free number for questions: 833-511-0311
- To apply: [www.GetEmergencyBroadband.org](http://www.GetEmergencyBroadband.org)



# Q & A

