

Enterprise Community Partners

Transcript of Webinar

2021 ConnectHomeUSA

FCC's New Emergency Broadband Benefit Program Overview

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Dina Lehmann-Kim: Thank you, everybody, for joining us today. Today is a really momentous occasion because there is a new broadband subsidy for low-income Americans and we're about to learn about it today. And so I'd love to just thank our FCC colleague, Keyla Hernandez-Ulloa for being with us today. FCC is extraordinarily busy during this time. So really appreciate her being with us. And with that, let me introduce her to you.

Keyla Hernandez-Ulloa has been the associate division chief for the Federal Communications Commission's Consumer and Governmental Affairs Bureau's Consumer Affairs and outreach division since 2011. In this capacity she provides strategic leadership with regards to planning, developing and managing the division's consumer-facing outreach efforts and agency-wide projects as assigned. Prior to joining the FCC in October 2007, Ms. Hernandez-Ulloa was the Community Relations and Trust manager for the New York State Department of Health. Thank you so much, Keyla, for being with us today and I will turn over the presentation to you.

Keyla Hernandez-Ulloa: Thank you, Dina and Caila, it's a pleasure for me to be here today with everyone, so thank you for the invitation. As mentioned, I'm Keyla Hernandez-Ulloa, associate division chief for the Consumer Affairs and Outreach Division at the Federal Communications Commission. We like to say that we are the group that is the forward-facing phase of the Federal Communications Commission, as we are the agency group that deals most directly with the public. Next slide, please.

So we're here to talk about the emergency broadband benefit program and in its basic form, a lot of people always ask, why does the benefit exist? So we have a quote here from our acting chairwoman, Jessica Rosenworcel.

I won't read the whole quote, but I wanted to point out something really important that she has said. It's really for those struggling in this pandemic to learn new online skills and seek their next job. And why is this important? Because we know that a lot of people right now are struggling through this pandemic and the FCC wants to be of assistance. Next slide, please.

What is the benefit? A lot of people can think about different things, about what the benefit could be, but the emergency broadband benefit program at its base is a temporary program run by the Federal Communications Commission that provides a temporary discount on monthly broadband bills for qualifying low-income households. Low-income households that are eligible can receive up to \$50 per month discount for broadband services. If you live on tribal lands, your household is on tribal lands, it could be up to \$75 a month, a discount for the broadband services. I'm going to talk about this a little bit more further. But there are participating providers who also will be offering, in addition to the benefit, they will be providing a one-time discount of up to \$100 for a laptop, desktop computer or tablet purchased through that provider, if the consumer pays anywhere from as low as \$10 to up to \$50 towards the purchase price.

And I want to clarify a little bit about tribal lands. If your household is located on tribal lands, you do not necessarily have to be part of a tribe to receive the benefit if you are eligible. Next slide, please.

So we're going to talk a little bit about qualifying for the benefit. A household is eligible if any member of that household can state and provide verification for one of the following. Now, this doesn't mean that you can't be receiving other benefits, but it's just that you just have to meet one. So this includes receiving a Pell Grant in the current award year. If a member of the household participates in free or reduced school lunch program or the school breakfast program, if the household has experienced a substantial loss of income starting in February 29, 2020, or they need some kind of eligibility criteria for participating providers, existing low-income or covid-19 programs. Next slide, please.

Households that qualify for Lifeline also qualify. I'll talk a little bit more about Lifeline and definition of households further along. But for now, we want to specify that Lifeline is the federal program that lowers the monthly cost of phone and Internet service. So when a consumer is eligible, they will see up to \$9.25 discount towards their bills. If, again, if the household is on tribal lands, it will be up to \$34.25.

One thing that we like to remind consumers is that household income is to be less than 135 percent of the federal poverty guidelines. And people can look this information up as to what that actually means. Now, if a household member participates in any one of the following programs, which I'm about to mention, that also makes them eligible. And again, you can be receiving more than one, but you definitely must receive one of the following. This includes the Supplemental Nutrition Assistance Program known to many as SNAP. It could be Medicaid. You could be receiving Supplemental Security Income, known to many just as SSI. Federal Housing Public Assistance. There is also two others that I'd just like to mention really quickly: Veterans Pension and Survivors Benefits. Also if you receive a benefit from tribal programs that are federally recognized tribal lands. Next slide, please.

We have some additional details that we like to share with consumers. I'm not going to read through everything, but please know that the enrollment date for this program is not live yet. But we expect it to begin very shortly. And one is just to remind everyone that this emergency broadband benefit program is a temporary program developed in response to the Covid-19 pandemic. The program is administered by USAC or the Universal Service Administrative Company.

And though the application and enrollment process is not yet live, if anyone wants more information, they can visit www.GetEmergencyBroadband.org. Next slide, please.

So there's a lot of questions about participating providers. So a provider can opt in to participate in the program, so though all providers are eligible to participate, they must complete an application process. Those providers that have been now included in the participating providers list can offer the service once enrollment process, of course, is open. And I keep referring to that because, again, want to remind everyone that the enrollment process will open soon. And there's many ways that consumers can obtain information about who is a participating provider.

One of those is: you can call your current service provider and ask if they're participating in the program. If they are not, you could obtain a list of participating providers. Now, the FCC -- and I want -- because I'm from the FCC, of course, I want to just give you a website that you can visit.

So we -- our website where you can visit for more information to learn about program offerings and more information is [FCC.gov/emergency-broadband-benefits-providers](https://www.fcc.gov/emergency-broadband-benefits-providers). I also want to just emphasize that even if you find a provider on the list, please check the column about who is and who is not offering a device, because not all plan providers are going to be offering a device through this program. Next slide, please.

So I want to talk a little bit about the definition of a household, and I left it for this part of the program presentation because now that you know a little bit about eligibility, then we can go further into what a household is. A household for the for the benefit program is defined as a group of people who live together and share money, even if they are not related to each other. So, in a household, you live with other people, you share money. But perhaps you either don't live really together-together -- then you are considered one or more households, excuse me, two or more households for this benefit, for the purpose of this program. A household can qualify if there is an eligible dependent living in the household. And this is mostly either a child who participates in the free or reduced lunch program or can receive other types of benefits, or if there's an older adult household member that also meets some type of eligibility criteria.

Because we are doing a presentation -- HUD, I did include some information about households which I'll just very quickly read through. Households within multiple-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 the qualifying criteria. So something that we always advise consumers is to talk to your landlord or property manager to see what options are available for either the multi-unit dwelling as a whole or for you as an individual or your family if you are a household.

So right now, there's also talk of the household worksheet that will be available to assist in determining a household eligibility. I know that not everyone has access to the Internet. So one thing, and of course, I'll keep repeating this number, if anyone does not have access currently, they can always call the 833 number and that's toll free. And that number is 833-511-0311. Next slide, please.

So how do I enroll? If I am an eligible consumer, I have three ways of trying to enroll in what we like to call for short the EBB program. Option one is to apply via a service provider and you can find a service provider using the [GetEmergencyBroadband.org](https://www.GetEmergencyBroadband.org) site, or you can apply through USAC's national verifier that is also on that page, [GetEmergencyBroadband.org](https://www.GetEmergencyBroadband.org), or you can apply by mail. Next slide, please.

I want to talk just briefly about enrolling via a provider. Again, the best information, of course, is calling your provider directly. But if you have access to the Internet, you can look for who is the participating provider at [FCC.gov/emergency-broadband-benefit-providers](https://www.fcc.gov/emergency-broadband-benefit-providers). You can also go to your provider. Right now they're saying in person, but that could be defined by the provider. Call first to know what your provider process is for providing assistance. Usually they can go through the National Verifier service. And of course, there is also what is called an FCC approved alternative verification process. And that's really all to say why it is important to contact your provider to find out what their process is. Next slide, please.

Caila Prendergast: Keyla, we're hearing like a little dinging, it sounds like maybe some emails coming in, I wonder if you could maybe close your email browser, really quick, so we don't hear that dinging anymore.

Keyla Hernandez-Ulloa: Let's see, actually, my browser is not open. Okay, let me see. Let me see if this is working.

Caila Prendergast: No worries if it is not an easy fix. I just thought I would -- we got some comments about it.

Keyla Hernandez-Ulloa: No problem here on my end either. Okay. I think --

Caila Prendergast: Thanks so much.

Keyla Hernandez-Ulloa: You're welcome. I cannot see my slides for some reason right now, something just -- just happened that I got kicked off. But can everyone still hear me?

Caila Prendergast: Yes, we can hear you.

Keyla Hernandez-Ulloa: Yes, yes, yes, this is great. So luckily for me, I have some paper slides in front of me. So we just talked about applying directly online. There is also information about applying by mail. That should be the one that should be one of the slides that are coming about -- . In this case, a consumer can download and print the paper application, which they can then either mail into the emergency broadband support center and we have the actual mailing address as P.O. Box 7081 in London, Kentucky 40742 is the zip code. There's also this requirement. And once the enrollment page is actually open and the application is actually available, there will be assistance to help process the application. Again, that number is 833-511-0311. And there will also be instructions on what supporting documents to include to provide eligibility and the household worksheet, which again, is not currently available online, but should be available soon. So without seeing the presentation and again, I do apologize but for some reason, I got kicked off, I'm going to just ask what slide we're on so that I can provide the information or if not, I can just continue talking.

Caila Prendergast: No worries, we are on slide 15, entitled: Show You Qualify.

Keyla Hernandez-Ulloa: Great, want to make sure. So there are ways that you can show that you qualify. When you're applying for the emergency broadband benefit or EBB, you can use USAC's, which is the Universal Service Administrative Company's application, which they will attempt to confirm your information automatically. Again, you can apply online or via mail. If you apply online and via mail, you may be asked to provide information, documentation to validate your identity, your address and / or your eligibility. There are lots of ways that you can confirm your eligibility once it is available, the How-to-Enroll button, which will also be available at that GetEmergencyBroadband.org website.

There's actually going to be a button and a link that will show you how to apply. And when you click on that, it will drop down the menu and the application. And again, for those that do not

have access to the Internet, you can actually have either someone download it or print it for you. We have also been advised that a lot of the participating providers will have hard copies of this information to share with consumers.

I'm going to talk a little bit now about the next slide on consumer protection, because I am with the Consumer Affairs and Outreach Division. We do look out a lot for consumers and how we can give them information to empower them with how to proceed and protect themselves. So there is a lot of information. But one thing we wanted to know is for consumers, this program, again, is temporary. It will either last as long as the funds are available or they will last -- the program will last until the Department of Health and Human Services declares the pandemic over. And once that date is announced, six months after that, the program ends. It's really based on which of these two scenarios happens first. The participating providers, as the program is coming to an end, must give you, the consumer, notice of the last date or billing cycle that the full benefit will be applied to your bill. They can also, if you're in the middle of the cycle, because not all providers have the same cycle, they will advise on a partial benefit that will be applied to your bill.

But in addition to this information, they will also talk about what the cost of your program for broadband services is after this program ends. So that's really important. And because we're here today, now that you know that, please share that with anyone that you think might want to enroll in this program. Households will also need to opt in or request continued broadband services with their provider as the program is coming to a close. If you don't opt in or select a new service with your provider, your broadband service will end once the program ends. Even if you've had the same service with the provider before enrolling in their emergency broadband benefit or EBB, you will need to opt in to continue service after the program ends.

I want to talk a little bit about the next slide, which is on the outreach toolkit, if I'm not mistaken. Now the FCC is preparing and will be launching an outreach toolkit pretty soon. You see here some of the materials that we will be including in the outreach tool kit. This will be available online. Once it is available, we will be e-blasting the information with a link to all the information. Just wanted to point out that the FCC will be providing information in other languages.

Off the top of my head, I can name a few. There are probably more. And if someone wants more information, they can definitely e-mail and I will provide the e-mail. But we are providing information in Spanish, Korean, traditional Chinese, Vietnamese, Tagalog and new to us will be Russian, Burmese, and again, there are other languages I do not have the list in front of me now because we keep adding more information. And, of course, wanted to kind of wrap everything up by renaming some of the resources that will be available to consumers. Some of these are already live. In fact, I think all of them are, except, of course, as I've said, the application for how to enroll. But we have here a list and that includes our consumer page at [FCC.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit), all one word. We have the provider list by state. There you see the address: [FCC.gov/emergency-broadband-benefit-providers](https://www.fcc.gov/emergency-broadband-benefit-providers). I wanted just to mention something about the list. The list is updated continuously. So if you go in, for example, today and you do not see your provider, please continue coming back to the page. As providers are approved, they keep being added to the page. There's a comprehensive FAQ that we have, which is another

thing that keeps being constantly updated, but that's available at [FCC.gov/consumer-faq-emergency-broadband-benefit](https://www.fcc.gov/consumer-faq-emergency-broadband-benefit). And again, we understand that not all consumers have access to the Internet. So we have, as we mentioned, the toll free number: 833-511-0311. And a note for this number is that not only will you be able to obtain some general information, but once the application is available to consumers, that is the phone number that they can call with any questions if they need additional information. And, of course, to apply online, it will be available at [GetEmergencyBroadband.org](https://www.getemergencybroadband.org). And I want to end by giving the website excuse me, the e-mail address that I mentioned before. If there's anything in this presentation that we did not cover or information, additional information that you may need, you can send an e-mail to broadbandbenefit@FCC.gov. And I'll repeat it again: broadbandbenefit@FCC.gov. And thank you so much.

Caila Prendergast: Thank you, Keyla. Dina, before I launch into the questions, anything that you want to add?

Dina Lehmann-Kim: Nothing to add, just maybe a few points -- or questions, if I could, for for Keyla to just help the audience clarify a few things, so, if that's Okay. Keyla, when we're talking about a household. If there are, let's say, five people living in one apartment, let's just pretend and they don't all share money, let's say, two share money and then the other three share money, those -- that would be considered two households, correct?

Keyla Hernandez-Ulloa: Yes, that is correct. And each household would have to apply separately to see if they are eligible for the benefit.

Dina Lehmann-Kim: Gotcha. Okay, the other question I had is, if you're applying for the benefits -- if a customer, an individual is applying by mail, would USAC be the one who registers the individuals for the benefit with the -- with the Internet service providers?

Keyla Hernandez-Ulloa: I know that the process is not open -- the application yet, but to your question and please let me know if I'm understanding this correctly, USAC will be the, for lack of a better word, agency managing the application process. So everything to do with the application will be directed to USAC, whether you go online to that [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) page or calling that toll-free number 833-511-0311.

Dina Lehmann-Kim: Okay, so but if an individual goes to the Internet service provider to register, right, they can register with an Internet service provider, correct?

Keyla Hernandez-Ulloa: Yes, they can. Oh, I'm now -- I now understand the question. Yes they can, if the -- if the provider is a participating provider in the emergency broadband benefit program. So, I like to talk in examples. If I have my provider A and I -- I find that I'm eligible because I completed the program, the application. But at the end of everything, I find out that my provider A is not participating in the program. Then that provider will not be able to really enroll me or deal with the enrollment process.

So then I would have to go and find provider B, who is participating and can enroll me in the process.

Dina Lehmann-Kim: Okay, but let's say you have an Internet service provider, A, who is participating, but you don't have Internet access, so you submit a mail-in application. What happens in that case?

Keyla Hernandez-Ulloa: So we have been advised that someone who applies by mail will have to wait until they get -- and I'm not sure, so I don't want to misspeak. But for the purposes of this conversation, let's say that they're going to be getting something that verifies that they are now eligible. That could be perhaps a letter, let's say. But again, this application process is not open right now. This is just an example of what could happen. So, again, back again, the person mails everything, the order, back-up information is correct. They receive information that they are now available to apply in the program. They can first speak to their provider just to verify that their provider is a participating provider. If they are not, the provider will tell them, I am not participating in the program, and then what the consumer must do is find an eligible provider again. They can call that toll-free number, that 833 number. Or if they have -- if they don't have access, perhaps, maybe, if they go somewhere where they have temporary access to the Internet, they can go to [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) to find participating providers, or they can always go to the FCC page that has the providers listed by -- who are each provider in each state and pick someone from that list. Hope that answers the questions.

Dina Lehmann-Kim: Yes. Thank you so much. All right, I'm done with my questions. I'm sure there's others in the chat that are coming your way.

Caila Prendergast: Yes, we've had a few come in and I'm just going to address one big one that I've been getting a lot of about the presentation slides. Yes, I will be sending them around to everyone who participated today. It usually takes the system around 24 hours to give me the participant list, so I'll send them to everyone who participated tomorrow. So, no worries there, you will have access. And as I mentioned, they'll also be available on HUD exchange. So, without further ado, the first question that we have is: Does SSDI also qualify?

Keyla Hernandez-Ulloa: Let's see, I must I must ask, SSDI is -- to let me know what that is. I don't want to assume that it's the same program that I mentioned before. I mentioned Social Security Income SSI, but I'm not familiar with that one, so.

Caila Prendergast: I think it stands for Social Security disability insurance.

Keyla Hernandez-Ulloa: Ah, okay. Yes, if you do -- in our consumer FAQ, there is a short question for persons that are in the disability or the accessibility community. Yes, you can, you are definitely -- if you have that, go to the eligibility, once the form is open, you can go and apply for the process to see if you qualify for the program. But, yes, that that is one of the programs.

Caila Prendergast: Thanks. Next question, it's for the FPHA. Is there any chance that also includes those that received Section 8 vouchers?

Keyla Hernandez-Ulloa: For that, once the enrollment process opens, we are going to ask consumers to call the toll-free number or they can look online, because they look at things on a case, on a case-by-case basis. And for the purposes of this presentation, I don't want to mis-give information, but I do recommend that either call that number or, and hopefully the application, as we said, will be available soon so that you can see the guidance that is --that comes with the application process. But I will also what I will do is when I get back to the office, I will also pose that question in case there is -- there is a more definitive answer for for that.

Dina Lehmann-Kim: Keyla, this is Dina. That would be really great, because I think Lifeline, there may have been an oversight a few years ago because Lifeline uses public housing as one of the eligibility criteria. But the Section 8 vouchers and also multifamily housing, which HUD provides assistance for, what should I think also be considered as eligibility criteria. So if you can bring that back, that would be a huge help because we're talking about millions of other people that could be eligible.

Keyla Hernandez-Ulloa: Yes, duly noted. Right.

Caila Prendergast: Thanks to both of you. The next question, I'm wanting a little bit more detail on the providers and the discount devices. Will this be a rented device or something that they are purchasing to keep after the EBB program ends?

Keyla Hernandez-Ulloa: That's a very good question. So, yes. If your participating provider also offers a device, and I'm going to just remind everyone that it's a discount on that device, whether it's a laptop or a desktop or a tablet, will be \$100 off the price of the device. And the consumers will be asked to contribute as little as \$10 and up to \$50 off the purchase price. Once the program ends, that device is now the device for the household, it's not rented, you do not have to give it back. So, yeah, the device again, the device belongs to the household once you purchase it.

Caila Prendergast: Great, thanks. Next question: do housing authorities that pay for resident Internet service qualify for this program, or does it affect authorities that pay for resident Internet service at all?

Keyla Hernandez-Ulloa: That's a very good question and that goes back to -- you know, that goes back to what we have been advising, that every -- every housing authority is a little bit different. So if you live within one, it's up to -- we highly recommend that the consumer speak to the property manager or the landlord to see what they're already participating in and what options they have.

That said, I will since you mentioned specifically housing authority, I'm just going to go back and ask about that one just to make sure that that information is how to proceed. But that right now is how we are, how we have been advised to advise consumers.

Caila Prendergast: Okay, thank you.

Speaker4: Can I just ask a question?

Caila Prendergast: Go ahead, Anya [ph].

Anya: Yeah, I was just going to ask a clarifying question. So if a multi-family owner or an owner of multiple apartments is providing Internet service for their residents, so this could be similar to a public housing authority. I just want to make sure -- I know you're going to clarify, but just to make sure: that owner could go to the Internet service provider to see if they would pass on the subsidy to the owner, to the multi-family owner. Correct?

Keyla Hernandez-Ulloa: If you would be -- yes the most the I guess the landlord -- yes, the landlord can on his or her own, talk to the Internet service provider to see how they can participate. And again, it's individual, right? I don't have a specific answer for every single case, but the landlord talks to the Internet service provider and then they work -- they discuss what options or arrangement -- now, that said, if an individual -- now, I'm talking about the household. If the household has already discussed this with the provider, with the Internet service provider and the household would like to perhaps apply on their own to see if they are eligible, we are letting consumers know that that could be a possibility that they could apply for after that. I mean, they would have to go through the approval process, which is more USAC's side of the conversation.

Anya: Thank you.

Caila Prendergast: So next question. My building is only wired by one provider who is not on the list. Is there any recourse for my tenants who might be interested?

Keyla Hernandez-Ulloa: Well, I did mention and I'll say this again, I know that if the list keeps growing, the participating provider list keeps growing. I would recommend looking at -- since we still have time, since the application will go live soon. But the provider lists, at least for the FCC, is already available online so consumers can go and look. And again, if you don't see your provider today, a few days from now, because the list is always updated with approved providers, they can do that for the purposes of this conversation, if you have already been deemed eligible and your provider is not on that list, you can look at other providers that are offering the benefit in your state. And I'm talking about the FCC list. We divided by state so you could keep everyone in your state who is providing and then you could go to that. You could pick a provider off that list, call them and see what the next steps are to get you enrolled as a customer for them for to receive the benefit.

Caila Prendergast: Okay, next question, and I know you've gone over this. I just want to make sure that we're addressing everybody's questions and clarifying where we need to. Are all public housing residents qualified?

Keyla Hernandez-Ulloa: That's a good question. So if I understand this correctly, I don't know if this is the correct term, but blanket coverage, I believe, and I can go back and just confirm this. I believe that if you all live -- if everybody lives within, let's say, one housing authority, I don't believe that everyone is covered unless, of course, we go back to the scenario where the, let's say the landlord speaks to the Internet service provider. In that case, first talk. Again, I'm repeating the same thing because it does apply. Please talk to the landlord first. And if for whatever reason,

you're not eligible or covered by the arrangement made by your landlord, then the individual household can definitely apply to see if they're eligible, if they meet any other criteria that we talked about earlier in the program presentation.

Dina Lehmann-Kim: Keyla, this is Dina. I think, let's say in the case of an ISP or sorry, residents who pay on their own for their own Internet service who are public housing residents. In that case, I believe they would -- they would automatically be eligible because residing in public housing is a qualifying criteria and in the case of in the case of an individual resident who is paying on their own. Yes, I would say pretty sure, because it's one of the criteria for eligibility for Lifeline.

Keyla Hernandez-Ulloa: And we said before, if you already receive Lifeline, talk to your provider and then they can proceed with enrolling you in the program. But if you're -- even if you qualify for Lifeline and you're not already enrolled in Lifeline, please fill out the application for the emergency broadband benefit because, as an example, and the question was, residents are paying on their own, then definitely it should apply because they probably do meet one of the criteria to be eligible for the program.

Dina Lehmann-Kim: That's what I was thinking. Thanks, Keyla.

Keyla Hernandez-Ulloa: You're welcome.

Caila Prendergast: Next up, do you have any marketing materials or education materials that we can use to push out to those that we serve, for example, in social media or other platforms?

Keyla Hernandez-Ulloa: A very good question. So with that I mentioned earlier that outreach tool kits, they will be available very soon and I can definitely share when those are available. Right now, we do not have materials out there being available for use as they're being currently developed. But again, they'll be available very soon. One thing I do want to mention that I forgot and this question has triggered it, so thank you for that question.

At our [FCC.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit) page, there are two things that I think are really important. First of all, keep visiting that page because we will be -- any updated information will be available there. If someone would like more information, they can sign up to be a partner. What a partner really means in this right now is, you give us your e-mail address and you will receive information, the latest information about what's happening with the program. And that page also has a speaker request button. So if someone is having an event and they'd like someone from the FCC, just to give overall information, you can definitely do it through that. But again, I would definitely share this with Dina once that link goes live with the outreach tool kit and all the other materials so that that can be shared with this group here.

Caila Prendergast: Thanks, Keyla. Next: We have received a lot of good information from the FCC regarding the benefit, but haven't received a lot from service providers yet. Do you know when more information from the service providers will be available?

Keyla Hernandez-Ulloa: I am answering this more as Keyla, not necessarily as FCC. I believe that once the application is available for consumers to register for the benefit, that will definitely move things. But consumers can always call their provider, whether they are participating provider or not, to see if they're -- if they are a participating provider, what they're going to be doing with their customers. And if they're not, then you can visit that participating providers list to get more information.

But if all of this is forgotten, because I know we're all busy, consumers can always call that 833-511-0311 number for more information.

Caila Prendergast: Great. Thank you. Next question: If the housing authority is a subscriber, is the housing authority not eligible for EBB, the individual resident would need to be the one who has the contract with the ISP to qualify?

Keyla Hernandez-Ulloa: It sounds a bit familiar from one of the questions before. Let me take that one down, because this one is a little bit less specific, more specific, excuse me, than the previous, let me take that down and get back to Dana with the response for that one. I don't want to misinform everyone here. And we're looking at it from -- because we're the consumer affairs we have from a consumer perspective but I definitely want to see if I can provide an answer for that one.

Caila Prendergast: Okay, thanks. So this is a question about tribal land qualification: So, I noticed that qualifying tribal lands are only for federally recognized tribes. I am with the MOWA band of the Choctaw Indians and the executive director for the Housing Authority. Would we qualify for the tribal land discount?

Keyla Hernandez-Ulloa: Let's see, you know, for that one, we have an Office of Native Affairs and Policy. Unfortunately, the person is not on with me now, but if the person who asked that could please send an email to broadbandbenefit@FCC.gov, I will forward to our Office of Native Affairs and Policy, otherwise known as ONAP. But I also got the question down.

Caila Prendergast: Okay, great, thank you. And this is also related to tribal lands. So if a tribal member decides to go to a cell phone company from the providers list, will the company supply an application or use a government-supplied application?

Keyla Hernandez-Ulloa: Let me see. If I misunderstood, please let me know. So the person is asking, if they find a participating provider will the provider provide an application? And is

Caila Prendergast: Yes, I think that's correct.

Keyla Hernandez-Ulloa: Yes, we have been advised that participating providers will have paper applications available for consumers, but if you go to your provider and for whatever reason, they don't have one available at that time, you can call the 833-511-0311 number and ask them how you can obtain a paper copy of the application once it's available.

Caila Prendergast: Okay, great, thanks. Is it possible to have tenants in public housing that are over income and maybe over that 135 percent threshold, would they be covered?

Keyla Hernandez-Ulloa: Well, in terms of income, and I know I mentioned in the slide, it's anyone, anyone who had -- any household who has had a substantial loss of income as of February 29, 2020. And the thresholds there are up to \$99,000 for a single filer or \$198,000 for joint filers. So you can look at that. And that's what it would be for the emergency broadband benefit program. You probably could qualify under the threshold mentioned for Lifeline. And again, if you qualify for Lifeline and you already have it, please talk to your provider to see if there are participating providers so they can go through the enrollment process for EBB. And again, if your provider is not participating, find one in your state that does provide the -- that is participating in the program.

Caila Prendergast: Okay, thanks. So I've got a question here that says: How do we become a partner?

Keyla Hernandez-Ulloa: Yes, definitely for becoming a partner, go to our web page, [FCC.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit). That's all one word and I believe it's more towards the left-hand side of the page. There will be a section asking you to become a partner. And what you do is just fill in your e-mail address and you will be added to our list of partners. And again, everyone who signs up for partner, really, you're receiving the most updated information to share with your communities about this emergency broadband benefit program.

Caila Prendergast: Okay. Looks like we have a few more questions if we can get to them in the time we have left. So the next question is more about the application process. So if an applicant applies via mail afterwards, will a provider contact them via phone or send over materials to allow them to begin receiving the benefit? Any insight as to what that process looks like?

Keyla Hernandez-Ulloa: Because the application process is not open yet, I don't have specific details, but in the few moments that we have right now -- the FCC is hosting a webinar in about five minutes about the emergency broadband benefit program and probably can get specific information related to this. And I should have remembered to shamelessly promote this. But if you go to in the next few minutes, if you go to [FCC.gov/live](https://www.fcc.gov/live), that's where we'll have the webinar. And for whatever reason, if you can't catch it today, we also record the webinar and make it available to consumers. And in addition to that, we are asking consumers to send questions to broadbandbenefit@FCC.gov. We probably will not get to all the questions today because the webinar is from three to four, but we do try to respond to as many questions as possible.

Caila Prendergast: Okay, I just looked it up on my end and put the link in the chat and Dina did as well. So for folks who have availability afterward and would like to join, we definitely recommend doing that. I think actually that was our last question. So Dina, I'll pass it over to you if you have any further questions or if you want to close us out.

Dina Lehmann-Kim: Thank you so much. Thank you to Keyla with a K from FCC -- we have two Keylas on today. Thank you so much, Keyla, for all the information. And I know it's a challenge because it's a really needed program and it's still new and getting off the ground. And

so I know we asked some challenging questions. For the audience: we've taken note of all of the questions and we will follow up with everyone who participated today with answers to your questions. So please be a little patient with us. We're learning too, but we are more than happy to investigate and research the questions for you and get back to you. So thank you so much, everyone, and, Caila with a C, I don't know if there are any other questions before we head out. Three more minutes.

Caila Prendergast: I'm not seeing any. I think we're good to go. I just want to remind folks that there will be a pop up on your screen with a survey. So please take a moment to fill that out. And we look forward to seeing your responses. Enjoy the rest of your day, everyone. Thanks.

Keyla Hernandez-Ulloa: Thank you.

Dina Lehmann-Kim: And before you guys go, just make sure if you want to attend the next webinar from FCC, go to [FCC.gov/live](https://www.fcc.gov/live). Sorry about that. Did anybody else want to say something?

Keyla Hernandez-Ulloa: This is Keyla. Thank you, everyone, for having me here today.

Dina Lehmann-Kim: Thank you. We appreciate it. All right, everyone, have a great time. Thanks, everyone, for joining today.

(END)