

Emergency Broadband Benefit Program Guide



The Emergency Broadband Benefit Program (also called the EBB Program) was created by the Federal Communications Commission (FCC) to help low-income families stay connected to the internet during the pandemic.

The EBB Program provides a monthly discount of up to \$50 towards broadband service for eligible households and up to \$75 per month for households on Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute \$10-\$50 toward the purchase price.

As of May 12, 2021, eligible households will be able to enroll in the program to receive a monthly discount on the cost of broadband service from an approved provider. The EBB Program is temporary and will end when funding runs out.

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I. EBB PROGRAM ELIGIBILITY

The EBB Program defines a household as an individual or group of individuals living together at the same address and sharing income and expenses. A household can qualify for the EBB Program in many ways. To qualify, at least one person in the household (including children and dependents) must meet one of the following requirements:

- Participates in [the free and reduced-price school lunch](#) or [school breakfast program](#) (including through the [United States Department of Agriculture \(USDA\) Community Eligibility Provision](#)), or participated in the 2019–2020 school year
- Had a substantial loss of income, such as a job loss or layoff, since February 29, 2020, and the total household income in 2020 was below: \$99,000 for single filers or \$198,000 for joint filers
- Received a Federal [Pell Grant](#) in the current award year
- Is eligible for a participating internet provider's low-income or COVID-19 program
- Receives certain Tribal benefits: Bureau of Indian Affairs general assistance; Tribal Temporary Assistance for Needy Families (TANF); Tribal Head Start, or the Food Assistance Distribution Program on Indian Reservations.
- If a household qualifies for the [Lifeline federal assistance program](#), it qualifies for the EBB Program as well. Here are the ways a household can qualify for the Lifeline program:
 - Household income is 135% or less than [Federal Poverty Guidelines](#).
 - Someone in the household participates in one of the following federal programs: [Supplemental Nutrition Assistance Program](#) (SNAP) (formerly known as Food Stamps), [Supplemental Security](#)

[Income](#) (SSI), [Medicaid](#), [Federal Public Housing Assistance](#) (FPHA), or [Veterans Pension](#) and Survivors Benefit.

Income Limits by Household Size at 135% of the 2021 Federal Poverty Guidelines

Household Size	Annual Income
1	\$17,388
2	\$23,517
3	\$29,646
4	\$35,775
5	\$41,904
6	\$48,033
7	\$54,162*

*For each additional person, add \$6,129

II. EBB PROGRAM BENEFITS

The Emergency Broadband Benefit Program provides the following benefits:

- Up to \$50/month discount for broadband service
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider if the household contributes more than \$10 but less than \$50 toward the purchase price

The EBB program is limited to one monthly service discount and one device discount per household. Households do not receive the \$50, \$75, or \$100 subsidies directly. The applicant must go to a participating internet service provider who will discount the household's service or the cost of the device being purchased.

THE EBB PROGRAM IS TEMPORARY

Households eligible for the EBB Program will continue to receive the monthly bill discount until the program funds are depleted or up to six months after the end of the COVID-19 pandemic.

Participating internet service providers are required to give customers notice about the last date when the full monthly discount will apply to that customer's bill—or if the program ends in the middle of your billing cycle, the last date when a partial discount will apply. Customers should also receive info on how much their internet

The EBB Program provides a \$75 monthly discount on broadband service to eligible households who live on qualifying tribal lands. A household on Tribal lands is eligible if at least one person in the household participates in Bureau of Indian Affairs general assistance, Tribally administered Temporary Assistance for Needy Families, Head Start (only those households meeting its income qualifying standard), or the Food Distribution Program on Indian Reservations.

More information about which areas are eligible Tribal lands is available at www.lifelinesupport.org/additional-support-for-tribal-land.

plan will cost after the program ends. Customers must affirmatively opt into continued internet service when the program ends or the ISP will discontinue internet service to that household.

III. HOW TO APPLY

Applications can be submitted online at [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) or by mail. Applicants must submit their proof of eligibility and their identity to be approved for the EBB Program.

Mailed applications should include proof of eligibility a **coversheet** providing the following information to identify the applicant:

- Full legal name
- Date of birth
- Home address and the
- Last four digits of their Social Security Number, Tribal identification number, a government-issued ID, passport, driver's license, or Individual Taxpayer Identification Number documentation

Applications should be sent to the following address:

Emergency Broadband Support Center
PO Box 7081
London, KY 40742

When applicants apply for the Emergency Broadband Benefit online, the USAC will attempt to confirm their information automatically. If the USAC cannot automatically approve the application, the applicant will be asked to provide information or documentation to verify their eligibility and identity.

The USAC will also follow up with applicants to request additional documentation if the information provided within the mailed application does not result in approval.

Applicants should scan or take pictures of their documents using a scanner, copy machine, camera or smartphone. Applicants should never send original documents through the mail.

Participating internet service providers may have an alternative application process for existing customers to sign up for the EBB Program. Customers of participating providers should contact that provider directly to learn more.

Qualifying Program Participation

If an applicant qualifies for the EBB Program through participation in one of the qualifying programs, they must submit an official document as proof.

DOCUMENTATION MUST INCLUDE

- Applicant's (or dependent's) first and last name
- Name of the qualifying program, such as SNAP
- The name of the government, Tribal entity, program administrator, school district, university, or college that issued the document

Current Lifeline customers do not need to apply for the Emergency Broadband Benefit Program or provide any new documents to prove they are eligible. They simply must opt-in to a plan provided by their current broadband company or request enrollment in the Emergency Broadband Benefit Program.

- An issue date within the last 12 months or a future expiration date
 - For the Free and Reduced Price School Lunch Program or School Breakfast Program, documents can be from either the 2019-2020 or the 2020-2021 school years
 - For Federal Pell Grants, documents should be from the current award year

DOCUMENT EXAMPLES

- Benefit award letter
- Approval letter
- Statement of Benefits
- For Federal Pell Grants, documents should be from this academic year and can include screenshots of a StudentAid.gov dashboard or a copy of the email sent by the Department of Education about the EBB Program

Household Income

If the applicant qualifies through their income, they will need to provide an official document verifying their household income.

DOCUMENTATION MUST INCLUDE

- Applicant's (or Dependent's) first and last name
- Applicant's annual household income

DOCUMENT EXAMPLES

- Prior year's state, federal or Tribal tax return
- Current income statement from employer or paycheck stub
- A Social Security statement of benefits
- Unemployment or Workers Compensation statement of benefits
- Divorce decree, child support award, or other official document showing the applicant's household income
- A retirement pension/ statement of benefits letter

Identity Verification

Applicants have many options for verifying their identity. All identity documents must include the applicant's first and last name and date of birth. Applicants can choose one of the following documents:

- Social Security Number (a social security number is not required to participate in the EBB Program)
- Tribal Identification Number
- US Driver's License
- Other Government-issued ID, such as a state ID
- US Military ID
- Passport
- Individual Taxpayer Identification Number (ITIN)

Address

The EBB Program benefit is limited to one monthly internet discount and/or one discounted device per household. Therefore, applicants must provide documentation verifying their address.

DOCUMENTATION MUST INCLUDE

- Applicant's first and last name
- Applicant's physical address

MORE ABOUT DOCUMENTATION

- Verifying the applicant's address is different when using the online application than when applying by mail.
- The online application requires the user to drop a pin in USAC's mapping tool.
- If mailing in documentation, the applicant can send a map that clearly shows the household's physical address or location, including latitude and longitude coordinates (coordinates are required if the applicant lives on tribal lands).
- Other options include:
 - Driver's license or other valid government, state, or Tribal ID
 - Utility bill
 - Mortgage or lease statement
 - Most recent W-2 or tax return

Substantial Loss of Income

DOCUMENTATION MUST INCLUDE

- The applicant's first and last name
- The applicant's change in income or job status
- The applicant's current household income

DOCUMENT TIPS AND EXAMPLES

- Applicants will probably need two documents: one to show their income change and one to show their current income.
- Loss of income documents:
 - Layoff/furlough notice
 - Unemployment application approval letter or benefit statement
- Current income documents:
 - 2020 state, federal or Tribal tax return
 - Social Security statement of benefits
 - Veteran's Administration statement of benefits
 - Retirement or pension benefits statement
 - Unemployment or Workers Compensation statement of benefits
 - Divorce decree, child support award, or other official document showing current household income

IV. PARTICIPATING INTERNET PROVIDERS

Various broadband providers, including those offering landline and wireless broadband, participate in the Emergency Broadband Benefit. The chart below shows the list of providers as of March 1, 2021. Up-to-date information can be found by following this link: [Emergency Broadband Benefit Providers | Federal Communications Commission \(fcc.gov\)](#).

Participating Internet Providers as of March 1, 2021

Use the Search Tool at <https://getemergencybroadband.org/> for a current list

Broadband Provider Name	Service Type	Contact Phone	Offering Connected Devices (Laptop, Desktop or Tablet)
Advanced Stream, Inc.	Home	253-627-8000	
Assurance Wireless	Home/Mobile	800-937-8997	
AIR-PIPE/POVN	Home		
AT&T Mobility	Mobile	866-986-0963	
Boomerang Wireless, LLC.	Mobile	866-488-8719	
Boost Mobile	Mobile	866-402-7366	
Century Link or Quantum Fiber	Home	800-692-7380	
Charter (Spectrum)	Home	866-980-3107	
Cintex Wireless	Mobile	800-931-0141	
Comcast (Xfinity)	Home	1-800-XFINITY	
Cricket Wireless	Mobile	844-246-8364	
Declaration Networks (Neubeam)	Home	1-877-811-1133	YES
Desert Winds Wireless	Home	509-591-0808	
Excess Telecom	Mobile	800-615-0898	YES
FastMesh Internet	Home	503-893-8639	YES
Fidelity Communication	Home	800-392-8070	
First Step Internet	Home	208-882-8869	
Gen Mobile	Mobile	833-528-1380	YES
Global Connection, Inc.	Mobile	800-544-4441	
Hood Canal Communications	Home	360-898-2481	
Human I-T	Mobile	888-268-3921	YES

Broadband Provider Name	Service Type	Contact Phone	Offering Connected Devices (Laptop, Desktop or Tablet)
i-Wireless, LLC	Mobile	866-594-3644	
Kalama Telephone Company	Home	360-673-2755	
Locatel Communications	Home	509-888-8888	YES
Lokket	Home	833-356-5538	
Metro by T-Mobile	Home/Mobile	1-800-937-8997	YES
Native Network	Home	844-816-8904	YES
PCs for People	Mobile	651-354-2552	YES
PocketNet Communications	Home	509-526-5026	
Q Link Wireless	Mobile	855-754-6543	YES
Red Pocket	Mobile	888-993-3888	YES
Sage Telecom Communications	Mobile	855-754-6543	
San Juan Cable	Home	360-758-7879	
Sano Health	Mobile	855-533-7266	
Selectel Wireless	Mobile	1-877-218-5744	YES
Skamokawa Internet Services	Home	360-795-5000	
Sparklight	Home	1-877-687-1332	
T-Mobile	Home/Mobile	1-800-937-8997	YES
TDS Telecommunications Corporation	Home	888-225-5837	
Telrite Holdings, Inc.	Mobile	1-888-543-3620	
Tenino Telephone Company	Home	360-264-2915	
Tenkal Company	Home	360-673-2755	
TerraCom	Mobile	888-716-8880	YES
TracFone Wireless	Mobile	833-343-8322	YES

Broadband Provider Name	Service Type	Contact Phone	Offering Connected Devices (Laptop, Desktop or Tablet)
U.S. Cellular	Home/Mobile	1-888-944-9400	
Ultra Mobile	Mobile	888-777-0446	
Verizon	Home/Mobile	1-800-922-0204	
Vyve Broadband	Home	1-855-FOR-VYVE	
Wahkiakum West (WWest) Communications	Home	360-465-2211	
Wave	Home	866-928-3123	
Whidbey Telephone Company	Home	360-321-1122	
Wired or Wireless, Inc.	Home	866-969-8351	
Ziplay Fiber	Home	866-699-4759	
Ziplay Wireless		800-416-3003	

V. LINKS AND RESOURCES

For More Information about the Program

Emergency Broadband Benefit Frequently Asked Questions (FAQ): [Consumer FAQ for Emergency Broadband Benefit | Federal Communications Commission \(fcc.gov\)](#)

An updated list of Participating Internet Service Providers: [Emergency Broadband Benefit Providers | Federal Communications Commission \(fcc.gov\)](#)

More information on eligible tribal lands: [Universal Service Administrative Company \(lifelinesupport.org\)](#)

Resources for Households who Need Extra Assistance

Applicants can contact the Emergency Broadband Support Center by emailing EBBHelp@usac.org or calling (833) 511-0311.

EBB Program application forms, instructions and information are available in multiple languages. You can find these materials at <https://getemergencybroadband.org/help/resources/>.

The TechConnect (techconnectwa.com) Washington Community Helpdesk provides FREE technical support to Washington residents to help them engage in a virtual environment. Helpdesk Technicians provide technical guidance, digital navigation support, and connections to other community resources to support parents,

students, elders, and all community members and help individuals get signed up for the EBB Program. In addition to English, services are available in the following languages:

- Spanish
- Tigrinya
- Afaan Oromoo
- Amharic
- Sidamo
- Wolaytta

For Information on Cybersecurity

Cybersecurity has never been more important than it is now. We create and share personal information every day on the internet. If this information falls into the wrong hands, private and financial information could be at risk. Therefore, it is critical for consumers to protect their personal information when they are online.

The following 10 cybersecurity tips can help users protect themselves online:

1. BE CAUTIOUS OF LINKS

Internet users should be suspicious of any links in emails. Links are a common way hackers get access to a user's private information.

2. USE VARIOUS PASSWORDS

Users should not use the same password for all of their accounts. This way, if someone steals their credentials, they will not be able to use them at other sites.

3. USE A PASSWORD MANAGER

By using a password manager, users do not have to remember all of their login information.

4. SET UP MULTI-FACTOR IDENTIFICATION

Multi-factor identification adds another layer of protection for users' private information by requiring verification of the users' identity.

5. AVOID USING DEBIT CARDS ONLINE

When shopping online, consumers should opt for a credit card payment or online payment method like PayPal that is not directly tied to a checking account.

6. DO NOT SAVE PAYMENT INFORMATION

Saving payment information online makes the users' financial information more vulnerable to hackers.

7. KEEP OPERATING SYSTEMS UP TO DATE

The older a system is, the more time a hacker has had to find and exploit vulnerabilities.

8. AVOID UNKNOWN SITES

Keep internet browsing confined to well-established sites. Some sites carry the risk of a "drive-by download attack." With this type of attack, users do not even have to click anything for their computer to be infected. Well-established, high-traffic sites are less likely to carry this vulnerability.

9. BE CAREFUL ON SOCIAL MEDIA

Users must be aware of what they are sharing online. Criminals and hackers can learn a lot about an individual by what they share online.

10. AVOID UNNECESSARY DOWNLOADS

Downloads are a prime tactic hackers use to gain access to users' networks.

For more information on privacy and online security, visit the Federal Trade Commission's Consumer Information website at <https://www.consumer.ftc.gov/topics/privacy-identity-online-security>.

VI. Frequently Asked Questions

Q: Which broadband providers are participating in the Emergency Broadband Benefit?

A: Various broadband providers, including those offering landline and wireless broadband, participate in the Emergency Broadband Benefit. Depending on where the applicant lives, they could have a choice of providers. The list of participating providers is available by state and territory on this webpage, <https://www.fcc.gov/emergency-broadband-benefit-providers>.

Q: Do customers receive the funds directly each month?

A: No, the Emergency Broadband Benefit provides a monthly discount on broadband service of up to \$50 per eligible household (or up to \$75 per eligible household on Tribal lands). The participating broadband service provider will receive the funds directly from the Emergency Broadband Benefit program.

Q: What is the enhanced benefit amount for residents of Tribal Lands?

A: Eligible households on Tribal lands can receive a total monthly discount of up to \$75. You can find out more about which areas are eligible Tribal lands by visiting this site: <https://www.lifelinesupport.org/additional-support-for-tribal-lands/>

Q: Can I apply for the Emergency Broadband Benefit if I have a past due balance with the provider?

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

Q: Everyone in my child's school received breakfast and lunch at no cost. Do we qualify?

A: If a school is offering lunch or breakfast free to all students regardless of income based on a program other than the Community Eligibility Provision, such as through COVID-19 waivers extending the Seamless Summer Option or Summer Food Service Program, then the household would not be eligible through the free and reduced-price school lunch program or school breakfast program by an extension of the SSO or SFSP.

Households may still enroll in the EBB Program if their school also participates in the Community Eligibility Provision, or the household separately applied for and has been approved for benefits in the free and reduced-price school lunch program or school breakfast program in 2019-2020 or 2020-2021, or through other bases of eligibility, such as income or participation in SNAP or Medicaid.

Q: How does the \$100 device benefit work?

A: Participating broadband service providers can be reimbursed up to \$100 if they supply a connected device to a household, as long as the household pays more than \$10 but less than \$50 for the device. In other words, to take advantage of this benefit, it must be done through your participating broadband provider, and you must contribute a portion of the cost. The device benefit is limited to a laptop, a desktop computer, or a tablet. It does not include cell phones, large phones, or "phablets" that can make cellular calls.

Q: Do individuals have to be Tribal members to qualify for the enhanced Tribal benefit?

A: No, anyone living on eligible Tribal lands can receive the enhanced Tribal benefit. They do not need to be a member of a Tribe.

Q: How long will the Emergency Broadband Benefit program last?

A: The Emergency Broadband Benefit is an emergency 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.

Q: How will I know the Emergency Broadband Benefit program is ending?

A: Your participating provider must give you notice about the last date or billing cycle that the full benefit will apply to your bill and the date or billing cycle that a partial benefit will apply to your bill, in addition to information about the cost of your broadband service after the program ends.

For more Frequently Asked Questions, visit <https://www.fcc.gov/consumer-faq-emergency-broadband-benefit>.

Please contact Emily Grossman with questions or suggested revisions to this Guide.

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