



# EMERGENCY BROADBAND BENEFIT



Presented by the National Digital Equity Center



**NDEEC**

National Digital Equity Center  
Disruptive Strategies to Close the Digital Divide

# What is the Emergency Broadband 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 service and associated equipment rentals;
- Up to \$75/month discount 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?

- Has an income that is at or below 135% of the [Federal Poverty Guidelines](#) or participates in certain assistance programs, such as SNAP, Medicaid, or [Lifeline](#);
- Receives benefits under the free and reduced-price school lunch program or the school breakfast program, or did so in the 2019-2020 school year;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or
- Meets the eligibility criteria for a participating broadband provider's existing low-income or COVID-19 program.



# HHS POVERTY GUIDELINES FOR 2021

2021 POVERTY GUIDELINES FOR THE 48 CONTIGUOUS STATES AND THE DISTRICT OF COLUMBIA	
PERSONS IN FAMILY/HOUSEHOLD	POVERTY GUIDELINE
For families/households with more than 8 persons, add \$4,540 for each additional person.	
1	\$12,880
2	\$17,420
3	\$21,960
4	\$26,500
5	\$31,040
6	\$35,580
7	\$40,120
8	\$44,660

# 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.
- A household can qualify because of eligible dependent children that meet the eligibility criteria.
- You may have to answer questions about your household when you apply for the Emergency Broadband Benefit Program.
- A household worksheet will be available to assist in determining household eligibility.

# Multi-unit dwellings

Eligible households living in multi-unit dwellings such as apartment buildings, nursing homes, and group homes can also take advantage of the benefit.

- Households within multi-unit dwellings, where the landlord or the property manager is the internet account holder, may be able to apply the benefit to that broadband service if they otherwise qualify.
- If the household has a bill or other liability for their broadband access that someone else, such as the property owner, is helping to pay, the household could switch temporarily to using EBB support to pay for broadband service instead of relying on that third party's support.



# How long does the benefit last?



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.

# Consumer Protection

- Participating providers must give households notice about the last date or billing cycle that the full benefit will apply to their 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 the program ends.
- Households will need to opt-in or request to continue broadband services with their provider. If they don't opt-in or select a new service plan with the provider, their broadband service will end once the program ends. Even if they 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.





# 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, satellite, 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 linked on [www.fcc.gov/broadbandbenefit](http://www.fcc.gov/broadbandbenefit).
- Not all providers plan to offer connected devices through the program.

# How to enroll.

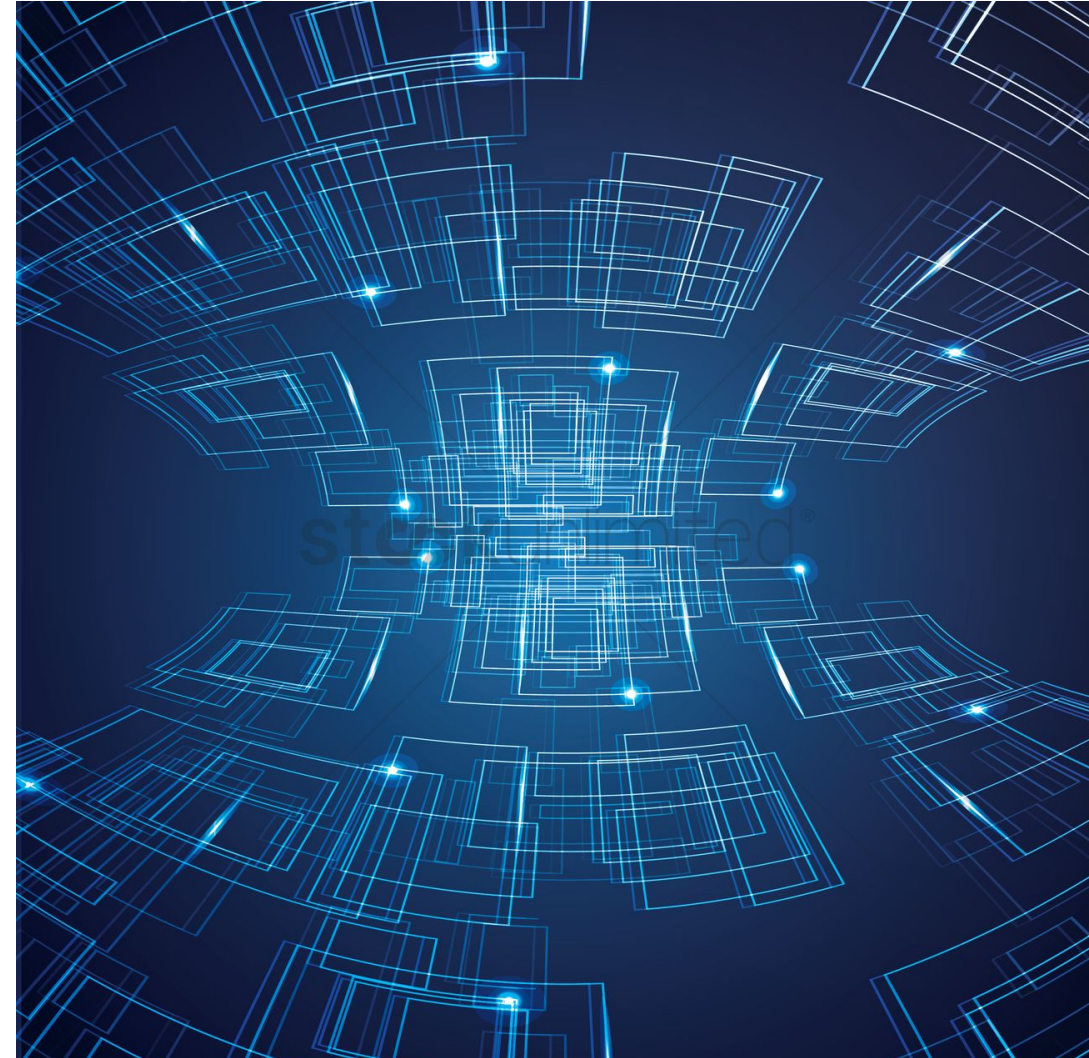
There are three ways to apply for the  
Emergency Broadband Benefit

**Option 1:** Contact a participating broadband provider directly to learn about their application process.

**Option 2:** Go to [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) to apply online and to find participating providers near you.

**Option 3:** Send a mail-in application, along with proof of eligibility to:

Emergency Broadband  
Support Center  
P.O. Box 7081  
London, KY 40742



# Enrolling directly with your service provider.



- Contact a service provider. Find a list of participating service providers by state at: [www.fcc.gov/broadbandbenefit](http://www.fcc.gov/broadbandbenefit).
  - The service provider assists the consumer (**in-person**) with applying through the National Verifier Service provider portal;
- Or
- The service provider helps the consumer apply using their FCC approved alternate verification process.

# Service Providers in Maine

Broadband Provider Name	Service Type	Offering Connected Devices (Laptop, Desktop, or Tablet)
Assurance Wireless	Mobile	✓
AT&T	Mobile	
Atlantic Broadband	Fixed	
Bee line	Fixed	
Biddeford Internet Company	Fixed	
Boost Mobile	Mobile	✓
Charter (Spectrum)	Fixed	
Cintex Wireless	Mobile	
Cleo Communications	Fixed/Mobile	✓
Coastline Wireless	Fixed	
Comcast (Xfinity)	Fixed	
Cricket Wireless	Mobile	
FirstLight Fiber	Fixed	
good2go mobile	Mobile	
Go Technology Management	Mobile	
human-I-T	Mobile	✓
Life Wireless	Mobile	



Life Wireless	Mobile	
Metro by T-Mobile	Mobile	✓
Otelco	Fixed	
PCs for People	Mobile	✓
Premium Choice Broadband	Fixed	
Pioneer Broadband	Fixed	
Q Link Wireless	Mobile	✓
Ready Wireless	Mobile	
Redzone Wireless	Fixed	
Sano Health	Mobile	
Selectel Wireless	Mobile	✓
TDS Telecommunications Corporation	Fixed	
TerraCom	Mobile	✓
Tidewater Telecom	Fixed	
T-Mobile USA	Fixed/Mobile	
TracFone Wireless	Mobile	✓
Trailrunner	Fixed	
TruConnect	Mobile	✓
UniTel	Fixed	
U.S. Cellular	Fixed/Mobile	
UVNV	Mobile	
Verizon	Fixed/Mobile	



# Enrolling online.

Type <https://www.fcc.gov/broadbandbenefit> into your url address bar. The website homepage will look like this.



Browse by  
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## Emergency Broadband Benefit

[Español](#) | [繁體中文](#) | [Tagalog](#) | [Tiếng Việt](#) | [한국어](#)



*Helping Households Connect  
During the Pandemic*



# Scroll down to “How to Apply”

And click on “Apply Now” to complete the electronic application.

## How to Apply

Eligible households must **both apply for the program and contact a participating provider to select a service plan.**

There are three ways for eligible households to apply:

1. **Contact a participating broadband provider** directly to learn about their application process. If you are unable to apply through them directly, you will have to apply using option 2 or 3 below, and then contact a participating provider to select an eligible plan.
2. **Go to [GetEmergencyBroadband.org](https://www.getemergencybroadband.org)** to apply online and to find participating providers near you. After you apply, you will have to contact a participating provider to select an eligible plan.
3. **Call 833-511-0311 for a mail-in application or print a copy**, and return it along with copies of documents showing proof of eligibility to:

Emergency Broadband Support Center  
P.O. Box 7081  
London, KY 40742

After you received a notice that you have qualified for the program, households must contact a participating provider to select an Emergency Broadband Benefit eligible service plan.



**Apply Now**

**When you click on Apply Now, a popup window will appear. USAC hosts the application portal. Click on OK**

below \$99,000 for single filers and \$198,000 for joint filers; or

- Meets the eligibility criteria for a participating provider's existing low-income or COVID-19 program.

### How to Apply

Eligible households must **both apply for the benefit and select a service plan.**

There are three ways for eligible households to apply:

1. **Contact a participating broadband provider** to start the application process. If you are unable to apply through a participating provider, see option 2 or 3 below, and then contact a participating provider.
2. **Go to [GetEmergencyBroadband.org](https://www.getemergencybroadband.org)** to find a participating provider near you. After you apply, you will have to provide proof of eligibility to:
3. **Call 833-511-0311 for a mail-in application.**

Emergency Broadband Support Center  
P.O. Box 7081  
London, KY 40742

After you received a notice that you have qualified for the program, households must contact a participating provider to select an Emergency Broadband Benefit eligible service plan.

### Get More Consumer Information

Check out the [Broadband Benefit Consumer FAQ](#) for more information about the benefit.

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Cancel OK

**Apply Now**

ts showing proof of eligibility to:





## You will next come to this web page.

The program is administered by the Universal Service Administrative Company (USAC). They also administer the Lifeline program. USAC hosts the application portal and the GetEmergencyBroadband.org consumer website. Scroll down...



Do you already get Lifeline benefits?

[Sign In](#)

[Stay Connected](#)

[Do I Qualify?](#) ▾

[How to Apply](#) ▾

[Companies Near Me](#)

[Help](#) ▾

# Stay Connected

The Emergency Broadband Benefit Program -  
Helping people stay connected during the  
COVID-19 pandemic



The Emergency Broadband Benefit Program is administered by USAC with oversight from the Federal Communications Commission (FCC).

## Receive Your Benefit

1

Check If You Qualify

See if [your household](#) fits into any [eligible categories](#)

2

Apply for the Emergency Broadband Benefit

Choose [how you want to apply](#) and submit all [necessary documents](#)

[Apply Now](#)



3

Find a Broadband Provider Near You

Use our [search tool](#) to find a company that offers Emergency Broadband Benefit discounts

**Scroll down to this section and click on the “Apply Now” button.**

# The Application

## 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**

**Day**

**Year**

# 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**

**You will have three options for verifying your identity.**

Social Security Number:  
It's worth noting that they tell you that your application will be processed faster if you provide the last four digits of your SSN

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**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.**

**If you choose to send a file, choose which form of ID here.**

You will need to have a digital copy of your ID. Click on "Choose File" to upload the scanned image or picture of your identification.

**Complete the rest of the form and click on “Next”**

## 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**

# 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**

**Confirm Password**

Type the same password again.

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 ?

**Here you will be asked to set up an account.**

**Set one up and be sure to record your username and password somewhere!**

## Your Contact Information

What is your email address?

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](#)

I'm not a robot



[Submit](#)

**Complete the rest of the form and click on "Submit"**

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



# Apply by mail.



- Download and print a paper application from [GetEmergencyBroadband.org](http://GetEmergencyBroadband.org).
- On the homepage, scroll down to “Apply Now” and click on “Print a Copy” (see slide 14)
- 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 supporting documents to prove eligibility and the household worksheet.

# Questions?

**EMERGENCY  
BROADBAND  
BENEFIT**



**The FCC's EBB Consumer Hub:**  
[www.fcc.gov/broadbandbenefit](http://www.fcc.gov/broadbandbenefit)

**Toll free number for questions:**  
**833-511-0311**

**Apply:** [GetEmergencyBroadband.org](http://GetEmergencyBroadband.org)