Presented by the National Digital Equity Center
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.

www.DesktopBackground.org
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

<table>
<thead>
<tr>
<th>PERSONS IN FAMILY/HOUSEHOLD</th>
<th>POVERTY GUIDELINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$12,880</td>
</tr>
<tr>
<td>2</td>
<td>$17,420</td>
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<tr>
<td>3</td>
<td>$21,960</td>
</tr>
<tr>
<td>4</td>
<td>$26,500</td>
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<tr>
<td>5</td>
<td>$31,040</td>
</tr>
<tr>
<td>6</td>
<td>$35,580</td>
</tr>
<tr>
<td>7</td>
<td>$40,120</td>
</tr>
<tr>
<td>8</td>
<td>$44,660</td>
</tr>
</tbody>
</table>

For families/households with more than 8 persons, add $4,540 for each additional person.
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 and 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](http://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.

- 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

<table>
<thead>
<tr>
<th>Broadband Provider Name</th>
<th>Service Type</th>
<th>Offering Connected Devices (Laptop, Desktop, or Tablet)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assurance Wireless</td>
<td>Mobile</td>
<td>✓</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>Atlantic Broadband</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>Bee line</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>Biddeford Internet Company</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>Boost Mobile</td>
<td>Mobile</td>
<td>✓</td>
</tr>
<tr>
<td>Charter (Spectrum)</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>Cintex Wireless</td>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>Cleo Communications</td>
<td>Fixed/Mobile</td>
<td>✓</td>
</tr>
<tr>
<td>Coastline Wireless</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>Comcast (Xfinity)</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>Cricket Wireless</td>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>FirstLight Fiber</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>good2go mobile</td>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>Go Technology Management</td>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>human-I-T</td>
<td>Mobile</td>
<td>✓</td>
</tr>
<tr>
<td>Life Wireless</td>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>Company</td>
<td>Type</td>
<td>Status</td>
</tr>
<tr>
<td>---------------------------------</td>
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<tr>
<td>Life Wireless</td>
<td>Mobile</td>
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<td>Metro by T-Mobile</td>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>Otelco</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>PCs for People</td>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>Premium Choice Broadband</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>Pioneer Broadband</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>Q Link Wireless</td>
<td>Mobile</td>
<td></td>
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<tr>
<td>Ready Wireless</td>
<td>Mobile</td>
<td></td>
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<tr>
<td>Redzone Wireless</td>
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<tr>
<td>Sano Health</td>
<td>Mobile</td>
<td></td>
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<tr>
<td>Selectel Wireless</td>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>TDS Telecommunications Corporation</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>TerraCom</td>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>Tidewater Telecom</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>T-Mobile USA</td>
<td>Fixed/Mobile</td>
<td></td>
</tr>
<tr>
<td>TracFone Wireless</td>
<td>Mobile</td>
<td></td>
</tr>
<tr>
<td>Trailrunner</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>TruConnect</td>
<td>Mobile</td>
<td></td>
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<tr>
<td>UniTel</td>
<td>Fixed</td>
<td></td>
</tr>
<tr>
<td>U.S. Cellular</td>
<td>Fixed/Mobile</td>
<td></td>
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<tr>
<td>UVNV</td>
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<td></td>
</tr>
<tr>
<td>Verizon</td>
<td>Fixed/Mobile</td>
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</tr>
</tbody>
</table>
Enrolling online.

Type [https://www.fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit) into your url address bar. The website homepage will look like this.
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** 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.
When you click on Apply Now, a popup window will appear. USAC hosts the application portal. Click on OK

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 apply for the benefit. If you are unable to apply through your provider, select option 2 or 3 below, and then contact a participating provider for assistance.
2. **Go to GetEmergencyBroadband.org** to apply for the benefit. You will be asked to select a service plan from providers near you. After you apply, you will have 30 days to select a service provider and subscribe to one of its plans 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.

Get More Consumer Information

Check out the Broadband Benefit Consumer FAQ for more information about the benefit.
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...
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

Choose
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.
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.

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.
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

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

Password Requirements
1. At least 8 characters long
2. At least 1 capital letter
3. At least 1 number (0-9)
4. At least 1 special character (@#$%^&*)
5. No restricted phrases

Confirm Password
Type the same password again.

---

Here you will be asked to set up an account.

Set one up and be sure to record your username and password somewhere!
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.
- 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?

The FCC’s EBB Consumer Hub: www.fcc.gov/broadbandbenefit

Toll free number for questions: 833-511-0311

Apply: GetEmergencyBroadband.org