Emergency Broadband Benefit Program Outreach

State and local governments and community-based human services organizations that would like to help publicize the federal Emergency Broadband Benefit (EBB) Program can take the following actions:

- Sign up with the FCC to become an Outreach Partner at www.fcc.gov/broadbandbenefit.

- Sign up with USAC (the federal Universal Service Administrative Company) for EBB Program updates, including information on when consumers can begin to enroll, at https://survey.alchemer.com/s3/6194379/Emergency-Broadband-Benefit-Program.

- Make EBB Program information available at government unemployment insurance, SNAP, public housing, and other government benefits offices, food banks and other community-based organizations' locations, and on their websites. Include links to www.checklifeline.org, www.getemergencybroadband.org, and participating providers' EBB webpages, once they are available.

- Include EBB program information in existing community information sessions on available resources and assistance.

- Include EBB program information in any existing channels (e.g. list serves, websites, town halls, local PEG channels) that disseminate information to communities on available resources and assistance.

- If organizations wish to develop outreach materials targeting the communities they serve, the materials should include information about the EBB Program, including the following:

  → The EBB Program is a temporary federal program, authorized by Congress.

  → An eligible household may receive one monthly benefit in the form of a discount of up to $50/month (up to $75/month for Tribal consumers) on eligible fixed or mobile broadband services and associated equipment from participating providers. Only one Emergency Broadband Benefit per eligible household.

  → Participating households may also receive a one-time discount on eligible connected devices (a desktop computer, laptop computer, or tablet) of up to $100, if the consumer pays between $10-$50 for the device.

→ Provider participation is voluntary. Eligible broadband services and discounts will vary by provider. Consumers will be able to look up participating providers in their area by using the "Companies Near Me" tool available on USAC's website (www.usac.org).

→ To find out if a consumer's household is eligible, the consumer can apply with the National Lifeline Eligibility Verifier (National Verifier) by accessing www.checklifeline.org. or calling the toll-free number 833.511.0311. The household will need to show that at least one member of the household (1) qualifies for the Lifeline program or is an existing Lifeline customer; (see www.fcc.gov/lifeline-consumers); (2) receives benefits under the National School Lunch Program free and reduced-price school lunch program or the school breakfast program; (3) received a Federal Pell Grant during the current award year; (4) experienced a substantial loss of income since February 29, 2020 and the household had a total income in 2020 below $99,000 for single filers and $198,000 for joint filers; or (5) is currently subscribed to or qualifies for a participating providers' existing low-income or COVID-19 program.
  - Not all participating providers are using the National Verifier to confirm consumers' eligibility. In that case, consumers should contact the provider directly to confirm eligibility and enroll in the program.

→ After a consumer's eligibility is confirmed, consumers should contact the participating provider of their choice to initiate discounts, beginning the date (TBD) the FCC announces as the Program's start date. At that time, consumers will be required to consent to receive the EBB discount from the provider and to continue receiving broadband service from the provider without the EBB discount once the program ends.

→ The EBB Program is scheduled to end 6 months after the COVID-19 emergency is officially declared over or when its $3.2 billion funding is exhausted, whichever is first. Participating providers will notify consumers enrolled in the Program when the Program is going to expire. Information will also be available from USAC and the FCC.