

A. About the Emergency Broadband Benefit Program (EBB Program)

A-1. What is the EBB Program and how will it help my students?

The Federal Communications Commission's (FCC's) EBB Program is a temporary federal program to help eligible households pay for internet service during the pandemic. If you have students whose families are struggling to afford their monthly internet service, this program may be able to help. The Universal Service Administrative Company (USAC) administers the EBB Program under the direction of the FCC. Visit [GetEmergencyBroadband.org](https://www.usac.org/lifeline/get-started/enhanced-tribal-benefit/#Eligible) for more information.

A-2. What does the EBB Program discount cover?

The EBB Program provides a monthly discount of not more than \$50 per month on broadband service and associated equipment (for example, a modem) for eligible households and not more than \$75 per month for households on qualifying [Tribal lands](#).¹ If the participating consumer chooses an eligible plan that costs \$50/month or less, the consumer will receive that service for free, at least until the EBB Program ends.

Each participating household may also receive a one-time discount of up to \$100 for one connected device—a laptop, desktop, or tablet computer—where available from a participating broadband provider, as long as the household contributes more than \$10 and less than \$50 towards the cost of the device. Each participating household is limited to a single device discount.

School Tip: Not all participating providers are offering a connected device, so this might be something families consider when selecting which participating provider they will use.

A-3. Who is eligible for the EBB Program?

Households with a child who has received approval for benefits under the National School Lunch Program (NSLP) or the School Breakfast Program (SBP), including a child who attends a school participating in the U.S. Department of Agriculture's (USDA) Community Eligibility Provision (CEP), are eligible for the EBB Program. This includes any child who currently receives benefits during the 2020–2021 school year or did so in the 2019–2020 school year. For 2019–2020 or 2020–2021 CEP-participating schools or districts, all students are eligible for the EBB Program.

¹ The EBB Program will use the same definition of Tribal lands as used in the Lifeline program, including certain lands near the Navajo Nation treated as Tribal lands. You can find a map of those Tribal lands at <https://www.usac.org/lifeline/get-started/enhanced-tribal-benefit/#Eligible>. The definition for “Tribal lands” used by the Lifeline program is found in 47 CFR 54.400(e), which states that “For purposes of this subpart, ‘Tribal lands’ include any federally recognized Indian tribe’s reservation, pueblo, or colony, including former reservations in Oklahoma; Alaska Native regions established pursuant to the Alaska Native Claims Settlement Act (85 Stat. 688); Indian allotments; Hawaiian Home Lands – areas held in trust for Native Hawaiians by the state of Hawaii, pursuant to the Hawaiian Homes Commission Act, 1920 July 9, 1921, 42 Stat. 108, *seq.*, as amended; and any land designated as such by the Commission for purposes of this subpart pursuant to the designation process in § 54.412.”

In addition, households can qualify for the EBB Program if the household has an income at or below 135 percent of the federal poverty guidelines **OR** any member of the household:

- Received a Federal Pell Grant during the current award year;
- Is enrolled in or qualifies for the Lifeline program through participation in one of the following federal assistance programs:
 - Medicaid
 - Supplemental Nutrition Assistance Program (SNAP)
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance
 - Veterans and Survivors Pension Benefit
- Participates in one of several **Tribal specific programs**: Bureau of Indian Affairs General Assistance, Tribal Head Start (only households meeting the relevant income qualifying standard), Tribal Temporary Assistance for Needy Families (Tribal TANF), Food Distribution Program on Indian Reservations;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020, and the household had a total income in 2020 at or below \$99,000 for single filers and \$198,000 for joint filers; or
- Meets the eligibility criteria for a participating providers' existing low-income or COVID-19 internet service program.

A-4. How long will the EBB Program last?

The EBB Program is temporary unless Congress chooses to further extend the program. The EBB Program was developed in response to the COVID-19 pandemic and will end once the program funds are exhausted or 6 months after the Department of Health and Human Services declares an end to the pandemic, whichever comes first. Providers must give participants at least 30 days' notice before the termination of the EBB Program so that participating households have time to decide whether to "opt-in" to continuing service.

A-5. Can participating households continue to receive broadband service when the EBB Program ends?

When the EBB Program ends, households will need to opt-in or request to continue broadband services with their provider before the provider can increase the household's monthly payment. If a participating household does not opt-in or select a new service plan with their provider, their broadband service will end once the EBB Program ends. Even if a participating household had service with the same provider before enrolling in the EBB Program, they will need to opt-in to continue broadband services after the program ends.

A-6. How do families sign up for the EBB Program?

1. Use USAC's [Companies Near Me](#) tool to confirm whether there is a participating internet service provider offering service in their area.

School Tip: Some participating providers may not have coverage in all parts of your community, so it is important for each family to check with the provider(s) listed for their zip code to confirm they offer service to their address.

2. There are several ways to sign up for the program, so families should contact their preferred participating provider for more information. A service provider may operate its own eligibility process if they have received approval from the FCC. The service provider also may work with the school to confirm household eligibility through the free or reduced price school lunch program or school breakfast program if the school has obtained written consent from the family to release such information. A service provider may also use or direct applicants to use the Lifeline National Eligibility Verifier (National Verifier) application process, which is administered by USAC. National Verifier applications can be completed at a participating service provider store location, [online](#), or via mail.
3. When applying, applicants must provide: (a) full name, (b) date of birth, and (c) address. To verify their identity, applicants may provide the last four digits of their Social Security Number (SSN), or their full Tribal Identification (ID) Number, or they can submit one of the following to verify their identity: a U.S. Government-issued ID, military ID, U.S. passport, U.S. driver's license or ID, or an Individual Taxpayer Identification Number. If the household is eligible through a child or dependent, applicants will also be asked to provide similar information for the benefit qualifying person. More information on forms of documentation is available on the USAC website: <https://getemergencybroadband.org/how-to-apply/show-you-qualify/>

A-10. Where can I find additional information about the EBB Program?

Additional information can be found on USAC's consumer website, <https://GetEmergencyBroadband.org>, or by calling the USAC Emergency Broadband Support Center at (833) 511-0311. You can also find information on the FCC's website, <https://www.fcc.gov/broadbandbenefit>.