

## **EBB Consumer FAQs**

- **How do I apply?**
  - There are three ways to apply for the Emergency Broadband Benefit Program.
    1. Online by visiting [getemergencybroadband.org](https://getemergencybroadband.org)
      - a. First-time users: click the blue Apply Now button
      - b. Returning users: can access their home page by clicking Consumer Sign-In.
    2. Mail
      - a. Completing an Emergency Broadband paper application and Household Worksheet
      - b. Copies of your proof of eligibility documents
      - c. Mail your applications and document copies to:  
Emergency Broadband Benefit  
P.O. Box 7081  
London, KY 40742
    3. Through a Service Provider
      - a. Ask your provider if they participate in the EBB Program, or use our online tool to find a participating company near you.
- **How do I apply if I am a Lifeline consumer?**
  - If you are an existing Lifeline Subscriber, you do not need to apply for the Emergency Broadband Benefit. Please reach out to an EBB Program Provider to enroll into the program.
- **I already have internet. Can EBB be applied to my existing service? How do I get EBB applied to my existing service?**
  - Yes EBB can be applied to your existing service.
  - Ask your provider if they participate in the EBB Program. They may be able to directly enroll you. If they cannot, you will need to apply to the program via [getemergencybroadband.org](https://getemergencybroadband.org) or mail.
  - Once approved and enrolled into the program, the provider will apply the benefit to your monthly bill.
- **I qualify for EBB but someone else's name is on the internet bill. Who should apply?**
  - The application would need to be in the name of the individual on the bill, however, if you are the individual receiving the qualifying benefit's you will need to be on the application as a Benefit Qualifying Person (BQP).
- **My child qualifies for EBB because they participate in one of the Federal Assistance Programs listed on <https://getemergencybroadband.org/do-i-qualify/> and my name is on the internet bill. Can I get EBB?**
  - Yes you can apply for EBB. Make sure your name is the main name on the application as the broadband bill is in your name. Your child will need to be listed as a Benefit Qualifying Person (BQP) on the application and we will need a document showing they participate in the qualifying Federal Assistance Program.
- **My application was approved. What do I do next?**
  - Once your application is approved, contact broadband providers in your area using the [Companies Near Me](#) tool.

- You can choose a service provider in your area. We recommend asking multiple service providers about the services plans available under the Emergency Broadband Benefit program as services may differ, including whether they offer laptops or tablets.
- After picking a service provider and plan that best fits your needs, tell the service provider you would like to enroll in the Emergency Broadband Benefit Program
  - To do so you will need to share the information from your application - first name, last name, address, date of birth, and whether or not you provided the last four digits of your Social Security (as a reminder, a social security number is not required for this program).
- **How do I find providers near me?**
  - You can find EBB providers in your area using the [Companies Near Me](#) tool. This tool does not indicate who provides connected devices, however, you can find a comprehensive list of providers with an indication of whether they provide connected devices here: <https://www.fcc.gov/emergency-broadband-benefit-providers>.
- **Does connected device mean the laptop, tablet, or desktop computer eligible for a one-time discount of up to \$100 for a (with a co-payment of more than \$10 but less than \$50)?**
  - Yes
- **Who pays for the co-payment?**
  - You, the consumer, is responsible for the co-payment.
- **Do I get to keep the connected device even after the program is over?**
  - Yes you can keep it.
- **I already have internet but my provider isn't listed as an EBB provider in Companies Near Me.**
  - Providers are still joining the program. Call your provider to confirm if they will be participating.
- **I already have internet but my provider confirmed they are not participating. How do I get EBB?**
  - You will need to enroll with an EBB provider in order to get the benefit. Use the [Companies Near Me](#) tool to find an EBB provider.
- **I already have internet but my provider told me they aren't offering the connected device.**
  - You will need to enroll with an EBB provider that does offer the connected device. This means you will have to enroll in their internet service in order to receive the connected device discount.
- **My application information is wrong. How do I fix it?**
  - Any updates to your Name, Date of Birth, Address, Email Address, SSN (optional) will require a new application.
- **How do I check my status?**
  - Go to [GetEmergencyBroadband.org](http://GetEmergencyBroadband.org)
    1. Step 1: In the top right corner click Consumer Sign In
    2. Step 2: Enter your Username and Password,
    3. Step 3: On your homepage, you'll see a your application and its status in the dashboard