

EBB: What It Is & How It Works

The Emergency Broadband Fund is now available to help eligible American households connect to broadband; the Emergency Connectivity Fund will soon help schools and libraries.

The Emergency Broadband Benefit is an FCC program to help families and households struggling to afford internet service during the COVID-19 pandemic. This new benefit will connect eligible households to jobs, critical healthcare services, virtual classrooms, and so much more.

About the Emergency Broadband Benefit

The Emergency Broadband Benefit will provide a discount of up to \$50 per month towards broadband service for eligible households and up to \$75 per month for households on qualifying Tribal lands. Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers if they contribute more than \$10 and less than \$50 toward the purchase price.

The Emergency Broadband Benefit is limited to one monthly service discount and one device discount per household.

Who Is Eligible for the Emergency Broadband Benefit Program?

A household is eligible if a member of the household meets one of the criteria below:

- 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;
- Approved to receive benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision in the 2019-2020 or 2020-2021 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 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 provider's existing low-income or COVID-19 program.

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 the EBB hotline toll free at 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

4. Visit aarp.org/EBB

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.

Which Broadband Providers Are Participating in the Emergency Broadband Benefit?

Various broadband providers, including those offering landline and wireless broadband, are participating in the Emergency Broadband Benefit. Find broadband service providers offering the Emergency Broadband Benefit in your state or territory.

Free Internet Training

If you are new to the Internet, you can get free training through an AARP-affiliated program at **seniorplanet.org**