

The Emergency Broadband Benefit (EBB) Program: Consumer Rights and Tips.

The Emergency Broadband Benefit is a temporary Federal Communications Commission (FCC) program that provides a monthly discount on broadband service of up to \$50 per eligible household (or up to \$75 per eligible household on Tribal lands). Various Internet Service Providers (ISPs or providers) are participating in the program and depending on where you live; you may have a choice of providers. The program will end once the program funds are exhausted, or six months after the Department of Health and Human Services declares an end to the COVID pandemic, whichever comes first.

Understanding some basic EBB Program rules will help consumers protect themselves from fraudulent and misleading activity by unauthorized individuals seeking access to their personal information, as well as unwanted charges for internet service. In addition to the tips below, we recommend confirming your EBB Program eligibility through the [EBB Program website](#) if you are not already enrolled in low-income internet service. It may be helpful to work with a trusted community organization if you need additional assistance.

Here is what you should know.

1. Participating providers must ensure that communications to consumers about the EBB Program are clear, accurate, and not misleading as to the nature of the program, the program's eligibility requirements, and the timing of the program and application process.
2. Only ISP's registered with the FCC can offer you the benefit. Check the FCC's official provider list at <https://www.fcc.gov/emergency-broadband-benefit-providers#Washington> to see which providers in your area are authorized to participate in the program.

Be alert and confirm the source: If you get calls and emails to sell you internet services, confirm that you are communicating with a company you know. Look at the email address or link. Typing the company web site or using the FCC list above may be safer. Check the company phone number through a web search before you call someone back.

3. You should not have to change plans to enroll in, or qualify for, the EBB. If an ISP asks you to enroll in a plan or service you do not want, you may be able to switch ISP's. Check out the provider list to see what other EBB providers serve your area.

THE EBB PROGRAM IS TEMPORARY

4. A participating provider cannot enroll you in the program without your informed consent and attestation signifying your awareness of the temporary nature of the program.
5. When the end of the EBB Program draws near, the provider must also give you notice about the last date or billing cycle that the full benefit will apply to your bill and the date or billing cycle that a partial benefit will apply

to your bill. The provider must also notify you of the cost of your broadband service after the program ends and give you the option to return to your previous level of service.

Debt: If you have debt, you can still apply and receive the benefit. But be aware that your debt does not go away and you are responsible for it. Consult with the company to ask about a payment plan or reducing your service to an affordable level if the cost is too high.

IF YOU ARE A CURRENT LIFELINE CUSTOMER

6. An ISP cannot automatically enroll you for the EBB Program. You have to choose to enroll (opt-in).

7. An ISP may not make continued enrollment in the Lifeline program contingent on your participation in the EBB Program. You can get Lifeline benefits and the EBB discount at the same time. Lifeline benefits are separate and continue after the EBB program.

8. You may choose to take EBB Program benefits from a service provider other than your Lifeline provider and may transfer EBB Program benefits to another provider at any time.

For More Information about the Program

Emergency Broadband Benefit Frequently Asked Questions (FAQ): <https://www.fcc.gov/consumer-faq-emergency-broadband-benefit>

An updated list of Participating Internet Service Providers: <https://www.fcc.gov/emergency-broadband-benefit-providers>

More information on eligible tribal lands: <https://getemergencybroadband.org/do-i-qualify/tribal-benefit/>

Resources for Households who Need Extra Assistance

Applicants can contact the Emergency Broadband Support Center by emailing EBBHelp@usac.org or calling (833) 511-0311.

EBB Program application forms, instructions and information are available in multiple languages. You can find these materials at <https://getemergencybroadband.org/help/resources/>.

The TechConnect Washington (techconnectwa.com) helpdesk technicians provide technical guidance, digital navigation support, and connections to other community resources to support parents, students, elders, and all community members and help individuals get signed up for the EBB Program. In addition to English, services are available in **Spanish, Tigrinya, Tagala, Afaan Oromoo, Amharic, Sidamo and Wolaytta**.

The Washington State Attorney General's Office offers a consumer information hotline and an informal complaint resolution service to Washington state residents. You can find more information by visiting <https://www.atg.wa.gov/consumer-protection> or by calling 1-800-551-4636.

Please contact Emily Grossman with questions or suggested revisions to this Guide.

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