

FAQ

EMERGENCY BROADBAND BENEFIT PROGRAM

1

I ALREADY HAVE INTERNET BUT MY PROVIDER CONFIRMED THEY ARE NOT PARTICIPATING IN THE EBB PROGRAM. HOW DO I GET THE DISCOUNT?

You will need to enroll with an EBB provider to get the benefit. You can use the [Emergency Broadband Benefit Providers](#) tool to find an EBB provider.

2

CAN THIS DISCOUNT BE APPLIED TO MY EXISTING SERVICE IF I ALREADY HAVE INTERNET?

Yes, the EBB program can be applied to your existing service. Once you are approved and enrolled into the program, the provider will apply the benefit to your monthly bill.

3

IF MY CHILD QUALIFIES FOR THIS PROGRAM BECAUSE THEY PARTICIPATE IN A FEDERAL ASSISTANCE PROGRAM BUT MY NAME IS THE ONE ON THE INTERNET BILL, CAN I STILL GET EBB?

Yes, you can still apply for EBB. Your name will be the main name on the application but your child will need to be listed as a Benefit Qualifying Person (BQP).

Documentation showing they participate in a Federal Assistance Program will need to be provided as well.

4

I QUALIFY FOR THE PROGRAM BUT SOMEONE ELSE'S NAME IS ON THE INTERNET BILL. WHO SHOULD APPLY?

The application will need to be in the name of the person on the internet bill. However, if you are the one receiving the benefit you will need to be listed as a BQP on the application.

5

HOW DO I CHECK MY APPLICATION STATUS?

Go to [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) and click "Consumer Sign In" in the top right corner. Enter your username and password. On your homepage, you will see your application and its status in the dashboard.

6

HOW DO I FIX MY APPLICATION IF IT IS WRONG?

Any updates that need to be added will require a new application.

7

MY APPLICATION WAS APPROVED, WHAT DO I DO NEXT?

Once your application is approved, contact an internet provider in your area using the [Emergency Broadband Benefit Providers](#) tool. Choose a provider and tell them you would like to enroll in the EBB program. You will need to share some of the information from your application in order to do this.

8

DO ALL PROVIDERS ALSO PROVIDE A CONNECTED DEVICE (LAPTOP, DESKTOP, OR TABLET)?

No, go to [Emergency Broadband Benefit Providers](#) to find the list of providers that also provide a connected device.

9

DO I GET TO KEEP THE CONNECTED DEVICE AFTER THE PROGRAM IS OVER?

Yes, you will be able to keep the device.

10

HOW LONG DOES THIS PROGRAM LAST?

This program expires when funds are exhausted or six months after the Secretary of Health and Human Services declares the end of the COVID-19 emergency.

11

WHO IS RESPONSIBLE FOR THE COPAYMENT?

You (the customer) is responsible for the copayment.

12

WHAT IS CONSIDERED A HOUSEHOLD?

If you live together *and* share money, you are one household (even if you are not related). If you either don't live together *or* you don't share money, you are considered two (or more) households. Go to "[What Is a Household?](#)" for more information on what is considered a household.

13

WHO CAN I REACH OUT TO IF I HAVE MORE QUESTIONS ABOUT THIS PROGRAM?

Contact your school or library.



NCBCE

NCDIT NORTH CAROLINA
DEPARTMENT OF
INFORMATION
TECHNOLOGY

VISIT [GETEMERGENCYBROADBAND.ORG](https://getemergencybroadband.org) FOR MORE
INFORMATION