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What Providers are on the Emergency Broadband Benefit (EBB) Program in Seattle and King County?

All major internet service providers in the Seattle and King County area are participating in the Emergency Broadband Benefit (EBB).

Providers with on-going low-income internet discount programs

Home internet providers: Comcast (Xfinity), Wave

Mobile internet providers: PCs for People, Human I-T

Providers without on-going low-income internet discount programs

Home internet providers: CenturyLink (Lumen), Zply*

Mobile internet providers: AT&T, T-Mobile, Verizon

There are also other mobile service providers that are on the EBB. Look here to see whether your current provider is on the program: www.fcc.gov/emergency-broadband-benefit-providers#Washington

It is important to remember the EBB is designed to support *internet service* so if your current mobile phone provider doesn't also give you a good internet connectivity data plan, we recommend you look at another service provider options.

*Zply does not offer service in Seattle but is a service provider in other parts of King County.



Frequently Asked Questions (FAQs) Federal Emergency Broadband Benefit (EBB) Program



If I am currently on an internet discount program, why do I have to apply for this program?

There is no requirement to apply for the Emergency Broadband Benefit (EBB), but it can help discount your current internet program costs while program funds are available.

Your current internet discount program and the EBB are run by different groups. Your current internet discount program is your internet provider giving you a discount on their services. The EBB is the federal government giving funds to help discount your services.

As a federal program, the EBB requires that all participating internet service providers and internet customers be approved as eligible for the program. This is to limit misuse of the limited EBB fund.

The Federal Communication Commission (FCC) which runs the EBB does allow internet service providers to apply for their current internet discount program to be considered a qualifier for the EBB program too. Internet service providers are not required to do this, and only some have completed the application process. Comcast (Xfinity) is a company that *did* apply and received FCC approval for *Internet Essentials* discount program customers to be considered eligible for the EBB too.

Will my previous unpaid bills disqualify me from participating in the Emergency Broadband Benefit program?

No, previous unpaid bills will not disqualify you. Customers with a past due balance or a balance in collections are still eligible to enroll in the Emergency Broadband Benefit program.

How do I apply for the program if I do not have internet service?

Mail in Application Process

You can call **833-511-0311 for a mail-in application**. After you complete the application, you can *mail it* - along with copies of your eligibility documents - to:

Emergency Broadband Support Center
P.O. Box 7081
London, KY 40742

Mail-in applications are available in English and Spanish.

Computer Access at Seattle Libraries

The Seattle Public Library at **Beacon Hill**, **Lake City** and **Southwest** branches now have computers available on a limited basis for Seattle residents who need a computer to apply for the EBB and scan in documentation.

The limited number of computers with internet access are available on a *first-come, first-served* basis **Tuesdays through Saturdays** during time-limited public sessions from **noon to 6 p.m.**, with closed cleaning breaks between public sessions. See <https://www.spl.org/hours-and-locations/road-to-reopening/in-building-services>

Can I get 'back pay' for previous bills that paid my ISP during the pandemic?

No, the Emergency Broadband Benefit program will help pay for services *after* you enroll. It does not offer payment for prior bills paid to your internet service provider.



Frequently Asked Questions (FAQs)

Federal Emergency Broadband Benefit (EBB) Program



What amount is “below 135%” of the Federal Poverty Guidelines for program eligibility?

The below Table shows the amount that is 135% of the 2021 Federal Poverty guidelines. If your income is *below* the amount listed for your household size, you would qualify for the Emergency Broadband Benefit program.

Household Size	Annual Federal Income Limit to Qualify for EBB
1	\$17,388
2	\$23,517
3	\$29,646
4	\$35,775
5	\$41,904
6	\$48,033
7	\$54,162
8	\$60,291
For more than 8 persons, add	\$6,129 each

For more information on these 2021 Federal Poverty Guidelines, please visit the USAC site [here](#).

What do I need to provide as proof for loss of income or furlough?

The Emergency Broadband Benefit program is available to those that have:

1. Experienced a substantial loss of income since February 29, 2020 due to job loss *or* furlough AND
2. Had a total household income in 2020 at or below \$99,000 (for single tax filers) and \$198,000 (for joint tax filers).

Examples of documents you can use when applying to show your job loss and income eligibility:

Loss of income documents:

- Layoff/furlough notice
- Unemployment application, approval letter, or benefit statement

Current income documents:

- 2020 state, federal, or tribal tax return
- Social Security statement of benefits
- Veterans Administration statement of benefits
- Retirement or pension statement of benefits
- Unemployment or Worker's Compensation statement of benefits
- Divorce decree, child support award, or a similar official document showing your income.

For more information, visit <https://getemergencybroadband.org/how-to-apply/show-you-qualify>.

If I pick an internet service plan that costs more than \$50 per month, do I pay the extra myself?

Yes. You are responsible for paying any amount *over* the \$50 per month discount* the Emergency Broadband Benefit gives for internet service.

NOTE: If you fail to pay an amount due for service that is over the \$50 discount amount, your internet service provider might downgrade your service to a level that is *fully covered* by the \$50 amount. If you expect to have a problem paying a bill to your internet service provider, contact them directly to work on a payment solution.

*or over \$75 per month on tribal lands.



Frequently Asked Questions (FAQs) Federal Emergency Broadband Benefit (EBB) Program



What is “SNAP” and “Lifeline” and how do I apply for those assistance programs?

SNAP is the federal Supplemental Nutrition Assistance Program (SNAP). The program is managed by each state, and in Washington state it is called the **Basic Food** program.

You can apply for the Basic Food (SNAP) program by calling 1-877-501-2233 or submitting an application online at www.washingtonconnection.org/home.

More information on the Basic Food program, including applications in other languages, is available at www.dshs.wa.gov/esa/community-services-offices/basic-food

Lifeline is a federal program that helps lowers the monthly cost of phone *or* internet service for low-income residents. Eligible customers receive \$9.25 per month* toward paying their internet bill.

There are two steps to get on the Lifeline program:

1. **Apply and confirm you are qualified:** Use the Lifeline programs on-line *National Verifier* application system at www.checklifeline.org/lifeline to enter your information, create an account, and see if you qualify for the program.

If you cannot get on-line and would like an application mailed to you, call Lifeline at (800) 234-9473 or email LifelineSupport@usac.org.

2. **Choose a phone or internet company:** Once you are approved as qualified, you will have 90 days to choose a phone or internet company and sign up for service with them. You can also ask your current company to apply your Lifeline benefit to a service you are already getting.

*Lifeline provides up to \$34.25 on tribal lands.

How long will this program last?

The Emergency Broadband Benefit (EBB) program will end once the program funds are exhausted, *or* six months after the U.S. Department of Health & Human Services declares an end to the pandemic, whichever comes first.

What happens after the program ends?

When the program ends, participating internet service providers must give households *advance notice* about the final date, or final billing cycle, that the *full* discount benefit will apply to their bill. The notice must also give the date or billing cycle that a *partial* benefit will apply to their bill, and information about the cost of internet service after the program ends.

To be sure no one on the Emergency Broadband Benefit (EBB) is billed for services they cannot afford after the program ends, households will need to **opt-in** - or *request to continue* internet services - with their service provider. If customers do not opt-in or select a new service plan with the provider, their internet service will end once the program ends.

Even if customers had internet service with the same internet provider *before* enrolling in the EBB program, they will still need to **opt-in** to continue internet services after the program ends.

Will the Emergency Broadband Benefit (EBB) program apply to my cellular data plan?

Current mobile internet service providers participating in the program: AT&T, T-Mobile, Verizon, PCs for People, & Human I-T.



Frequently Asked Questions (FAQs) Federal Emergency Broadband Benefit (EBB) Program



Mobile internet services give you an internet connection through a mobile device, such as a cell phone or a mobile “hotspot”, which will work in your wireless service provider’s cellular coverage area. Check with the broadband providers in your area to learn about their plans for program participation and eligible service offerings. You can find a list of participating providers by state and territory linked on www.fcc.gov/broadbandbenefit.

Who should I contact if my Internet Provider is still billing me the full amount after I've enrolled in the Emergency Broadband Benefit (EBB) program?

Once you receive confirmation of your program enrollment, it may see the Emergency Broadband Benefit (EBB) credit on your very next bill. However, depending on when you enroll, the credit may not appear until your second bill after enrollment. This is due to processing time needed by your internet service provider.

If you are still being billed the full amount, please contact your internet service provider directly. They will be able to look at your account and see whether the EBB has set-up on your account. If it has *not*, they should be able to explain what is needed to have it be activated.

You can find your internet service provider contact information on your internet bill.

- Seattle area internet service providers:
 - [Comcast \(Xfinity\)](#)
 - [CenturyLink \(Lumen\)](#)
 - [Wave](#)
- Seattle area mobile internet providers:
 - [AT&T](#)
 - [T-Mobile](#)
 - [Verizon](#)

What happens to my Internet service and price when the discount program ends?

Households will need to **opt-in** or request to continue internet services with their provider.

If customers do not opt-in to select a new service plan with the provider, their internet service will end once the program ends.

Even if customers had service with the same provider before enrolling in the Emergency Broadband Benefit (EBB), they will need to **opt-in** to continue internet services after the program ends. The opt-in is often being written into the provider agreements when you sign-up with the provider.

Contact the company if you want to change your level of service.