

Federal Emergency Broadband Benefit (EBB) – Working Document
Frequently Asked Questions for Rhode Island Stakeholders
Full FAQ from the FCC is available [here](#).

SMART PHONE ACCESS

Q. The EBB can be used to offset the purchase of “internet connected devices.” Does that include smartphones?

A. **No.** See below from website

Participating broadband service providers can be reimbursed up to \$100 if they supply a connected device to a household, as long as the household pays more than \$10 but less than \$50 for the device. In other words, to take advantage of this benefit, it must be done through your participating broadband provider, and you must contribute a portion of the cost. The device benefit is limited to a laptop, a desktop computer, or a tablet. It does not include cell phones, large phones, or “phablets” that can make cellular calls.

Q. If I have smart phone now with a participating Internet Service Provider (ISP), can I get the benefit through my smartphone data plan?

A. Generally yes, though how this works and the specific stipulations vary by cell phone provider. For Verizon, for example, a customer must be on a “mix and match” plan or agree to switch to a mix and match plan. For AT&T, customers must be on one of five of AT&T’s unlimited plans.

ELIGIBILITY

Q. Who is eligible?

A household is eligible for the EBB if at least one member of the household meets at least one of the following criteria:

- Qualifies for the [Lifeline](#) program (which means your household income is 135% of the federal poverty level or lower, or you participate in SNAP, SSI, Medicaid, FPHA, Veterans Pension and Survivor Benefits, or qualified Tribal Programs);
- Receives benefits under the free and reduced-price school lunch program or the school breakfast program, including through the USDA Community Eligibility Provision, or did so in the 2019-2020 school year;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income (e.g., filed for unemployment) since February 29, 2020 and the household had a total income in 2020 below \$99,000 for single filers and \$198,000 for joint filers; or
- Meets the eligibility criteria for a participating providers’ existing low-income or COVID-19 program.

Q. How do you prove eligibility? Is paperwork same for all ISPs?

A. Documentation must be submitted in order to prove eligibility. This could include a prior year's tax return (to show income level), a document indicating participation in an approved federal program like SNAP or Medicaid, a letter from a K-12 school confirming a member of the household qualifies for free or reduced-price lunch, or a number of other options for documentation to show eligibility.

FCC EBB Website [Consumer FAQ](https://www.fcc.gov/consumer-faq-emergency-broadband-benefit) provides eligibility documentation information which is consistent for all areas and ISPs.

(<https://www.fcc.gov/consumer-faq-emergency-broadband-benefit>)

Also, the USAC provides information on [acceptable documentation](https://www.usac.org/about/emergency-broadband-benefit-program/application-and-eligibility-resources/application-documents/acceptable-documents/)

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Q. Am I eligible if I live in public housing or receive a housing choice voucher?

A. **Yes.**

Q. I have back-due bills with my current internet service provider. Am I still eligible?

A. **Yes.** Those with past-due bills are eligible per the Federal Communications Commission.

MISCELLANEOUS

Q. Do you need to get on contract with the ISP if you are a new customer?

A. **No.** EBB is a temporary program. The ISP will inform you when benefit is coming to an end and you would need to cancel or elect to continue with the service. If you elect to cancel after the EBB program is over, you will not be charged an early termination fee.

Q. If you are under contract now with an ISP, can you participate in the program

A. **Yes,** but you would need to check with provider to make sure your current plan qualifies.

Q. If I am a Lifeline participant now, do I have to reapply?

A. **No.** If you are already a Lifeline approved participant, you can apply directly to your current Internet Service Provider. Or, you could select a different ISP for your EBB. If you are a Lifeline participant, the EBB will be in addition to Lifeline. It will not supplant your Lifeline benefit.

LOCAL RI INTERNET SERVICE PROVIDER INFORMATION

Cox: Home-based wired or wireless internet

<https://www.cox.com/ebb>

866-439-1289

Availability: This program is only available to active Cox internet customers. Should you wish to apply, please purchase a new internet plan and then apply. Shop Internet Plans. [Shop Internet Plans](#)

Specific eligibility information: Cox has partnered with [ID.me](#) to verify a person's identity. If person is qualified, COX will submit the information to the government for final approval.

How to register:

- Only available to current Cox customers. Once you are qualified and verified through ID.me, you will automatically receive the discount. It will show up as a credit on your bill.

Verizon: Home-based wired or wireless internet OR Cellular wireless

<https://www.verizon.com/home/promo/emergency-broadband-benefit/>

Availability: The program is available to new and existing Fios, 5G Home Internet, LTE Home Internet customers*

Specific eligibility information: If you are a Lifeline customer already, you do not need to further prove eligibility. If you are not, apply for EBB through the USAC at [GetEmergencyBroadband.org](#).

How to register:

- Once you have been approved via USAC, call Verizon to enroll in the EBB program.
 - For Fios internet services, call 1.800.VERIZON
 - For LTE Home, 5G, or wireless internet, call 1.800.922.0204

**Verizon also supports access for customers with [Fios Forward](#), a program that helps eligible households save \$20 per month for high-speed fiber home internet service.

AT&T & Cricket: Cellular wireless

<https://www.att.com/help/ebb/>

<https://www.cricketwireless.com/newsroom/news-release/cricketebbbenefit.html>

Availability: Qualified customers can use their temporary federal benefit on AT&T's Unlimited Your Way, Unlimited Starter, Extra and Elite plans or on AT&T Prepaid and Cricket plans.

Specific eligibility information: Only available for specific prepaid AT&T and Cricket plans.

How to register: Go to GetEmergencyBroadband.org or call 833.511.0311 to confirm your eligibility. Once you are approved, enroll through one of the two below links:

- [New customers](#)
- [Current customers](#)

T-Mobile, Sprint, & Metro by T-Mobile: Cellular wireless

<https://www.t-mobile.com/emergency-broadband-benefit>

Availability: Several Plans are available. You can visit a T-Mobile store or call Customer Care @ 1-800-937-8997.

Specific eligibility information: Register for the EBB through the USAC at GetEmergencyBroadband.org and select T-Mobile as your cellular carrier.

How to register:

- Once a person gets qualified, they will receive a code and can call 1.800.T-MOBILE to be able to use the benefit with T-Mobile.

Boost: Cellular wireless

Availability: Information forthcoming

Specific eligibility information: Register for the EBB through the USAC at [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) and select Boost as your cellular carrier.

How to register:

- Information forthcoming

Last updated May 18, 2021

FULL LIST OF ISP PARTICIPATING RI PROVIDERS

Rhode Island

Broadband Provider Name	Service Type	Offering Connected Devices (Laptop, Desktop, or Tablet)
Access Wireless	Mobile	
American Broadband and Telecommunications Company	Mobile	✓
AT&T	Mobile	
Boost Mobile	Mobile	
Cintex Wireless	Mobile	
Cox	Fixed	✓
Cricket Wireless	Mobile	
enTouch Wireless	Mobile	✓
good2go mobile	Mobile	
human-I-T	Mobile	✓
i3 Broadband	Fixed	
Life Wireless	Mobile	
Metro by T-Mobile	Fixed/Mobile	✓
PCs for People	Mobile	✓
Q Link Wireless	Mobile	✓
Ready Wireless	Mobile	
Sano Health	Mobile	
Selectel Wireless	Mobile	✓
StandUp Wireless	Mobile	✓
TerraCom	Mobile	✓
T-Mobile USA	Fixed/Mobile	✓
TracFone Wireless	Mobile	✓
TruConnect	Mobile	✓
True Wireless	Mobile	✓
Verizon	Fixed/Mobile	

Answers based on review of FCC EBB website information, call with Teresina at the EBB Support Center (@ 833-511-0311), and ISP provider news releases and websites