

What is the Emergency Broadband Benefit Program (EBB)?

The Emergency Broadband Benefit Program is a Federal Communications Commission (FCC) program that provides a temporary discount on monthly broadband bills for qualifying low-income households. If your household is eligible, you can receive:

- Up to a \$50/month discount on your broadband service and associated equipment rentals
- Up to a \$75/month discount if your household is on qualifying Tribal lands
- A one-time discount of up to \$100 for a laptop, tablet, or desktop computer (with a co-payment of more than \$10 but less than \$50)

Only one monthly service discount and one device discount is allowed per household. In the event of nonpayment, an EBB-supported line on a multiline account will be protected but the company reserves the right to suspend or disconnect all other lines on the account.

DO I Qualify?

Your household qualifies for the Emergency Broadband Benefit if it has an income at or below 135% of the federal poverty guidelines **OR** any member of the household:

- Qualifies for Lifeline benefits through participation in SNAP, Medicaid, Supplemental Security Income, Federal Public Housing Assistance, or Veterans and Survivors Pension Benefit;
- Participates in one of several **Tribal specific programs**: Bureau of Indian Affairs General Assistance, Tribal Head Start (only households meeting the relevant income qualifying standard), Tribal Temporary Assistance for Needy Families (Tribal TANF), Food Distribution Program on Indian Reservations;
- Experienced a substantial loss of income since February 29, 2020 with a total household income in 2020 at or below \$99,000 for single filers and \$198,000 for joint filers;
- Received a federal Pell Grant in the current award year;
- Received approval for 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; or
- Meets the eligibility criteria for a participating provider's existing low-income or COVID-19 program, and that provider received FCC approval for its eligibility verification process.

Only one monthly service discount and one device discount is allowed per household. Program rules acknowledge there may be more than one eligible household residing at the same address.

Qualify Through Your Child or Dependent

Any member of your household can make your household eligible. For example, if your child or dependent participates in the Free and Reduced-Price School Lunch Program, your household qualifies for the Emergency Broadband Benefit.

If You Already Receive Lifeline Benefits

Lifeline is a program to help make communications services more affordable for low-income consumers. If you currently receive Lifeline benefits, you automatically qualify for the Emergency Broadband Benefit, and you can receive both benefits at the same time. You can apply your Emergency Broadband Benefit and your Lifeline benefit to the same or separate services. Talk to your broadband provider to learn how to start receiving EBB Program discounts.

If You Use SNAP, Medicaid, or Other Programs

You can receive the Emergency Broadband Benefit if you (or someone in your household) participates in one of these federal assistance programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Free and Reduced-Price School Lunch Program
- Tribal Specific Programs:
 - Bureau of Indian Affairs General Assistance,
 - Tribal Head Start (only households meeting the relevant income qualifying standard),
 - Tribal Temporary Assistance for Needy Families (Tribal TANF)
 - Food Distribution Program on Indian Reservations
- Free and Reduced-Price School Lunch Program or School Breakfast Program, including at US Department of Agriculture Community Eligibility Provision schools
- Received a Federal Pell Grant in the current award year

You may need to show a card, letter, or official document as proof that you participate in one of these programs when you apply for the Emergency Broadband Benefit.

If Your Household Income Is a Certain Amount

You can get the Emergency Broadband Benefit if your income is 135% or less than the federal poverty guidelines. The guideline is based on your household size and state.

You will have to show proof of income, like pay stubs or a tax return, when you apply for the EBB Program.

If You Experienced a Substantial Loss of Income

If you experienced a substantial loss of income since February 29, 2020 because you lost your job or were furloughed, you may qualify for the EBB Program. To qualify in this way, your total household income in 2020 must be at or below \$99,000 (for single tax filers) and \$198,000 (for joint tax filers).

You will have to show proof of your total income, like a tax return or official documentation containing income information, as well as proof of the loss of income, like a termination letter or furlough notice, when you apply for the EBB Program.

How to Apply?

Important: This is a Temporary Program

Before you apply, it is important to understand that the Emergency Broadband Benefit Program will end when the fund runs out of money or six months after the Department of Health and Human Services declares an end to the COVID-19 health emergency, whichever is sooner. Participating households will need to opt-in to continue receiving broadband services from their provider after the program ends. If a household chooses to continue receiving service after the end of the Emergency Broadband Benefit Program, they will be billed the broadband provider's general monthly rate.

Already a Lifeline Customer?

If you are currently enrolled in the Lifeline program, you do not have to apply again for the Emergency Broadband Benefit. You can apply your Lifeline and Emergency Broadband Benefit to the same or separate services. Talk to your Lifeline provider about the services they may have available as part of Emergency Broadband Benefit, including options to apply the discounts to your existing Lifeline service, or contact another broadband provider participating in the EBB Program to apply the benefit to a separate broadband service.

Apply

There are three ways to apply for the Emergency Broadband Benefit Program. **Applications will become available when the program opens later this spring.**

Online with USAC

Use the online application (available in English and Spanish).

Mail with USAC

Print an application in English or Spanish (instructions also available in 8 additional languages).

Complete the application and send with proof of eligibility to:

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

Contact Your Broadband Provider

Participating companies can help you apply through the National Verifier or through their company's application process.

After You Apply

After you submit an application, USAC will share the results with you. If you apply online, you may receive an immediate approval. If USAC cannot prove your eligibility automatically, they will request additional documentation from you and provide information on how you can submit those documents for review.

Enroll

Once USAC approves your application, you can choose any company that offers EBB Program discounts and sign up for service.

STAR COMMUNICATION'S TERMS AND CONDITIONS

Important: This is a Temporary Program

It is important to understand that the Emergency Broadband Benefit Program (EBBP) will end when the fund runs out of money or six months after the Department of Health and Human Services declares an end to the COVID-19 health emergency, whichever is sooner. Participating households will need to opt-in to continue receiving broadband services from their provider after the program ends. If a household chooses to continue receiving service after the end of the Emergency Broadband Benefit Program, they will be billed the broadband provider's general monthly rate.

EBB supported services may be obtained from any participating provider and you can transfer your benefit to another provider at any time during the life of the program.

If you cannot demonstrate eligibility, you will not be enrolled into the Emergency Broadband Benefit Program until such has occurred.

The EBB benefit is limited to one discount per household. As a participant in the program, you acknowledge that no other member of your household is receiving the Emergency Broadband benefit under the EBBP.

As a participant in the EBBP, you acknowledge that you adhere to Star's posted rates, terms and conditions, and other rules and regulations or tariffs that govern the services received. This information can be found at www.starcom.net.

Please note the discount is up to \$50. The total amount of the discount will be dependent upon the type of broadband service you subscribe to and therefore, you may not receive the full \$50.00 discount on your monthly bill. You are responsible for any amount over the applied discount per month.

The Emergency Broadband Benefit can be applied to the cost of a bundle of services that include broadband, voice, texting, and/or associated equipment. If your bundle also includes a TV

service, you will be responsible for that portion of your bill, as well as any services that are above the monthly discount.

If you are a participant in the Lifeline program and are receiving the monthly Lifeline broadband discount of \$9.25, you can also participate in the Emergency Broadband Benefit Plan. However, due to FCC rules, the Lifeline discount will be applied to your subscribed broadband service plan first. The amount of credit applied associated with the Emergency Broadband Benefit Plan will be dependent upon your subscribed plan and may not be the full \$50.00 discount.

If Star has a reasonable basis to believe that you are no longer eligible to receive the EBBP benefit, you will receive notification of impending termination of the EBBP benefit and will have 30 days following the date of such notice to demonstrate continued eligibility. If you cannot demonstrate eligibility, you will be de-enrolled from the program.

Once Star receives notification from USAC that the program is ending, you will be notified within 30 days.

Service plans and pricing may change during the EBB program. This may result in the customer having to agree to a new plan and pricing structure after the EBB program is completed.

You acknowledge that the Emergency Broadband Benefit Program is a temporary emergency federal government benefit program operated by the Federal Communications Commission, and upon the conclusion of the program, you will be subject to regular rates minus the EBB discount and Star's regular terms and conditions for service. Payment terms: you agree to pay all monthly fees, including applicable franchise fees, taxes, customer service fees, late fees and the service may be disconnected for failure to do so. Customers may be required to pay a reconnect fee in addition to all past due charges before the service is reconnected. Customer further acknowledges that Star Communications may require a security deposit. Payment methods: Customer agrees to pay Star Communications in accordance with the payment terms on the invoice received by Customer for the Service and agrees that Star Communications has the right to change the structure and amount of its fees at any time subject to applicable law.