



FAQs for Star Communications Customers on Emergency Broadband Benefit Program (EBB)

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.

How can I sign up for the Emergency Broadband program?

The program has been authorized by the FCC, but the start date has not yet been established. The FCC is working to make the benefit available as quickly as possible, but enrollment is expected by the end of this month. Please check FCC website, www.fcc.gov/broadbandbenefit, regularly for the latest information.

You need to go online to enroll in the EBB program at <https://www.lifelinesupport.org/national-verifier/> and receive confirmation that you are eligible; then you will go to Star's website, www.starcom.net and fill out the necessary paperwork online. If you do not have Internet access, please contact the Universal Service Administration's EBB Support Center at (833) 511-0311. An application can be printed and mailed to the following:

Complete the application and send with proof of eligibility to:

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

Once you receive confirmation from the Universal Service Administration (USAC) that you are eligible, you will need to contact Star at 800-706-6538, Monday-Friday, 8am-6pm; Star's paperwork will be mailed to you to complete and return to Star.

When can I sign up for the Emergency Broadband Benefit?

The program has been authorized by the FCC, but the start date has not yet been established. The FCC is working to make the benefit available as quickly as possible, but enrollment is expected at the end of this month. Please check FCC website, www.fcc.gov/broadbandbenefit, regularly for the latest information.

Do I receive the funds directly each month?

No, the Emergency Broadband Benefit provides a monthly discount on broadband service of up to \$50 per eligible household (or up to \$75 per eligible household on Tribal lands). Star, like all participating broadband service providers, will receive the funds directly from the Emergency Broadband Benefit Program.

Which broadband providers are participating in the Emergency Broadband Benefit Program?

Various broadband providers, including those offering landline and wireless broadband, will participate in the Emergency Broadband Benefit Program. Depending on where you live, you may have a choice of providers. Check with the broadband providers in your area to learn about their plans for program participation and eligible service offerings. You can also use the Companies Near Me tool found on the FCC site, www.fcc.gov/broadbandbenefit.

Who is eligible?

A household is eligible if one member of the household:

- 1) Qualifies for the [Lifeline](#) program:
- 2) 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;
- 3) Received a Federal Pell Grant during the current award year;
- 4) Experienced a substantial loss of income 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
- 5) Meets the eligibility criteria for a participating providers' existing low-income or COVID-19 program.

Can I apply if I have a past due balance with a provider?

Yes, eligible customers with a past due balance or a balance in collections are eligible for the benefit.

Can I sign up for the EBB if I am already a customer or if I was a customer in the past?

Yes, the benefit is available to eligible new, prior, and existing customers of participating providers.

Can my roommate and I each get a monthly discount?

The Emergency Broadband Benefit Program is limited to one monthly service discount per household, which is defined as any individual or group of individuals who are living together at the same address and share income and expenses.

Learn more about how a household is defined by visiting this site:

www.fcc.gov/broadbandbenefit

What is Lifeline and how do I qualify?

Lifeline is the FCC's program to help make communications services more affordable for low-income consumers. To participate in the Lifeline program, consumers must either have an income that is at or below 135% of the [Federal Poverty Guidelines](#) or participate in certain federal assistance programs, such as the Supplemental Nutrition Assistance Program (SNAP), Medicaid, Federal Public Housing Assistance, Supplemental Security Income, the Veterans and Survivors Pension Benefit, or certain Tribal Programs. You can see if you are eligible by reviewing the information available at lifelinesupport.org (click "Do I Qualify?").

Can I receive both the EBB and Lifeline benefits at the same time?

Yes. You can also combine these benefits with other state and local benefits where available. They can be applied to the same qualifying service or separately to a Lifeline service and an Emergency Broadband Benefit Program service with the same or different providers. For example, an eligible household could have a Lifeline-supported mobile phone service and a separate home broadband service that is supported through the Emergency Broadband Benefit.

Everyone at my child's school receives breakfast and lunch at no cost. Do we qualify?

Yes. Households with a student enrolled in a school or school district where every student receives this benefit are eligible for the Emergency Broadband Benefit Program.

I live in a multi-unit dwelling (e.g. apartment) and we pay the property manager/landlord a monthly fee for our internet. Can I get the EBB?

Yes. If you qualify for the Emergency Broadband Benefit, talk to your property manager/landlord and ask that they work with their broadband service provider to learn more about the benefits that might be available to you and other eligible residents.

Check with the provider for more information about whether you qualify for the Emergency Broadband Benefit.

How much does broadband service cost?

The Emergency Broadband Benefit Program provides a monthly discount for broadband service up to \$50 per eligible household, or up to \$75 per eligible household on Tribal lands. The discount will be applied to your broadband service, but the ultimate cost to you will depend on the eligible plan you select from a participating provider.

Can I upgrade my current plan to take advantage of the full \$50 per month?

You may be able to do so. Talk to your provider about the plans they have available as part of the Emergency Broadband Benefit program. **Star will allow this; customer is responsible for funds exceeding \$50.**

If service plan I pick is \$40 per month, do I get extra money?

No. The provider is only reimbursed for the cost of the plan up to \$50 per eligible household, or up to \$75 per eligible household on Tribal lands.

If the plan I pick is more than the monthly discount for broadband service, do I pay the extra myself?

Yes. You are responsible for any amount over \$50 per month (or over \$75 per month on Tribal lands) for broadband service under the Emergency Broadband Benefit.

I currently subscribe to a bundle of services that includes internet, TV, and phone. Can I apply EBB to my monthly bill?

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.

How long will the Emergency Broadband Benefit Program last?

The Emergency Broadband Benefit Program is an emergency program developed in response to the COVID-19 pandemic. 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 pandemic, whichever comes first.

How will I know the Emergency Broadband Benefit Program is ending?

Your participating provider will provide 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, in addition to information about the cost of your broadband service after the program ends. **Star will place a message on all customers bills each month reminding customers this is a temporary program and estimated end date is six months from start of program. Once Star receives notification from USAC that the program is ending, you will be notified within 30 days. Emails will also be sent.**

What if the program funding runs out during my monthly billing cycle?

The end of the program may not be timed to your billing cycle for service. This may result in you receiving less than the full monthly service discount in the final month of the program. In the event that you might receive a partial benefit in the last month of the program, your participating provider must receive your permission before they can charge you an amount higher than what you would pay if the full Emergency Broadband Benefit is applied to your broadband bill. In other words, if you were receiving a \$50 discount off of your broadband bill, but based on the available funds in the program, there is only enough to provide you with a \$40 discount, your provider must have your permission to charge you the additional \$10. **Star will place a message on all customer bills each month reminding customers this is a temporary program and provide 30-day notice, for the end of program.**

Can I continue to receive broadband service when the Emergency Broadband Benefit Program ends?

Households will need to opt-in or request to continue broadband services with their provider. If you do not opt-in or select a new service plan with your provider, your broadband service will end once the program ends. **Star customers are opting in when they sign the user agreement to continue service and be billed once program ends.**

Will I be charged for service when the Emergency Broadband Benefit Program ends?

Yes, if you agree to continue receiving service from your provider. **Star customers opt-in when they sign the user agreement to continue service and be billed once the program ends.**

Can part of the monthly discount cover my router rental fee?

Yes. The monthly discount can be used to cover routers, modems, hotspot devices, and antennas, if offered as monthly rental costs in addition to your broadband service cost. Keep in mind the total monthly discount remains \$50 (or \$75 on Tribal lands). **For Star customers, this includes AirTies \$5.00 and \$3.95 for whole home WiFi routers. It does not include modems, as you are aware, we do not charge for modem service. This will not cover any extra outlet charges or installation charges (\$49.00).**

How does the \$100 device benefit work?

Participating broadband service providers can be reimbursed up to \$100 if they supply a connected device to a household, if 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. **Star is not participating in this part of the program.**

If my child and I are part of the same household, can we each get our own connected device through the Emergency Broadband Benefit Program?

No. Each household is limited to a single device discount. **Star is not participating in this part of the program.**