

Emergency Broadband Benefit Program Overview

The Emergency Broadband Benefit (EBB) Program is a temporary subsidy program from the Federal Government providing support for Internet services to help low-income households stay connected during the COVID-19 pandemic. Qualified customers are eligible to receive a temporary monthly credit of up to \$50 per month on certain home Internet speed tiers.



Qualifications

To qualify for the Emergency Broadband Benefit Program, **at least one person in your household must meet one of the criteria listed below:**

- Your household income is 135% or less than the Federal Poverty Guidelines
- A member of your household participates in one of the following federal assistance programs: Supplemental Nutrition Assistance Program (SNAP), Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), Veterans Pension and Survivors Benefit, Tribal Programs (and live on federally-recognized Tribal lands)
- Your household is approved for the free or reduced price school breakfast/lunch program, including through the USDA Community Eligibility Provision
- Your household experienced substantial documented loss of income since February 29, 2020 with a total household income in 2020 below \$99,000 for single filers and \$198,000 for joint filers
- Someone in your household received a federal Pell grant in the current award year

EBB Program Application Process

- ① **APPLY ONLINE:** Go to www.checklifeline.org/lifeline and fill out the form
- ② **APPLY BY MAIL:** Print an application in English or Spanish (instructions 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

Hotwire Application Process

You must complete the EBB Program application (directions above) and be approved for this program before contacting Hotwire.

- ① If you are approved, complete the HW EBB Consent Form found here: gethotwired.com/terms
- ② Email Hotwire at EBBP@hotwiremail.com with the following information in your email:
 - Your Full Name
 - Your Telephone Number
 - Your Hotwire Account Number
 - A copy of the completed and signed Hotwire Consent Form
- ③ One of our representatives will verify your eligibility and contact you with in two (2) business days to discuss the Internet options available at your community.

Emergency Broadband Benefit Program FAQ



What is the Emergency Broadband Benefit (EBB) Program?

The Emergency Broadband Benefit (EBB) is a temporary Federal Government subsidy program designed to help low-income households connect to the Internet and stay connected during the COVID-19 pandemic. This benefit provides eligible customers of participating broadband providers up to a \$50/month credit toward Internet service for the duration of the program. The EBB Program expires when federal funds are exhausted or six months after the Department of Health and Human Services (HHS) declares the end of the COVID-19 health emergency. The amount of the credit depends on the rate for the Internet service that you choose.

Who is eligible for the Emergency Broadband Program?

In order to confirm your eligibility for the EBB Program, we will have to share certain qualifying information about you with the Federal Government. Customers must complete eligibility check with the government here: www.checklifeline.org/lifeline/?id=nv_flow&ebbp=true

To qualify, a member of your household must meet at least one of the following criteria:

- Your household income is 135% or less than the Federal Poverty Guidelines
- A member of your household participates in one of the following federal assistance programs: Supplemental Nutrition Assistance Program (SNAP), Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), Veterans Pension and Survivors Benefit
- Your household is approved for the free or reduced price school breakfast/lunch program, including through the USDA Community Eligibility Provision
- Your household experienced substantial documented loss of income since February 29, 2020 with a total household income in 2020 below \$99,000 for single filers and \$198,000 for joint filers
- Someone in your household received a federal Pell grant in the current award year

When and for how long will I receive the EBB Credit?

The EBB Program expires when federal funds are exhausted or six months after the Department of Health and Human Services (HHS) declares the end of the COVID-19 health emergency. Depending on when you enroll, the credit may not appear until your second bill statement after enrollment.

What does the EBB Program cover?

The EBB program applies to monthly charges for Internet service. Qualified households will temporarily receive a federal subsidy of up to \$50/month toward Internet service for the duration of the program. The level of the subsidy depends on the rate for the Internet service that you choose.

What Internet tiers are eligible for the EBB Credit?

When you are contacted by one of our representatives, they will explain the options available at your community.

What if my Internet bill is less than \$50?

The EBB Credit will not exceed the monthly rate for Internet service posted on your community's rate sheet.

Can I change Internet tiers after I am already enrolled in the EBB Program and retain my credit?

Yes, you can change your Internet tier to any other eligible tier at your community and retain the EBB Credit up to \$50/month.

If I need to cancel or change my Internet service, but I have a contract which included early termination fees, do early termination fees apply?

If you are on a term contract while you are enrolled in the EBB Program, you will not be charged any applicable Early Termination Fee (ETF) for the Internet portion of your services for the duration of the applicable term.

Can I combine the EBB Credit with other promotions that may be available on applicable tiers?

No, unfortunately you may only apply the EBB credit to packages at retail price.

Can I restart a promotion on my previous package when the EBB Program ends?

No, unfortunately that promotion will no longer be available on your previous tier when the program ends. You may, however, choose a different package with a promotion, if available.

Can I return to my previous bundle after the EBB Program ends?

Yes, if the bundle is still offered, you may return to it after the EBB Program concludes, however, you will not be eligible for any of the additional promotions that may be offered with it. If there is a term agreement associated with that bundle, it would restart for the full term.

What happens when the EBB Program ends?

Once the program ends, your service will continue. The EBB and rate adjustment credits will end, and you will be responsible for payment at the full listed rates of the tier of Internet service you selected. If you wish to make changes to your account after EBB ends, you can do so by calling our Customer Care team.