



# Consumer Connections

Brought to you by the Consumer Affairs and Outreach Division  
Consumer & Governmental Affairs Bureau, FCC

July 2021

## Emergency Broadband Benefit Resources

- [FCC EBB Consumer page](#)
- [Emergency Broadband Benefit Provider page](#)
- [EBB Consumer FAQ](#)
- [EBB Outreach Toolkit](#)

## USAC Help Center:

Hours: 7 days a week,  
from 9:00 a.m. to 9:00  
p.m. ET

Email:  
[EBBHelp@usac.org](mailto:EBBHelp@usac.org)

By Phone:  
(833) 511-0311

The EBB Program Support  
Center can help with  
questions about:

The status of your EBB  
Program application

Documents needed to  
show you qualify

Companies in your area

Assistance with the EBB  
Program Household  
Worksheet

Resetting your account

## FCC Emergency Broadband Benefit

Enrollment in the Emergency Broadband Benefit began May 12, 2021 and over 3 million households have enrolled. Please help us raise awareness about this important and timely program.

There are three ways eligible households can enroll:

- Directly with a local participating provider. The FCC [maintains a list of participating providers](#), sorted by state and territory.
- Apply online with the Universal Service Administrative Company (USAC) at their website [www.getemergencybroadband.org](http://www.getemergencybroadband.org)
- Download a paper application available at [www.getemergencybroadband.org](http://www.getemergencybroadband.org), fill out the application, and mail it – along with copies of supporting documentation – to USAC.

Once USAC approves your application, you can choose a company that offers EBB Program discounts and sign up for service. Consumers should contact participating providers to learn more about what services they have available for EBB recipients and to find out how to enroll.

To help you spread the word about the Emergency Broadband Benefit, the FCC has a variety of free and easy-to-use content in our [outreach toolkit](#). Within the toolkit are downloadable social media images and sample posts, printable posters, tip cards, fact sheets, and flyers. There are also audio public service announcements in English and Spanish, as well as one specifically for consumers who live in Indian Country. Toolkit materials can be co-branded if desired.

USAC's [Emergency Broadband Benefit tracker](#), which will be updated weekly, will provide information on enrollment numbers, including state-by-state and ZIP3 enrollment breakdowns, as well as the amount of funding remaining for the program.



## Upcoming Events

### Join us for our Monthly Consumer Information Call!

July 13, 2021  
August 10, 2021  
2:00 p.m. EDT

To RSVP and for more  
info email  
[outreach@fcc.gov](mailto:outreach@fcc.gov)

### Open Commission Meetings

[July 13, 2021](#)

10:30 am - 12:30 pm EST

[August 5, 2021](#)

10:30 am - 12:30 pm EST

### [All FCC Events](#)

#### Resources:

[Consumer Guides](#)  
[FCC Scam Glossary](#)  
[Consumer Help Center](#)  
[Consumer Complaint  
Center](#)

### Consumer Education Materials to Share

Download PDF's of the  
FCC's [tip cards and  
posters](#) to share. Tip  
cards are available in  
Spanish, Korean,  
Tagalog, Traditional  
Chinese & Vietnamese  
upon request.

### Connect with the FCC:

[Facebook](#)  
[Twitter](#)  
[YouTube](#)

#### Contact CAOD:

Inquiries and information  
requests can be sent to  
[outreach@fcc.gov](mailto:outreach@fcc.gov)  
[fcc.gov/outreach](http://fcc.gov/outreach)

## Emergency Preparedness

As President Biden said in his [Hurricane Preparedness Week 2021 Proclamation](#):

"Everyone has a role to play in hurricane preparedness and making us a Weather-Ready Nation. When hurricanes strike, that's how we will save lives, lessen the damage to our homes, communities, and infrastructure, and recover stronger and faster."

The FCC reminds consumers to be prepared and make an emergency communications plan to keep their loved ones safe. Developed in concert with the Federal Emergency Management Agency (FEMA), the FCC has tips to help you develop a communications plan and prepare for a weather event which could include a loss of power.

- Understand How Power Outages May Affect Your Landline Service
- Charge Your Wireless Phone, Laptop, or Tablet if a Storm Is Coming
- Be Prepared to Monitor News and Emergency Broadcasts During Power Outages
- Create a Family Emergency Communication Plan
- Sign Up to Receive Alerts and Warnings
- Create an "In Case of Emergency" Contact on Your Wireless Phone
- Inform Your Emergency Contact of Medical Issues
- Create an Emergency Contacts List on Mobile Phones and Devices
- Write Down Important Phone Numbers
- Make Sure Family and Other Contacts Know How to Send Mobile Texts
- Download the FEMA App

Learn more at [www.fcc.gov/emergency](http://www.fcc.gov/emergency)

## Emergency Connectivity Fund

The FCC [announced](#) the initial filing window for the [Emergency Connectivity Fund](#), a \$7.17 billion program that will help schools and libraries provide the equipment and services their communities need for remote learning during the COVID-19 emergency period.

From June 29, 2021 to August 13, 2021, eligible schools and libraries can apply for financial support to purchase connected devices like laptops and tablets, Wi-Fi hotspots, modems, routers, and broadband connectivity to meet unmet needs for off-campus use by students, school staff, and library patrons during the COVID-19 emergency period. During this application filing window, eligible schools, and libraries, in addition to consortia of schools and libraries can submit requests for funding to purchase eligible equipment and services between July 1, 2021, and June 30, 2022.

You can view an FCC Fact Sheet on the program by visiting: [FCC Emergency Connectivity Fund Fact Sheet](#)

The FCC hosted a [webinar on June 25](#) that provided an overview of the Emergency Connectivity Fund, including applicant eligibility, supported equipment and services, reasonable support amounts, and the application and invoicing processes.

More information about the program is available at [emergencyconnectivityfund.org](http://emergencyconnectivityfund.org), including information about how to apply and what schools and libraries can do to prepare. Schools and libraries can [sign up](#) to receive program updates and information about future training sessions. Help with program questions is also available by calling 800-234-9781 from 8:00 a.m. to 8:00 p.m. ET.