



Contact:
David Springe
Executive Director
(785) 550-7606

Lifeline And Emergency Broadband Benefit Programs Help Eligible Consumers Afford Critical Voice And Data Services

WASHINGTON – Sept. 20, 2021 – The National Association of State Utility Consumer Advocates (NASUCA) joins the Federal Communications Commission (FCC) and the National Association of Regulatory Commissions (NARUC) in promoting public awareness of important telephone and broadband assistance programs.

The week of September 20, 2021 marks “Lifeline Awareness Week.” This year, the public outreach effort includes promotion of both the Lifeline and Emergency Broadband Benefit programs.

The Lifeline program is a federal universal service program, designed to make voice and data services more affordable for eligible low income consumers. Eligible Lifeline households may receive up to \$9.25 off their monthly bill from participating providers. Some states offer additional amounts of support.

Information about eligibility, enrollment, and how to find a Lifeline provider in your area is available at www.lifelinesupport.org. Additional information is available from the FCC at

The Emergency Broadband Benefit program was launched in May 2021. The Emergency Broadband Benefit provides eligible households with up to \$50 per month to make a data or broadband connection more affordable. The EBB also provides an incentive for participating providers to offer an affordable computer or broadband connection device to EBB households.

Information about eligibility, enrollment, and how to find an EBB participating providers is available at <https://www.usac.org/about/emergency-broadband-benefit-program/>. The FCC has EBB program information for consumers available at <https://www.fcc.gov/consumer-faq-emergency-broadband-benefit>.

NASUCA encourages consumers to learn more about the Lifeline program and the EBB program. Households that qualify for Lifeline support already qualify for EBB support. The EBB program can also help certain households with school aged children or college students obtain important broadband services on more affordable terms. These two different programs can each help eligible low-income households be better connected through voice and broadband services.

“NASUCA supports the important mission of both the Lifeline and EBB programs to make vital communications and data services more affordable for eligible households. With the huge shift to more remote learning and telework, the need to help eligible households obtain and keep these services is especially critical,” said NASUCA President Chris Ayers. “NASUCA joins with the FCC and NARUC in encouraging households, community groups, and the public to find out more about Lifeline and the EBB and spread the word about these key programs.”

- END -

About the National Association of State Utility Consumer Advocates (NASUCA)

NASUCA is a non-profit, national organization of consumer advocates in 44 states and the District of Columbia, Puerto Rico Barbados and Jamaica. NASUCA members are designated by the laws of their respective jurisdictions to represent the interests of utility consumers before state and federal regulators and the courts. Some NASUCA member offices are separately established consumer advocate organizations while others are divisions of larger state agencies (e.g., the State Attorney General’s office). NASUCA’s associate and affiliate members also serve utility consumers but are not created by state law or do not have statewide authority.