

Application Process

Option 1: Apply with a Service Provider

- The consumer visits a service provider to apply through the National Verifier Service provider portal.
- OR-
- The consumer applies with the service provider using the provider’s FCC-approved alternative verification process (AVP)

Option 2: Apply Online

- The consumer visits the National Verifier from any computer or mobile device to complete the electronic application
- After receiving their eligibility determination from the National Verifier, the consumer can then contact a service provider to enroll in the EBB Program

Option 3: Apply by Mail

- The consumer fills out and signs the National Verifier EBB Application Form
- The consumer mails the application and supporting documentation to the Emergency Broadband Support Center
- Service providers may assist consumers with the paper application and mail it on the consumer’s behalf

Lifeline consumers can contact an EBB Service Provider to request service – they do not need to complete a separate EBB Program application