

Emergency Broadband Benefit Program (EBBP) Opt-In Form

EBB Application ID Number: _____

Customer Name: _____

Date: _____

Address: _____

City, State, Zip Code: _____

Telephone Number: _____

Mobile Number: _____

Email Address: _____

Eligible Qualifying Person within household other than Account Holder and date of birth(DOB):

_____ DOB: _____

Please read and initial each of the following to participate in the EBB Program:

- I hereby opt-in to the Emergency Broadband Benefit Program (EBBP).
- I acknowledge that I am aware of the eligibility requirements for the EBB Program.
- I acknowledge that the EBB Program is non-transferable and that the discount is limited to one EBB discount per household, and I further certify that no other member of my household is receiving an emergency broadband benefit under the EBBP.
- I acknowledge that I have reviewed the available upload/download speeds for services offered by Citizens Telephone Cooperative (dba Citizens) for the EBB Program.
- I acknowledge that the EBB Program is a temporary emergency federal government benefit program operated by the Federal Communications Commission and, upon the conclusion of the benefit, my household will be subject to Citizens' regular rates, terms, and conditions which is expected to be \$ _____ per month, if my household continues to subscribe to Citizens' broadband service or standard rate selected should I upgrade during the term of the EBB program.
- I consent to applying my EBB program benefit to the broadband Internet access service I receive from Citizens.
- I consent to Citizens disclosing and/or transmitting any information required to the program Administrator for my participation in the program including but not limited to my name, my dependent's name, date of birth, last 4 digits of social security number or Tribal Identification Number, address, telephone number, type of service, start date of service, termination of service date, EBB Program discount amount, eligible program, tribal benefit status, Lifeline Tribal Benefit, Linkup Service Date and Independent Economic Household certification date.
- I consent to Citizens verifying my household's broadband usage each month to enable Citizens to claim reimbursement for my program benefit each month.

- I acknowledge that if Citizens has a reasonable basis to believe that I am no longer eligible to receive the EBBP benefit, I will receive a notification of impending termination of my EBBP benefit and will have 30 days following the date of such notice to demonstrate continued eligibility.
- I acknowledge that I may obtain EBB-supported broadband service from any participating provider of my choosing and that I can transfer their Emergency Broadband Benefit to another provider at any time.
- I acknowledge that if I cannot demonstrate eligibility, I will not be enrolled in the program and/or Citizens is required to de-enroll me from the program.
- I acknowledge that I will not be required to pay early termination fees if I choose to terminate or modify my broadband service during my participation in the EBBP, or upon receiving notice of the benefit ending.
- I acknowledge that my participation in the EBBP does not relieve my obligations to adhere to Citizens' posted rates, terms and conditions, or other rules and regulations or tariffs that govern the services I receive.
- I acknowledge that the Emergency Broadband Benefit will not be prorated for a partial month of service and may be less than the full benefit during the final month of the program when program funding is nearing depletion.
- I certify that:
 - (1) I have confirmed my eligibility for the Emergency Broadband Benefit Program through the National Verifier using: (check one)
 - Medicaid
 - Supplemental Nutrition Assistance Program (SNAP)
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance (FPHA)
 - Gross household income at or below 135 percent of the Federal Poverty Guidelines
 - Veterans and Survivors Pension Benefits
 - Free and Reduced Price School Lunch Program or School Breakfast Program
 - Pell Grant
 - Substantial loss of income since February 29, 2020.

Customer Signature: _____

Date: _____



Emergency Broadband Benefit (EBB) Customer Disclosure

1. Purpose

Starting May 12, 2021, Citizens will begin offering eligible customers a discount on their broadband service as part of the Emergency Broadband Benefit (EBB) through the FCC. The Emergency Broadband Benefit (EBB) Program will provide a discount of up to \$50 per month for broadband services for eligible consumers. The Emergency Broadband Benefit is temporary. It will expire when funds are exhausted. Participants receiving EBB will receive 15 days notice prior to the termination of the discount.

2. Eligibility

EBB Program determines eligibility by household. A household is defined as a group of people who live together and share income or expenses, whether related or not. If more than one household resides at an address, consumers can complete an Independent Economic Household worksheet to show eligibility for the EBB Program. If one member of the household is eligible, the household can receive EBB Program benefits. Households that are eligible for the EBB Program and Lifeline may apply for and receive both benefits.

In order to be eligible for the benefit customers or someone in their household must fall under one of these eligibility requirements:(check one)

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Gross household income at or below 135 percent of the Federal Poverty Guidelines
- Veterans and Survivors Pension Benefits
- Free and Reduced Price School Lunch Program or School Breakfast Program
- Pell Grant
- Substantial loss of income since February 29, 2020.

3. EBB Terms:

1. EBB is non-transferable and limited to one per household
2. Subject to monetary monthly charges, 12-month contract, and conditions of Citizens' Internet service agreement. Contact Citizens' for full details.
3. High Speed Internet monthly cost via variable delivery method based on premise location. Includes WiFi. Excludes Taxes and Fees.
4. EBB is a temporary program, upon conclusion, regular rates, terms and conditions apply
5. EBB can be obtained from any participating provider and transferred at any time

4. Announcement of End of EBB Program

Upon expiration of funding, Citizens will provide 15 days notice that the EBB Program is ending via email and/or customer bill notice. It is the customer responsibility to make changes as necessary.

5. Final Notice

1. Service To Stop Without Opt-In Form: Citizens will terminate Internet service to the home without a signed Opt-In form upon the end of the EBB Program. Customer will be responsible for returning equipment or be subject to equipment charges. \$95 modem, \$25 surge protector.
2. 30 Day Notice - Before the end of the EBB Program, Citizens will notify the household of the upcoming increase to their monthly bill.

For more **information about EBB**, visit <https://getemergencybroadband.org/>

5. Final Notice

1. Electronic billing required. This will be set up at time of Opt-In or by visiting: <https://citizens.coop/myaccount/>
 - a. View and Pay Bill Online
 - b. Request changes to Internet Service
 - c. Report a service issue
2. Street address: 220 Webbs Mill Road, Floyd, VA 24091
3. Local phone numbers: 540.745.2111 or 276.637.6485