



# internet essentials

The nation's largest and most successful internet adoption program.

Internet Essentials provides affordable home internet for qualifying households — as well as low-cost computers, free WiFi hotspots, and free internet training.

Fast. Reliable. Affordable.

Includes equipment. No credit check. No cancellation fee.

Since Internet Essentials inception in 2011, it has connected more than **10 million low-income Americans** to the power of the internet at home. In addition, Internet Essentials has either sold at a subsidized price of \$150 or given away more than **200,000 laptops**. Plus, Internet Essentials offers free access to hundreds of hours of digital skills training and is backed by **Project UP, Comcast's \$1 billion commitment** to advance digital equity and build a future of unlimited possibilities.

## Eligibility and Requirements

- ✓ Live in an area where Xfinity service is available
- ✓ Participate in assistance programs like the National School Lunch Program, housing assistance, Medicaid, SNAP, and others, or are enrolled in the Affordable Connectivity Program (ACP) with Xfinity
- ✓ Have not had Xfinity Internet within the last 90 days (unless enrolled in ACP with Xfinity)\*
- ✓ Have no outstanding debt on any Comcast account that is less than one year old\*

\*Waived for new Xfinity Internet customers until June 30, 2024, regardless of their enrollment in ACP

## Customer Discovery

In conversations, if the individual seems concerned with price or mentions they are on a budget, mention Internet Essentials and explain how some households automatically qualify if currently enrolled in eligible programs.

The sunset of the **Affordable Connectivity Program** will result in some customers losing their "free internet". This is a crucial time to save the customer's access to connectivity by having them enroll in the Internet Essentials program.

Additionally, you can assist customers who have Internet Essentials with most inquiries, from adding lines of business to transferring service to a new address - giving you more sales opportunities.

## Digital Equity for All

Once approved, Internet Essentials customers can receive:

### Internet Essentials

\$9.95 /mo | 50 mbps | Supports up to 4 devices

### Internet Essentials +

\$29.95 /mo | 100 mbps | Supports up to 5 devices



Unlimited access to Xfinity WiFi Hotspots



Free Internet training



Free Getting Started Kit



Internet Essentials customers are eligible to purchase one new Dell laptop or Chromebook for just \$149.99 + tax

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## Quick FAQs

### What accepted program documents can be submitted for Internet Essentials application?

(1) document from the list below:

- **MEDICAID:** card or most recent eligibility letter for any member of the household.
- **Public housing assistance:** documentation such as a lease, housing assistance payment (HAP) contract, or eligibility documentation from HUD.
- **SNAP:** letter indicating they are approved for Supplemental Nutrition Assistance Program benefits.
- **TANF:** eligibility letter for Temporary Assistance for Needy Families.
- **SSI:** eligibility letter for Supplemental Security Income.
- **NSLP/Head Start:** copy of a letter indicating current participation in the National School Lunch Program or Head Start, with child's name, the school name, and the address of where you are requesting service.
- **LIHEAP:** letter confirming your eligibility for Low Income Home Energy Assistance Program.
- **WIC:** eligibility letter for the Women, Infants, and Children program.
- **FEDERAL PELL GRANT:** documentation from an institution's financial aid office.
- **VA PENSION:** veterans pension eligibility determination letter from the Veterans Administration.
- **Tribal assistance:** An eligibility letter, including TTANF, FDPIR, etc.

### Does a customer need cable or phone service to qualify for Internet Essentials?

No. Cable or phone service is not required to be eligible and apply for Internet Essentials.

### If a previous customer disconnected their service with Internet Essentials, can they re-enter the program?

Yes, if they meet the program guidelines. They may qualify if:

- Live in an area where Xfinity Internet service is available.
- Qualify for programs like the National School Lunch Program, housing assistance, Medicaid, SNAP, and others, or enrolled in the Affordable Connectivity Program (ACP) with Xfinity.
- Have not had Xfinity Internet within the last 90 days (**unless enrolled in ACP with Xfinity**)\*.
- Have no outstanding debt to Xfinity that is less than one year old (**unless enrolled in ACP with Xfinity**)\*.

\*Waived for new Xfinity Internet customers until June 30, 2024, regardless of their enrollment in ACP

### What equipment is included in Internet Essential customer service?

An Internet Essentials customer equipment package includes:

- An xFi Wireless Gateway: this one piece of equipment combines a modem for service and wireless router to connect devices to WiFi in a home.
- A power cord to power the xFi Wireless Gateway
- A coax cable to connect your xFi Gateway to the wall (for service).
- A "Getting Started" Guide.
- An ethernet cable: used to connect devices (like a desktop computer) to the Gateway (if customers don't want to or can't connect through WiFi).
- An Xfinity envelope containing the Comcast Customer Privacy Notice and Agreement for Residential Services.

### How does the Xfinity Internet Data Usage Plan work?

Xfinity provides unlimited data at no cost for to low-income customers facing the most significant economic challenges who are either part of our Internet Essentials program or an Internet Essentials Partnership Program.

### How many computers can customers purchase?

Eligible families may purchase up to one low-cost computer.