

STAYING CONNECTED WITH INTERNET ESSENTIALS DURING THE CORONAVIRUS EPIDEMIC

As the country deals with the effects of the Coronavirus (COVID-19), Comcast is taking immediate steps to help connect more low-income families to the Internet at home.

Effective Monday, March 16, 2020:

- New Internet Essentials customers will receive **two free months of Internet service** and
- The speed of the program will **increase to 25 Mbps downloads and 3 Mbps uploads** for all new and existing customers. This will be the speed of the program going forward.

New customers may apply for this offer through Thursday, April 30, 2020. There is nothing additional that new applicants have to do to receive the free service. If you qualify and are approved for Internet Essentials you will automatically receive the first two months of service for free, as well as the enhanced speed. After your two free months expire, you can either cancel the service (which you can do at any time) or keep the service and pay \$9.95 a month as a regular Internet Essentials customer.

You will receive an easy to use self-install/Welcome Kit that includes instructions and a cable modem with a Wi-Fi router to set up service and connect your devices without wires.

Prior to receiving the Welcome Kit, Internet Essentials customers will have immediate access to the internet via Comcast's XFINITY network of more than 200,000 Wi-Fi hotspots throughout Florida. To conserve hotspot hours for when you need Internet access outside the home, be sure to install and begin using the in-home Wi-Fi modem provided in the Internet Essentials Welcome Kit as soon as you receive it.

There is no term contract or credit check and no shipping fee for equipment.

For more details, pricing information, or to apply please visit:

<https://www.internetessentials.com/covid19#gethelp&all> **How do I get the promo** *Applying online via cell phone, tablet or computer is the quickest way to get connected.*

Customers can also call the phone numbers below for information or assistance with signing up for the service. Call Center hours of operation are from 8 AM to Midnight (EST), seven days a week.

English 1-855-846-8376

Spanish 1-855-765-6995

FREQUENT QUESTIONS ABOUT INTERNET ESSENTIALS

OFFER & ELIGIBILITY

WHO IS ELIGIBLE FOR THE TWO FREE MONTHS OF SERVICE FROM INTERNET ESSENTIALS?

The two free months of Internet service are available nationwide to low income families and individuals living areas where Comcast Internet service is available and who:

- Are eligible for one of the following programs: National School Lunch Program, public housing (HAP/HUD), Medicaid, SNAP, SSI, TANF, WIC, LIHEAP, Tribal assistance, or the VA pension.
- Do not have outstanding debt to Comcast that is less than a year old. (Families with outstanding debt more than one year old may still be eligible.)
- Have not subscribed to Comcast internet service within the last 90 days; considered “new” customers.

DO I NEED CABLE OR PHONE SERVICE TO QUALIFY FOR INTERNET ESSENTIALS?

No. You do not need a cable or phone service to be eligible or to apply for Internet Essentials.

IF I HAVE XFINITY TV AND/OR XFINITY VOICE, BUT I DON'T HAVE XFINITY INTERNET, AM I ELIGIBLE FOR INTERNET ESSENTIALS?

Yes. If you meet the rest of the eligibility criteria for Internet Essentials, then you are eligible to sign up for the program.

CAN I DISCONNECT FROM INTERNET ESSENTIALS AT ANY TIME?

As long as you sign up for service by April 30, 2020, you are not required to remain a customer for any minimum period of time to take advantage of the two free months of service. Because there is no contract, you can disconnect your Internet Essentials service at any time without penalties.

WHAT IF I AM AN EXISTING INTERNET ESSENTIALS CUSTOMER?

Existing customers will not need to do anything to receive the increased Internet speeds. The new speeds will be rolled out nationally over the next few days.

IF I PREVIOUSLY DISCONNECTED SERVICE WITH INTERNET ESSENTIALS, CAN I RE-ENTER THE PROGRAM?

Yes, but you must meet all of the program's guidelines.

APPLICATION PROCESS

HOW DO I APPLY TO RECEIVE THE TWO FREE MONTHS OF INTERNET ESSENTIALS SERVICE?

Visit <https://www.internetessentials.com/> on your cell phone, tablet or computer between Monday, March 16, and Thursday, April 30, to complete and submit an online application. ***Applying online via cell phone, tablet or computer is the quickest way to get connected.*** There also are two dedicated phone numbers where you can apply or ask questions: 1-855-846-8376 for English and 1-855-765-6995 for Spanish. Call Center hours of operation are from 8 AM to Midnight (EST), seven days a week.

ARE THERE OPTIONS FOR THE HEARING IMPAIRED TO NAVIGATE THE INTERNET ESSENTIALS SITE?

Internet Essentials offers the option to use American Sign Language to submit an application and video chat with customer service agents in American Sign Language. Look for the ASL Now button on the Internet Essentials application; copy and paste the following link into your web browser; or click this link the following link on your computer and follow the prompts for Internet Essentials: <https://xfinity.connectdirect.io/app/8/10003>

HOW LONG WILL IT TAKE TO GET APPROVED AND GET SERVICE?

Applicants that go through an Expedited Review process (no documents required) should be approved within approximately 5 business days of their application date. Approval may take longer if documents have to be submitted. Once approved, you will receive a [Welcome Kit](#) in 7-10 business days of the date you submitted your application and documentation. *But prior to receiving the Welcome Kit, you will have immediate access to the internet via Comcast's XFINITY network of more than 200,000 Wi-Fi hotspots throughout Florida.* See below for instructions: "Connecting to IE With Chromebook".

WHAT IF I CAN'T FIND MY ADDRESS?

Start typing your address and select the matching address from the list that appears. If you can't find your address try typing it in a different way (try abbreviated version of St instead of spelling out Street for example). If you haven't been able to find your address in the drop down list, please call [1-855-8-INTERNET \(1-855-846-8376\)](tel:1-855-8-INTERNET). Hours of operation are from 8 AM to Midnight (EST), seven days a week.

WHAT IF I TRIED TO APPLY ONLINE BUT AM HAVING TROUBLE SUBMITTING MY APPLICATION?

Please call [1-855-8-INTERNET \(1-855-846-8376\)](tel:1-855-8-INTERNET) for assistance from one of our agents if you encounter the following issues when submitting an online application:

- It says my address is invalid
- I already have an existing application
- I am unable to complete my application online
- The web page freezes up / I got stuck on a page

Hours of operation are from 8 AM to Midnight (EST), seven days a week.

WHAT ARE ACCEPTED FORMS OF IDENTIFICATION FOR MY APPLICATION?

Customers who do not have a social security number or who do not want to provide their social security number must provide one (1) form of Primary Identification OR two (2) forms of Secondary Identification:

Primary Identification - Provide one (1) item from this list for proof of identification:

- Current US or Canadian Driver's License or state photo ID card or expired photo Driver's License not more than five years from expiration date
- Current US Passport or expired US Passport not more than five years from expiration date
- Current Foreign Country Passport
- Current photo US Military ID/Merchant Marine card
- Current photo US Military Dependent ID card
- Valid Resident Alien Card/Permanent Resident Card (INS Form I-551)
- Certificate of US Citizenship (N-560 or N-561)
- Certificate of US Naturalization (N550, N-570, or N-578)
- Employment Authorization Document (INS Form I-688 or I-766)
- Bureau of Indian Affairs Tribal ID card
- Photo employment ID card issued by US Government agency
- Current Welfare / Social Services photo ID card

Secondary Identification - Provide two (2) items from this list for proof of identification:

- Matricula Consular Card
- Non-photo Driver's license
- US Department of State Non-Immigrant Visa
- Social Security card
- Court document in applicant's name – must contain full name, DOB, court seal Examples: Marriage certificate, Divorce decree, Legal name change
- Current weapons or gun permit with photo
- Current school photo ID card
- Medicare/Medicaid card
- Copy of utility bill in applicant's name is preferred
- Voter Registration card
- Current employment badge / photo ID
- W-2 form
- Selective Service Registration (Draft card)
- Birth certificate
- Mortgage coupons or notarized lease in applicant's name
- Bank statement in applicant's name
- Credit card in applicant's name"

WHAT IF I NEED TO PROVIDE A DOCUMENT TO PROVE ELIGIBILITY FOR MY APPLICATION?

If a document proving your eligibility has to be submitted with your application, please provide one (1) document from the list below:

- **MEDICAID** – copy of front and back of card or most recent eligibility letter for an adult in your household.

- **NSLP/Head Start** - letter indicating current participation in the National School Lunch Program or Head Start, with your child's name, the school name, and the address of where you are requesting service. *(This will receive immediate approval)*
- **Public housing assistance** - lease, housing assistance payment (HAP) contract, or eligibility documentation from HUD. *This will receive immediate approval)*
- **SNAP** - letter indicating you are approved for Supplemental Nutrition Assistance Program benefits.
- **TANF** - eligibility letter for Temporary Assistance for Needy Families.
- **SSI** - eligibility letter for Supplemental Security Income.
- **LIHEAP** - letter confirming your eligibility for Low Income Home Energy Assistance Program.
- **WIC** - eligibility letter for the Women, Infants, and Children program.
- **VA PENSION** - veterans pension eligibility determination letter from the Veterans Administration.
- **Tribal assistance** eligibility letter, including TTANF, FDPIR, etc.

HOW DO I SUBMIT MY IDENTIFICATION AND OTHER DOCUMENTS ONLINE?

ONLINE VIA TABLET or COMPUTER – To immediately upload documents when completing your application online or to return to an existing online application and upload documents:

- Go to: <https://Apply.InternetEssentials.com/>
- Look under the title 'Let's Get Started!'
- Select "upload documents"
- Type in your Phone # and Last Name or Application ID and Last Name to retrieve your application. Click Submit.
- Select the Program that you are submitting documentation for and click the type of proof you need to upload. Click Add File, locate your document and click Open.
- Follow steps above for additional documents to upload.
- When done, check "I confirm that all of the information I've submitted is correct" and click Submit.

IF USING A CELL PHONE WITH INTERNET CAPABILITIES – Take a photo of the document(s) with your phone and follow the previous instructions to upload via the Internet.

IF APPLYING BY PHONE - You will be provided an application number by the IE call center agent and asked to email your identification or proof of eligibility document *with the application number written on it* to ieapplication@comcast.com

As a last resort, you can FAX a copy of the document to 1-888-294-7113 *with the application number written on it*.

Call [1-855-8-INTERNET \(1-855-846-8376\)](tel:1-855-8-INTERNET) if you need further assistance. Hours of operation are from 8 AM to Midnight (EST), seven days a week.

HOW CAN I MAKE CHANGES TO MY APPLICATION?

If you need to make changes to an existing application please call [1-855-8-INTERNET \(1-855-846-8376\)](tel:1-855-8-INTERNET). Hours of operation are from 8 AM to Midnight (EST), seven days a week.

I APPLIED FOR INTERNET ESSENTIALS AND HAVE NOT HEARD BACK YET. HOW CAN I FIND OUT THE STATUS OF MY APPLICATION?

You can view the status of your application online at: <https://Apply.InternetEssentials.com/> in English or <https://Aplicar.InternetEssentials.com/> in Spanish or by calling [1-855-8-INTERNET \(1-855-846-8376\)](tel:1-855-8-INTERNET).

I APPLIED FOR INTERNET ESSENTIALS AND HAVE NOT HEARD BACK. HOW CAN I FIND OUT THE STATUS OF MY APPLICATION?

You can view the status of your application online at: <https://Apply.InternetEssentials.com/> in English or <https://Aplicar.InternetEssentials.com/> in Spanish or by calling [1-855-8-INTERNET \(1-855-846-8376\)](tel:1-855-8-INTERNET).

HOW CAN I RETURN MY APPLICATION TO BE CONSIDERED FOR INTERNET ESSENTIALS?

- *Forwarding your application and documentation online via cell phone, tablet or computer is the quickest way to get connected:*
 - Visit <https://www.internetessentials.com/covid19#gethelp&all> [HowdoIgetthepromo](#) and complete everything online or visit <https://Apply.InternetEssentials.com> and click "Document Upload" on the homepage to upload your documentation.
 - You can also photograph or scan your documents and send them in one email to IEApplication@comcast.com
- To MAIL your documentation and application, send to: Comcast Internet Essentials, PO Box 397, Bridgeport, NJ 08014-9735
- By FAX send to: 1-888-294-7113

YOUR INTERNET ESSENTIALS SERVICE

DO I HAVE UNLIMITED USAGE OF INTERNET DATA?

Your Internet Essentials service includes a Terabyte Internet Data Usage Plan with a terabyte (1 TB or 1024 GB) of Internet data usage *each month*. One TB allows you to:

- Stream between 600 and 700 hours or 15 to 29 entire DAYS of HD video
- Play online games for more than 12,000 hours or 17 entire MONTHS
- Stream more than 15,000 hours of music or almost two YEARS, non-stop
- Upload or download more than 60,000 hi-res photos

There is a charge for those who exceed the 1 TB limit after two times. *But it is important to know that only a very small percentage of customers are capable of using more than 1 TB of data in a month and would be impacted by this plan.* For more information, visit

<https://www.internetessentials.com/get-help#search-results> and search the word "terabyte"

To monitor your actual usage, you can sign in to My Account at: <https://www.xfinity.com/mobile/my-account>.

GETTING ONLINE

HOW DO I SET UP MY EQUIPMENT AND GET ONLINE?

Your Welcome Kit will contain instructions and everything you need. Once are familiarized with its contents, watch the online videos by going to [Get Help](#) on the Internet Essentials portal and scrolling down to “Technical Support”. This section has several videos that cover how to set up your equipment, including Wireless Gateway placement, Network Name, Wi-Fi Password, connecting devices, using the Xfinity Wi-Fi App, and Online Security setup. If you are still unable to connect your equipment please call [1-800-XFINITY \(1-800-934-6489\)](tel:1-800-XFINITY) to speak to a customer service agent.

WHAT ARE HOTSPOTS AND HOW CAN I USE THEM?

As an Internet Essentials customer you have access to Xfinity Wi-Fi; a network of hotspots that allow you to connect to the Internet on the go, all while saving on your wireless data plan. Internet Essentials customers have Limited access to Xfinity Wi-Fi hotspots or 40 one-hour sessions every 30 days. You can find the location of Xfinity Wi-Fi hotspots in your area by checking the online map at: <http://wifi.Xfinity.com/> You will need your account and password information to gain access to hotspots from our laptop or cell. At the end of each one-hour session, you will be prompted to log in again and use another one-hour pass.

CAN I GET ONLINE BEFORE RECEIVING MY WELCOME KIT?

If you have a Wi-Fi enabled device, like a Chromebook you do not need to wait for delivery of your Welcome Kit to get online. Internet Essentials is powered by Comcast’s Xfinity network and Wi-Fi enabled devices are able identify XFINITY hotspots immediately and allow you to connect to the Internet at fast Wi-Fi speeds around town. For more information on hotspots see: <https://www.internetessentials.com/get-help#account&ContactWiFi-relatedquestions>.

Once you sign up for Internet Essentials and are approved, you will receive an account number and username and set up an email address and password. *Have that information available.*

HOW DO I CONNECT WITH MY WIFI ENABLED DEVICE/CHROMEBOOK?

- Turn on Xfinity Wi-Fi:
 - At the bottom right of your screen, select the time.
 - Select Not Connected. Note: If you see your Wi-Fi network name and a signal strength, your device is already connected to Wi-Fi.
 - Turn on Wi-Fi.
 - Your Chromebook will automatically look for available networks and show them to you in a list.
 - Find the “xfinitywifi” network name (also called an SSID) in the list of available networks on your device and select it.
 - When prompted, type in your network password.
 - Select Connect.

- Once you've joined the Xfinity Wi-Fi network manually, your device will automatically connect whenever the network is in range of an Xfinity Wi-Fi hotspot.

- Sign In to Xfinity Wi-Fi
 - Once connected to the xfinitywifi network, launch your Web browser (assumes a default) and you will be taken to the Xfinity Wi-Fi login page.

- Enter your Xfinity email or username and password.
 - Enter a friendly name for the device that you are signing in with (e.g. Jen's Tablet)
 - Click Sign In
- After you successfully enter your information, you will be directed to the Xfinity Wi-Fi home page. From there, you can begin to browse the Internet!

WHICH NETWORK SHOULD I BE USING TO CONNET ONLINE WHEN I'M HOME?

Remember that there is a *cap of 40 one-hour Wi-Fi sessions every 30 days*. To conserve hotspot hours for when you need Internet access outside the home, be sure to install and begin using the in-home Wi-Fi modem provided in the Internet Essentials Welcome Kit as soon as you receive it. At the end of each one-hour session, you will be prompted to log in again and use another one-hour pass.

MISCELLANEOUS

HOW CAN I CONTACT CUSTOMER SERVICE?

- If you are not a customer and have questions about applying for Internet Essentials please call [1-855-8-INTERNET \(1-855-846-8376\)](tel:1-855-8-INTERNET).
- If you are an existing Internet Essentials customer and have questions about your account please call [1-800-XFINITY \(1-800-934-6489\)](tel:1-800-XFINITY).
- Hours of operation are from 8 AM to Midnight (EST), seven days a week.

HOW CAN I MAKE CHANGES TO MY ACCOUNT?

Call [1-800-XFINITY \(1-800-934-6489\)](tel:1-800-XFINITY) if you need to make the following changes to your account:

- Change name, address, email and / or phone number
- Cancel your current Internet Essentials service
- Add phone, video and / or home security service
- Remove phone, video and / or home security service

I'M MOVING, HOW CAN I TRANSFER MY SERVICE?

Call [1-855-8-INTERNET \(1-855-846-8376\)](tel:1-855-8-INTERNET) if you need to make the following changes to move Internet Essentials service to a different address or restore / reconnect Internet Essentials service. Hours of operation are from 8 AM to Midnight (EST), seven days a week.

HOW DO I PAY MY BILL?

After two months, you will continue to be billed at regular Internet Essentials rates (\$9.95/mo.) unless you disconnect your service. Select from the following options to pay your bill:

- Pay your bill online by clicking [here](#).
- Pay your bill through Xfinity's My Account app. You can download the app [here](#).
- Pay your bill using automated phone service by calling [1-800-Xfinity \(1-800-934-6489\)](tel:1-800-Xfinity) and select Billing when prompted.
- Pay your bill at an Xfinity store kiosk. Find your closest Xfinity store [here](#).

CONNECTING TO YOUR NEW INTERNET ESSENTIALS SERVICE WITH A WI-FI ENABLED DEVICE/CHROMEBOOK

➤ Sign Up for Internet Essentials

- On or after Monday, March 16, sign up for Comcast Internet Essentials via smartphone, tablet, or computer by going to <https://www.internetessentials.com/>
- When you complete your Internet Essentials application you will receive an email with an account number and username and be asked to set up an email address and password. *Have that information available.*

➤ Connect Your Device to Wi-Fi

- Internet Essentials is powered by Comcast's Xfinity network. Your device is able to find Comcast XFINITY Wi-Fi hotspots which are on the network and allow you to connect to the Internet at fast Wi-Fi__33 speeds around town. For more information on hotspots see: <https://www.internetessentials.com/get-help#account&ContactWiFi-relatedquestions>.
- Turn on Xfinity Wi-Fi:
 1. At the bottom right of your screen, select the time.
 2. Select Not Connected . Note: If you see your Wi-Fi network name and a signal strength, your device is already connected to Wi-Fi.
 3. Turn on Wi-Fi.
 4. Your Chromebook will automatically look for available networks and show them to you in a list.
 5. Find the "xfinitywifi" network name (also called an SSID) in the list of available networks on your device and select it.
 6. When prompted, type in your network password.
 7. Select Connect.
- Once you've joined the Xfinity Wi-Fi network manually, your device will automatically connect whenever the network is in range of an Xfinity Wi-Fi hotspot.

➤ Sign In to Xfinity Wi-Fi

- Once connected to the xfinitywifi network, launch your Web browser (assumes a default) and you will be taken to the Xfinity Wi-Fi login page.
- Enter your Xfinity email or username and password.
- Enter a friendly name for the device that you are signing in with (e.g. Jen's Tablet)
- Click Sign In

After you successfully enter your information, you will be directed to the Xfinity Wi-Fi home page. From there, you can begin to browse the Internet!

At the end of each one-hour session, you will be prompted to log in again and use another one-hour pass. Please remember that there is a *cap of 40 one-hour Wi-Fi sessions every 30 days*. **To conserve hotspot hours for when you need Internet access outside the home, be sure to install and begin using the in-home Wi-Fi modem provided in the Internet Essentials Welcome Kit as soon as you receive it.**