



INTERNET ESSENTIALS PARTNERSHIP PROGRAM

internet»
essentials
FROM COMCAST

August 2020

COMCAST

Internet Essentials from Comcast

Comcast believes that everyone should have access to the opportunities made possible by having the Internet at home. Since 2011, Internet Essentials is our answer to help close the Digital Divide.

Working side-by-side with our schools, government, and non-profit partners, we have connected more than 2,000,000 families to the power of the Internet in their homes.

This program has grown to be our largest and most successful community investment initiative and is now a part of our organizational DNA. The spirit of the program truly aligns with our mission to improve and enrich our communities.

When our communities thrive, so do we.



Internet Essentials Confronts All Three Barriers to Internet Adoption

Internet Essentials is designed to be a wrap-around solution to directly confront every barrier to digital adoption by offering affordable Internet, subsidized computers, and free digital literacy training to eligible low-income families.



Affordable Internet Service

Speeds of 25/3 Mbps for \$9.95/month + tax.

- No contract or credit check
- Free Self-Install Kit*
- In-Home WiFi included
- Access to Xfinity WiFi Hotspots

Low-Cost Computer

Customers can purchase a low-cost computer for \$149.99 + tax.

- Internet-ready laptop or desktop with a 90-day warranty
- Equipped with Windows 10, Microsoft Office, and Norton Security Suite

Digital Literacy Training

Households may also participate in free digital skills training to better understand the Internet and the many ways it can benefit them.

- Free Internet training available online, in-person, and in-print

Who Is Eligible for Internet Essentials?

Households may be eligible for Internet Essentials if they:

- ✓ Qualify for programs like the National School Lunch Program, housing assistance, Medicaid, SNAP, SSI, and others.
- ✓ Live in an area where Comcast Internet Service is available.
- ✓ Have not had Comcast Internet in the last 90 days.
- ✓ Households who owe money to Comcast may still qualify if approved by 12/31/2020.

Interested households are asked to apply either online at InternetEssentials.com or over the phone by calling 1-855-8-INTERNET.



Applying for Internet Essentials

Three Easy Steps

1 Initiated

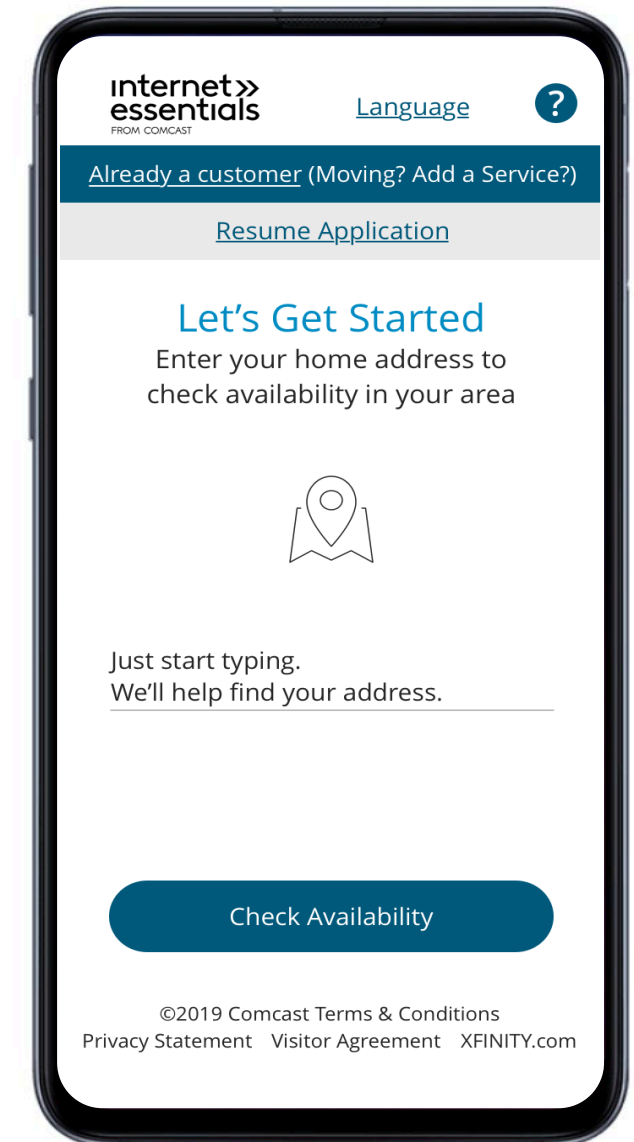
Apply for Internet Essentials by visiting www.InternetEssentials.com or calling our call center. Applicants will be guided through the process.

2 Submitted

If we can determine eligibility from their service address or from their school, we will expedite their application and no further proof is required. If we cannot, we ask them to provide us with proof of eligibility via mail, email, or fax.

3 Approved

Once approved, we offer a free self-install kit.*



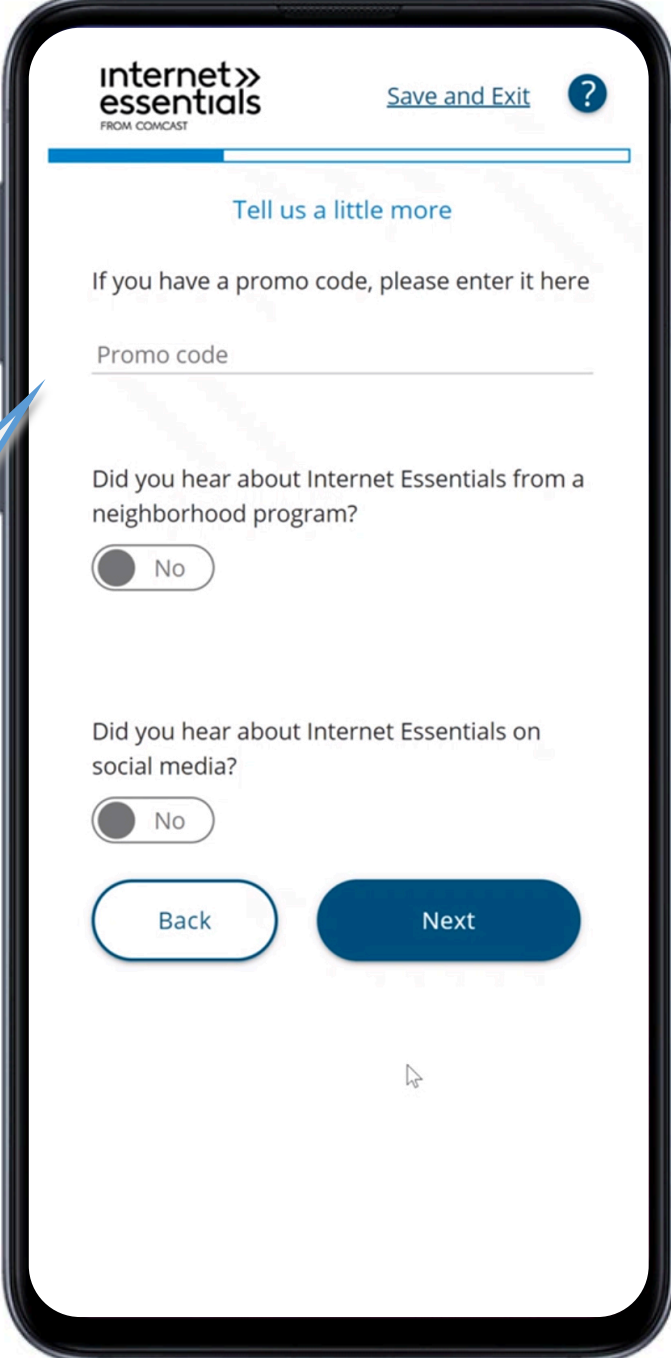
What is the Internet Essentials Partnership Program?

Over the years, partners (such as non-profits and schools) have asked for the ability to pay for or sponsor Internet Essentials service for their constituents. Prior solutions were manual and cumbersome for the partner and the customer, which limited our ability to offer this broadly.

With the launch of the **Internet Essentials Partnership Program** we can now deliver a seamless experience to sponsors and customers. This is intended for new customers only.

- Sponsors receive promotional codes that they distribute to eligible constituents.
- That one promotional code, once validated, will ensure an approved applicant's Internet Essentials billing will be pushed to the sponsor account.
- Sponsors receive one bill each month and are only charged once the constituent is approved and connected to Internet Essentials.

If you have a sponsorship promo code, please enter it here:



The screenshot shows the 'internet essentials' app interface. At the top, it says 'FROM COMCAST' and has a 'Save and Exit' button with a question mark icon. Below that is a progress bar and the text 'Tell us a little more'. The main form area contains the following elements:

- A text input field labeled 'Promo code' with a placeholder text: 'If you have a promo code, please enter it here'.
- A question: 'Did you hear about Internet Essentials from a neighborhood program?' with a 'No' toggle button.
- A question: 'Did you hear about Internet Essentials on social media?' with a 'No' toggle button.
- At the bottom, there are two buttons: 'Back' and 'Next'.

Internet Essentials Eligibility Documentation

Acceptable Public Assistance Documents: (All documentation needs to be within the current or previous year)

- MEDICAID: card or most recent eligibility letter for any member of your household
 - Public housing assistance: public housing assistance documentation, such as your lease, housing assistance payment (HAP) contract, or eligibility documentation from HUD.
 - NSLP/Head Start: copy of a 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.
 - 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.
 - Tribal assistance programs eligibility letter, including TTANF, FDPIR, etc.
 - FEDERAL PELL GRANT: (Colorado and Illinois only) documentation from your community college's financial aid office.
 - WIC: eligibility letter for the Women, Infants, and Children program.
 - VA PENSION: veterans pension eligibility determination letter from the Veterans Administration.
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