

Internet» essentials

FROM COMCAST

Internet Essentials from Comcast is the nation's largest, most comprehensive, and most successful high-speed Internet adoption program for low-income households. Since launching in 2011, we've made dozens of improvements to the program, including 12 eligibility expansions—bringing Internet Essentials to new audiences such as public housing residents, low-income veterans, seniors, community college students, and most recently, to all qualified low-income households living in Comcast's service area.

OUR APPROACH

Internet Essentials is uniquely designed to address the three major barriers to broadband adoption—digital literacy and relevance, computer equipment, and cost—and relies on a network of tens of thousands of partners to help communities cross the digital divide.

\$9.95

per month + tax

No credit check

No term contract

No installation fee

Up to 25/3 Mbps

2 million+ U.S. households

connected, serving approximately 8 million people, to the Internet at home

\$650 million

invested in digital literacy initiatives, benefitting 9.5 million people

100,000 subsidized computers

sold to Internet Essentials customers

COVID-19 RESPONSE

During this extraordinary time, it is vital that as many Americans as possible stay connected to the internet—for education, work, and personal health reasons. At Comcast, we've been looking for ways to help through our Internet Essentials program. We are taking steps to implement the following new policies:

- All **new Internet Essentials customers** who apply and are approved by December 31, 2020, will receive **two months of free service.**
- We have **permanently increased speeds** for all Internet Essentials customers to **25/3 Mbps**, to ensure our customers will be able to meet their increased needs as a result of this health crisis.
- Through December 31, we are temporarily **offering amnesty to households with a past due balance** that is less than a year old for the purpose of connecting to Internet Essentials.
- Through October 1, we **will not disconnect a customer's internet service or assess late fees** if they contact us and let us know that they can't pay their bills during this period.
- **Xfinity WiFi hotspots** located in businesses and outdoor locations across the country will be **available to anyone** who needs them for free—including non-Xfinity Internet subscribers, through December 31.

PROGRAM ELIGIBILITY

Now available to low-income households eligible for public assistance programs such as Medicaid, the National School Lunch Program, SNAP, HUD Housing Assistance, and others. Additionally, households must live in Comcast's service area, not be a current Comcast Internet customer, and not have outstanding debt to Comcast that is less than one year old.

It's fast, easy, and simple—check to see if you're eligible and apply at www.InternetEssentials.com from your mobile device.

