

Internet Essentials from Comcast

Comcast's Internet Essentials is the nation's largest and most comprehensive high-speed internet adoption program for low-income households. It provides low-cost internet service for \$9.95 a month; the option to purchase an internet-ready computer for less than \$150; and access to free digital literacy training in print, online, and in person.

In five years, Internet Essentials has connected **750,000 families**, or **3 million low-income Americans**, to the power of the internet at home. Recently, Comcast expanded the program to all households living in HUD-assisted housing (Public Housing, Housing Choice Vouchers, or Multifamily). This means even more individuals, including seniors, veterans, and adults without children, are now eligible to apply to the program. Since the program's inception in August 2011, the company has made more than 25 key enhancements, including:



Increased speeds three times in four years: The current download speed is up to 10 Mbps downstream, which is enough to power multiple devices simultaneously.



Added free in-home Wi-Fi: Customers can connect any internet-enabled device, such as tablets or smartphones, which could help save money on monthly wireless bills.



Streamlined enrollment process: Families whose children attend schools with 40 percent or more participation in the National School Lunch Program are instantly approved when they apply for Internet Essentials and do not need to submit additional paperwork. Public housing residents *may* also be instantly approved if their home address is within a public housing development.



Increased eligibility nine times in five years: For instance, Comcast now offers amnesty for families who are eligible for Internet Essentials and have a past due balance older than one year. Also, in addition to expanding to HUD-assisted households, Internet Essentials pilot programs are available for low-income seniors and low-income community college students in select markets.



Reflected our diverse communities: English and Spanish-speaking families may call our dedicated in-language call centers or apply online at InternetEssentials.com. Materials for Internet Essentials are available in 12 languages beyond English and Spanish, such as Somali, Chinese, Korean, and Russian.

Internet Essentials Investments

Through Internet Essentials, Comcast has invested more than \$300 million in cash and in-kind support to help fund digital literacy and readiness training and education, reaching 4.4 million people through national and local non-profit community partners. Through the end of June 2016, Comcast has:

- Dedicated more than \$1.8 million in grants to create Internet Essentials Learning Zones, where networks of non-profit partners are working together to enhance public Internet access and increase family-focused digital literacy training in Atlanta, Baltimore, Chicago, Denver, Fresno, Miami, and Seattle, among others.
- Provided more than 54,000 subsidized computers at less than \$150 each.
- Distributed nearly 53 million Internet Essentials program materials.
- Broadcast more than 8.5 million public service announcements, valued at nearly \$110 million.
- Welcomed more than 6.4 million visitors to the Internet Essentials websites in English and Spanish and its Online Learning Center.
- Fielded more than 4.4 million phone calls to our Internet Essentials call center.
- Offered Internet Essentials to nearly 55,000 schools and more than 5,000 school districts, in 39 states and the District of Columbia.
- Partnered with 9,000 community-based organizations, government agencies, and federal, state, and local elected officials to spread the word.

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Internet Essentials Basic Eligibility

Basic Eligibility: Any household that has at least one child who is eligible for the National School Lunch Program in a variety of educational settings including public, charter, private, parochial, cyber school, and home school may qualify for Internet Essentials. If the student attends a school where 40% of students are eligible for the National School Lunch Program, the application process will be streamlined. Additionally, households may be eligible for Internet Essentials if they receive HUD housing assistance such as Public Housing, Housing Choice Vouchers (Section 8 Vouchers) or Multifamily Assistance (such as Project-Cased Section 8 and 202/811). To find out if you qualify, start an online application today.

In addition to the above criteria, households must:

- Live in an area where Comcast Internet Service is available
- Not have subscribed to Comcast Internet within the last 90 days
- Not have outstanding debt to Comcast that is less than one year old

Internet Essential Pilot Program Eligibility

Senior Citizens: A pilot program for low-income seniors is available in Boston, Palm Beach County, Philadelphia, San Francisco, and Seattle. In order to be eligible, a senior must be 62 years or older, live in a pilot market, and receive federal or state public assistance (varies by state).

Community College: A community college pilot program is available to low-income students in Colorado and Illinois. In those states, students who are Pell grant recipients are eligible for the program.

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- Live in an area where Comcast Internet Service is available
- Not have subscribed to Comcast Internet within the last 90 days
- Not have outstanding debt to Comcast that is less than one year old