



## internet» essentials

FROM COMCAST

Affordable Internet at Home for Eligible Households

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# Staying Connected During Coronavirus

As our country continues to manage the COVID-19 emergency, Comcast is taking immediate steps to make it easier to connect low-income families to home Internet.

- New Internet Essentials customers will receive two free months of Internet service if they apply by April 30, 2020. After promotion, regular rates apply.
- For all new and existing Internet Essentials customers, the speed of the program's Internet service has increased to 25 Mbps downstream and 3 Mbps upstream.
- Households with outstanding debt owed to Comcast may be eligible for Internet Essentials. We are waiving this qualification if you apply and are approved by 5/13/20. After 5/13/20, standard eligibility rules apply.

## Things to Know

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Do I live in an area where I can get Internet Essentials from Comcast?

Am I eligible for Internet Essentials?

I am an Internet Essentials customer and I heard that speeds increased, do I need to do anything?

How do I get the promotion for two free months as a new customer?

Once approved for Internet Essentials, how long will it take for me to receive Internet?

Can I disconnect from Internet Essentials at any time?

I am an existing Internet Essentials customer, can I get two months free?

I am not eligible for Internet Essentials but need a home Internet connection.

What should I do?

What if I have more questions about Internet Essentials?

Can I have more details about pricing & other info.?

What happens if I scheduled a professional installation?



## Step 1: Qualify

You may qualify for Internet Essentials if:

### A

You are eligible for public assistance programs such as the National School Lunch Program, Housing Assistance, Medicaid, SNAP, SSI and [others](#).

### B

You live in an area where Comcast Internet service is available.

### C

You are not an existing Xfinity Internet customer and have not subscribed to Comcast Internet within the last 90 days.

## D

You have no outstanding debt to Comcast that is less than one year old. Households with outstanding debt more than one year old may still be eligible.\*

\*Due to the Coronavirus emergency, households with outstanding debt owed to Comcast may be eligible for Internet Essentials. We are waiving this qualification if you apply and are approved by 5/13/20. After 5/13/20, standard eligibility rules apply.



### Step 2: Apply

[Apply Now](#)

Signing up is easy and fast from your mobile device. You may be instantly approved!



### Step 3: Get Approved

We'll review your completed application and let you know through SMS, email or snail mail if you are approved. If we need documents the fastest way to submit is to take a picture with your phone and upload right in the application!



### Step 4: Get Online

If approved, you could have a home Internet connection in 5-7 business days. Use the step-by-step guide included with your Internet equipment (which includes a modem and WiFi router) to set up your service.

