Internet Essentials Application Overview
Internet Essentials

- Internet Essentials Service:
  - High-speed internet service for $9.95 + tax / month (25/3Mbps)
  - No credit check, no contract
  - Access to 40 hours of Xfinity WiFi hotspots (Internet outside the home) every month
  - Free installation

- Optional Computer:
  - Customers have the option to purchase a refurbished computer for $149.99 + tax at any point
  - Includes Microsoft Office (Word, PowerPoint, Excel etc.) Norton Antivirus, and a 90-day warrantee
  - For more information, visit https://internetessentials.com/low-cost-computer

- Digital Skills Training:
  - Option to participate in free online or in-person trainings through our network of local partners
  - More information available at https://internetessentials.com/learning

Internet Essentials Sign Up:
You are eligible if you:

- Live in a Comcast serviceable area
- Have not subscribed to Comcast Internet in the last 90 days
- Do not have debt owed to Comcast that is under 1 year old
- Participate in one of the below assistance programs:
  - **MEDICAID**: card or most recent eligibility letter
  - **Public housing assistance**: public housing assistance documentation, such as your lease, housing assistance payment (HAP) contract, or eligibility documentation from HUD
  - **National School Lunch Program/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
  - **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
- **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

All documentation submitted needs to be within the current or previous year

- **Start the application** by visiting: [www.InternetEssentials.com](http://www.InternetEssentials.com) and clicking “Apply Now”. If you run into technical problems, call **855-846-8376**

**Internet Essentials Application:**

The Internet Essentials Application is comprised of the following 4 steps.

**Steps to apply:**

1. Basic Information
2. Personal Details
3. Essential Steps
4. Review & Confirm
Step 1: Basic Information

- Enter your first and last name, email address, phone number and address.
- When ‘Next’ is clicked, the system checks:
  - Is your address in the Comcast footprint?
  - Have you already started an application with the phone number and/or address provided?
  - Are you an existing customer? If so, the “Just a little more information needed.” screen will be displayed

<table>
<thead>
<tr>
<th>Application</th>
<th>Language</th>
<th>Get Help</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Basic Information</td>
<td></td>
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<tr>
<td>Let's Get Started!</td>
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<tr>
<td>Please enter your contact information below.</td>
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<tr>
<td>If you have already started an application please [click here to resume saved application] or [upload documents].</td>
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<table>
<thead>
<tr>
<th>Field</th>
<th>Input Details</th>
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<tbody>
<tr>
<td>Your Name *</td>
<td>First Name, Last Name</td>
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<tr>
<td>Email address</td>
<td>Email, [I do not have an email address]</td>
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<tr>
<td>Phone number *</td>
<td>Phone Number, [Mobile], [Home Phone]</td>
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<tr>
<td>Home Address *</td>
<td>Just start typing, We'll help you find your address. 1234 Main Street, Apt 10, Peazamville, MA 01040</td>
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<td>Next</td>
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Step 2: Personal Details

- Enters your date of birth, social security number and answer a few questions
  - The system limits all date of births to ensure applicant is at least 18 years old. For example, 2001 or before
- You have the option to enter your social security number. If you do not have one, select “I do not have a Social Security Number” and take a selfie with your government ID.
- You will be asked, “Do you have a child or children attending school, or being homeschooled, in your household?”
- Did you hear about Internet Essentials from a neighborhood organization?
- Do you have a promo code? No
Step 3: Essential Steps

Installation:

- Most will be sent a free and easy self-install kit by mail
  - If your address requires a professional installation you will be taken directly to the timeslot selection page for professional installation.

Step 3: If you require professional installation

- The following page displays the next available time slots for a technician to set up your service.
- There is no minimum time set, the installation can be selected as early as next day as long as quota is available in the market.
- You must select check box
- You must confirm that someone over 18 years of age will be present at the time of installation

Please select an available time slot that works for you.

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<tr>
<th>Time Slots</th>
<th>05 Sat</th>
<th>07 Sun</th>
<th>08 Mon</th>
<th>09 Tue</th>
<th>10 Wed</th>
<th>11 Thu</th>
<th>12 Fri</th>
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<td>07:00 AM-07:30 AM</td>
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<td>09:00 AM-09:30 AM</td>
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<td>12:00 PM-04:00 PM</td>
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Your installation appointment is not confirmed until you complete your order.

"I confirm that someone 18 years of age or older will be present."
Step 4: Review & Confirm

Review & Confirm
- This page confirms your selections before submitting your application.
- You are required to agree to the Terms & Conditions before submitting your application.

Congratulations
- If you are approved, the congratulations page is shown to indicate the successful completion of the application along with your application ID and other customer details.
- The page also shows your installation type.
FAQs

Existing Video or Voice Customers

- For applicants who already have existing Comcast service (Xfinity Video, Voice, Home, Mobile), you will be prompted to sign into your existing account:
  - After clicking “Next” you will see the page below (Customer Identity Management Page) to continue your application.
- Note: This page will be shown only you are creating an application. If you are not authenticated due to invalid credentials, then you will be taken to a hard stop page, which tells you to call the call center for support.

Internet Essentials Online Application Errors

If you experience any problems with the online application, you can call 1-855-8-INTERNET (1-855-846-8376) and be connected with a call center agent.

Thank you