

Comcast Internet Essentials Program

- Offers access to low-income families.
- Prospective customers have to apply and be approved for the Internet Essentials program.
- If you meet the requirements, Comcast will set you up with a \$10 monthly plan.

In response to the increased number of people accessing the internet from home, Comcast is taking steps to implement the following new policies and other important initiatives for the next 60 days:

Xfinity WiFi Free For Everyone: Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers

Pausing Our Data Plan: While the vast majority of our customers do not come close to using 1TB of data in a month, we are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.

No Disconnects or Late Fees: 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.

Internet Essentials Free to New Customers: New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month. Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward.

News, Information and Educational Content on X1: For those with school-age students at home, we've created new educational collections for all grade levels in partnership with Common Sense Media. Just say "education" into your X1 or Flex voice remote. To help keep customers informed, we also have created a collection of the most current news and information on Coronavirus. Just say "Coronavirus" into your X1 or Flex voice remote.

The company says it will begin implementing its plan on Monday, March 16.

More information: <https://www.internetessentials.com/>