



WELCOME

1
Internet»
essentials
FROM COMCAST

Our ACP Partner Webinar will begin soon

COMCAST

What is the Affordable Connectivity Program (ACP)?

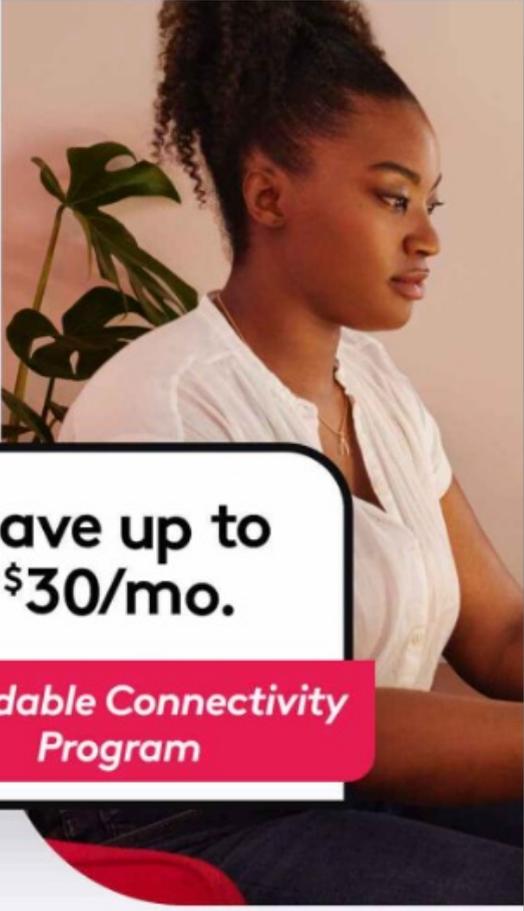
Affordable Connectivity Program

You may be eligible for up to \$30/month towards your Internet and mobile services

As part of our ongoing commitment to keeping you connected, Xfinity is proud to participate in the Affordable Connectivity Program (ACP), which provides eligible households a credit of up to \$30/month towards your Internet and mobile services. We're making it simple for both new and existing customers to apply this credit towards Xfinity Internet, Internet Essentials and Xfinity Mobile services.

How to apply **Am I eligible?**

Only eligible households may enroll. Benefit is up to \$75/month in Tribal lands.



Save up to \$30/mo.

Affordable Connectivity Program

Comcast is proud to participate in the Affordable Connectivity Program (ACP), a federal government program which provides low-income households a credit of up to \$30/month towards their Internet and/or Xfinity mobile services. (Qualified households within Tribal lands will receive up to \$75/month).

National School Lunch Program, SNAP, Medicaid, Federal Public Housing Assistance, Lifeline, Federal Pell Grants, WIC, and other benefit program recipients are eligible.

Learn more at [Xfinity.com/acp](https://xfinity.com/acp)

Internet Essentials Product Offerings

Internet Essentials offers two tiers of high-speed Internet service at home and Xfinity Mobile to help meet the individual needs of families:

Internet Essentials:

- 50/10 Mbps
- \$9.95/month + tax (\$0 with ACP credit)
- Equipment (Gateway) rental fees included

Internet Essentials Plus:

- 100/10 Mbps
- \$29.95/month + tax (\$0 with ACP credit)
- Equipment (Gateway) rental fees included

Xfinity Mobile*:

- Internet Essentials and one Xfinity Mobile Unlimited line with 5G together for only \$24.95/month when you qualify for the ACP
- Unlimited for \$45 per line per month
- By the Gig shared data starting at 1 GB for \$15/month



**If a customer has both Internet and Xfinity Mobile service, the ACP benefit will first be applied to the Internet portion of their bill. Any balance will be applied to Xfinity Mobile services.*

Internet Essentials Eligibility

Individuals qualify for the Internet Essentials program if they:

- 1** **Qualify for public assistance programs** like the National School Lunch Program, housing assistance, Medicaid, SNAP, SSI, Federal Pell Grant, and others.
For a full list of accepted documents, please visit InternetEssentials.com/get-help
- 2** **Live in an area where Comcast Internet service is available**
- 3** **Have not had Comcast Internet within the last 90 days***
- 4** **Have no outstanding debt to Comcast that is less than one year old***

**If a customer qualifies and enrolls in ACP with Comcast, the 90-day and outstanding debt eligibility restrictions do not apply for the duration of the ACP. We are also waiving the outstanding debt eligibility restriction through June 30, 2022, for Internet Essentials applicants not enrolling in ACP with Comcast.*



LOW-INCOME HOUSEHOLDS

Receiving Federal Assistance

Apply for Internet Essentials

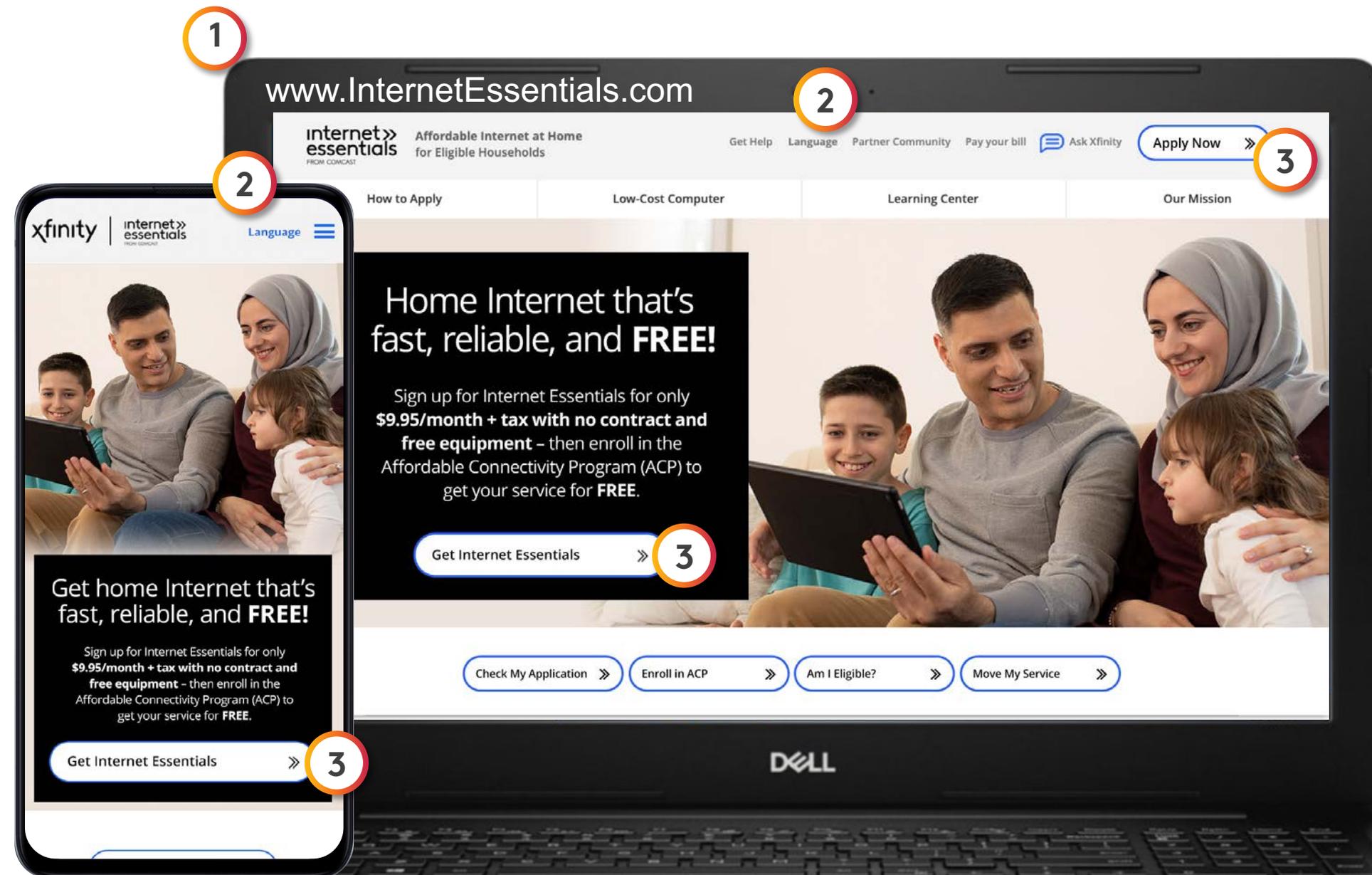
Internet Essentials from Comcast provides high-speed Internet at home to low-income households. **You may qualify to get FREE Internet Essentials service through the Affordable Connectivity Program.** The first step is to apply for Internet Essentials service.

The fastest and easiest way to apply for Internet Essentials is online from a mobile device. If you run into technical problems or have an unpaid balance, please call 855-846-8376.

1. Visit [InternetEssentials.com](https://www.InternetEssentials.com).
2. Our application is available in English, Spanish, Chinese Traditional, Chinese Simplified, Russian, Somali, and Arabic. You can change the language by clicking "Language" in the menu.

For support in American Sign Language, please visit [InternetEssentials.com/accessibility](https://www.InternetEssentials.com/accessibility)

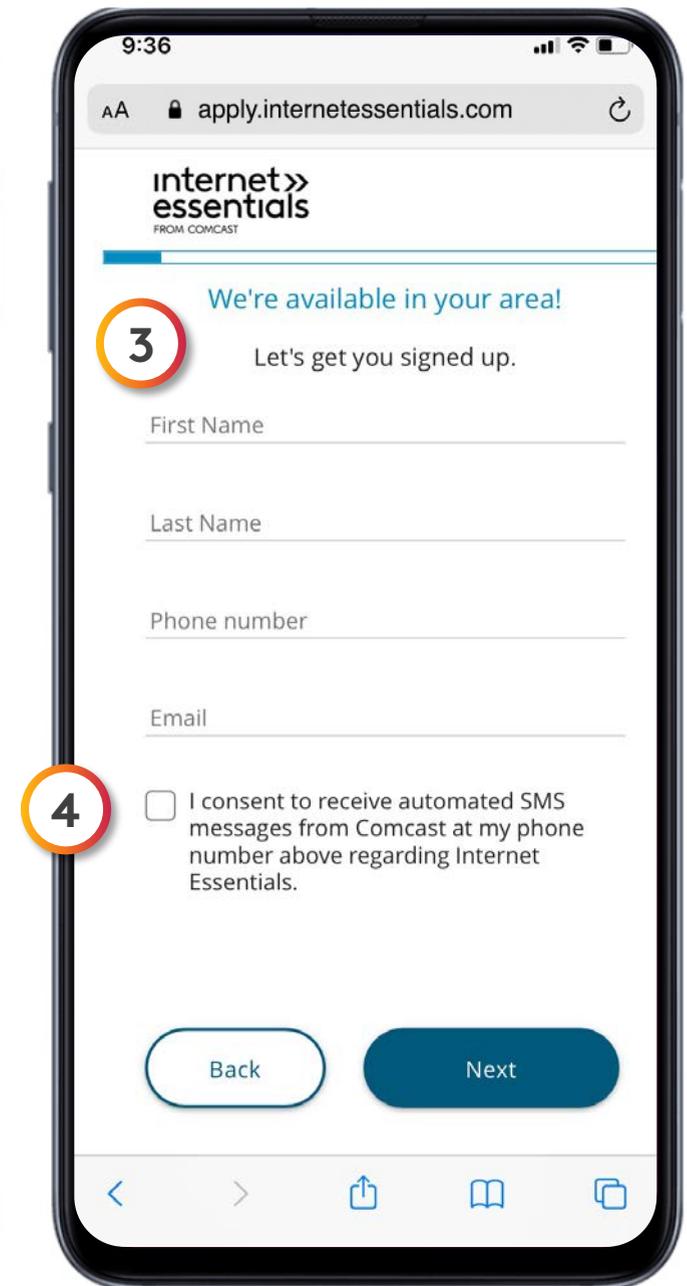
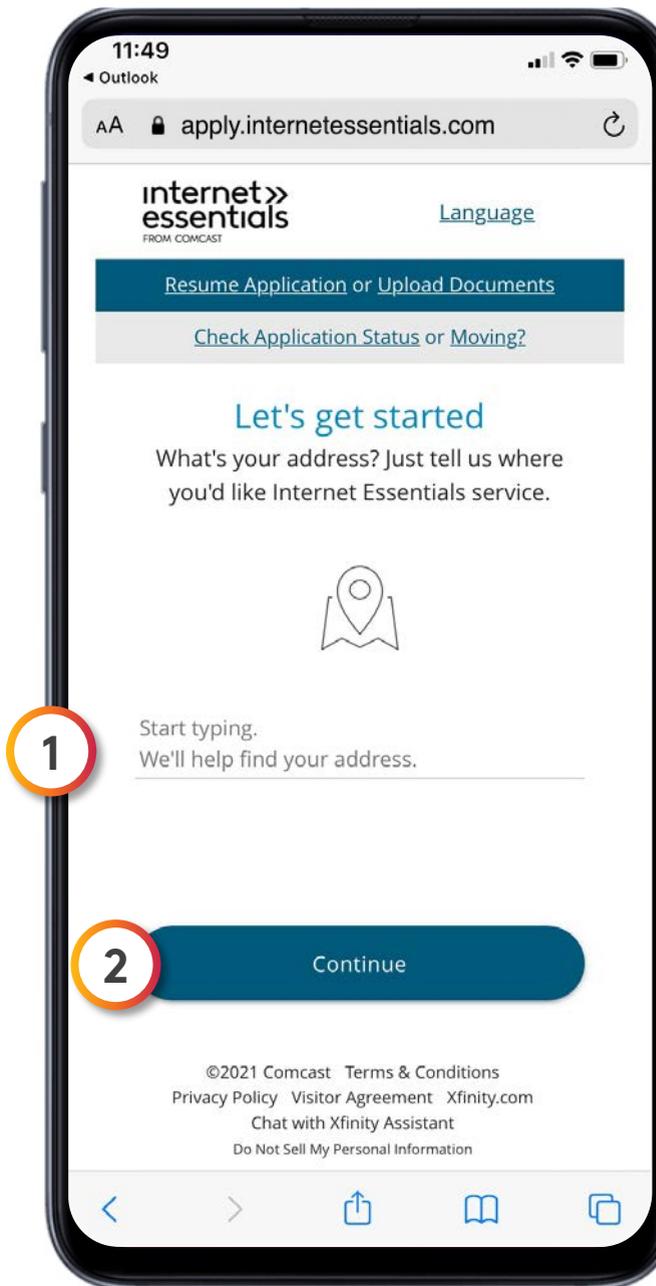
3. Click "Apply Now" or "Get Internet Essentials" buttons to start the application.



Let's Get Started

In this section of the application, we will check if you live within a Comcast service area.

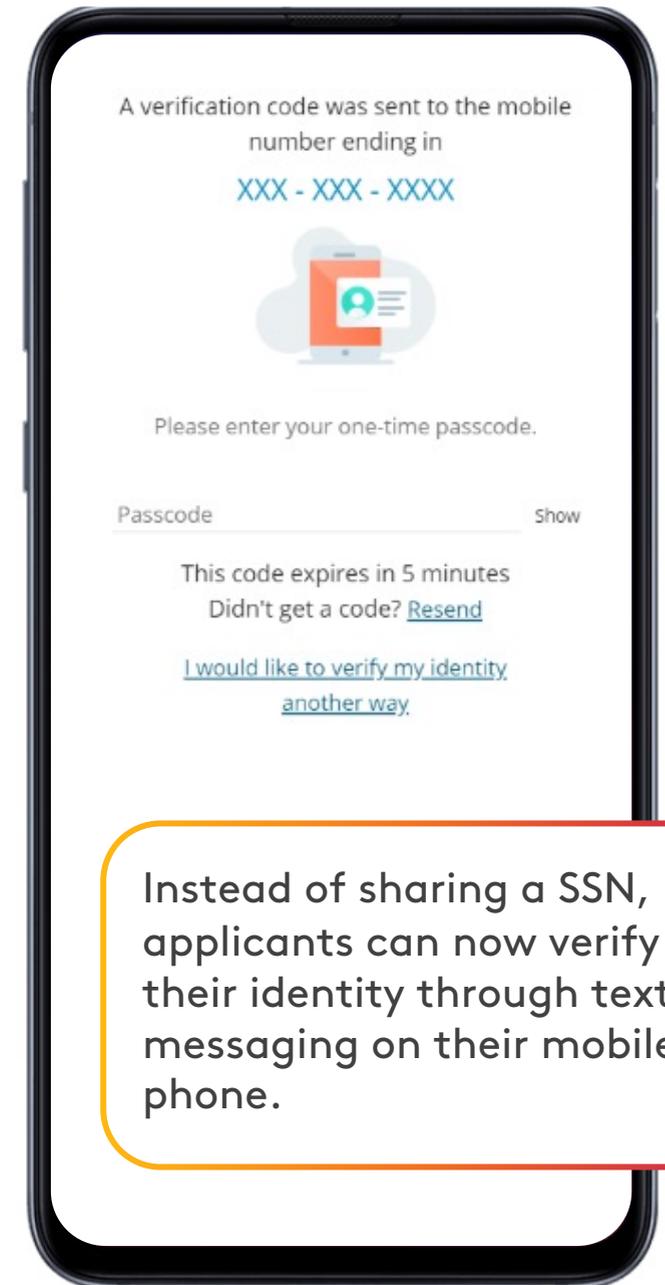
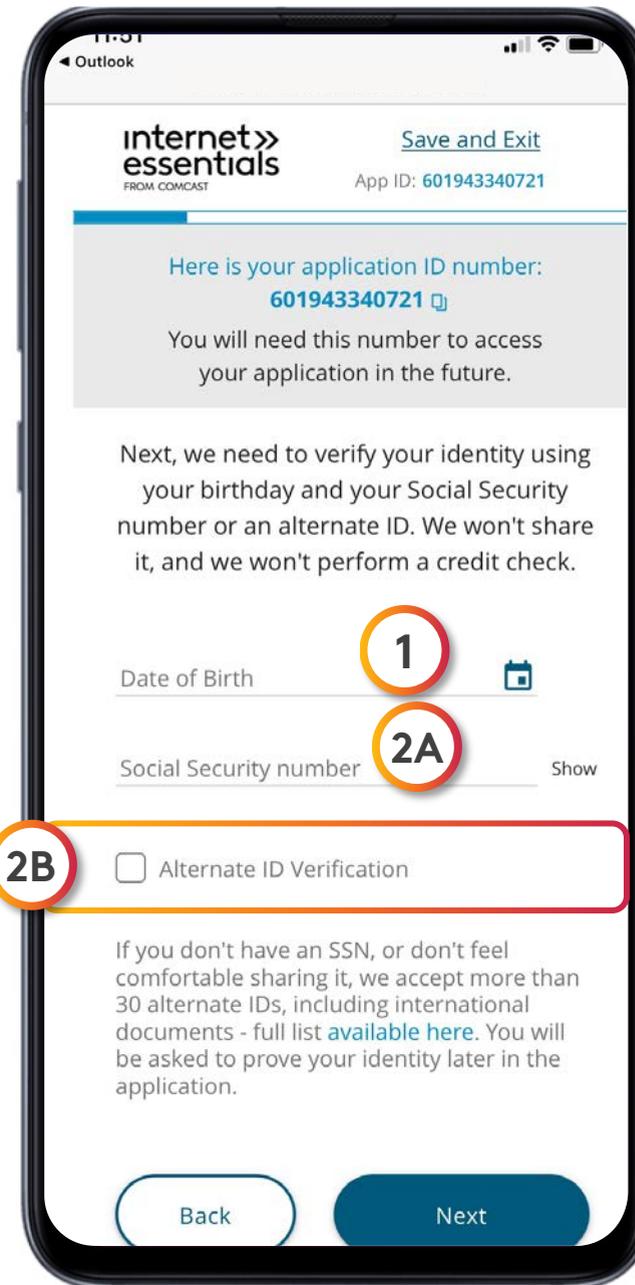
1. Enter your complete street address. As you type, our system may fill in suggestions. Clicking on your address when it pops up, instead of typing it out, can help reduce mistakes.
2. After you click "Continue," the system checks:
 - Is your address in the Comcast service area?
 - Have you already started 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.
3. If Comcast is available at your address, enter your first and last name, phone number, and email address.
4. Check the box if you would like to receive text messages about your Internet Essentials application.



Identity & Eligibility

1. Enter your birthday.
2. A. You have the **option** to enter your Social Security number (SSN), which is the fastest way to qualify and complete your application.

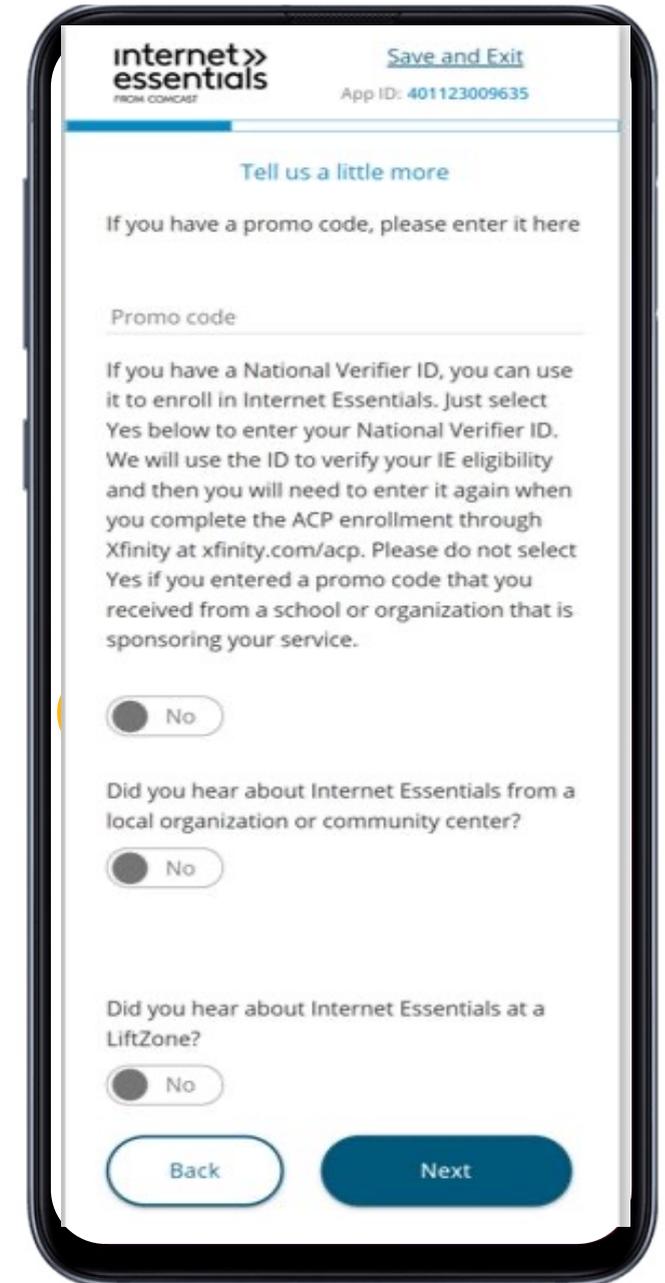
B. If you don't have an SSN, or don't wish to share it, check the box and follow the instructions to identify yourself with 1) your Alternate ID or 2) through text messaging on your mobile phone.



Instead of sharing a SSN, applicants can now verify their identity through text messaging on their mobile phone.

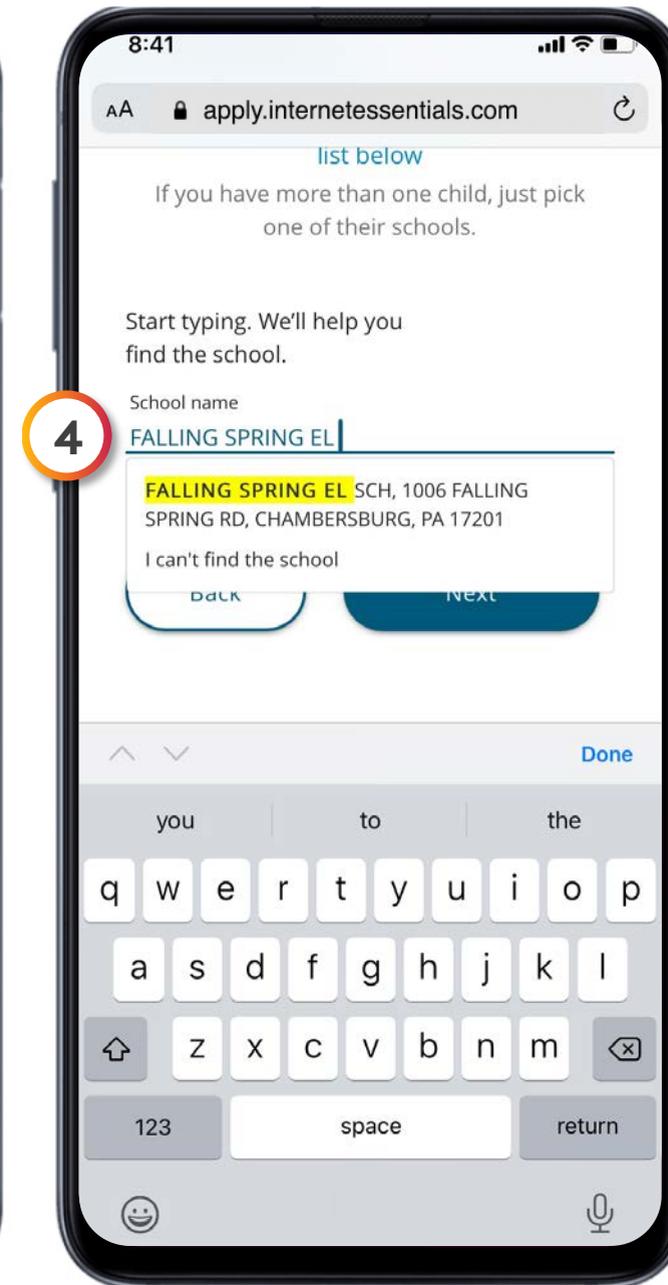
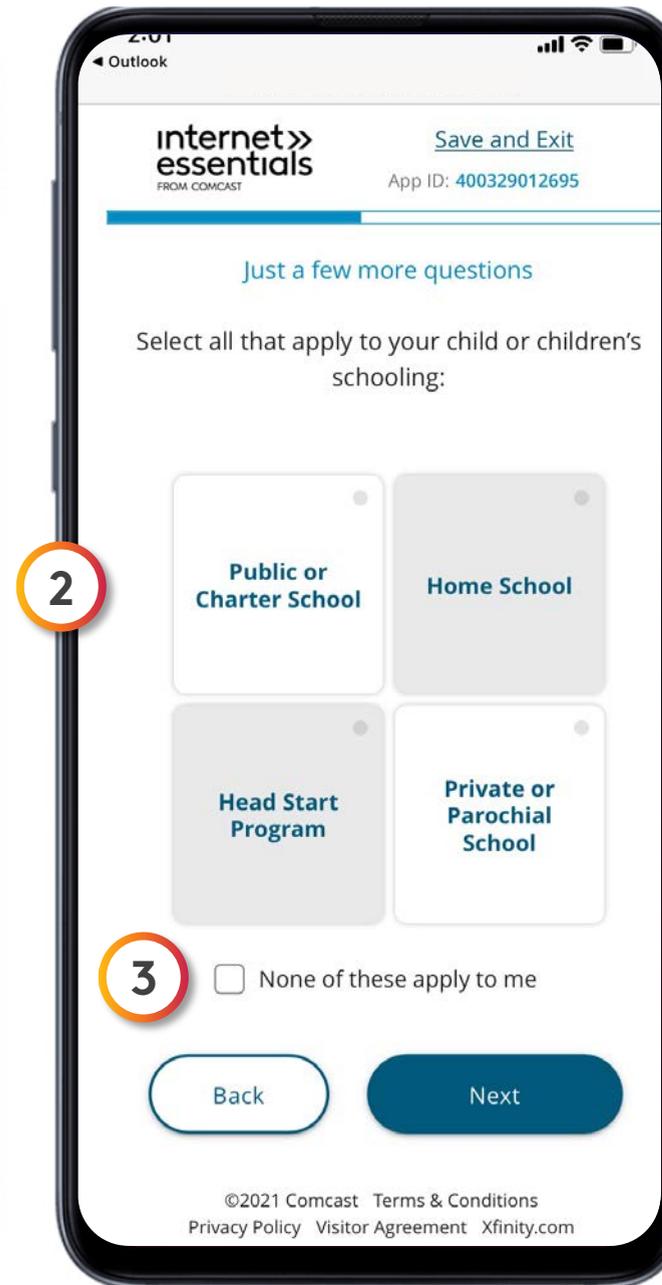
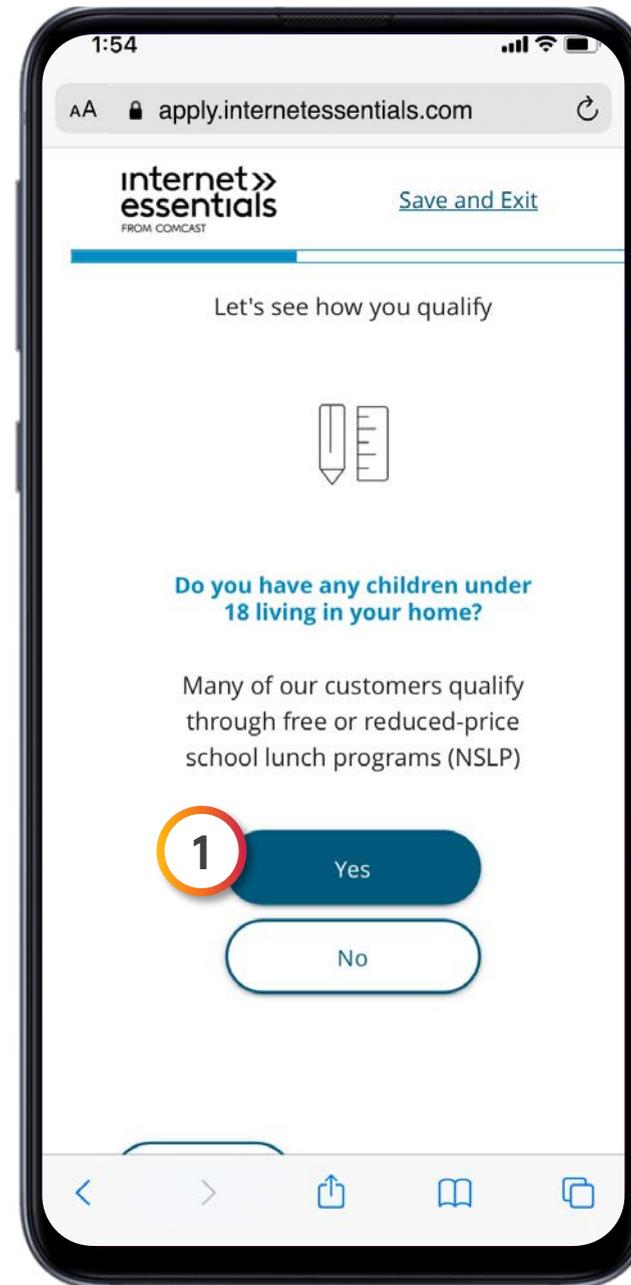
Promo Code

1. Let us know how you heard about Internet Essentials.
2. Enter a promo code only if one has been given to you. Promo codes are given to customers participating in an Internet Essentials Partnership Program.
3. We now accept enrollment in the Affordable Connectivity Program as a way to qualify for Internet Essentials. Customers can select the toggle and enter their National Verifier ID.



School Information

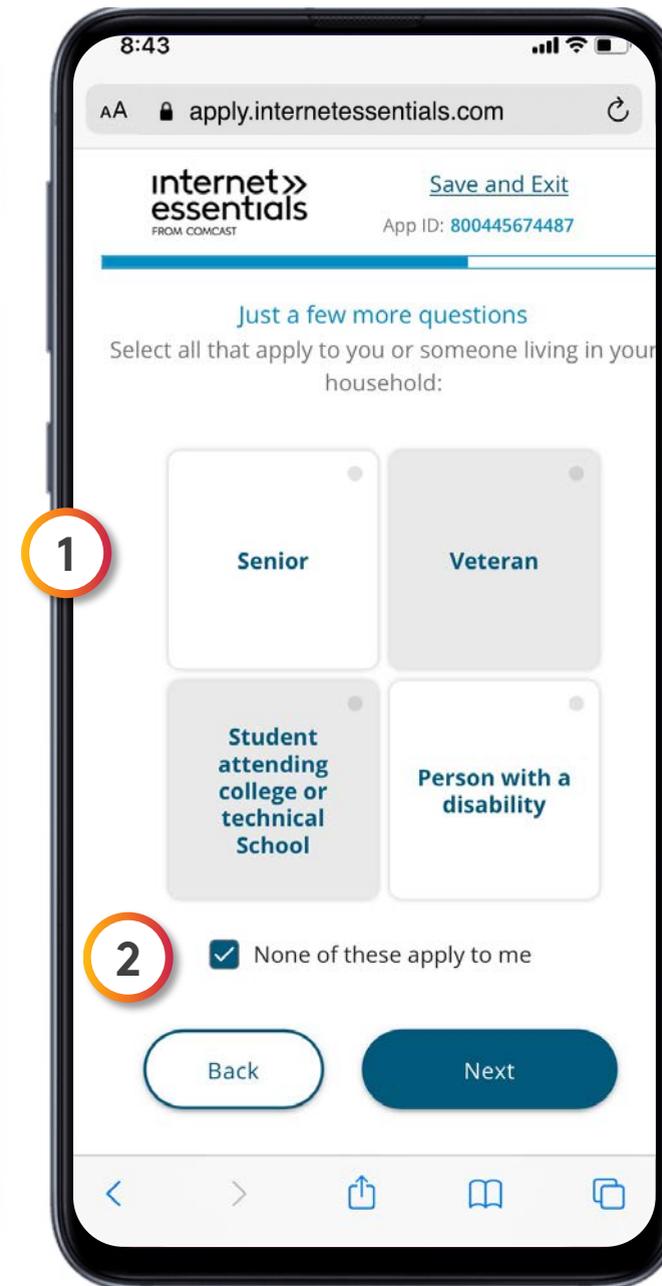
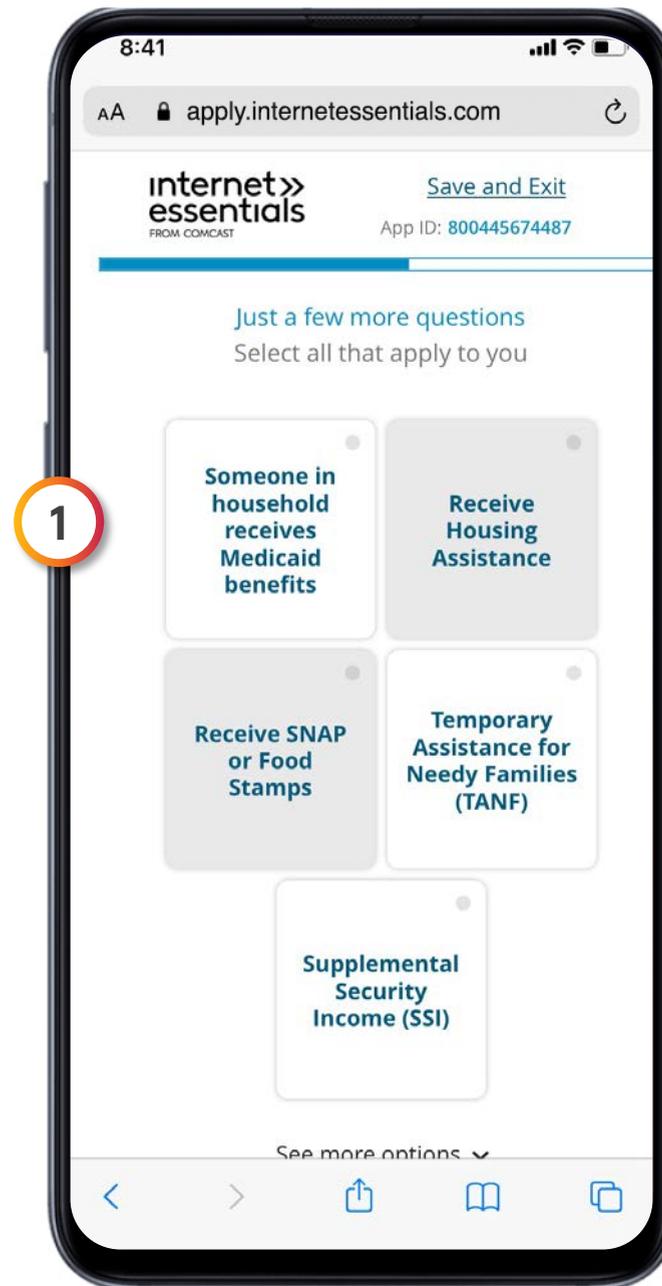
1. If you have any children living in your home, answer "Yes."
2. Select all the options that apply to your child's school.
3. If none of the four options apply, check the box.
4. Start typing the name of your child's school and select the correct option.



Program Selection

Internet Essentials serves low-income households who qualify for a variety of assistance programs like the National School Lunch Program, housing assistance, Medicaid, SNAP, SSI, Federal Pell Grant, and others.

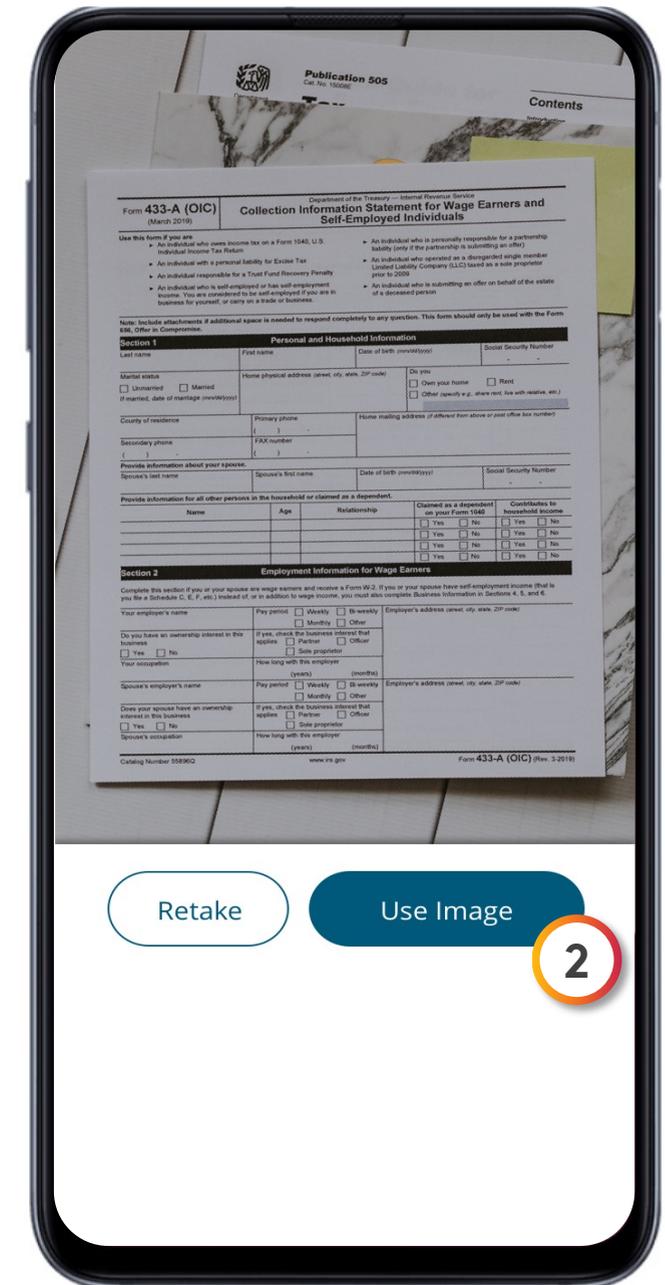
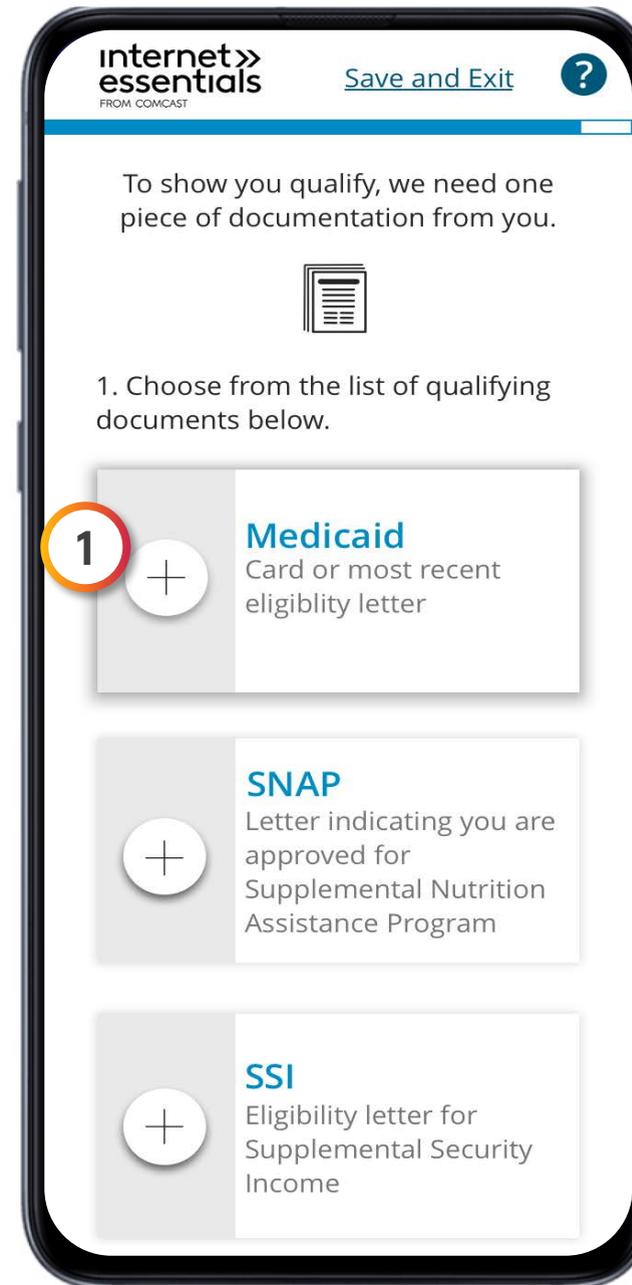
1. We will ask questions to make sure you qualify for Internet Essentials. Select all options that apply on each screen.
2. If no options apply, either enter a program, or click the box for "None of these apply to me."



Document Upload

We may ask you to provide a document to show that you qualify.

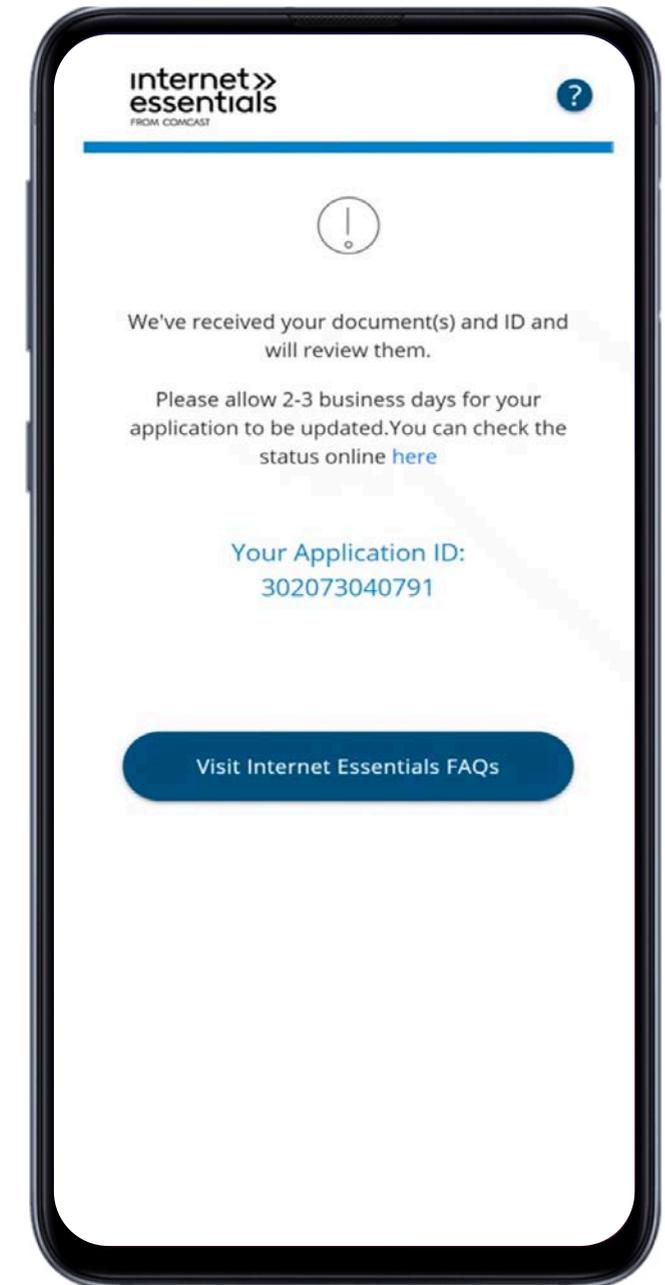
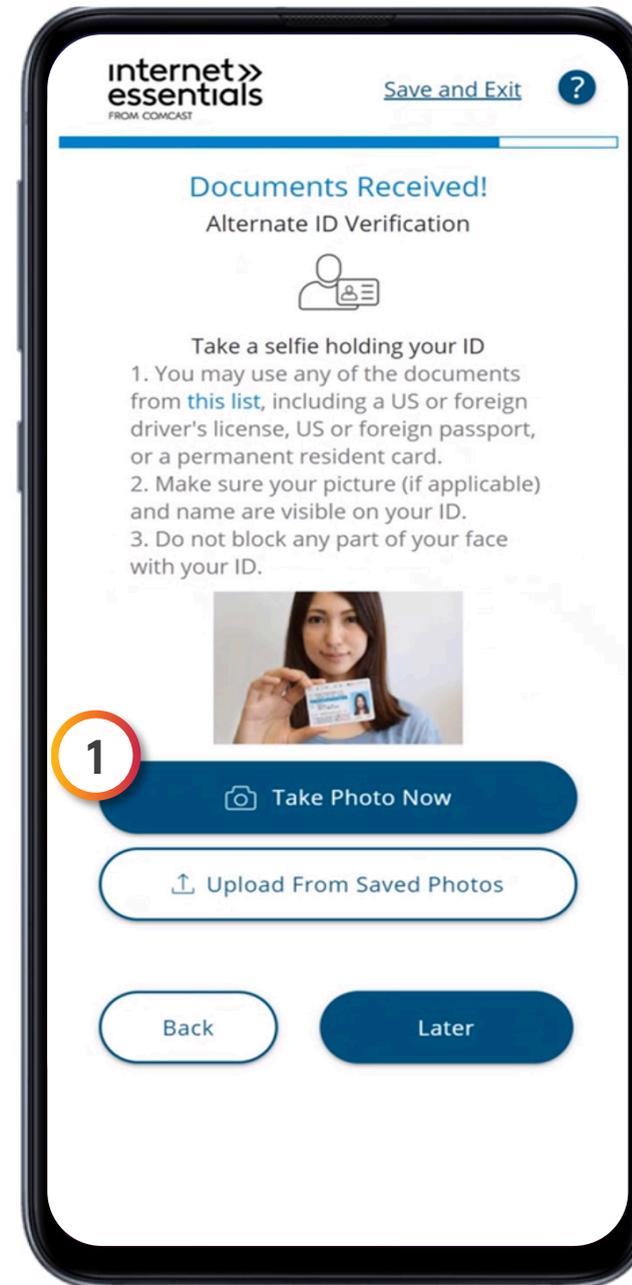
1. Select the public assistance program in which you are participating. You only need one document to prove your eligibility. Click on the "+" sign.
2. Using your phone's camera, snap a picture of your document and click on "Use Image" button. You can also upload a picture from your phone and submit using a computer.



Alternate ID Verification

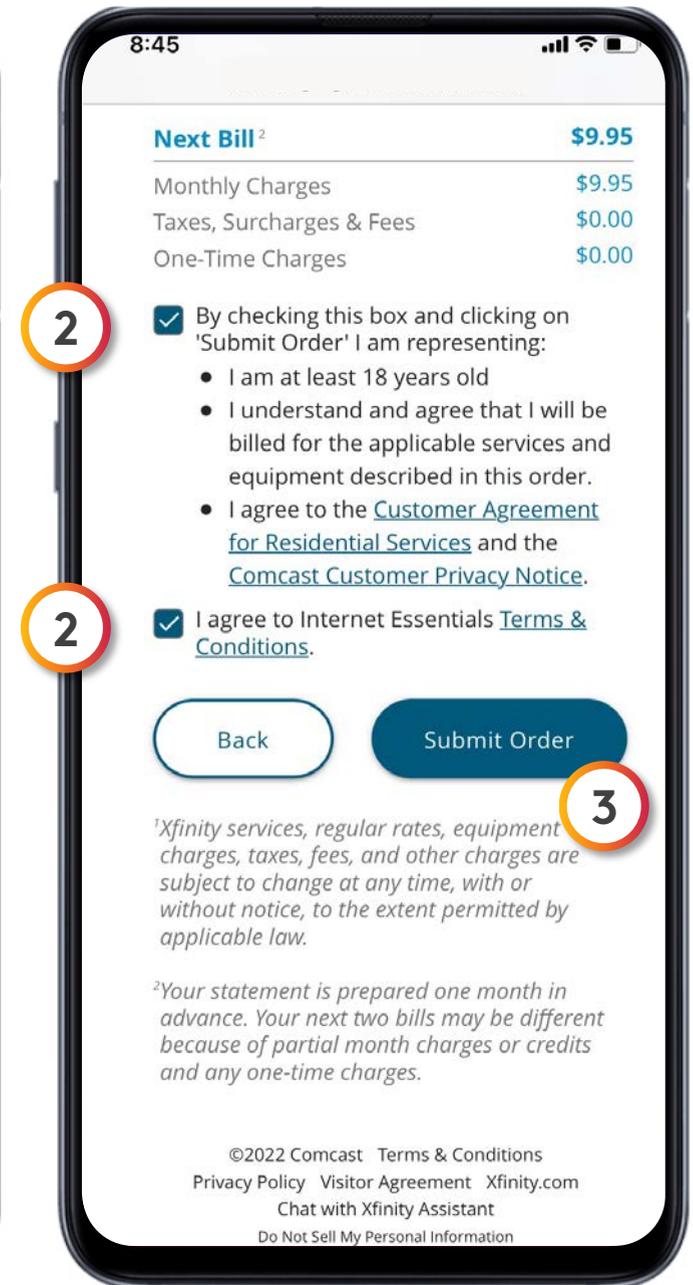
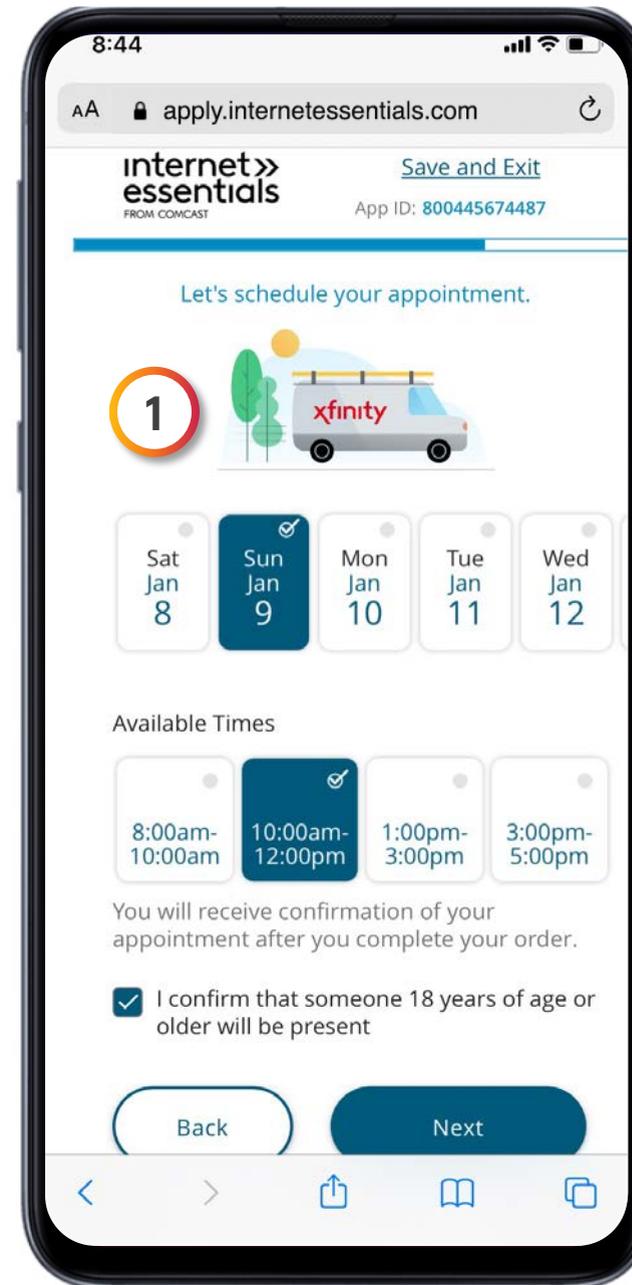
If you didn't provide a Social Security number, and you didn't opt in to verification with text on your mobile, you may need to verify your identity through Alternate ID Verification. **We accept over 30 different documents, including some international documents. Visit our [Get Help](#) page for a list of all accepted forms of ID.** You can take a photo of yourself with your Alternate ID and upload, or you can bring the ID to an Xfinity store.

1. Take a photo with your ID and upload online. You can hold your phone at arm's length and take a "selfie," or you can have someone else take the photo with your phone. Click the "Take Photo Now" button.



Equipment, Review & Confirmation

1. To protect our customers and employees during the COVID-19 pandemic, we are following state and CDC guidelines that limit close contact. Schedule an appointment for us to drop off equipment at your door. When your application is approved, you will receive a confirmation email detailing your order and to expect your equipment drop off in 7-10 business days. If you need help with your installation, just call us at 1-800-XFINITY.
2. After you review, check the two boxes to agree to the order summary and to accept our terms.
3. Click the "Submit Order" button.

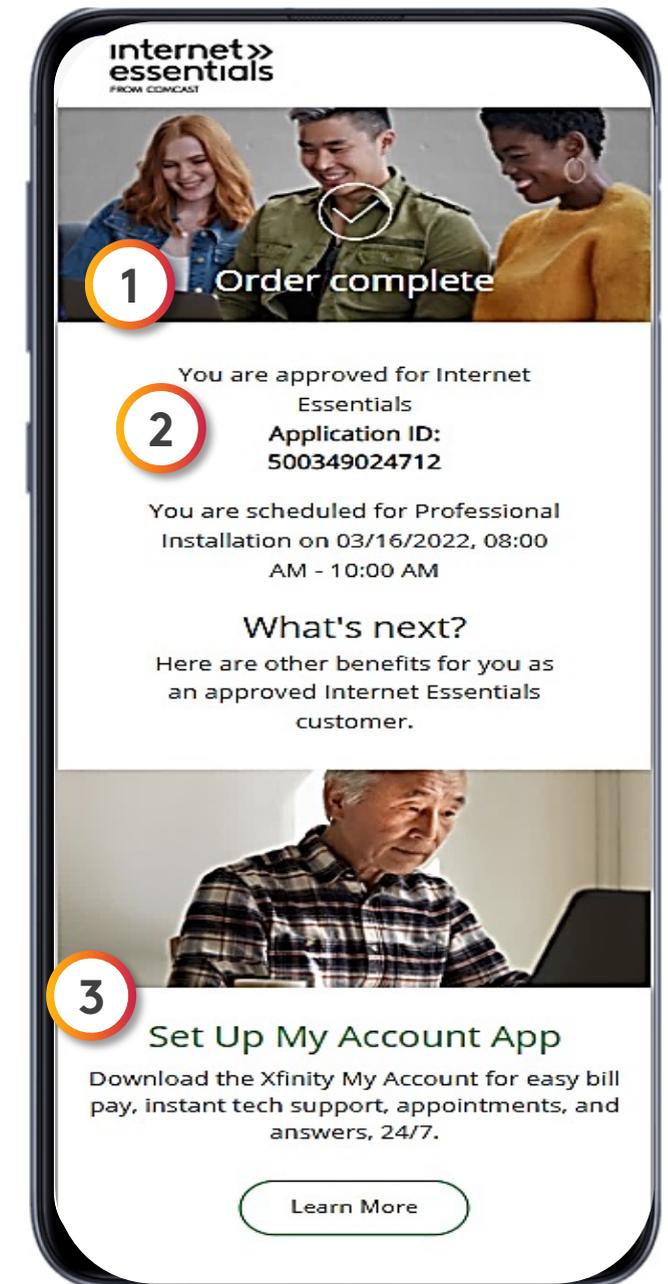


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Order Complete

1. If you are approved, the Order Complete page is shown. Congratulations!
2. This screen shows your Application ID and the appointment date for your equipment. **Be sure to write down your Application ID.**
3. Create your Xfinity Account and download the Xfinity My Account app.

If your application needs to be reviewed, our agents will review within three to five business days. We will notify you if you've been approved by text message, email, or a phone call. **You can check the status of a submitted application by visiting the InternetEssentials.com homepage and clicking "Application Status."**





Affordable Connectivity Program

How to Apply for IE & ACP – Starting March 17, 2022

How to apply in 3 steps:

1. Check eligibility for ACP. Complete the National Verifier form at acpbenefit.org or call 833-511-0311
2. Apply for Internet Essentials at InternetEssentials.com or call 855-8-INTERNET.
3. Complete the Xfinity ACP enrollment form to receive your credit. For this step, you'll need the application ID you received from the National Verifier when you were approved. Visit Xfinity.com/acp

Expect to hear a status update from us within 48 hours of applying for ACP.

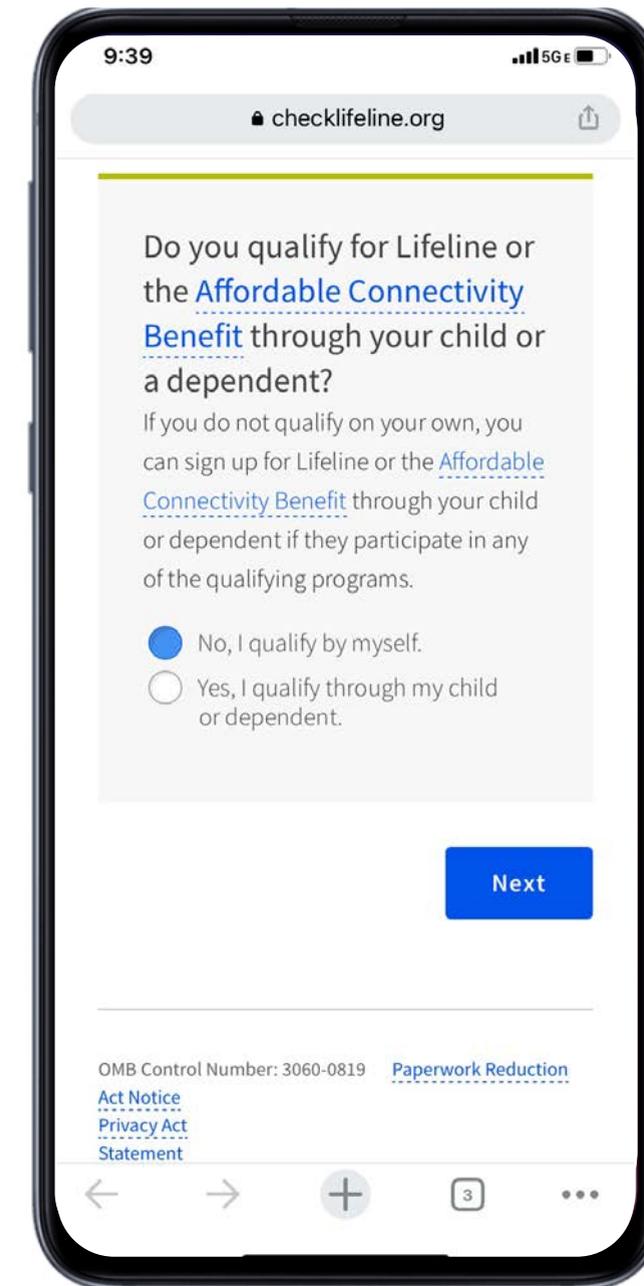
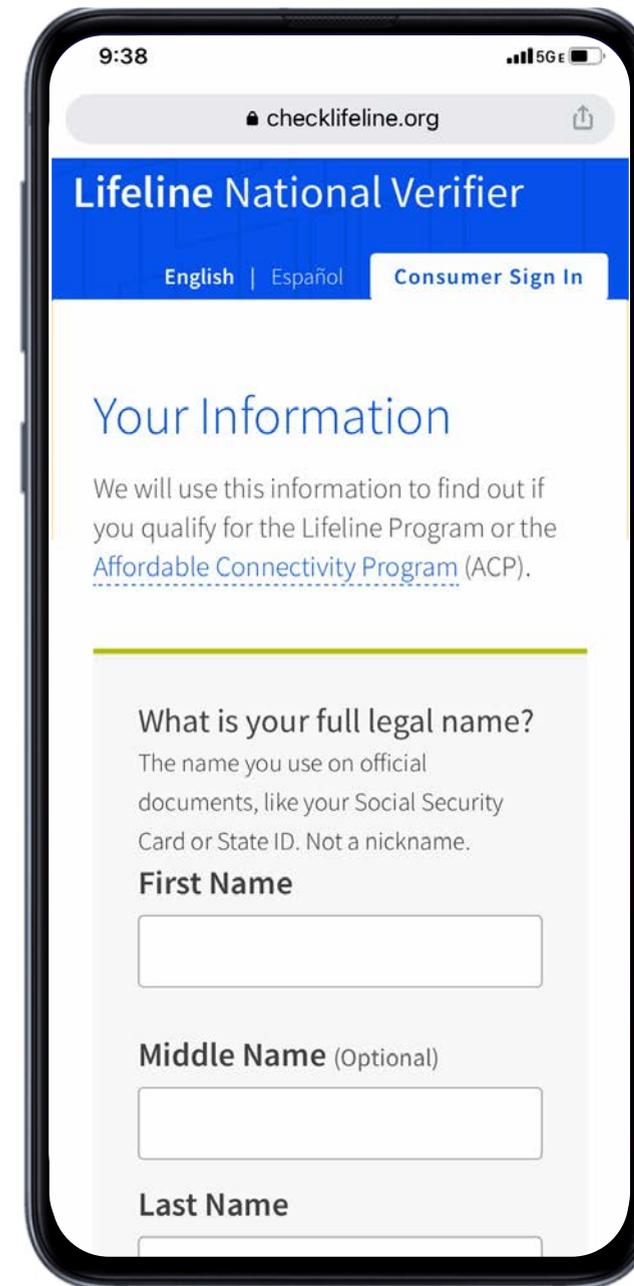
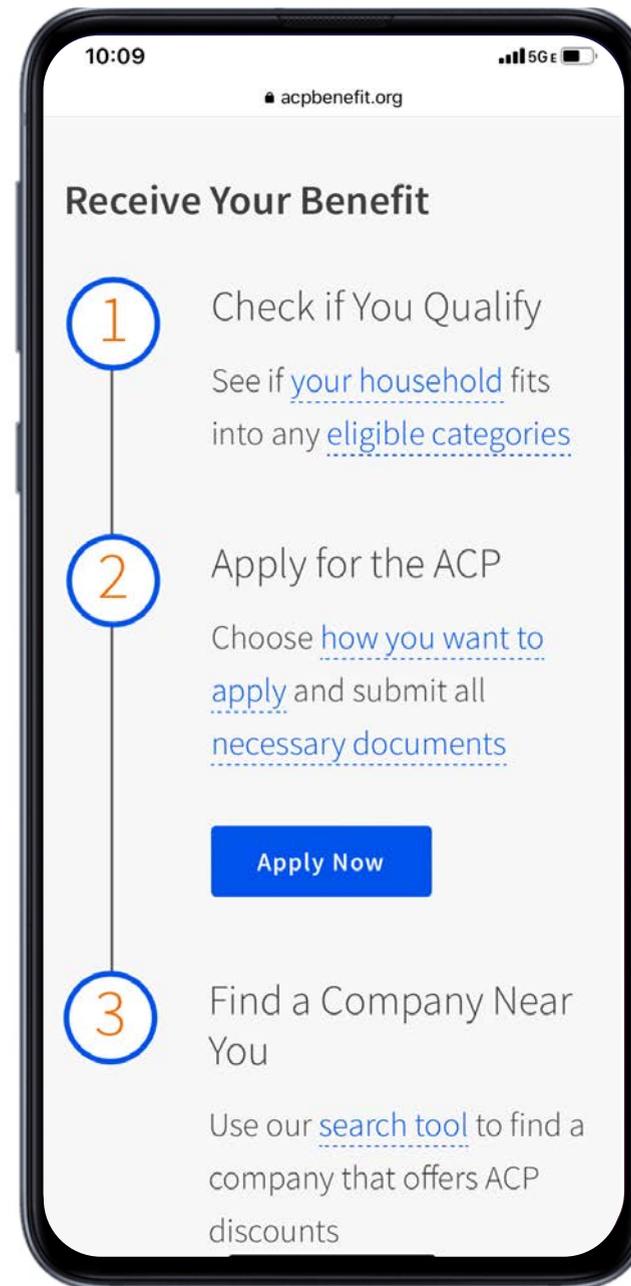
Step 1

Check Eligibility for ACP

National Verifier

- Visit acpbenefit.org or call 833-511-0311.
- Click the “Apply Now” button.
- Complete the National Verifier form.
- Save your National Verifier Application ID.

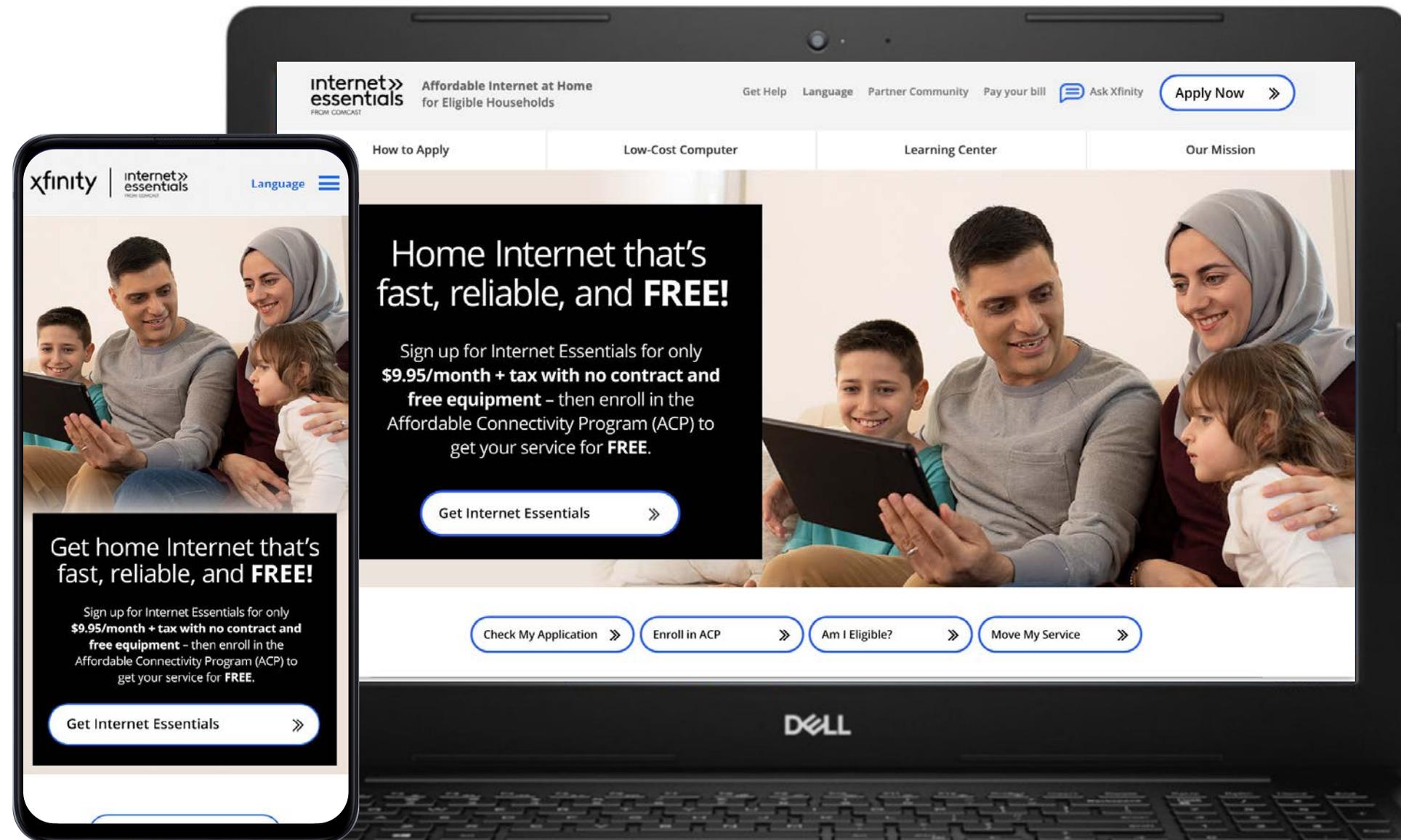
After the applicant submits an application, the FCC will share the results. If they apply online, they may receive an immediate approval. If they cannot confirm your eligibility automatically, the FCC will request additional documentation and provide information on how they can submit those documents for review. This could take up to 48 hours.



Step 2

Apply for Internet Essentials

1. Apply for Internet Essentials at InternetEssentials.com or call 855-8-INTERNET.

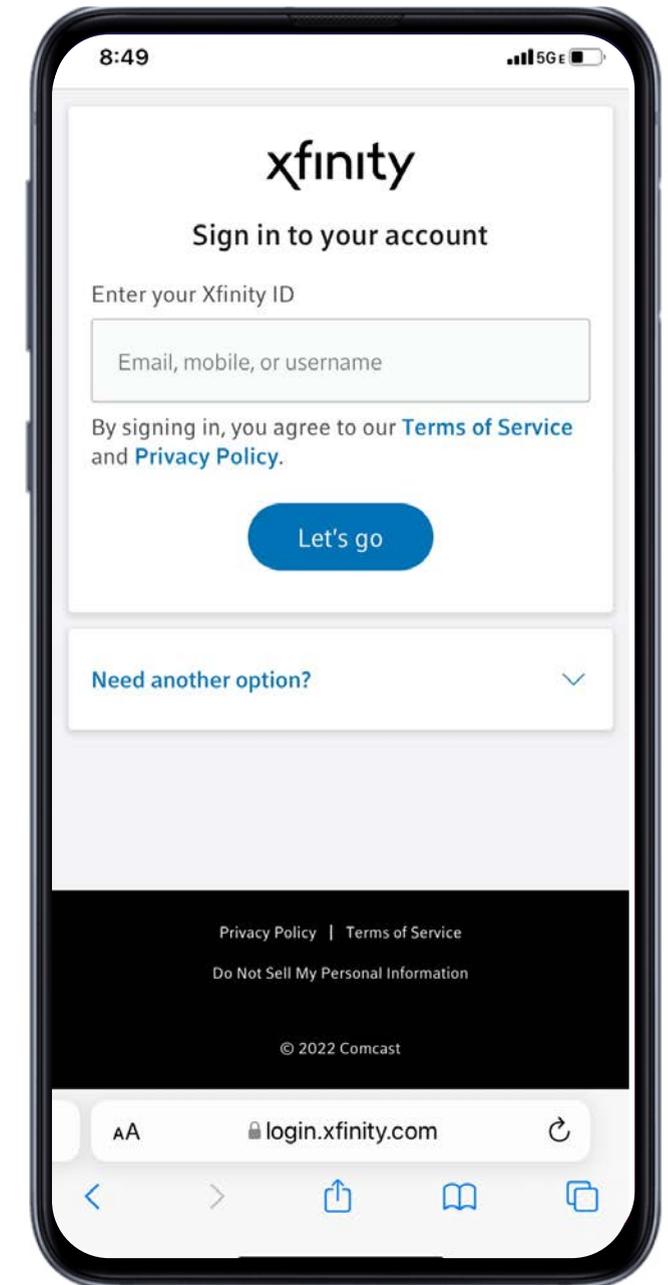
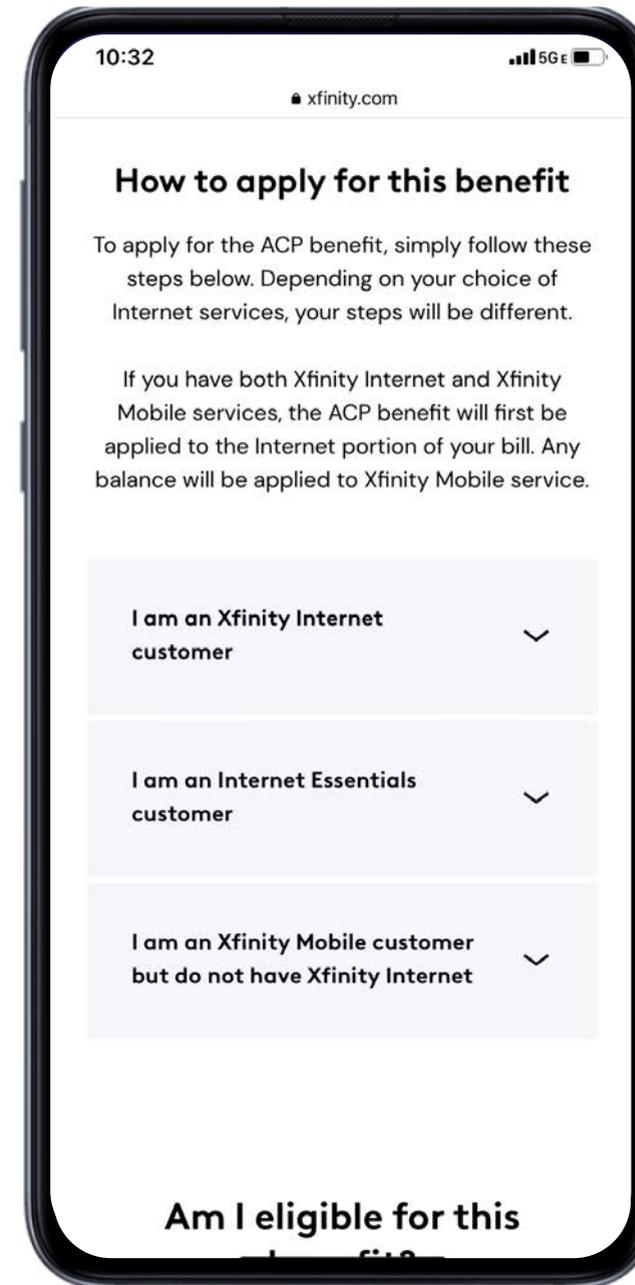


Step 3

Receive Your Credit

Complete the Xfinity ACP enrollment form to receive your credit. For this step, you'll need the application ID you received from the National Verifier when you were approved.

- Visit [Xfinity.com/acp](https://xfinity.com/acp) and follow the steps
- Sign into your Xfinity account.



Step 3

Receive Your Credit (Continued)

- Complete the ACP form and click "Submit."
- Expect to hear a status update from us within 48 hours of applying for ACP.

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Eligibility for the Affordable Connectivity Program requires you to qualify with the National Verifier prior to filling out this enrollment form.

If you have not already qualified, click [here](#) to begin. Please make sure the information below matches what you submitted on your National Verifier form.

Address
1113 COMCAST RD, BLDG E2E STE 2656,
CHAMBERSBURG, PA 17201

Account Number
8082100010016535

First Name
VIDAL

Middle Name (Optional)

Last Name
DAVIS

Phone number
(341) 950-9643

Date of Birth

Email

National Verifier Application ID
B#####-##### or Q#####-#####
Locate your Application ID by logging into the [National Verifier](#)

Do you live on Tribal land?
 No

I acknowledge that I have qualified for the Affordable Connectivity Program through the National Verifier before completing this enrollment and that my failure to do so may result in an error or denial of this enrollment.

By clicking on "Submit" on this form:

- I give Comcast permission to share necessary personal information with the Universal Service Administrative Company (USAC), the administrator of the federal ACP, in order to request consideration for the program and to administer the program. This may include the information reflected on the application form, including first name, last name, phone number, email address, date of birth, Xfinity account number and service address. I understand that I will not be able to participate in the ACP program if I do not consent to sharing this information.

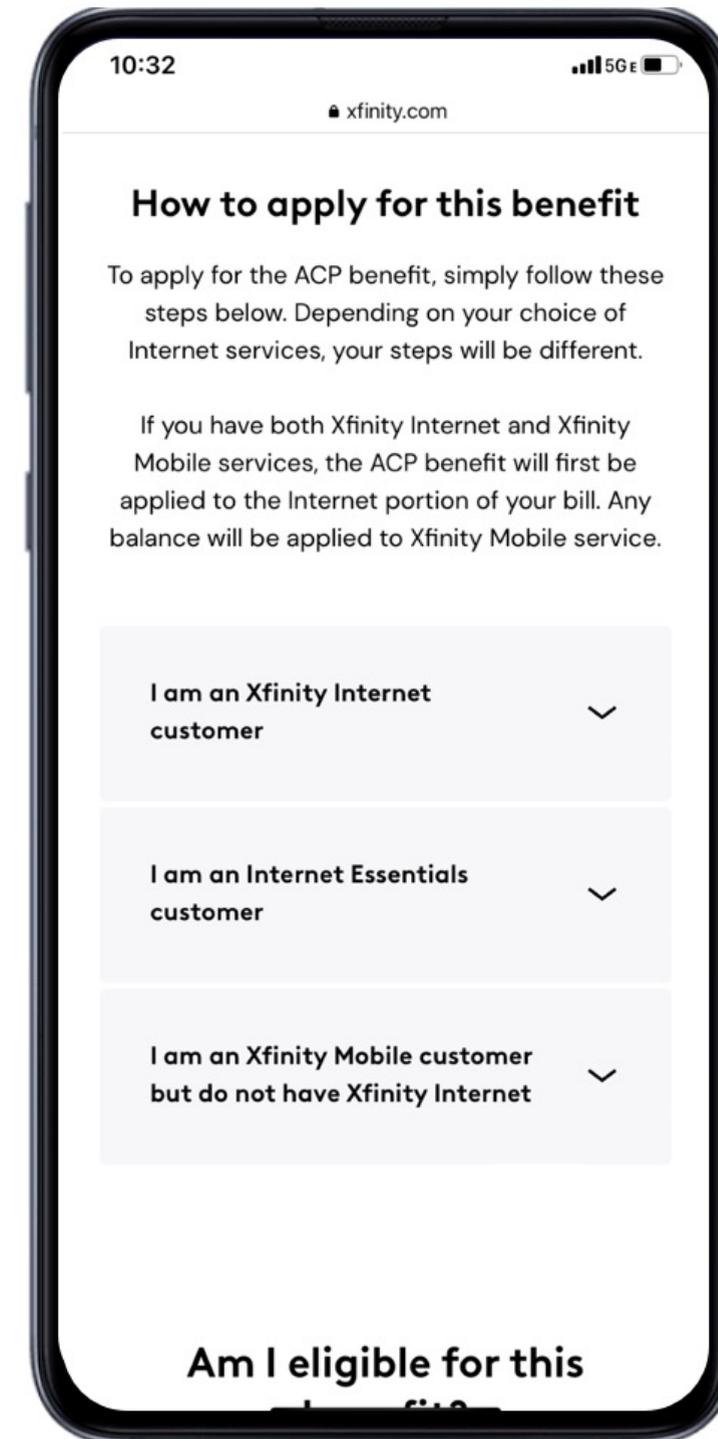
Submit

Current Customers

Current Xfinity or Internet Essentials customers can apply for ACP.

1. Check eligibility for ACP. Complete the National Verifier form at [acpbenefit.org](https://www.acpbenefit.org) or call 833-511-0311
2. Complete the Xfinity ACP enrollment form to receive your credit. For this step, you'll need the application ID you received from the National Verifier when you were approved. Visit [Xfinity.com/acp](https://www.xfinity.com/acp)

Expect to hear a status update from us within 48 hours of applying for ACP.



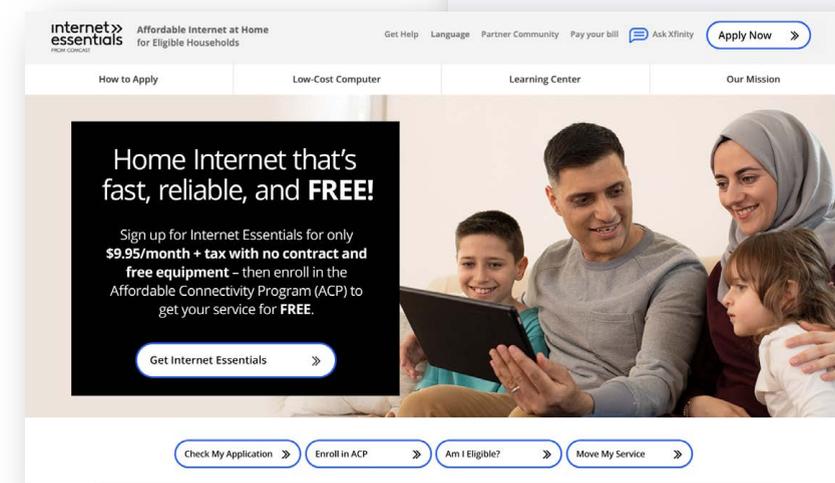
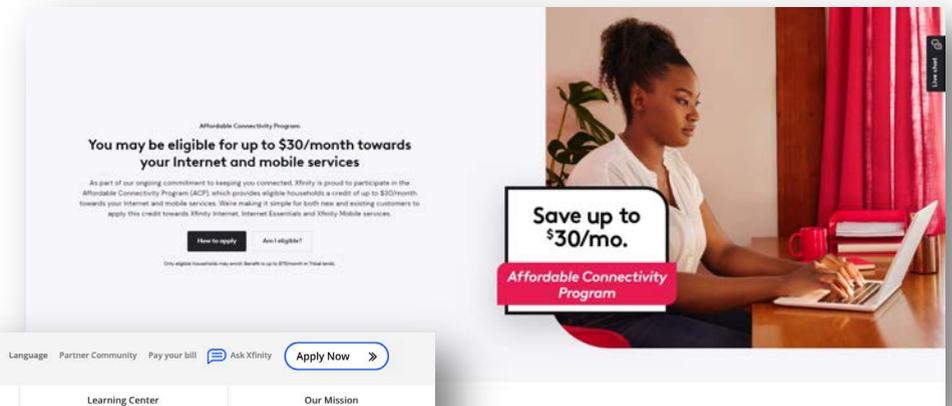
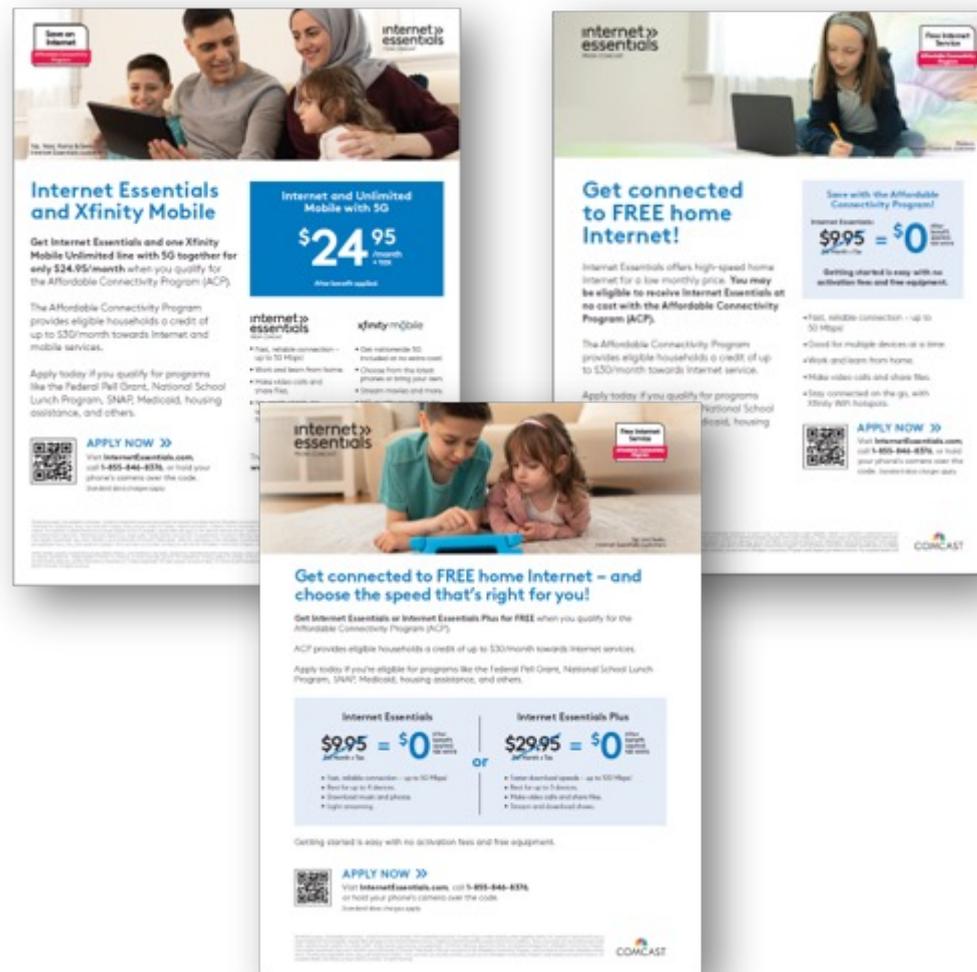
Resources Available to You

Marketing Resources to get started:

- Flyers
- Additional collateral and training materials are available for print and download on our Partner Portal at Partner.InternetEssentials.com

Digital Resources

- InternetEssentials.com
- Xfinity.com/acp



For More Information

ACP Partners / Sponsors

www.InternetEssentials.com

www.acpbenefit.org

USAC Affordable Connectivity Program Customer Support Center

Call (877) 384-2575 for support

Hours: 7 days a week

9 a.m. to 9 p.m. ET

Customer support ACPSupport@usac.org

[Frequently Asked Questions](#) about the Affordable Connectivity Program

<https://www.fcc.gov/affordable-connectivity-program-consumer-faq>

For more information about ACP, please visit <https://www.fcc.gov/acp>



Thank You

If you have any questions or require assistance from the Internet Essentials team, please contact us at

Internet_Essentials_Partners@comcast.com