



Internet Essentials & Affordable Connectivity Program Application Guide

Friday, February 3, 2023

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01

Affordable Connectivity Program

Affordable Connectivity Program (ACP)

What is ACP?

The Affordable Connectivity Program is an FCC benefit program that helps ensure that qualifying households can afford the broadband they need for work, school, healthcare and more.

The benefit provides a discount of up to **\$30 per month toward internet service for eligible households** and up to **\$75 per month for households on qualifying Tribal lands**. There is also a one-time device subsidy that Comcast is not participating in.

The Affordable Connectivity Program is limited to one monthly service discount per household.

Who is eligible for ACP?

The Federal Communications Commission (FCC) determines who is eligible for the ACP, not Xfinity. A household is eligible if the household meets certain income requirements or if one member of the household participates in certain government programs such as the Lifeline program, SNAP, Medicaid, among others. Households may also be eligible if a member of the household receives benefits under the free and reduced-price school lunch program or is a Federal Pell Grant recipient in the current year.

What does ACP Cover with Xfinity?

The subsidy can be applied to any tier of Xfinity Internet including Internet Essentials and Internet Essentials Plus and is available to both new and existing customers. There are certain customers who are not eligible to use ACP to cover the cost of their Internet service: Non-Upgradeable Bulk and households benefitting from sponsored service through IEPP (Internet Essentials Partnership Program). The subsidy can also be applied to the Xfinity Mobile data service.

How can Xfinity customers sign up to receive the ACP Benefit?

Existing Xfinity customers can check eligibility and enroll in ACP through Xfinity by visiting xfinity.com/acp. New customers can check eligibility and enroll in ACP by visiting xfinity.com/learn when they first subscribe for internet service. Customers can also check eligibility for ACP through the federal government's National Verifier customer portal. Once approved, they can use their National Verifier ID to complete the Xfinity ACP enrollment application at xfinity.com/acp to receive the subsidy.

Affordable Connectivity Program (ACP) Eligibility

Based on Household Income

Customers are eligible for the ACP if **the total household income is 200% or less than the Federal Poverty Guidelines** (see the table below). The guideline is based on household size and state.

The table below reflects the household income limit by household size, which is 200% of the 2022 Federal Poverty Guidelines.

- 1 person: \$27,180/year
- 2 people: \$36,620/year
- 3 people: \$46,060/year
- 4 people: \$55,500/year
- 5 people: \$64,940/year
- 6 people: \$74,380/year
- 7 people: \$83,820/year
- 8 people: \$93,260/year
- For each additional person, add: \$9,440

Customers may have to show proof of income, like a tax return or three consecutive pay stubs, when they apply for ACP.

Source: <https://affordableconnectivity.gov/do-i-qualify/>

Participation in Federal Assistance Programs

Customers are eligible for the ACP if they (or someone in their household) participates in one of these programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Free and Reduced-Price School Lunch Program or School Breakfast Program, including at U.S. Department of Agriculture (USDA) Community Eligibility Provision schools
- Received a Federal Pell Grant in the current award year
- Tribal Assistance Programs (Bureau of Indian Affairs General Assistance, Head Start, Tribal Temporary Assistance for Needy Families, Food Distribution program on Indian Reservations)
- Lifeline

Customers may need to show a card, letter, or official document as **proof that they participate in** one of these programs when they apply for the ACP.



Application Process for Lifeline Customers

- **Lifeline customers can utilize their current qualification/NVID number for ACP**
 - **Both benefits can be used concurrently**

Supporting Documents

Proof of Identity

- **SSN not required**
- **With a SSN, no need for additional proof of identity**
- **Without a SSN, need to provide proof of identity (driver's license, military ID, passport, ITIN, or other government issued document)**

Proof of Income-Based Eligibility

- **Document that shows annual income at or below 200% FPL**

Proof of Eligible Benefits Program Participation

- **Letter showing name of qualifying person, name of program, name of program administrator, and issue date within last 12 months**
- **Automatic verification for Medicaid, Federal Public Housing Assistance, SNAP, and WIC.**



Apply: ACPBenefit.org

Online

Login or create a new account to complete the [ACP application online](#).
If you apply online, you may be able to receive an immediate approval.

Mail

Print an application: [English](#) [Spanish](#) ([Application Instructions](#) also available in 9 other languages)
USAC strongly recommends including a Household Worksheet with your application: [English](#) [Spanish](#) ([Household Worksheet Instructions](#) also available in 9 other languages)
Complete the application and Household Worksheet and send them, along with copies of your proof documentation, to:

Step by Step video directions from USAC

<https://www.usac.org/video/li/how-to-apply-for-lifeline-online/index.html>



1. Go to: NV.FCC.GOV

Your Information

We will use this information to find out if you qualify for the Lifeline Program.

What is your full legal name?
The name you use on official documents, like your Social Security Card or State ID. Not a nickname.

First Name **Middle Name (Optional)**

Last Name

Last Name

What is your date of birth?

Month **Day** **Year**

What are the last 4 numbers of your Social Security Number (SSN)?

[I want to give my Tribal Identification Number instead.](#)

What is your home address?
The address where you will get service. Do not use a P.O. Box.

Street Number and Name **Apt, Unit, etc.**

What is your home address?
The address where you will get service. Do not use a P.O. Box.

Street Number and Name **Apt, Unit, etc.**

City **State** **Zip Code**

Do you qualify for Lifeline through your child or a dependent?
If you do not qualify on your own, you can sign up for Lifeline through your child or dependent if they participate in any of the government programs.

No, I qualify by myself. Yes, I qualify through my child or dependent.

Next

2. Create an account

Create Your Account

Making an account will let us keep your information safe. It will also let you save it and come back to it any time.

Choose your username.

Choose something that you can easily remember. If it helps, use your name in some form.

Username

Choose your password.

Make sure it is something you can remember. It has to follow the requirements below.

Password

Password Requirements

- ⓘ At least 8 characters long
- ⓘ At least 1 capital letter

Choose your password.

Make sure it is something you can remember. It has to follow the requirements below.

Password

Password Requirements

- ✔ At least 8 characters long
- ✔ At least 1 capital letter
- ✔ At least 1 number (0-9)
- ✔ At least 1 special character (!@#\$%^&*)
- ✔ No restricted phrases ?

Confirm Password

Type the same password again.

Your Contact Information

What is your email address?

I want to provide an alternate email.

What is your phone number? (Optional)

Make sure it is something you can remember. It has to follow the requirements below.

Password

Password Requirements

- ✔ At least 8 characters long
- ✔ At least 1 capital letter
- ✔ At least 1 number (0-9)
- ✔ At least 1 special character (!@#\$%^&*)
- ✔ No restricted phrases ?

Confirm Password

Type the same password again.

Your Contact Information

What is your email address?

I want to provide an alternate email.

What is your phone number? (Optional)

I have a mailing address that is different than my home address.

3. I'm not a Robot

Type the same password again.

At least 1 special character (!@#%&*)
 No restricted phrases ?

Your Contact Information

What is your email address?

I want to provide an alternate email.

What is your phone number? (Optional)

I have a mailing address that is different than my home address.

This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this. I'm not a robot 

4. Sign In

Sign In To Your Account

✔ **Your Account is Created!**

Please sign back in so we know it is still you and then you can complete the process.

Username

[Forgot your username?](#)

Password

[Forgot your password?](#)

By signing in, I accept the [terms and conditions](#) of the National Verifier system.

This reCAPTCHA is for testing purposes only. Please report to the site admin if you are seeing this.

I'm not a robot



Sign In

Don't Have an Account?

Find out if you qualify for the Lifeline program by creating an account.

[Create an Account](#)

Print an application to mail in?

If you want to fill out the form on paper, you can [print a paper form](#) to mail in.

Are you a service provider? Please [sign-in](#) through the service provider portal.

5. Application

Welcome NANCY APPLE

Lifeline is a federal program that lowers the cost of phone or internet services.

[Learn more about the Lifeline Program](#)

My Lifeline Benefit



My Applications

Here are all your applications from the last 180 days. You can start a new application when your last one expires.

Start New Application

Return to Application

Application Type	Application ID	Application Created	Expiration Date	Status
------------------	----------------	---------------------	-----------------	--------

Please select "Apply or Transfer Your Service" to qualify for Lifeline.

6. Select How You Qualify

Tell Us Which Program You Are In

To qualify for Lifeline, we need to know which government assistance program you are in.

Are you in any of these?

Check all that apply.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Tribal Specific Program (only choose if you live on tribal lands)
- I don't participate in one of these programs, I want to qualify through my income.
- I am not in any of these, but my child or dependent is in one of these programs. [?](#)

7. Review Information

Double check the information below.

Full Legal Name:	Nancy Apple	✎ Edit
Date of Birth:	March 3, 1993	
Last 4 Numbers of SSN:	1234	
Address:	123 Road Street Town, FL 32064	

The information you gave us will be used to check if you qualify for Lifeline. Please confirm that it is okay.

By checking this box you are consenting that all of the information you are providing may be collected, used, shared, and retained for the purposes of applying for and/or receiving the Lifeline program benefit.

[Back](#)

[Submit](#)

8. Documentation



We Could Not Confirm That You Are in One of These Programs

To qualify for Lifeline, you need to give us more information.

Which program do you want to qualify through?

You will need to show proof that you are in the program you choose.

Choose one.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
-

Which program do you want to qualify through?

You will need to show proof that you are in the program you choose.

Choose one.

- SNAP (Supplemental Nutrition Assistance Program) or Food Stamps [?](#)
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Veterans Pension and Survivors Benefit Programs
- Tribal Specific Program (only choose if you live on tribal lands)
- I don't participate in one of these programs, I want to qualify through my income.
- I am not in any of these, but my child or dependent is in one of these programs. [?](#)

You will have until 3/19/2021 to provide more documents so we can determine whether you qualify for Lifeline. If we don't receive this information by then, you will need to come back to this site and fill this form out again.

[Back](#)

[Next](#)

8. Documentation



Show That You Are in SNAP

The Supplemental Nutrition Assistance Program (SNAP) used to be called Food Stamps.

Your state might use a different name for SNAP. Look it up on this list of [SNAP names by state](#).

We need to see proof of SNAP participation such as an award letter or a benefit statement.

SNAP eligibility documents should include the **consumer's full legal name** (or the BQP's legal name), the **program name** and must be **issued within the past 12 months** (or have an expiration date in the future).

More information about acceptable SNAP eligibility documents can be found

We need to see proof of SNAP participation such as an award letter or a benefit statement.

SNAP eligibility documents should include the **consumer's full legal name** (or the BQP's legal name), the **program name** and must be **issued within the past 12 months** (or have an expiration date in the future).

More information about acceptable SNAP eligibility documents can be found on [USAC's website](#).

NOTE: All eligibility documents must be issued by the state, federal or local government, Tribal organization or their authorized agent.

Give us your documents

Files must be less than 10 MB in size and of the following file types: jpg, jpeg, png, pdf, or gif

Choose file

Back

Save

Next

9. Consent & Sign



Agreement

You are almost done qualifying. Please initial next to each statement and sign this form to finish the process.

I agree, under penalty of perjury, to the following statements:

Initial I (or my dependent or other person in my household) currently get benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Initial I agree that **if I move I will give my service provider my new address** within 30 days.

Initial NA benefits from the government program(s) listed on this form or my annual household income is 135% or less than the Federal Poverty Guidelines (the amount listed in the Federal Poverty Guidelines table on this form).

Initial NA I agree that **if I move I will give my service provider my new address** within 30 days.

Initial NA I understand that I have to tell my service provider within 30 days if I do not qualify for Lifeline anymore, including:

1. I, or the person in my household that qualifies, do not qualify through a government program or income anymore.
2. Either I or someone in my household gets more than one Lifeline benefit (including, more than one Lifeline broadband internet service, more than one Lifeline telephone service, or both Lifeline telephone and Lifeline broadband internet services).

Initial NA I know that **my household can only get one Lifeline benefit** and, to the best of my knowledge, my household is not getting more than one Lifeline benefit. [?](#)

Initial I agree that all of the information I provide on this form may be collected,

Initial NA My service provider may have to check whether I still qualify at any time. **If I need to recertify my Lifeline benefit, I understand that I have to respond by the deadline** or I will be removed from the Lifeline Program and my Lifeline benefit will stop.

Initial NA If I am seeking to qualify for Lifeline as an eligible resident of Tribal lands, I live on Tribal lands, as defined in 54.400(e) of the Lifeline rules. [?](#)

Your Signature

Type your full legal name below

Nancy Apple

I understand this is a digital signature, and is the same as if I signed my name with a pen.

[Back](#)

[Submit](#)



10. Status

We Are Checking Your Documents

Thank you for submitting your information. Someone is looking at your documents to make sure you qualify.

This will take a few minutes.

If you need to leave and come back later, this page will be available until 3/19/2021 (Based on US Eastern Time)

The Lifeline Support Center hours are 9 a.m. - 9 p.m. ET, Monday - Sunday. If you're using the system outside of those hours, please check back today or tomorrow morning after 9 am ET to see if you qualify for Lifeline.

If you qualify...

You will have 90 days to [find a company](#) and sign up for service.

If you do not qualify...

We'll ask you for more information or tell you what to do next. **You will have until 3/19/2021** (Based on US Eastern Time) to send us the information or complete the next steps.

If you need to leave and come back later, this page will be available until 3/19/2021 (Based on US Eastern Time)

The Lifeline Support Center hours are 9 a.m. - 9 p.m. ET, Monday - Sunday. If you're using the system outside of those hours, please check back today or tomorrow morning after 9 am ET to see if you qualify for Lifeline.

If you qualify...

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If you do not qualify...

We'll ask you for more information or tell you what to do next. **You will have until 3/19/2021** (Based on US Eastern Time) to send us the information or complete the next steps.

Need help? Use this information and call the Lifeline Support Center at [1-800-234-9473](tel:1-800-234-9473)

Full Legal Name:	Nancy Apple
Address:	123 ROAD STREET, TOWN, FL 32064
Application ID:	Q36901-01808

10. Status

You Qualify for Lifeline

Sign up for Lifeline by 5/3/2021 (Based on US Eastern Time)

How to sign up

1 Choose a company

Find one using the [list of service providers near you](#).

Full Legal Name: **Nancy Apple**
Address: **123 ROAD STREET,
TOWN, FL 32064**
Application ID: **Q36901-01808**

Live on Tribal lands? Press the button below to see if you qualified for Tribal benefits:



Additional Support

ACP Support Center

- **877-384-2575**
- **ACPSupport@usac.org**



04

Internet Essentials Overview

Internet Essentials Confronts All Three Barriers to Internet Adoption



Low-Cost High-Speed Internet at Home

- Speeds of up to 50/10 Mbps with Internet Essentials for \$9.95/month
- Speeds of up to 100/20 Mbps with Internet Essentials Plus for \$29.95/month
- No tax, no credit check, no term contract, no cancellation fees
- Equipment included at no additional cost
- In-Home WiFi included
- Access to Xfinity WiFi Hotspots
- xFi Parental Controls & Advanced Security



Low-Cost Computers

- Customers can purchase a new, Internet-ready laptop with a 1-year mail-in warranty for \$149.99
- For more information, visit InternetEssentials.com/Low-cost-computer



Digital Skills Training

- Households may also participate in free digital skills training to better understand the Internet and the many ways it can benefit them
- Free training available online, in person, and in print
- More information available at InternetEssentials.com/Learning

Internet Essentials Eligibility

Individuals may qualify for the Internet Essentials program if they:

01

Live in an area where Xfinity Internet service is available

02

Qualify for programs like the National School Lunch Program, housing assistance, Medicaid, SNAP, and others, or are enrolled or enrolling in the Affordable Connectivity Program (ACP) with Xfinity

03

Have not had Xfinity Internet within the last 90 days (unless enrolled in ACP with Xfinity)*

04

Have no outstanding debt to Xfinity that is less than one year old (unless enrolled in ACP with Xfinity)*

** The 90-day and outstanding debt eligibility requirements are also temporarily being waived through December 31, 2023, for new Xfinity internet customers regardless of enrollment in ACP with Xfinity*



LOW-INCOME HOUSEHOLDS

Receiving Federal Assistance



05

Internet Essentials Application Walkthrough

How to Apply for Internet Essentials

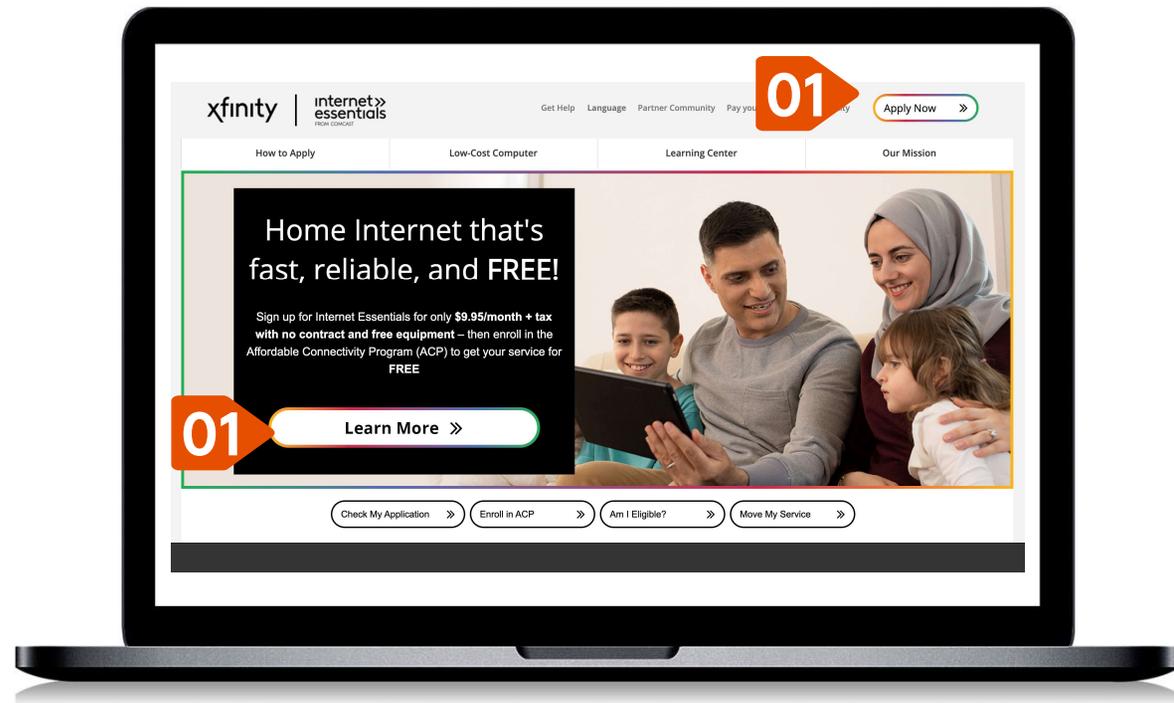
The **customer** follows the steps outlined in each section:

1. [Internet Essentials & Internet Essentials Plus with ACP](#)
2. [Internet Essentials without ACP](#)
3. [Internet Essentials Plus without ACP](#)
4. [Current Xfinity Customers Applying for ACP](#)
5. [Internet Essentials Partnership Program](#)

Internet Essentials & Internet Essentials Plus with ACP

www.InternetEssentials.com

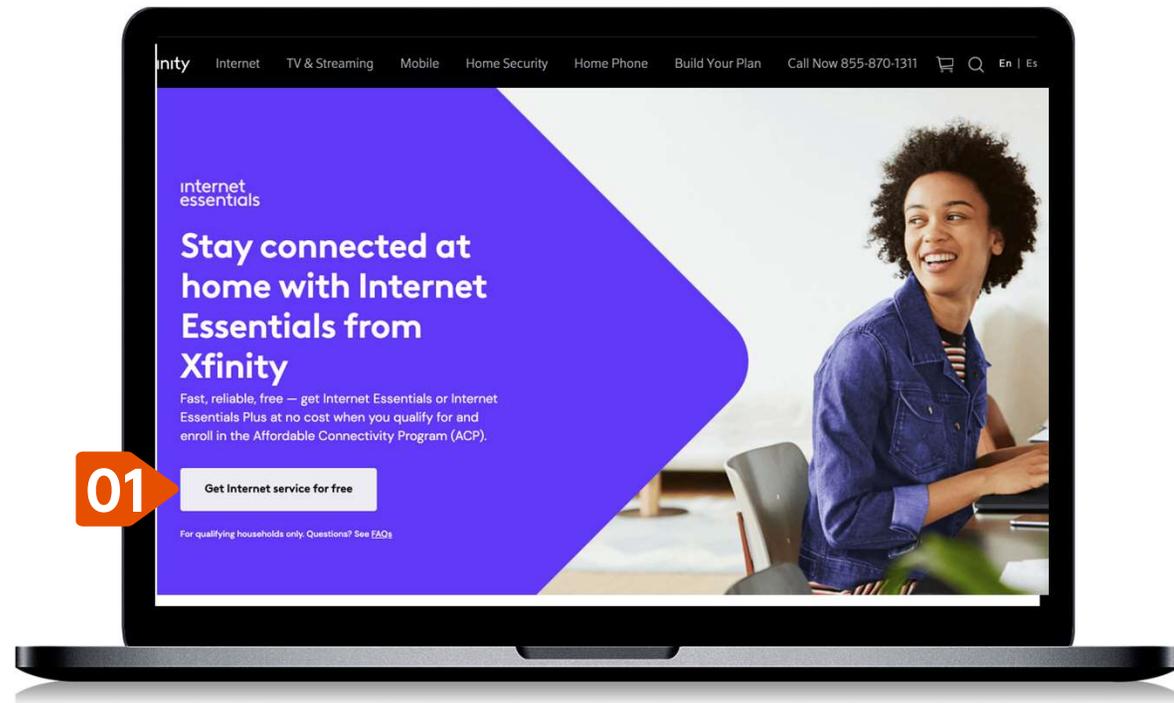
1. The customer starts by going to InternetEssentials.com and clicking the “Learn More” or “Apply Now” button
2. The customer will be redirected to xfinity.com/ie
 - They may also start the process directly at www.xfinity.com/ie



INTERNET ESSENTIALS & INTERNET ESSENTIALS PLUS WITH ACP

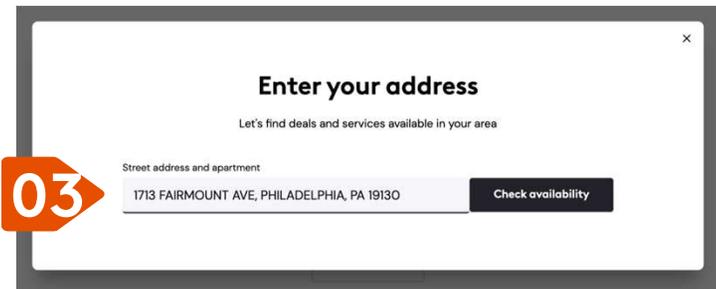
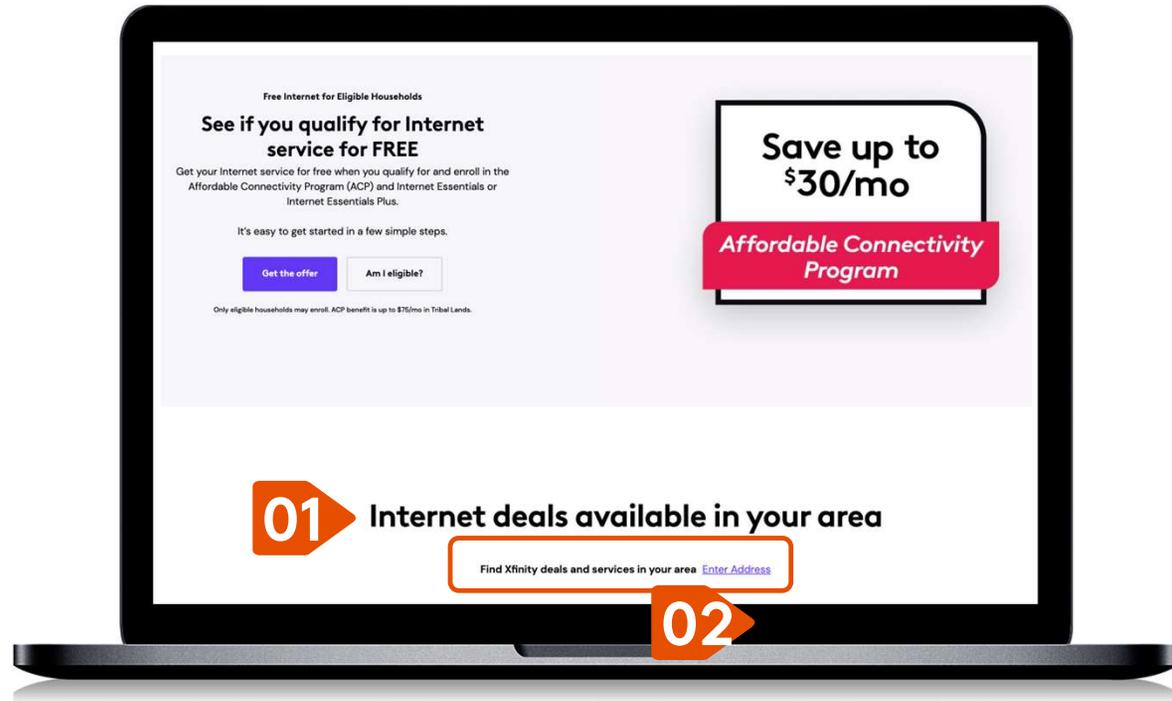
Xfinity.com/ie

The customer clicks the “Get Internet service for free” button.



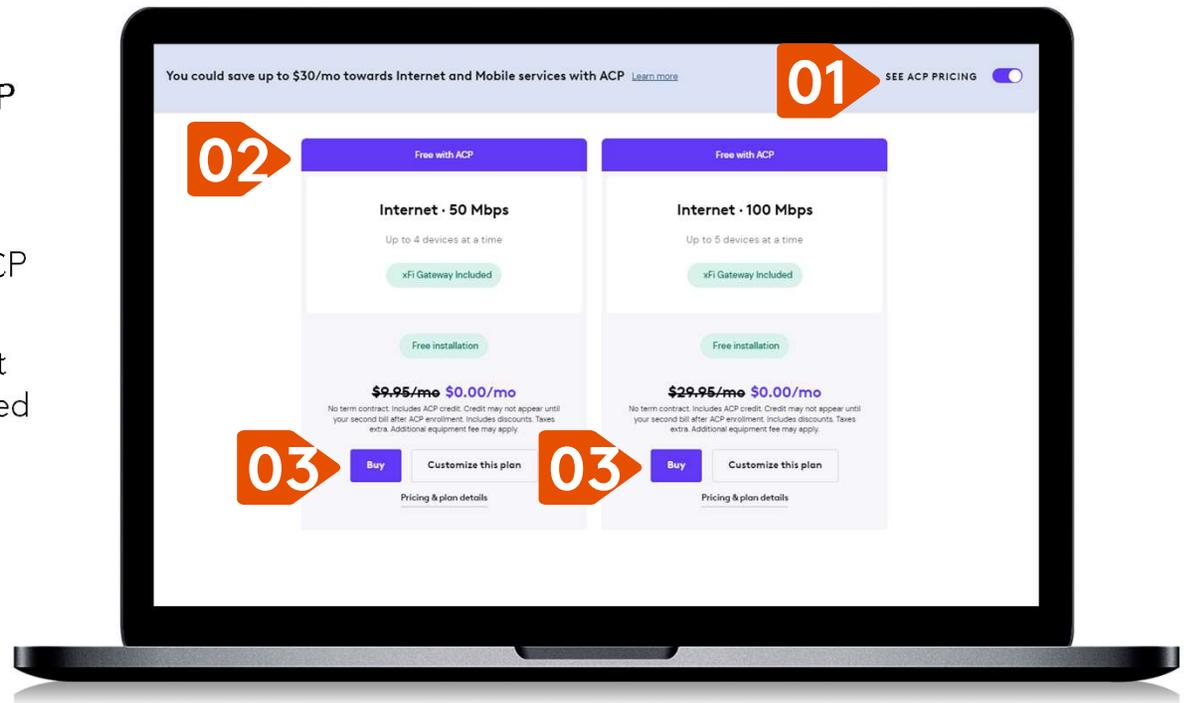
Xfinity.com/free

1. The customer should scroll down to the second section with the headline "Internet deals available in your area."
2. They then select the "Enter Address" link.
3. The customer enters their address in the pop-up window and selects the "Check Availability" button.



Select Service

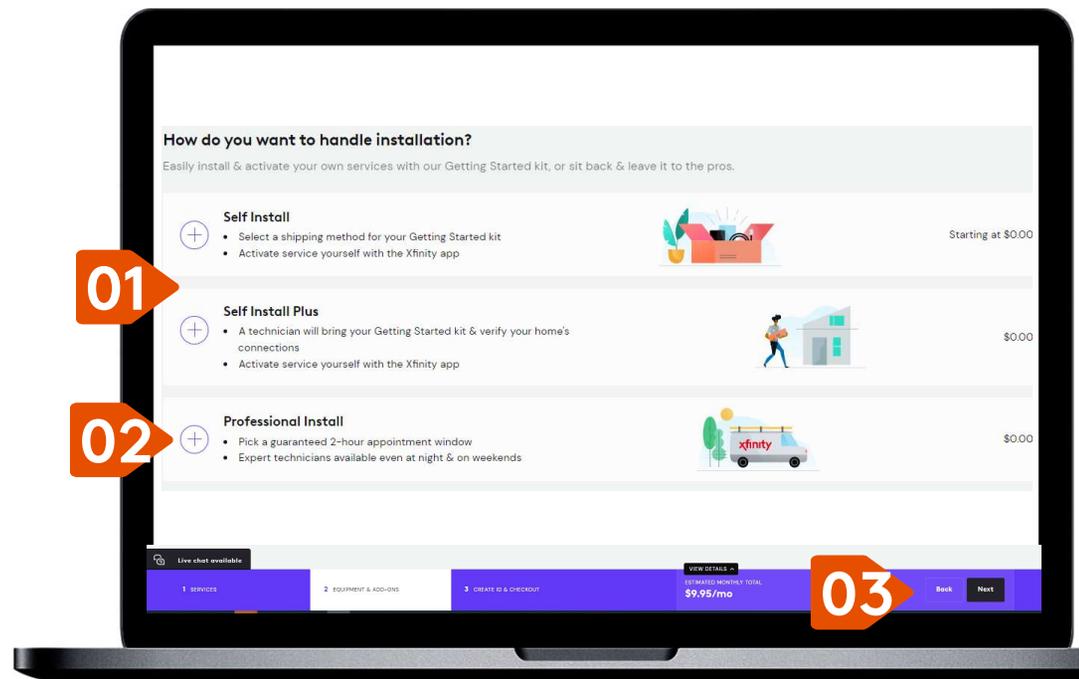
1. In the shaded box that states, "You could save up to \$30/mo towards Internet and Mobile services with ACP," the customer should confirm the toggle next to "SEE ACP PRICING" is selected.
2. With the toggle selected, the customer reviews options for service with the blue ACP banner at the top.
 - **Note:** The full price is shown crossed out with the rate when the ACP credit applied next to it.
3. The customer selects the service they are interested in by clicking the "Buy" button.



Equipment: Getting Started Kit or Professional Installation

Options for receiving equipment are either a Self Install with a Getting Started Kit OR a Professional Installation.

1. For a Getting Started Kit, the customer selects their Self Install preference for their equipment.
 - Standard shipping is \$0.
 - The customer can also pick up their Getting Started Kit from a local Xfinity retail store for free.
2. For a Professional Install, the customer selects an appointment window of time for a Professional Installation. **This service is included at no cost.**
3. They then click the "Next" button.



Begin Checkout

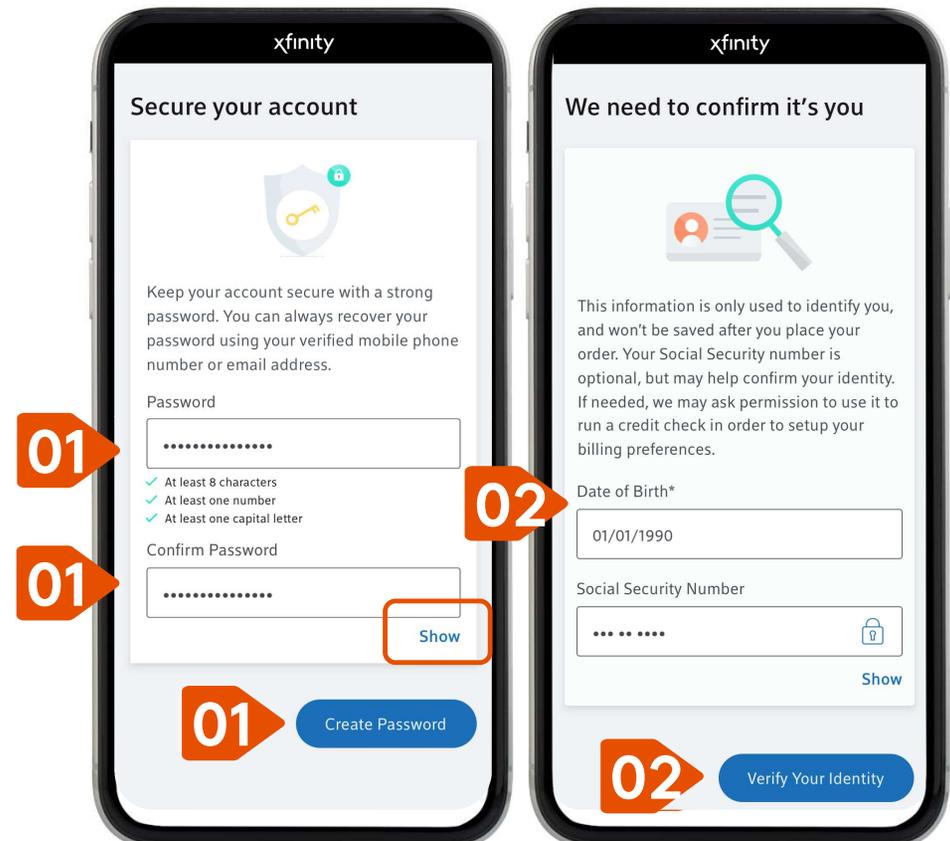
Checkout begins with applicants creating an Xfinity ID.

1. The customer should enter their first name, last name, cell phone, and email address.
2. Then click the **“Create Xfinity ID”** button.
 - The customer will need to verify their email or phone by entering the code sent to them by text or email into the form.

The image displays two smartphone screens illustrating the Xfinity ID creation process. The left screen, marked with a '01' in an orange arrow, shows the 'Let's create your Xfinity ID' screen. It includes a header with 'Xfinity ID', 'Billing', and 'Review' tabs. Below the title is a sub-header and a paragraph explaining the Xfinity ID's purpose. A link 'Already have an Xfinity ID? Sign in' is present. The form contains four input fields: 'First name', 'Last name', 'Mobile phone number' (with a placeholder '(###) ###-####'), and 'Email address' (with a placeholder 'example@website.com'). The right screen, marked with a '02' in an orange arrow, shows the same screen with the fields filled out: 'First Name' is 'Ryan', 'Last Name' is 'Johnson', 'Mobile Phone Number' is '(555) 555-0123', and 'Email Address' is 'ryanjohnson@gmail.com' with a green 'VERIFIED' tag. A blue 'Create Xfinity ID' button is located at the bottom right.

Continue Checkout

1. The customer should create a strong password for their Xfinity account.
 - They'll need to retype their password to confirm.
 - The customer can click the "Show" link to see the characters as they type them.
 - Then click the "Create Password" button.
2. The customer will verify their identity by entering their date of birth.
 - The customer can also enter their Social Security Number, but it is optional.
 - Then click the "Verify Your Identity" button.



Confirm ACP Eligibility

After creating an Xfinity ID, the customer will need to verify their ACP eligibility.

If the customer **DOES HAVE** a National Verifier ID, they should:

1. Click the drop-down menu and select "Yes" (instead of default "No")
2. Enter their NV Application ID.
3. Check the boxes for consent

4. Click "Continue"

NOTE: If the customer wants to apply for Internet Essentials without the ACP credit, click the blue "Apply for Internet Essentials without ACP" link.

The image displays three sequential smartphone screens from the Xfinity mobile app, illustrating the steps to confirm ACP eligibility. Each screen is annotated with an orange callout box containing a number (01, 02, 03, or 04) and an arrow pointing to a specific element.

- Screen 1:** Titled "Apply to ACP through Xfinity". It contains introductory text and a link: "Not ready for ACP? **Apply for Internet Essentials without ACP**". Callout 01 points to this link.
- Screen 2:** Also titled "Apply to ACP through Xfinity". It asks "Do you have your National Verifier ID?" with a dropdown menu set to "Yes". Callout 01 points to the "Yes" selection.
- Screen 3:** Shows the "National Verifier ID" field with a placeholder "B#####-##### or Q#####-####". Below it is a toggle for "Do you live on Tribal Land?" set to "OFF". Callout 02 points to the NV ID field. Below this is a section "By submitting this form:" with two checkboxes. Callout 03 points to the first checkbox, and another callout 03 points to the second checkbox.
- Screen 4:** Shows a "Continue" button at the bottom right. Callout 04 points to this button.

[Skip to "Review and Consent" slide.](#)

Confirm ACP Eligibility

After creating an Xfinity ID, the customer will need to verify their ACP eligibility.

If the customer **does NOT** have a National Verifier ID:

1. The customer's Name, Date of Birth, Street Address, Email and Social Security Number (if provided) will be pre-populated from previous steps.
2. The customer should fill out the rest of the form with all information that applies.
3. The customer checks the box to consent to have their information sent to the National Verifier and clicks the "Continue" button.

NOTE: Assistance cannot be provided for this step. *If assistance is needed, an employee with a RAD ID should assist the customer through the USAC Provider Portal then follow the steps on the previous slide.*

01 Do you have your National Verifier ID? (i)

First name

Middle name

Last name

Date of Birth

Street Address

Email address

Select one form of identity verification

Social Security number (last 4 digits) (i)

Tribal ID number

02 Tribal ID number

Do you qualify for Lifeline or ACP through your child or a dependent?

No, I qualify by myself

Yes, I qualify through my child or dependent

Child or dependent's first name

Child or dependent's middle name

Child or dependent's last name

Child or dependent's date of birth

Select one form of identity verification

Social Security number (last 4 digits) (i)

Tribal ID number

Are you or someone in your household in any

03 Bureau of Indian Affairs General

Tribal Temporary Assistance for Needy Families

Food Distribution Program on Indian Reservations (FDPiR)

I do not participate in any of these programs and want to qualify through income

I am not in any of these programs, but my child or dependent is (i)

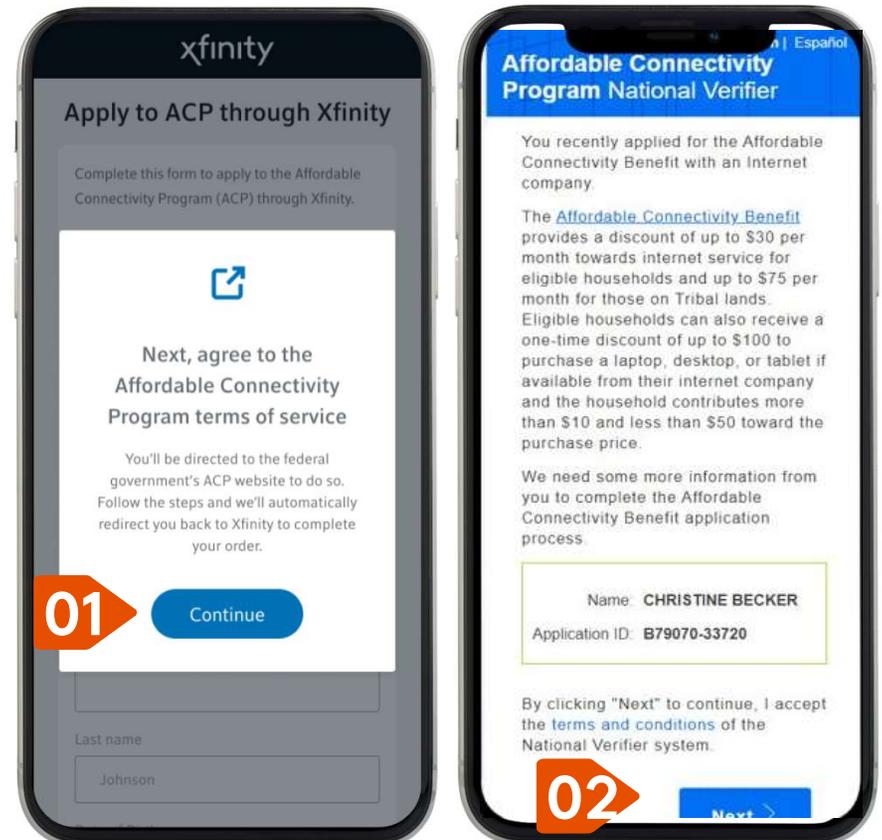
By submitting this form:

You give Comcast permission to share necessary personal information with 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, Mobile phone number, email address, date of birth, Xfinity account number and service address. You understand that you will not be able to participate in the ACP if you do not consent to sharing this information.

Accepting ACP Terms of Service

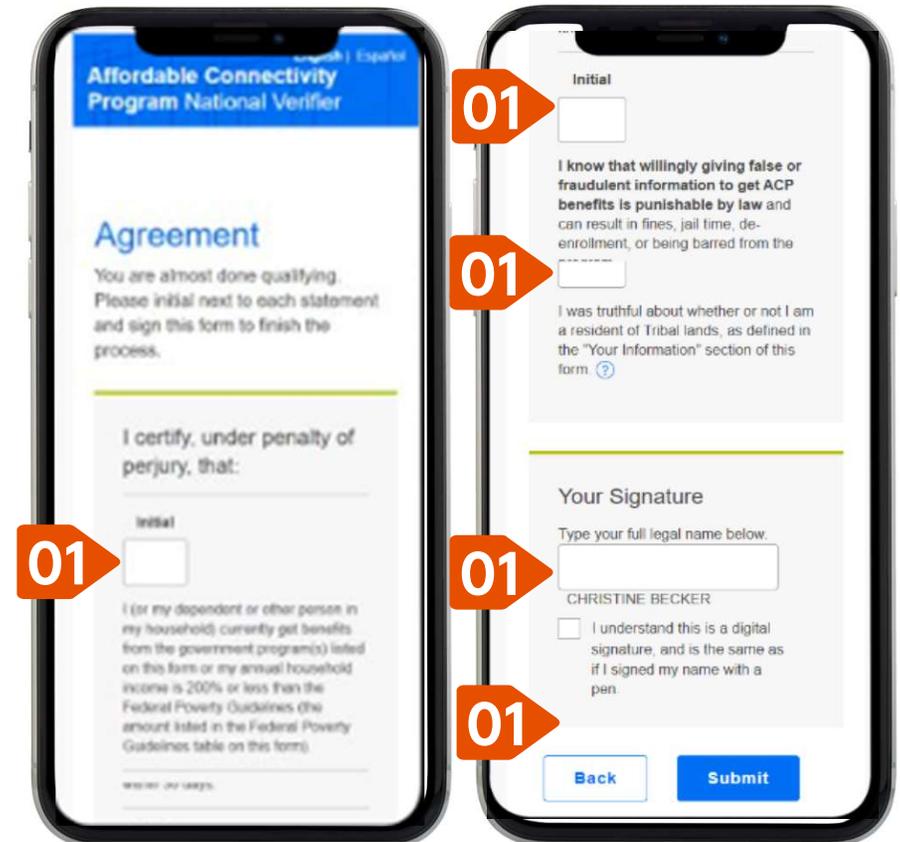
Upon successful verification from the National Verifier, customers will be directed to USAC's website in the same tab to certify and agree to the Affordable Connectivity Program terms of service.

1. On USAC's third party website, customers will have to accept the "terms and conditions" of the national verifier system.



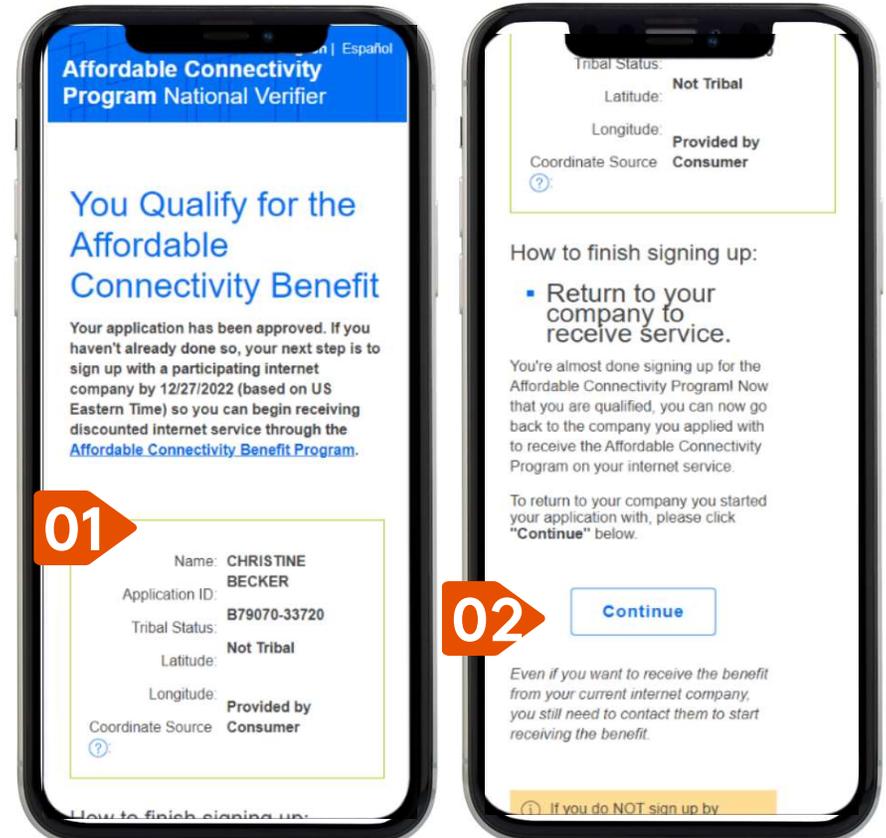
Accepting ACP Terms of Service

1. On USAC's third party website, customers will need to certify their information by providing their initials and signature in the boxes provided then checking the box and pressing Submit.



Accepting ACP Terms of Service

1. The customer should certify their information on USAC's third party website.
2. Once all information is correct, they will need to click "Continue" to be directed back to the Xfinity website.

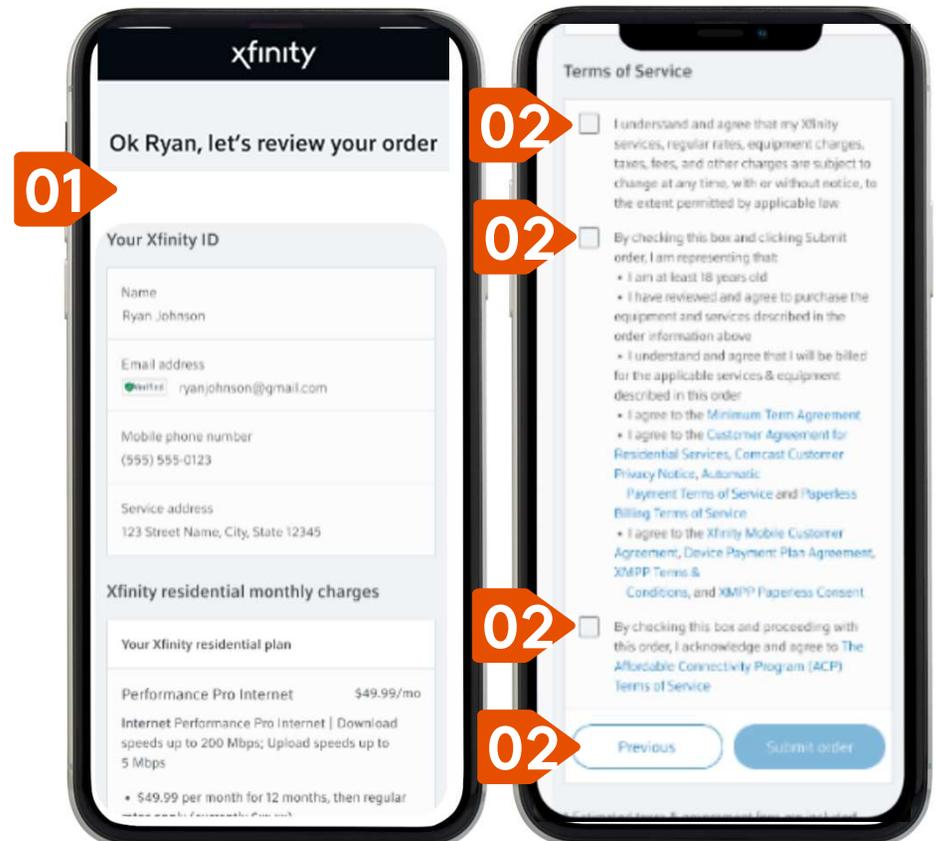


Review and Consent

As their last step, customers can review their order and view the terms of service and digitally consent.

1. The customer verifies all of the information on screen is correct.
2. They check the consent boxes and click "Submit order."

After submitting an order, the enrollment process will begin and take up to 48 hours. If successfully enrolled, the customer will see the ACP credit on their second bill.



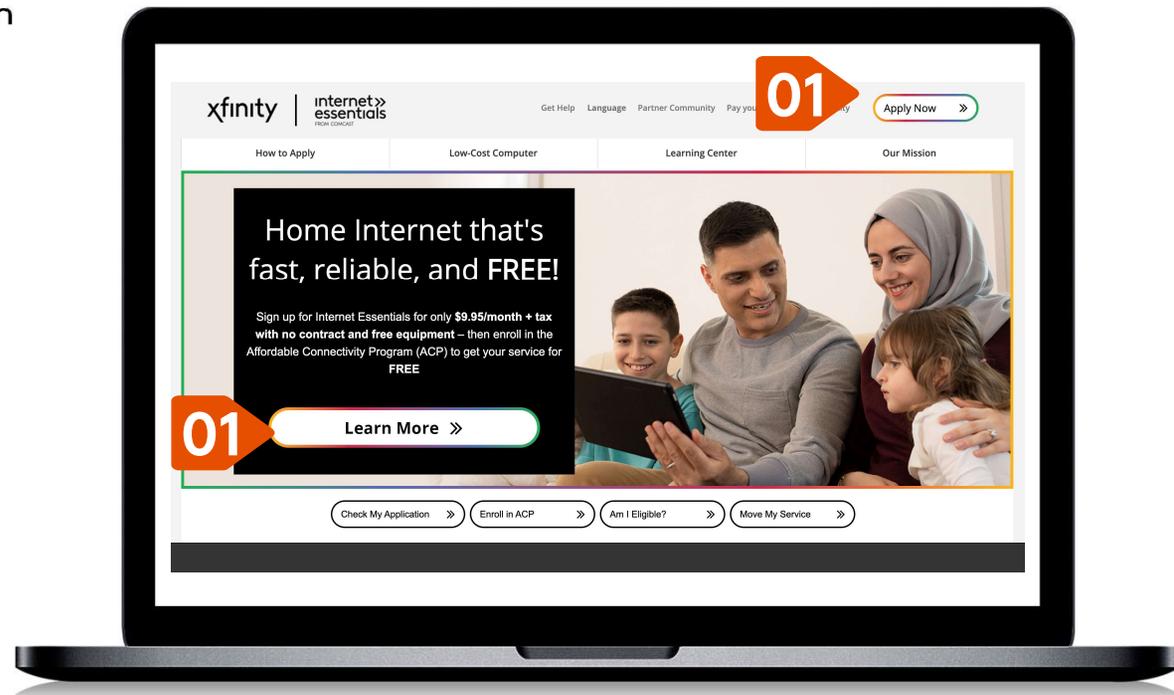
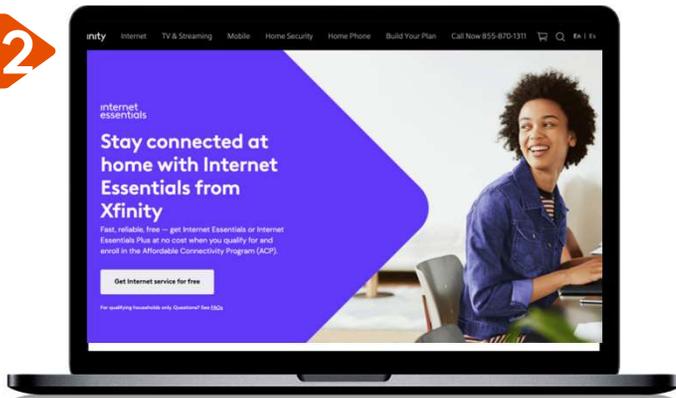
Internet Essentials Without ACP

INTERNET ESSENTIALS WITHOUT ACP

www.InternetEssentials.com

Note: The customer can also go directly to apply.internetessentials.com then skip the next slide.

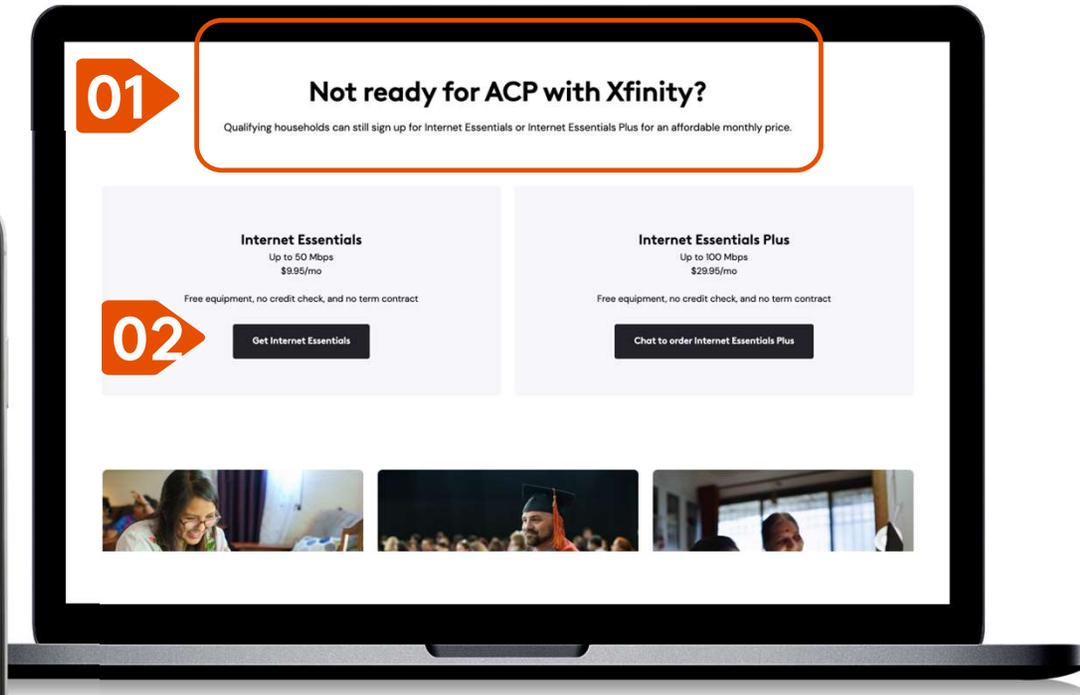
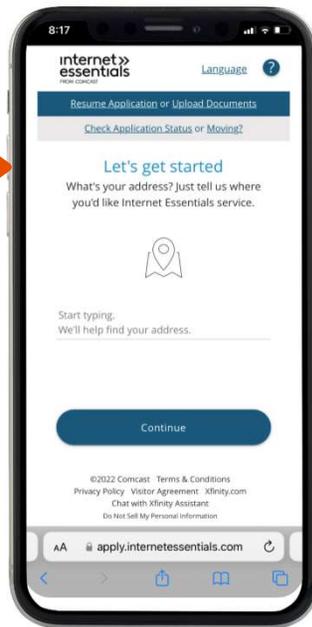
1. The customer starts by going to InternetEssentials.com and clicking the “Learn More” or “Apply” button
2. The customer will be redirected to xfinity.com/ie
 - They may also start the process directly at www.xfinity.com/ie



INTERNET ESSENTIALS WITHOUT ACP

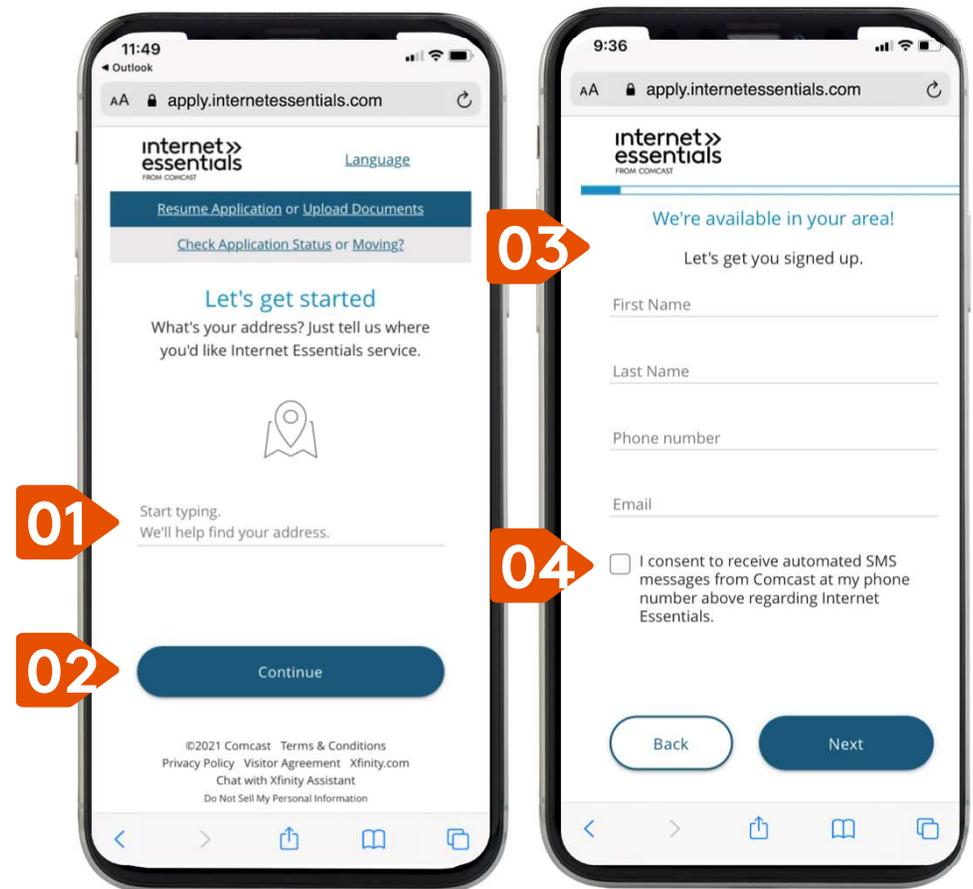
Xfinity.com/ie

1. The customer should scroll down to the section with the headline “Not ready for ACP with Xfinity”
2. They then click the “Get Internet Essentials” button.
2. Applicants will be redirected to the standard application at **apply.internetessentials.com** optimized for mobile.



Let's Get Started

1. The customer enters their complete street address so the system can check if they live within an Xfinity service area.
 - As they type, the system may fill in suggestions.
 - Clicking on their address when it pops up, instead of typing it out, can help reduce mistakes.
2. After they click "Continue," the system checks:
 - Is the address in an Xfinity service area?
 - Have they already started an application with the phone number and/or address provided?
 - Are they an existing customer? If so, the "Just a little more information needed" screen will be displayed.
3. If Xfinity is available at the address, the customer enters their first and last name, phone number, and email address.
4. The customer checks the box if they would like to receive text messages about their Internet Essentials application.



Identity & Eligibility

1. The customer enters their birthday.
2. A. The customer has the option to enter their Social Security number (SSN), which is the fastest way to qualify and complete the application.

B. If they don't have an SSN or don't wish to share it, the customer should check the "Alternate ID Verification" box and follow the instructions to verify identification with 1) an Alternate ID or 2) through text messaging on the customer's mobile phone.

01
2A
2B

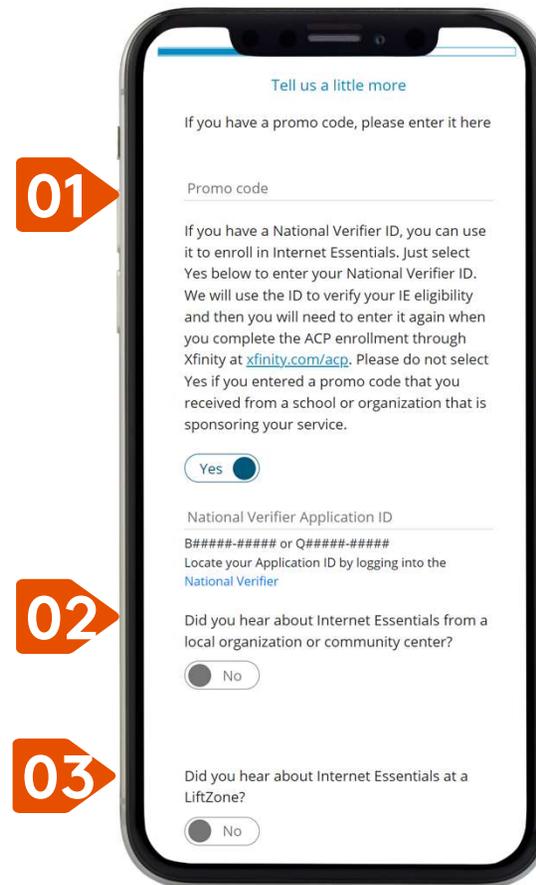
The screenshot shows the 'internet essentials' application form. At the top, it says 'internet essentials FROM COMCAST' and 'App ID: 601943340721'. Below this, it displays the application ID number: '601943340721'. The text reads: 'Next, we need to verify your identity using your birthday and your Social Security number or an alternate ID. We won't share it, and we won't perform a credit check.' There are input fields for 'Date of Birth' and 'Social Security number'. Below these is a checkbox labeled 'Alternate ID Verification' which is highlighted with an orange box. At the bottom, there are 'Back' and 'Next' buttons.

The screenshot shows a verification screen with the text: 'A verification code was sent to the mobile number ending in XXX - XXX - XXXX'. Below this is a graphic of a smartphone with a code on the screen. The text continues: 'Please enter your one-time passcode.' There is a 'Passcode' input field with a 'Show' button. Below the input field, it says 'This code expires in 5 minutes' and 'Didn't get a code? Resend'. At the bottom, there is a link: 'I would like to verify my identity another way.'

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

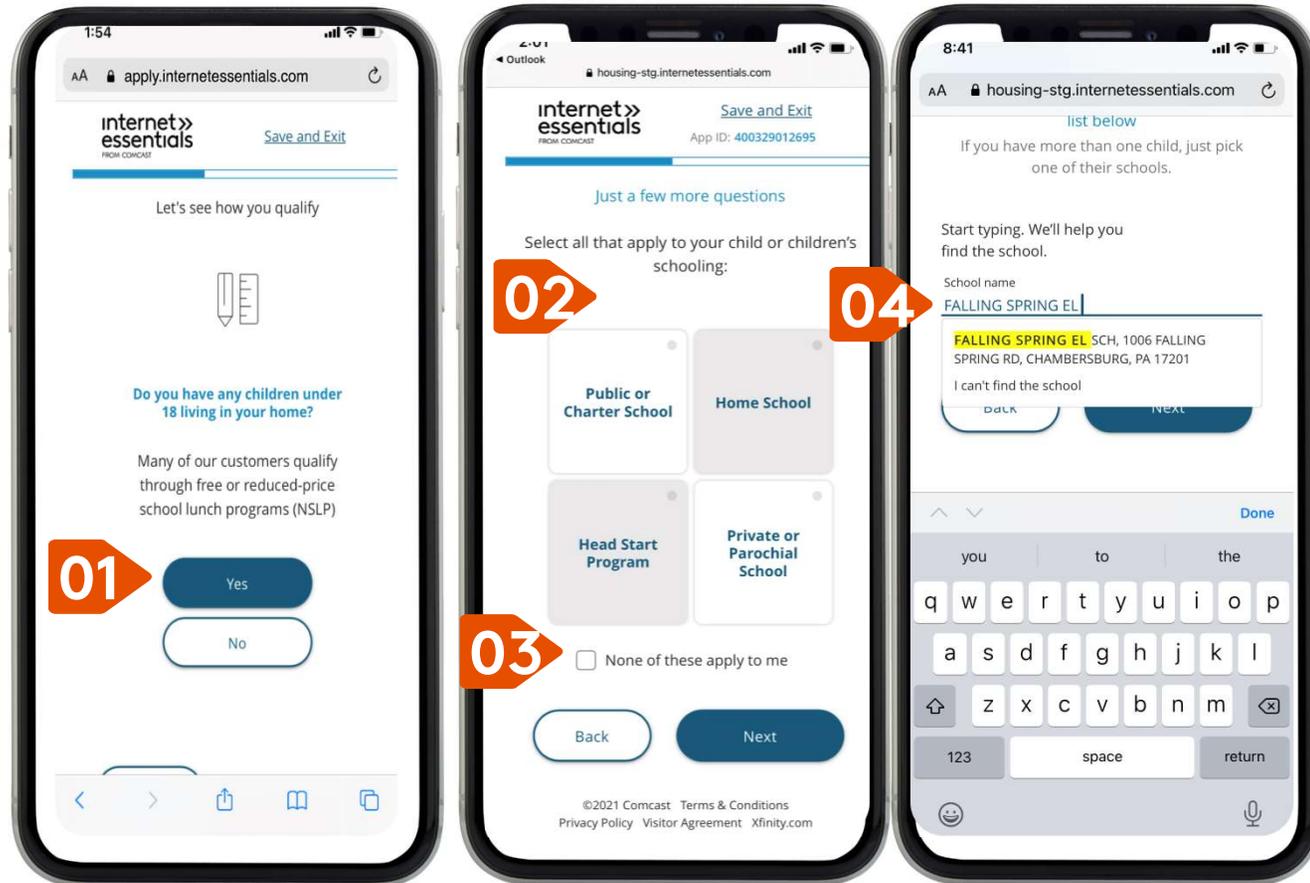
Promo Code

1. The customer can enter a promo code - only if one has been given to them
2. The customer can enter how they heard about Internet Essentials.
3. The customer can indicate if they heard about Internet Essentials at a Lift Zone.



School Information – only needed if a promo code is NOT used

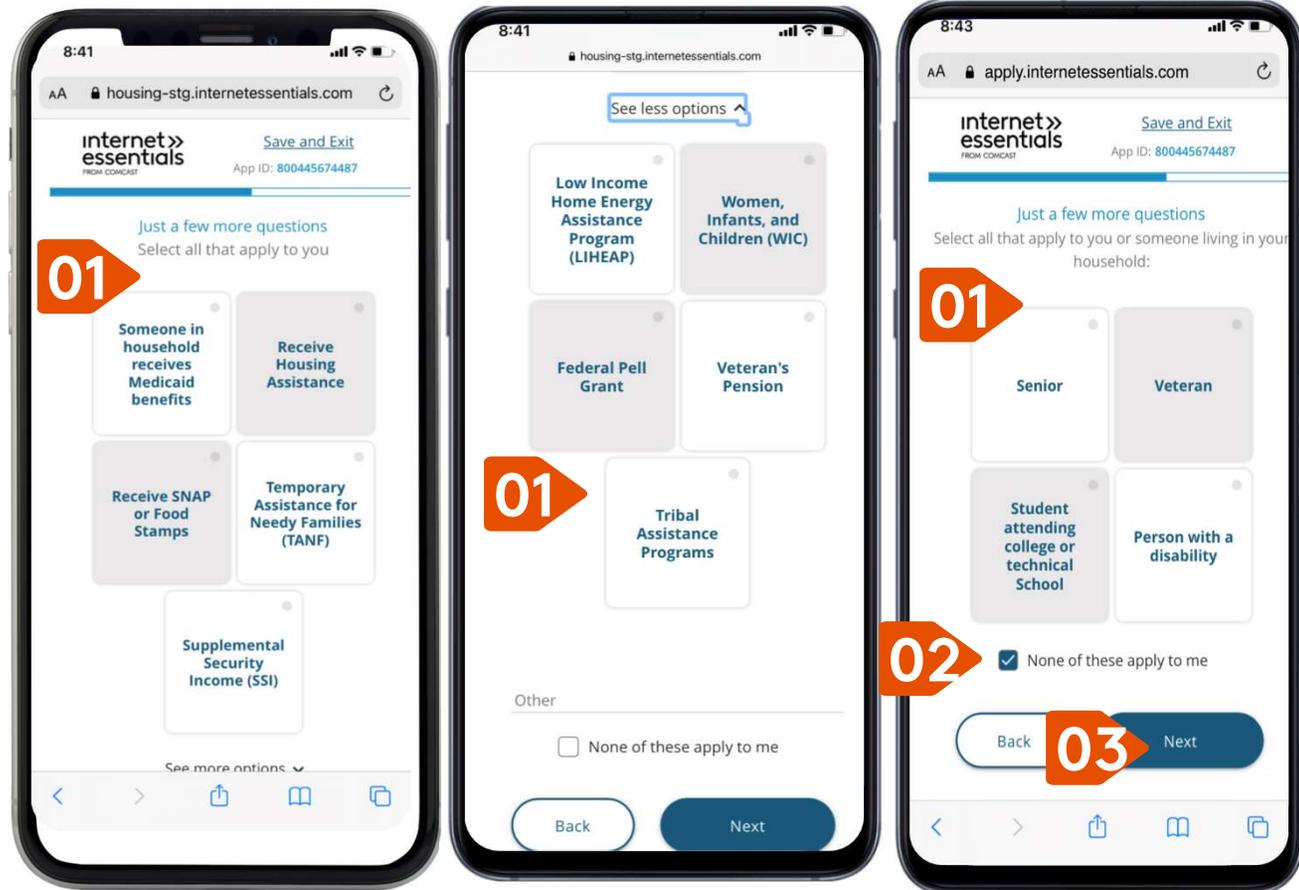
1. If the customer has any children living in their home, they should answer "Yes."
2. The customer should select all the options that apply to the child's school.
3. If none of the four options apply, they should check the box.
4. Customer starts typing the name of their child's school and select the correct option.



Program Selection - only needed if a promo code is NOT used

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.

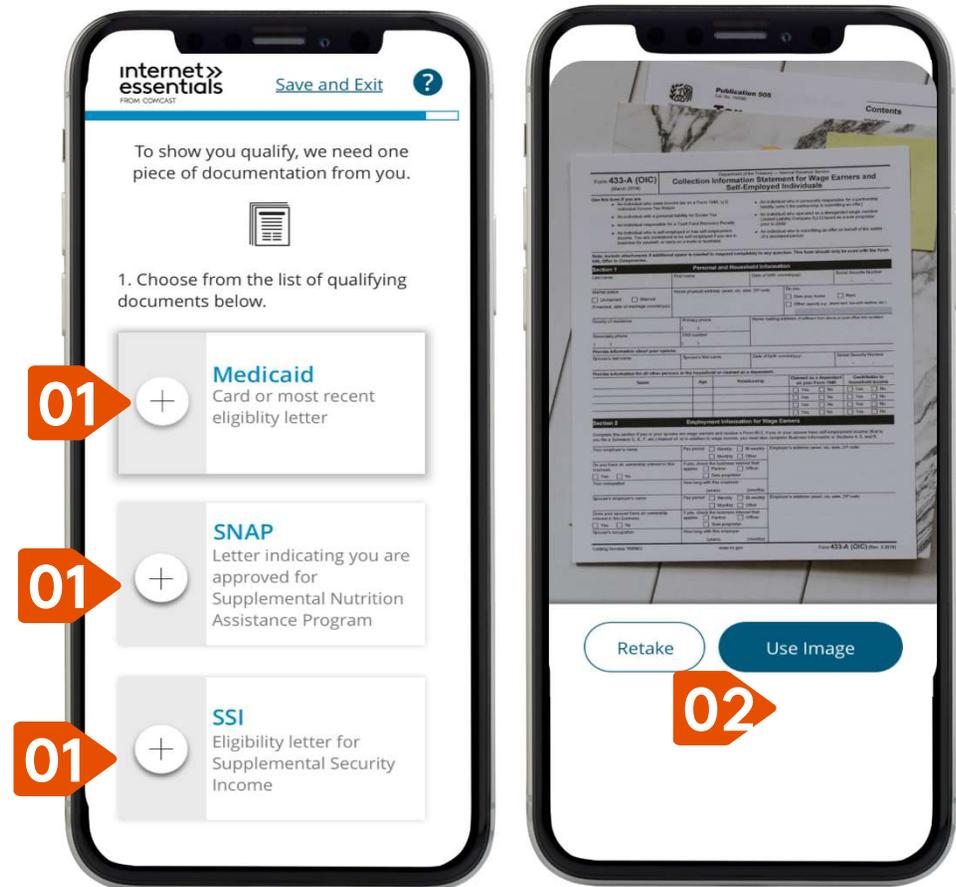
1. The application asks questions to make sure the customer qualifies for Internet Essentials.
 - The customer should select all options that apply to them on each screen.
2. If no options apply, the customer can either enter a program, or click the box for "None of these apply to me."
3. They then click "Next"



Document Upload - only needed if a promo code is NOT used

The application may ask the customer to provide a document to show that they qualify.

1. The customer selects the public assistance program in which they are participating. They only need one document to prove their eligibility.
 - They should click on the "+" sign.
2. Using their phone's camera, they can snap a picture of their document and click on "Use Image" button.
 - They can also upload a picture from their phone and submit using a computer.



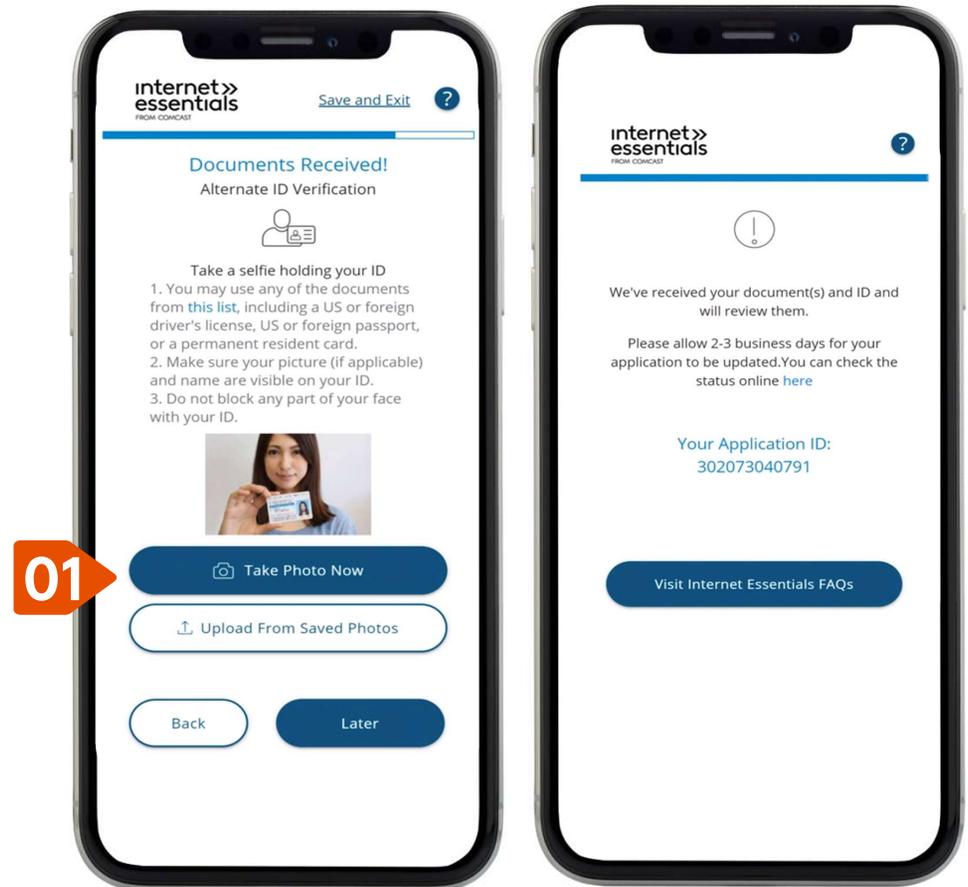
Alternate ID Verification

If a customer didn't provide a Social Security number, and didn't opt-in to verification with text on their mobile, they may need to verify their identity through Alternate ID Verification.

The application accepts over 30 different documents, including some international documents. See next slide for accepted forms.

The customer can take a photo of themselves with their Alternate ID and upload, or they can bring the ID to an Xfinity store.

1. The customer can take a photo with their ID and upload online. They can hold their phone at arm's length and take a "selfie," or they can have someone else take the photo with their phone. Then they click the "Take Photo Now" button.



Accepted Forms of ID for Alternate ID Verification

Customers who do not have a Social Security number (SSN), who do not want to share their SSN, or who did not verify their identity with their mobile phone, will need to show Alternate ID. We accept one form of Primary ID OR two forms of Secondary ID.

Primary ID

Show one (1) item from this list to verify ID:

- Current US or Canadian Driver's License or state photo ID card or expired photo Driver's License not more than five years from expiration date
- Current US Passport or expired US Passport not more than five years from expiration date
- Current Foreign Country Passport
- Valid Resident Alien Card/Permanent Resident Card (INS Form I-551)
- Certificate of US Citizenship (N-560 or N-561)
- Certificate of US Naturalization (N550, N-570, or N-578)
- Employment Authorization Document (INS Form I-688 or I-766)
- Bureau of Indian Affairs Tribal ID card
- Photo employment ID card issued by US Government agency
- Current Welfare / Social Services photo ID card
- Foreign National Identification card
- Foreign Driver's license
- Foreign Voter's Registration card
- Foreign Military Identification card
- Other government-issued identification document, including municipal ID
- I-94 arrival/departure record card
- Official documents that list the applicant as the parent of a child (e.g. birth certificate, adoption, school, church/baptismal certificate, insurance, legal, or medical record). This must contain the applicant's name.

Secondary ID

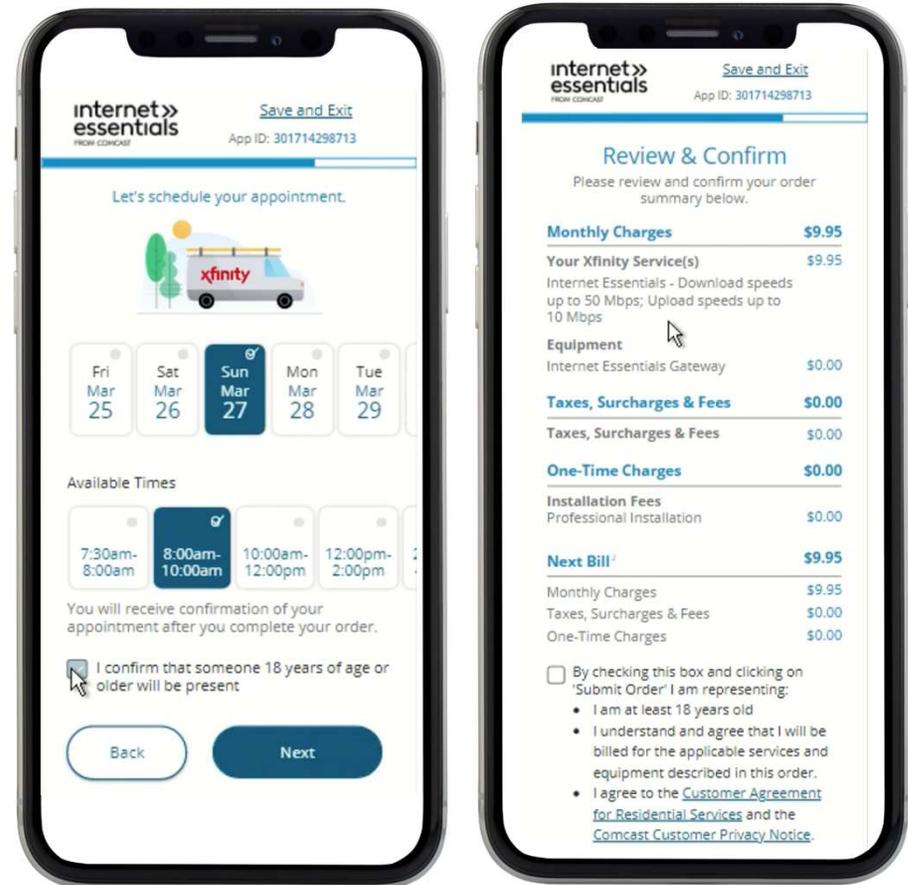
Show two (2) items from this list to verify ID:

- Matricula Consular Card
- Non-photo Driver's license
- US Department of State Non-Immigrant Visa
- Court document in applicant's name – must contain full name, DOB, court seal Examples: Marriage certificate, Divorce decree, Legal name change
- Current weapons or gun permit with photo
- Current school photo ID card
- Medicaid card or most recent eligibility letter for any member of your household
- Copy of utility bill in applicant's name is preferred
- Voter Registration card
- Current employment badge / photo IDW-2 form
- Selective Service Registration (Draft card)
- Birth certificate
- Mortgage coupons or notarized lease in applicant's name
- Bank statement in applicant's name
- Credit card in applicant's name
- Individual Taxpayer Identification Number (ITIN)

Equipment, Review & Confirmation

Options for receiving equipment will come with either a Getting Started Kit OR a Professional Installation at no cost.

- For a Getting Started Kit, the customer will select their shipping preference for their equipment.
 - Standard shipping is \$0.
 - A customer can also pick up their Getting Started Kit from a local Xfinity retail store for free.
- For a Professional Installation, the customer selects an appointment window of time.
- After the customer reviews, they can check the box to agree to confirm the order summary and to accept Comcast terms then click Submit.

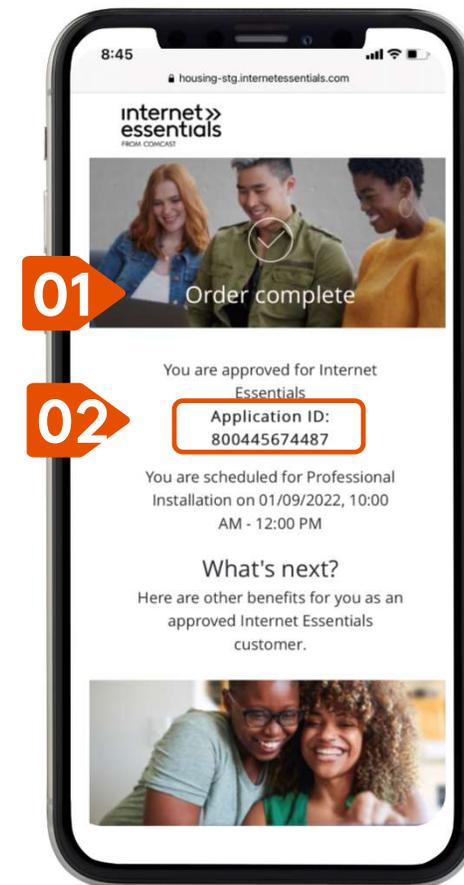


Order Complete

1. If the customer is approved, the Order Complete page is shown. Congratulations!
2. This screen shows the customer's Application ID and the appointment date for their equipment. The customer should be sure to write down their Application ID.

If their application needs to be reviewed, Xfinity agents will review within three to five business days. Xfinity will notify them if they've been approved by text message, email, or a phone call.

A customer can check the status of a submitted application by visiting the InternetEssentials.com homepage and clicking "Application Status."



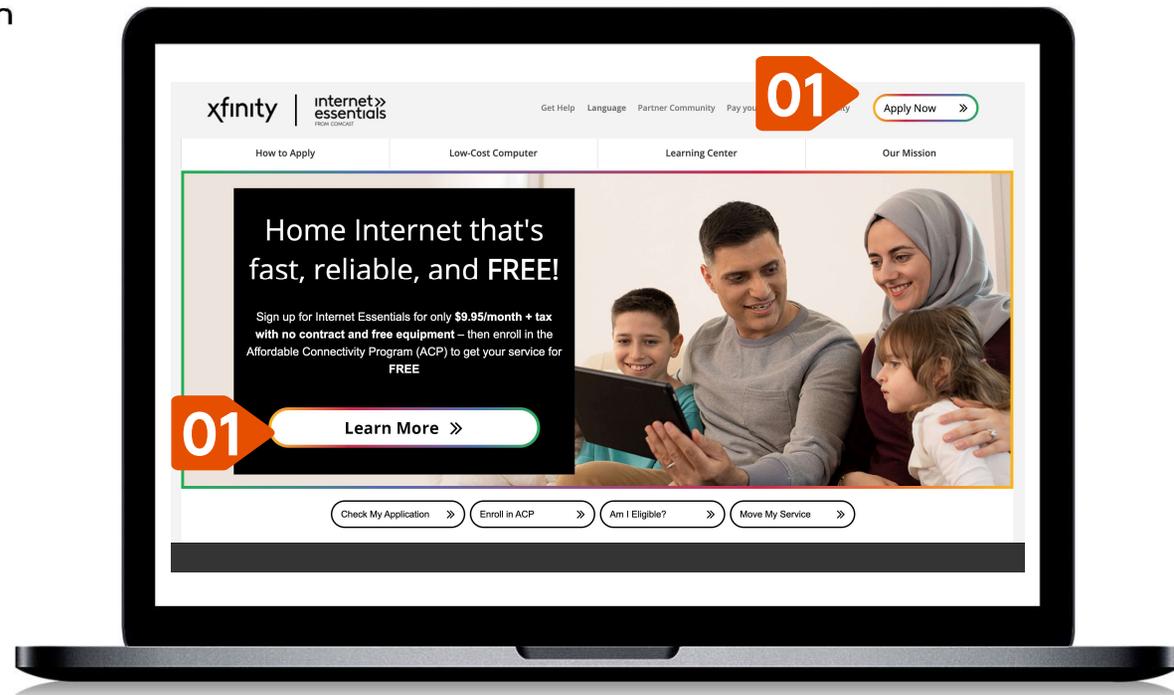
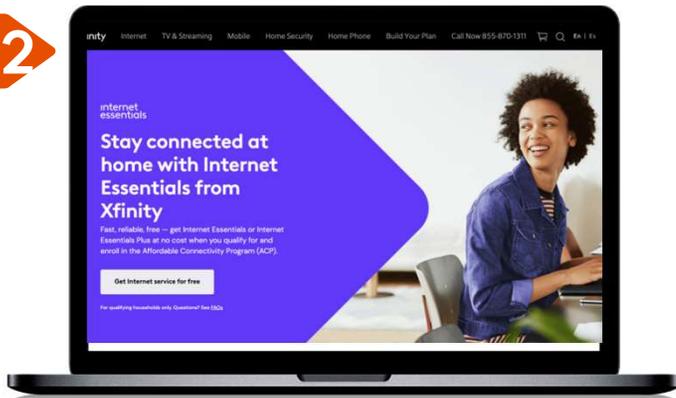
Internet Essentials Plus Without ACP

INTERNET ESSENTIALS PLUS WITHOUT ACP

www.InternetEssentials.com

Note: The customer needs to first enroll in Internet Essentials before proceeding with Internet Essentials Plus.

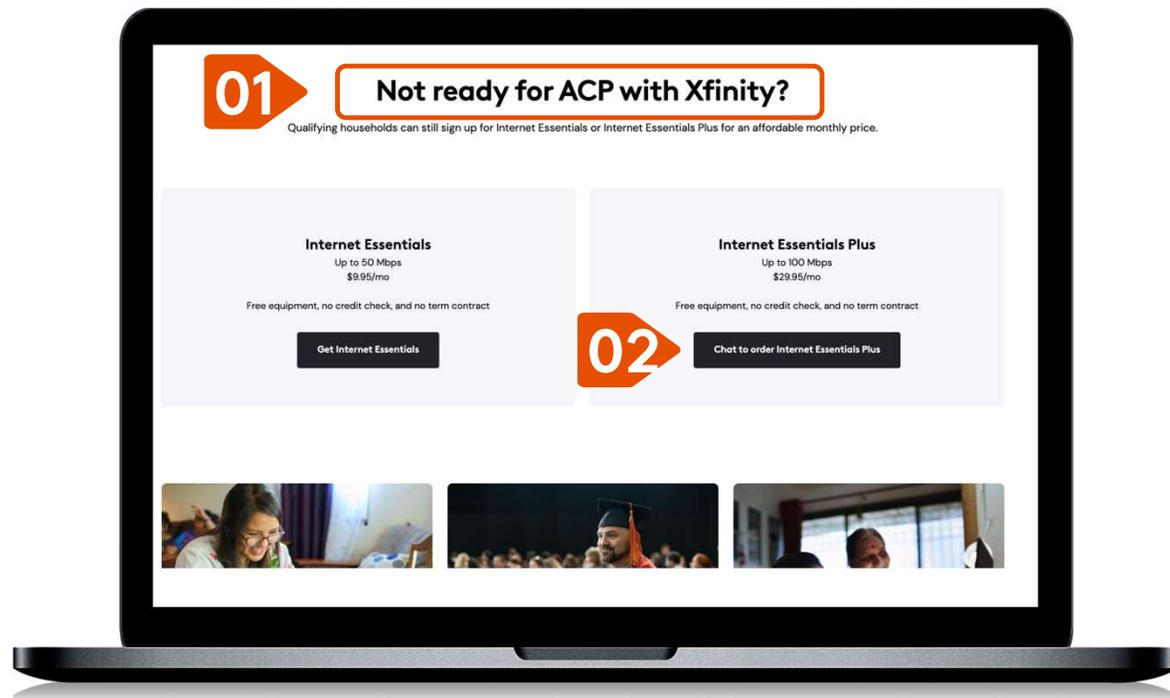
1. The customer starts by going to InternetEssentials.com and clicking the “Learn More” or “Apply” button
2. The customer will be redirected to xfinity.com/ie
 - They may also start the process directly at www.xfinity.com/ie



INTERNET ESSENTIALS PLUS WITHOUT ACP

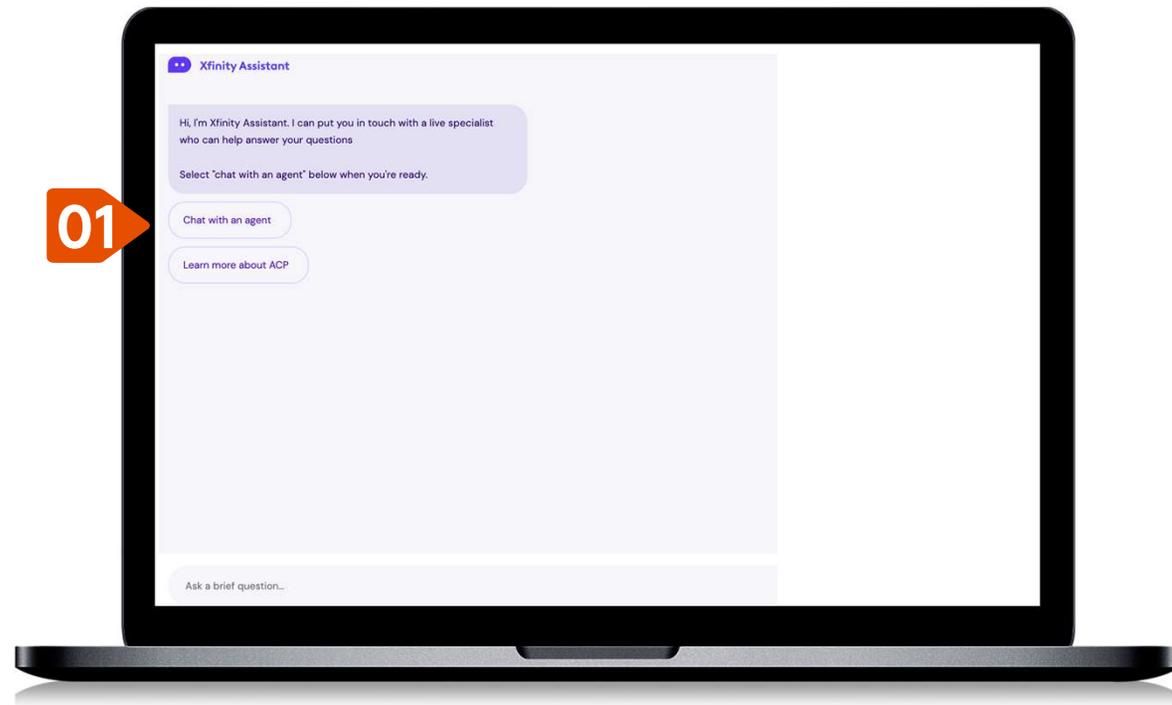
Xfinity.com/IE

1. The customer should scroll down to the section with the headline “Not ready for ACP with Xfinity”
2. They then click the “Chat to order Internet Essentials Plus” button.



Chat with Xfinity Assistant

1. The customer selects the “Chat with an agent” button.
2. When the customer is connected with a live agent, they should enter “Interested in Internet Essentials Plus” and follow the agent’s instructions.



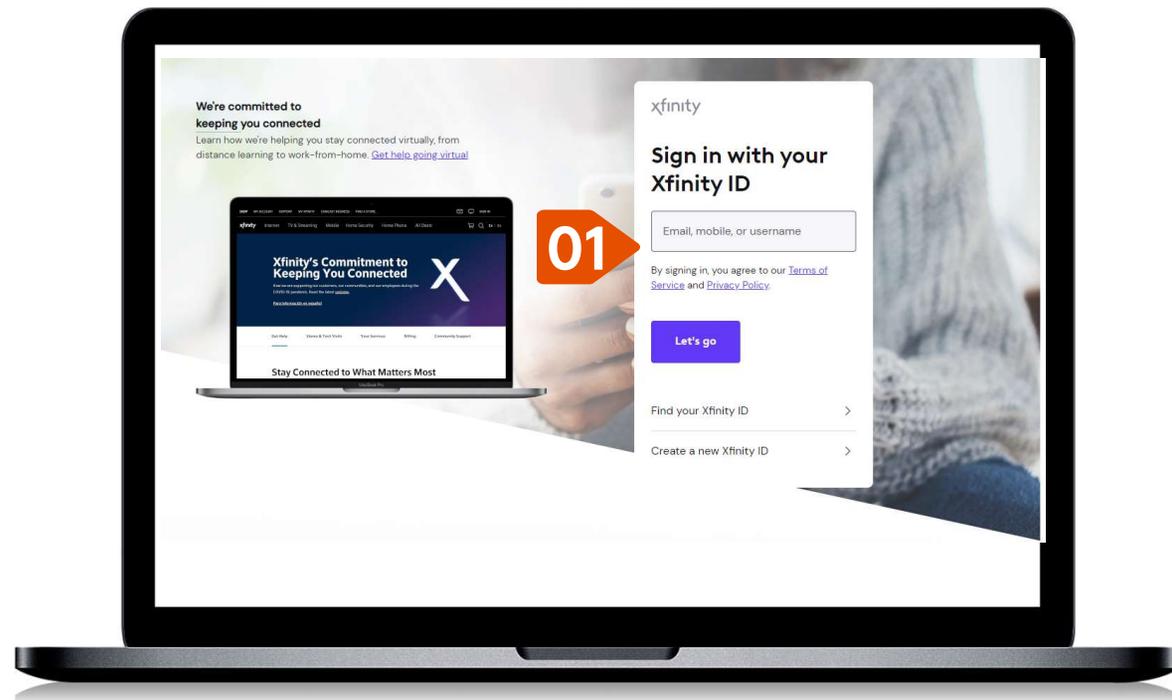
Note: The customer can also call 1-855-8-INTERNET (1-855-846-8376) to get Internet Essentials Plus.

Current Xfinity Customers Applying for ACP

APPLYING ACP CREDIT TO CURRENT XFINITY ACCOUNTS

Sign into your Account

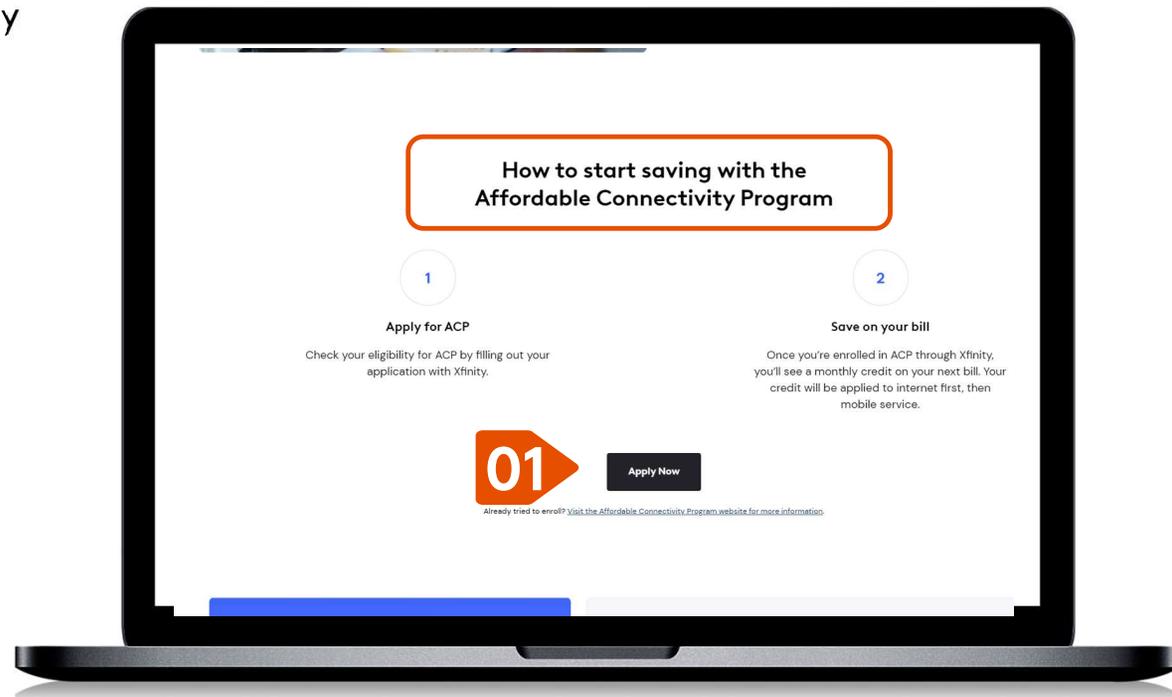
1. A customer can visit xfinity.com/acp
 - The customer will sign into their account with their Xfinity credentials



APPLYING ACP CREDIT TO CURRENT XFINITY ACCOUNTS

Xfinity.com/ACP

1. The customer can scroll down to the “How to start saving with the Affordable Connectivity Program” section
 - Then they click “Apply Now”



APPLYING ACP CREDIT TO CURRENT XFINITY ACCOUNTS

Apply to ACP through Xfinity

If the customer **DOES HAVE** a National Verifier ID:

1. They can change the drop-down from “No” to “Yes”
2. They should complete this form to add their Affordable Connectivity Program (ACP) credit to their Xfinity account.
 - Enter and/or verify their information, including National Verifier ID.
 - Check the consent boxes.
 - Click Continue.

The screenshot shows a laptop displaying the Xfinity website's 'Apply to ACP through Xfinity' form. The form is titled 'Apply to ACP through Xfinity' and includes the following fields and instructions:

- Do you have your National Verifier ID?** (Dropdown menu, currently set to 'Yes')
- First name:** JANE
- Middle name (Optional):** (Empty field)
- Last name:** DOE
- Date of Birth:** 01/01/1980
- Email address:** jane_doe@gmail.com
- National Verifier ID:** #####-#### or Q#####-####
- Do you live on Tribal Land?** (Radio button, currently selected 'No')
- By submitting this form:**
 - 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.
 - I give Consent 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 this form, including first name, last name, phone number, email address, date of birth, and last four digits of social security number or tribal ID, Xfinity account number and service address. I understand that I will not be able to participate in the ACP if I do not consent to sharing this information.

Two orange callout boxes with white numbers '01' and '02' are overlaid on the form. '01' points to the 'Do you have your National Verifier ID?' dropdown, which is currently set to 'Yes'. '02' points to the 'National Verifier ID' input field, which contains a masked value '#####-#### or Q#####-####'. The form also includes a 'Continue' button at the bottom.

Apply to ACP through Xfinity

If the customer **DOES NOT** have a National Verifier ID:

1. The customer can confirm the drop-down has "No" selected
2. The customer completes this form to apply to the Affordable Connectivity Program (ACP) through Xfinity.
 - Enter their information.
 - Check the consent box.
 - Click Continue.

xfinity

Apply to ACP through Xfinity

Complete this form to apply to the Affordable Connectivity Program (ACP) through Xfinity.

We'll use the email address you provide to send updates on your enrollment status. Once you're successfully enrolled in ACP through Xfinity (expect 3-5 business days), you'll see your ACP benefit on your next bill.

Do you have your National Verifier ID? ⓘ

No ▾

01

First name: Ryan Middle name: []

02

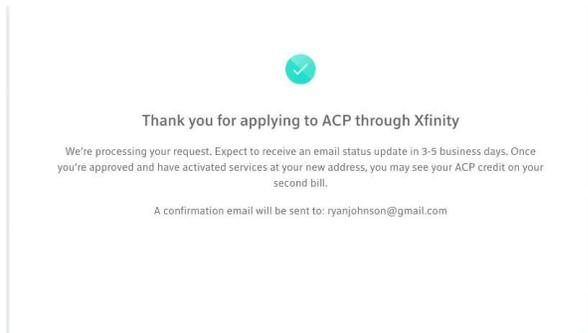
Last name: Johnson Date of Birth: []

Street address: 94 Greenpoint Ave, Apt 3B, Brooklyn, NY 11122

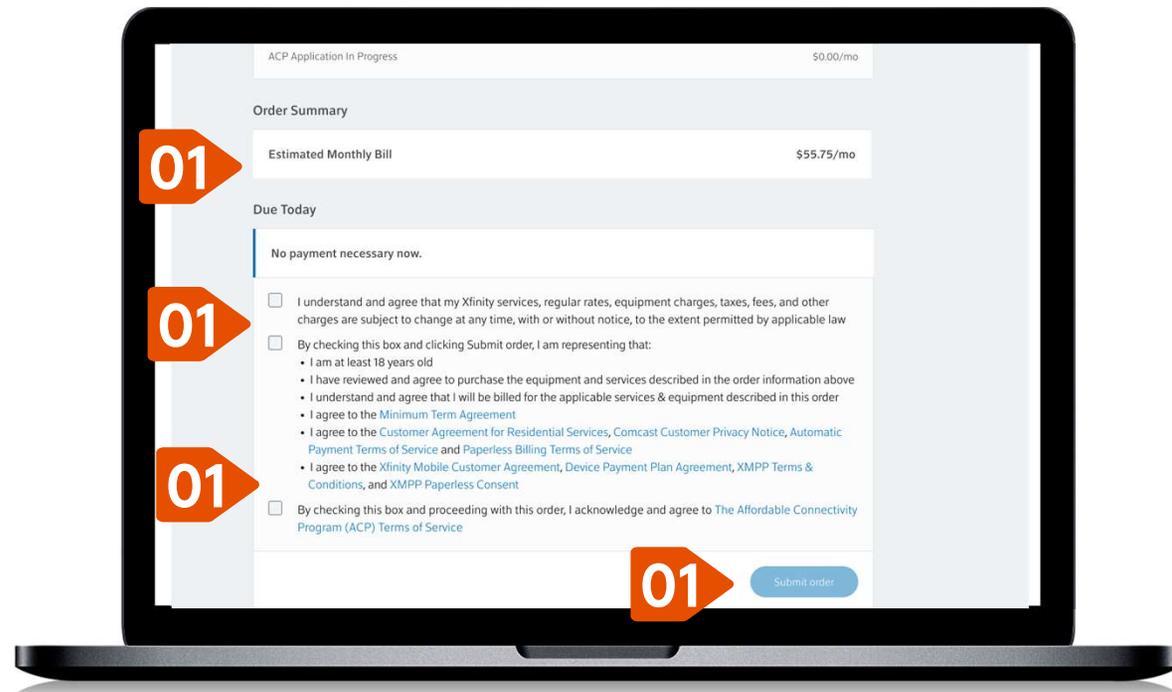
APPLYING ACP CREDIT TO CURRENT XFINITY ACCOUNTS

Submitting ACP Enrollment

1. The customer should review the information and check the boxes to consent then click "Submit order."
 - Confirmation screen will pop up.



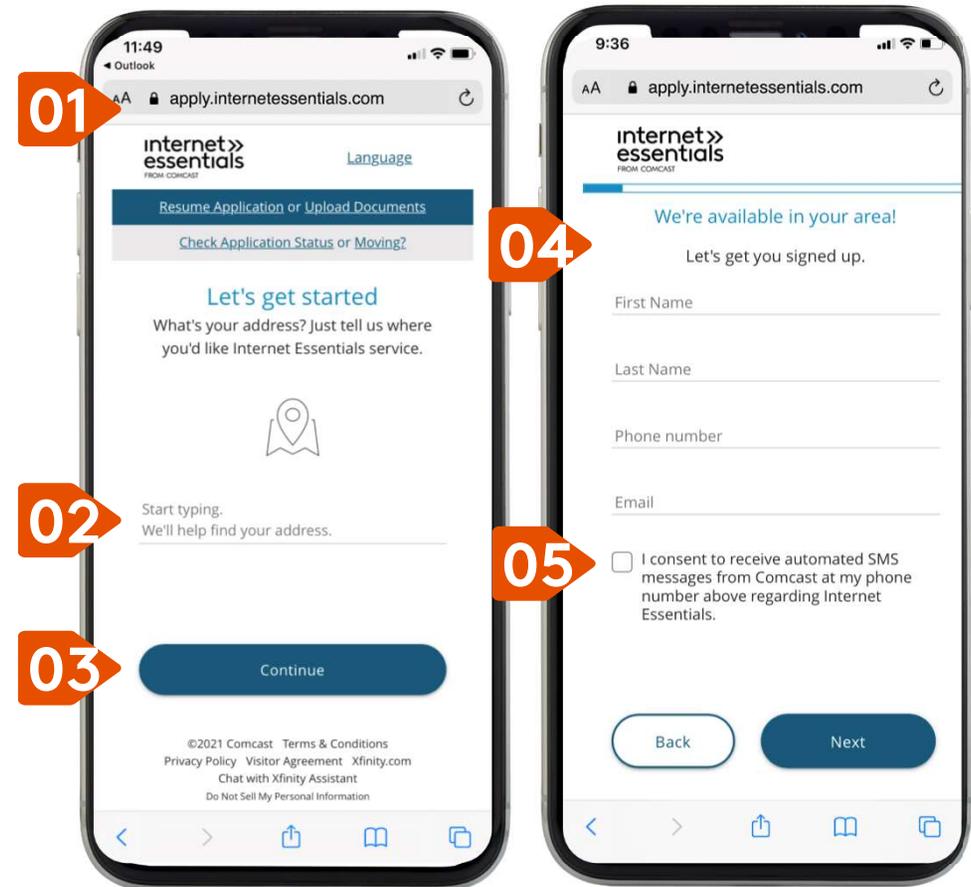
Xfinity will use the email address the customer provided to send updates on their enrollment status. Once they're successfully enrolled in ACP through Xfinity (expect 3-5 business days), they'll see their ACP benefit on their next bill.



Internet Essentials Partnership Program

Let's Get Started

1. The customer should open a browser window and type the URL: apply.InternetEssentials.com
2. The customer enters their complete street address so the application can check if they live within a Xfinity service area.
 - As they type, the system may fill in suggestions. Clicking on their address when it pops up, instead of typing it out, can help reduce mistakes.
3. After they click **"Continue,"** the system checks:
 - Is their address in the Xfinity service area?
 - Have they already started an application with the phone number and/or address provided?
 - Are they an existing customer? If so, the "Just a little more information needed" screen will be displayed.
4. If Xfinity is available at their address, the customer should enter their first and last name, phone number, and email address.
5. The customer checks the box if they would like to receive text messages about their Internet Essentials application.



Identity & Eligibility

1. The customer enters their birthday.
2. A. They have the option to enter their Social Security number (SSN), which is the fastest way to qualify and complete their application.

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

01
2A
2B

The screenshot shows the 'internet essentials' app interface. At the top, it says 'internet essentials FROM COMCAST' and 'App ID: 601943340721'. Below this, it displays the application ID number: '601943340721'. The main text reads: 'Next, we need to verify your identity using your birthday and your Social Security number or an alternate ID. We won't share it, and we won't perform a credit check.' There are three input fields: 'Date of Birth' with a calendar icon, 'Social Security number' with a 'Show' link, and 'Alternate ID Verification' with an unchecked checkbox. Below the checkbox, there is explanatory text: 'If you don't have an SSN, or don't feel comfortable sharing it, we accept more than 30 alternate IDs, including international documents - full list available here. You will be asked to prove your identity later in the application.' At the bottom, there are 'Back' and 'Next' buttons.

The screenshot shows a verification screen. It states: 'A verification code was sent to the mobile number ending in XXX - XXX - XXXX'. Below this is a graphic of a smartphone with a code on the screen. The text says: 'Please enter your one-time passcode.' There is a 'Passcode' input field with a 'Show' link. Below the input field, it says: 'This code expires in 5 minutes. Didn't get a code? Resend'. At the bottom, there is a link: 'I would like to verify my identity another way.' The entire screen is enclosed in an orange rounded rectangle.

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

INTERNET ESSENTIALS PARTNERSHIP PROGRAM

Promo Code

1. The customer should enter the code that their Sponsor gave them.
 - They need to enter a code to apply for the Internet Essentials Partnership Program.
2. The customer should leave this section blank.
3. The customer can enter how they heard about Internet Essentials.
4. The customer can indicate if they heard about Internet Essentials at a Lift Zone.
5. The next screen will show the name of the Sponsor covering the cost of their internet service. Xfinity must share their personal information with the Sponsor. This information includes their name, address, phone number, and account number.
 - The customer should click the box to agree to sponsorship and to allow Xfinity to share personal information with their Sponsor.
6. The customer should click "Next"

The image shows two smartphone screens side-by-side, illustrating the steps for applying for the Internet Essentials Partnership Program. The left screen, titled "Tell us a little more", contains a form with several sections. Callout 01 points to the "Promo code" input field. Callout 02 points to the "Yes" radio button for the question "If you have a National Verifier ID, you can use it to enroll in Internet Essentials. Just select Yes below to enter your National Verifier ID. We will use the ID to verify your IE eligibility and then you will need to enter it again when you complete the ACP enrollment through Xfinity at xfinity.com/acp. Please do not select Yes if you entered a promo code that you received from a school or organization that is sponsoring your service." Callout 03 points to the "No" radio button for the question "Did you hear about Internet Essentials from a local organization or community center?". Callout 04 points to the "No" radio button for the question "Did you hear about Internet Essentials at a LiftZone?". The right screen, titled "New Customer Offer", displays a consent form. Callout 05 points to the checked checkbox for the offer: "If you are approved for and continue to qualify for Internet Essentials sponsored by Chicago Public Schools with United Way of Metro Chicago, your Internet Essentials service will be paid for by the United Way of Metro Chicago, the sponsor of Internet Essentials until August 31, 2022 unless we, or Chicago Public Schools with United Way of Metro Chicago, notify you otherwise. If you choose to have your Internet Essentials service paid for by United Way of Metro Chicago, Comcast must share personal information including your name, address, phone number and account number with Chicago Public Schools with United Way of Metro Chicago. By choosing the sponsorship option, you consent to Comcast sharing your personal information with Chicago Public Schools with United Way of Metro Chicago." Callout 06 points to the "Next" button at the bottom right of the screen.

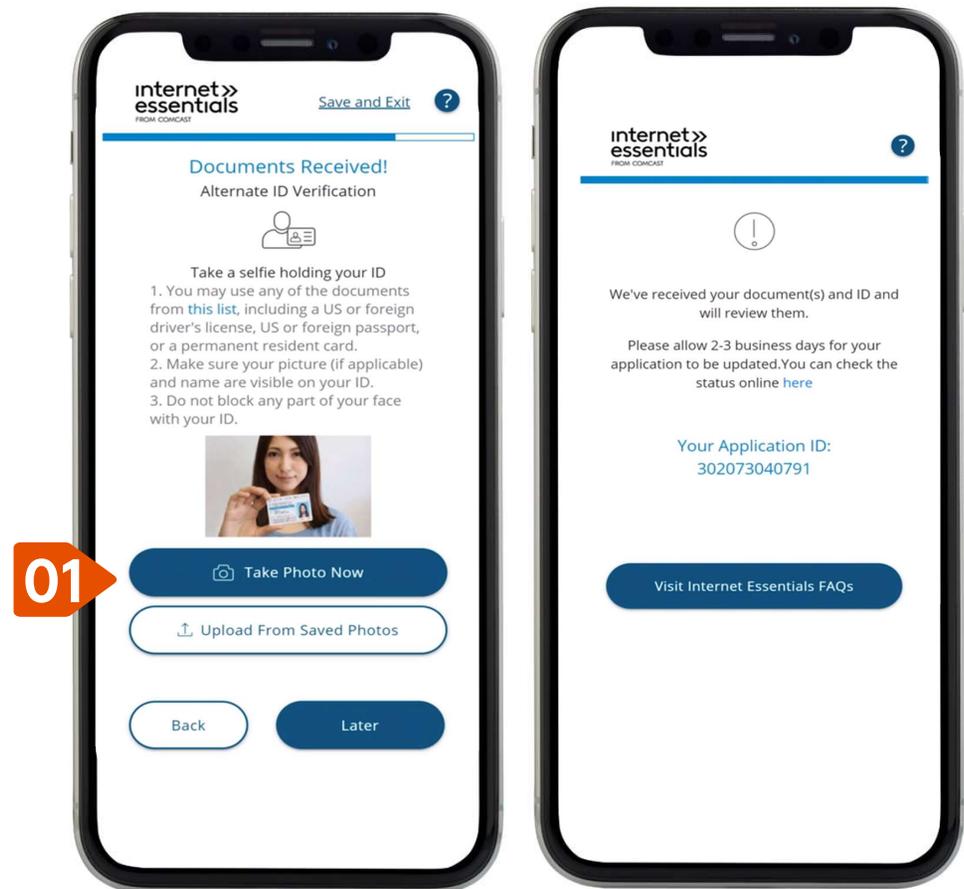
Alternate ID Verification

If the customer didn't provide a Social Security number, and they didn't opt in to verification with text on their mobile, they may need to verify their identity through Alternate ID Verification.

The application accepts over 30 different documents, including some international documents. See next slide for accepted forms.

The customer can take a photo of themselves with their Alternate ID and upload it, or they can bring the ID to an Xfinity store.

1. The customer can take a photo with their ID and upload online. They can hold their phone at arm's length and take a "selfie," or they can have someone else take the photo with their phone. They then click the "Take Photo Now" button.



Accepted Forms of ID for Alternate ID Verification

Customers who do not have a Social Security number (SSN), who do not want to share their SSN, or who did not verify their identity with their mobile phone, will need to show Alternate ID. We accept one form of Primary ID OR two forms of Secondary ID.

Primary ID

Show one (1) item from this list to verify ID:

- Current US or Canadian Driver's License or state photo ID card or expired photo Driver's License not more than five years from expiration date
- Current US Passport or expired US Passport not more than five years from expiration date
- Current Foreign Country Passport
- Valid Resident Alien Card/Permanent Resident Card (INS Form I-551)
- Certificate of US Citizenship (N-560 or N-561)
- Certificate of US Naturalization (N550, N-570, or N-578)
- Employment Authorization Document (INS Form I-688 or I-766)
- Bureau of Indian Affairs Tribal ID card
- Photo employment ID card issued by US Government agency
- Current Welfare / Social Services photo ID card
- Foreign National Identification card
- Foreign Driver's license
- Foreign Voter's Registration card
- Foreign Military Identification card
- Other government-issued identification document, including municipal ID
- I-94 arrival/departure record card
- Official documents that list the applicant as the parent of a child (e.g. birth certificate, adoption, school, church/baptismal certificate, insurance, legal, or medical record). This must contain the applicant's

Secondary ID

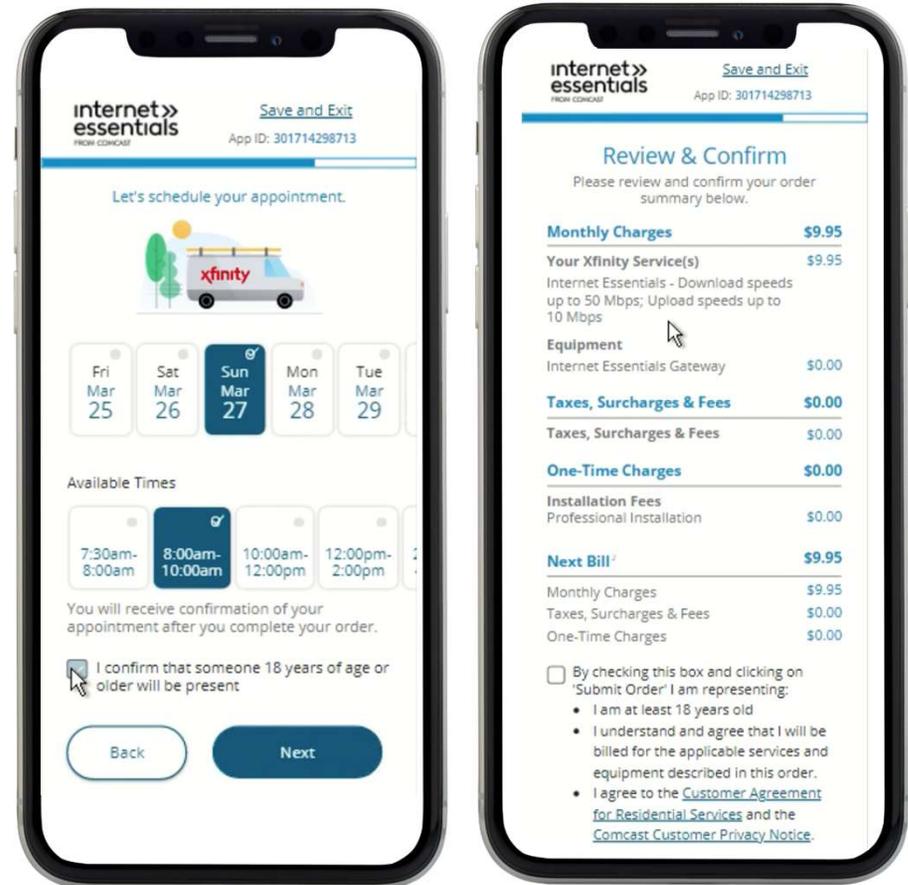
Show two (2) items from this list to verify ID:

- Matricula Consular Card
- Non-photo Driver's license
- US Department of State Non-Immigrant Visa
- Court document in applicant's name – must contain full name, DOB, court seal Examples: Marriage certificate, Divorce decree, Legal name change
- Current weapons or gun permit with photo
- Current school photo ID card
- Medicaid card or most recent eligibility letter for any member of your household
- Copy of utility bill in applicant's name is preferred
- Voter Registration card
- Current employment badge / photo IDW-2 form
- Selective Service Registration (Draft card)
- Birth certificate
- Mortgage coupons or notarized lease in applicant's name
- Bank statement in applicant's name
- Credit card in applicant's name
- Individual Taxpayer Identification Number (ITIN)

Equipment, Review & Confirmation

Options for receiving equipment will come with either a Getting Started Kit OR a Professional Installation at no cost.

- For a Getting Started Kit, the customer selects the shipping preference for their equipment.
 - Standard shipping is \$0.
 - A customer can also pick up their Getting Started Kit from a local Xfinity retail store for free.
- For a Professional Installation, the customer selects an appointment window of time.
- After the customer reviews, they can check the box to agree to confirm the order summary and to accept Comcast terms then click Submit.

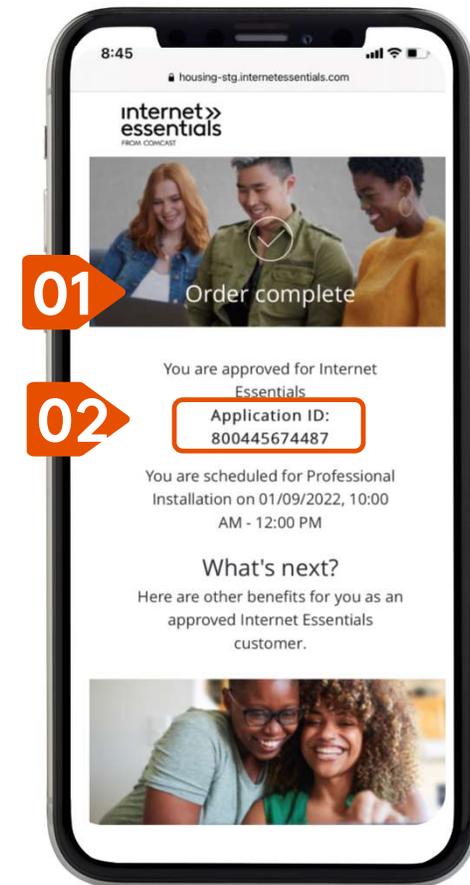


Order Complete

1. If the customer is approved, the Order Complete page is shown. Congratulations!
2. This screen shows the customer's Application ID and the appointment date for their equipment. The customer should be sure to write down their Application ID.

If their application needs to be reviewed, Xfinity agents will review within three to five business days. Xfinity will notify them if they've been approved by text message, email, or a phone call.

A customer can check the status of a submitted application by visiting the InternetEssentials.com homepage and clicking "Application Status."





More Help

MORE HELP

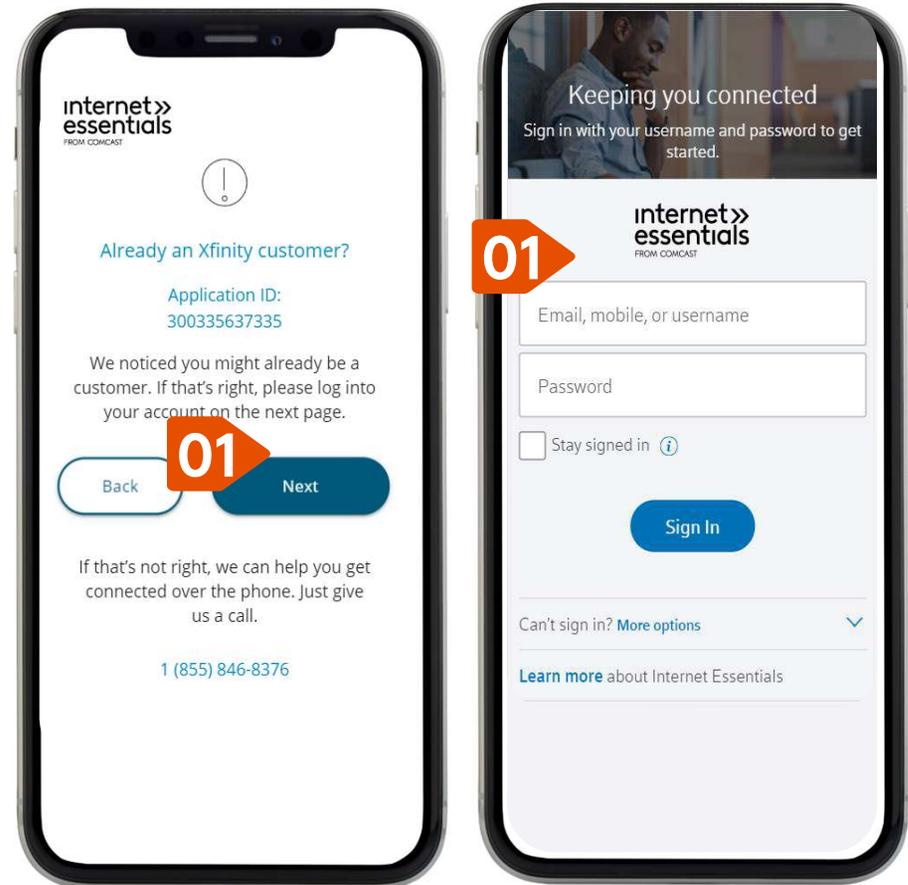
Online Application Errors

If the customer experiences any problems with the online application for Internet Essentials, they can call 1-855-8-INTERNET (1-855-846-8376) to connect with a call center agent. If possible, they should have their Application ID ready.

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Existing Video or Voice Customers

1. For applicants who already have existing Xfinity service (Xfinity Video, Voice, Home, Mobile), they will be prompted to sign into their existing account.
2. If the customer enters the wrong information, they will be asked to call the Call Center for support.



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How to Find a Customer's Xfinity Account Number

1. The customer visits login.xfinity.com and signs into their account
2. They then click on "My Account"
3. The customer can click on "Settings". This section displays the customer's name and account number. The customer should use this account number to complete their Xfinity ACP enrollment form.

For more information visit: <https://www.xfinity.com/support/articles/view-account-info-my-account-app> or call 1-855-846-8376.