



COMCAST

# Internet Essentials Application Overview



## Internet Essentials

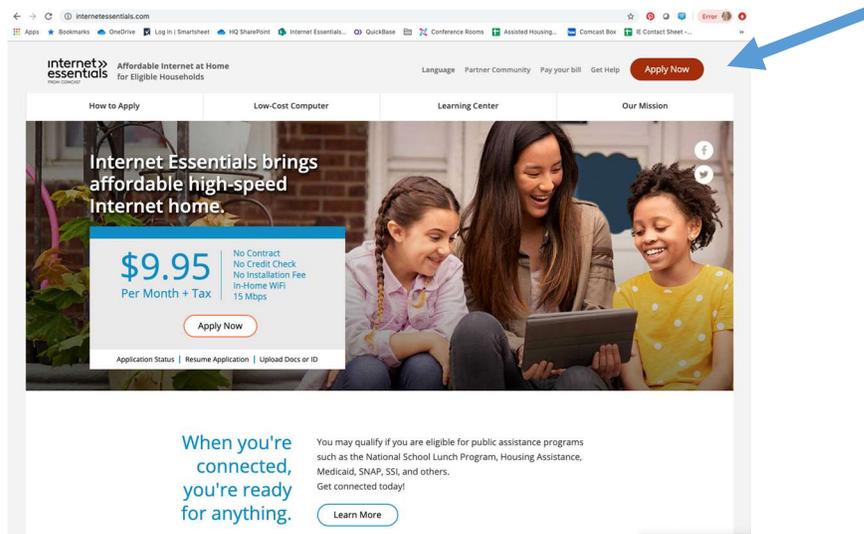
- Internet Essentials Service:
  - High-speed internet service for \$9.95 + tax / month (25/3Mbps)
  - No credit check, no contract
  - Access to 40 hours of Xfinity WiFi hotspots (Internet outside the home) every month
  - Free installation
- Optional Computer:
  - Customers have the option to purchase a refurbished computer for \$149.99 + tax at any point
  - Includes Microsoft Office (Word, PowerPoint, Excel etc.) Norton Antivirus, and a 90-day warranty
  - 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**

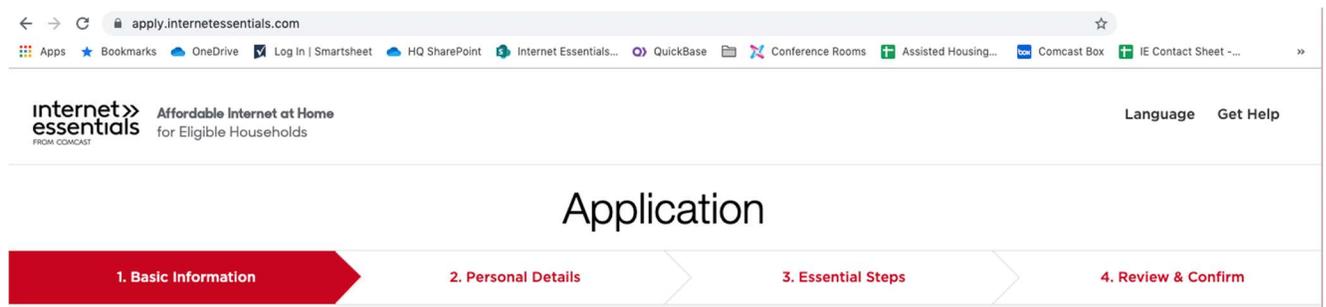


## Internet Essentials Application:

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

**internet>> essentials** Affordable Internet at Home for Eligible Households Language Get Help

## Application

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

**Let's Get Started!**

Please enter your contact information below.

If you have already started an application please [click here to resume saved application](#) or [upload documents](#).

Your Name \* :

Email address : Please provide your email address below. We'll use this address to communicate important updates with you along the way.  
  
 I do not have an email address

Phone number \* :   
 Mobile    Home Phone

Home Address \* : Just start typing. We'll help you find your address.

**Next**

## 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

**internet essentials** FOR CHOICE Affordable Internet at Home  
for Eligible Households

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

Please tell us a little more about yourself.

Date of Birth \* : MM \* DD \* YYYY \*

Social Security Number \* :      Your Social Security Number will not be shared.  
[View our Privacy Policy.](#)

Confirm Your Social Security Number \* :      What if I don't have a Social Security Number?

I do not have a Social Security Number

Do you have a child or children attending school, or being homeschooled, in your household?     Yes     No

Did you hear about Internet Essentials from a neighborhood organization? \*    For example, a foodbank, church, library, senior or community center

If you have a promo code, please enter it here:    Optional

No credit check will be performed with your information.

**Back**    **Save**    **Next**

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## 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.

August 6, 2016-August 12, 2016							
Time Slots	06 Sat	07 Sun	08 Mon	09 Tue	10 Wed	11 Thu	12 Fri
Between 07:00 AM-07:30 AM					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between 08:00 AM-12:00 PM	<input type="radio"/>						
Between 08:00 AM-10:00 AM	<input type="radio"/>						
Between 08:00 AM-08:30 AM					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between 09:00 AM-10:00 AM	<input type="radio"/>						
Between 09:00 AM-08:30 AM					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between 12:00 PM-04:00 PM	<input type="radio"/>						
Between 04:00 PM-07:00 PM	<input type="radio"/>						

Your installation appointment is not confirmed until you complete your order.

I confirm that someone 18 years of age or older will be present.

[Back](#) [Next](#)

## 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.

### Review and Confirm

Please review and confirm your order summary below.

<b>Monthly Service(s)</b>	<b>\$9.95</b>
<b>Your XFINITY Service(s)</b>	
Internet Essentials - Download speeds up to 10 Mbps; Upload speeds up to 1 Mbps	\$9.95
<b>Equipment</b>	
INTERNET/VOICE EQUIPMENT	\$0.00
<b>Taxes, Surcharges &amp; Fees</b>	
Taxes and Fees may apply <sup>1</sup>	\$
<b>One-Time Charges</b>	
<b>Installation Fees</b>	
Professional Installation	\$0.00
<b>Next Bill <sup>2</sup></b>	
Monthly Service(s)	\$9.95
One-Time Charges	\$0.00

By checking this box and clicking on 'Confirm,' I am representing:

- I am at least 18 years old.
- I agree to purchase the equipment and services described in the order information.
- I agree to the [Customer Agreement for Residential Services](#) and the [Comcast Customer Privacy Notice](#).

I agree to Internet Essentials [Terms & Conditions](#).

[Back](#) [Confirm](#)

<sup>1</sup> Equipment, taxes, fees, and other charges are subject to change during your promotion or term agreement. Taxes and Fees may apply.

<sup>2</sup> Your statement is prepared one month in advance. Your next two bills may be different because of partial-month charges or credits and any one-time charges.

### 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

### Order Complete



# CONGRATULATIONS!

You have been approved for Internet Essentials from Comcast.  
You will soon be connected to a world of opportunity.

Application ID: 100121717044

<b>Application Summary:</b> Internet Essentials at no charge for the first 12 months and then \$9.95 / month. (A fee after promotional period)	<b>Customer:</b> John Doe
<b>Installation Type:</b> Self Installation  LIFE will deliver your Internet equipment to the address you provided. Please allow 48 to 72 hours to see equipment shipped for delivery. Once by when instructions will be included on how to easily connect and activate your new home Internet service.	<b>Telephone:</b> (822) 828-8288
	<b>Service Address:</b> 71 888 JARROTS CROSS LN, APT 198 DLEN ALLEN, VA 22009

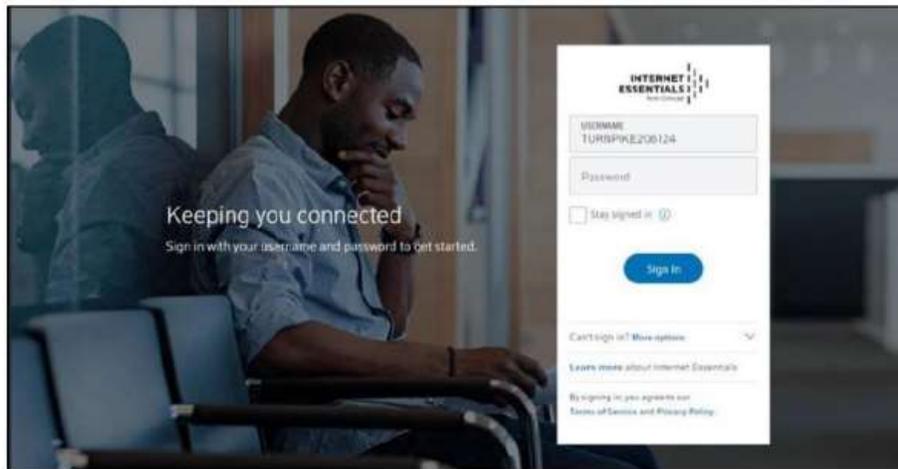
[View the Internet Essentials Launch Guide](#)

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# 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.



**Account Info Needed**

Application ID : 100081936585

Our records show there is already an existing Xfinity account at the address where you are trying to request Internet Essentials service.

If this is your account please enter your Xfinity login credentials on the next page.

[Back](#)      [Next](#)

If this is not your Xfinity account at this address, please call our call center at **1-855-846-8376** so our agents can help get you connected.

[Return to the Internet Essentials home page](#)

## 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