

# Internet Essentials from Comcast

## How to Apply for Affordable High-Speed Internet

It's easy to get affordable high-speed Internet at home for \$9.95 per month + tax with Internet Essentials from Comcast. New customers will receive two months of free service, if they apply and are approved by June 30, to keep families connected to the Internet during the COVID-19 crisis.

Whether you're on a smartphone, laptop, or a desktop computer, we make it fast and simple to apply online. We don't ask for a term contract, credit card, or installation fee. If you are unable to access an Internet-enabled device, please call 1-855-846-8376 to start an application in English, or 1-855-765-6995 for Spanish. Our call center agents will ask for the same information as the online application, however wait times may vary.

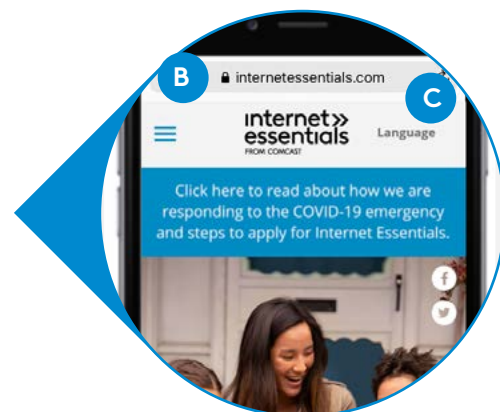
### APPLY ONLINE

**A** Before you begin, it is best to have your information available. We will need to verify your identity, which we can do with your Social Security number or more than 30 alternate forms of ID, including a number of international documents. You can find the complete list of approved IDs online at [InternetEssentials.com/get-help](https://InternetEssentials.com/get-help). Our application usually takes five minutes to complete. In some cases, we may ask for a document, such as a Medicaid card, to show you qualify.

**B** Open a web browser such as Chrome, Safari, Edge, Internet Explorer, or Firefox. Type "InternetEssentials.com" into the browser's address field.

**C** 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 top right-hand corner.

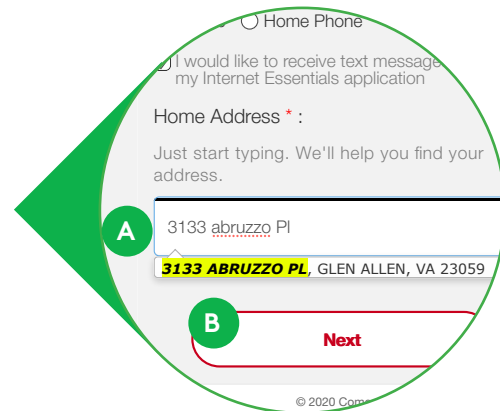
**D** Click on any of the Apply Now buttons to begin your application.



### 1 BASIC INFORMATION

**A** First, we ask for your basic information like your name and address. As you type your address, our system may fill in suggestions. Clicking on your address when it pops up instead of typing it out can help reduce mistakes. If you receive an error message after entering your address, please call 1-855-846-8376 for support.

**B** After you have filled out your name, address, email, and phone number, click the Next button at the bottom of the screen to continue.



## 2 PERSONAL DETAILS

**A-1** On the second screen, enter your birthday and Social Security number (SSN) for the fastest way to verify your identity and finish your application. If you enter your SSN, skip ahead to part B. If not, continue to A-2 directly below.

**A-2** 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 your alternate ID. We accept more than 30 different documents, such as a utility bill, Medicaid card, US or foreign driver's license, or foreign national identification card. You can find the complete list online at [InternetEssentials.com/get-help](https://InternetEssentials.com/get-help).

Upload a photo of yourself holding your ID into the application. 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.



Confirm your Social Security Number

**A-1** [ ] - [ ] - [ ]

**A-2**  I do not have a Social Security Number  
What if I don't have a Social Security Number?

Do you have a child or children attending school, or being homeschooled, in your household?\*

Yes  No

**B** Enter a promo code if you have one. Two months of free service for new customers that apply through June 30, 2020 does not need a promo code.

**C** Next, we will ask questions to make sure you are eligible for Internet Essentials. Select all programs that apply.

in your household  
of the following? (Check all that apply)

**C**  National School Lunch Program

Public Assistance Programs

- Medicaid
- Public Housing Assistance, including HUD and Section 8 Vouchers
- SNAP: Supplemental Nutrition Assistance Program
- TANF: Temporary Assistance for Needy Families

## 3 ESSENTIAL STEPS

**A** We may ask you to provide a document to determine your eligibility. The fastest way to complete this step is to take a picture of the document with your phone and click the Upload Documents Now button. Select the document and then click Add File.

**B** To protect our customers and employees during the COVID-19 crisis, we will drop off your Internet equipment with instructions to set it up. If you need help, just call us at 1-800-XFINITY.

step. Please select the option below that works best for you.

**A**  Upload Documents Now

Complete by Mail

Upload Documents Later

## 4 REVIEW AND CONFIRM

**A** The last step in the application is to review your order and address. There are two checkboxes to agree to the order summary and to accept our terms and conditions. Check the boxes and click the Confirm button.

**Congratulations!** The next screen shows you've been approved with an order summary that includes your Application ID, name, address, and installation details. Be sure to write down your Application ID.

If your application needs to be reviewed, our agents will review them within three to five business days and we'll 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](https://InternetEssentials.com) homepage and clicking "Check Application Status". You can enter your phone number and last name, or Application ID and last name, to check the status.

**A**  I understand and agree that I will be billed for the application services and equipment described in this order.

I agree to the [Customer Agreement for Residential Services](#) and the [Comcast Customer Privacy Notice](#)

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

**A**  Confirm