



Internet Essentials Partnership Program Application Guide

Internet Essentials from Comcast is the nation's largest and most comprehensive digital equity program for low-income households.



Households May Qualify for Internet Essentials If They:

- Live in an area where Comcast Internet service is available.
- Have not subscribed to Comcast Internet within the last 90 days.
- Households who owe money to Comcast may still qualify if approved by 6/30/2021.
- Qualify for programs like the National School Lunch Program, housing assistance, Medicaid, SNAP, SSI, and [others](#)

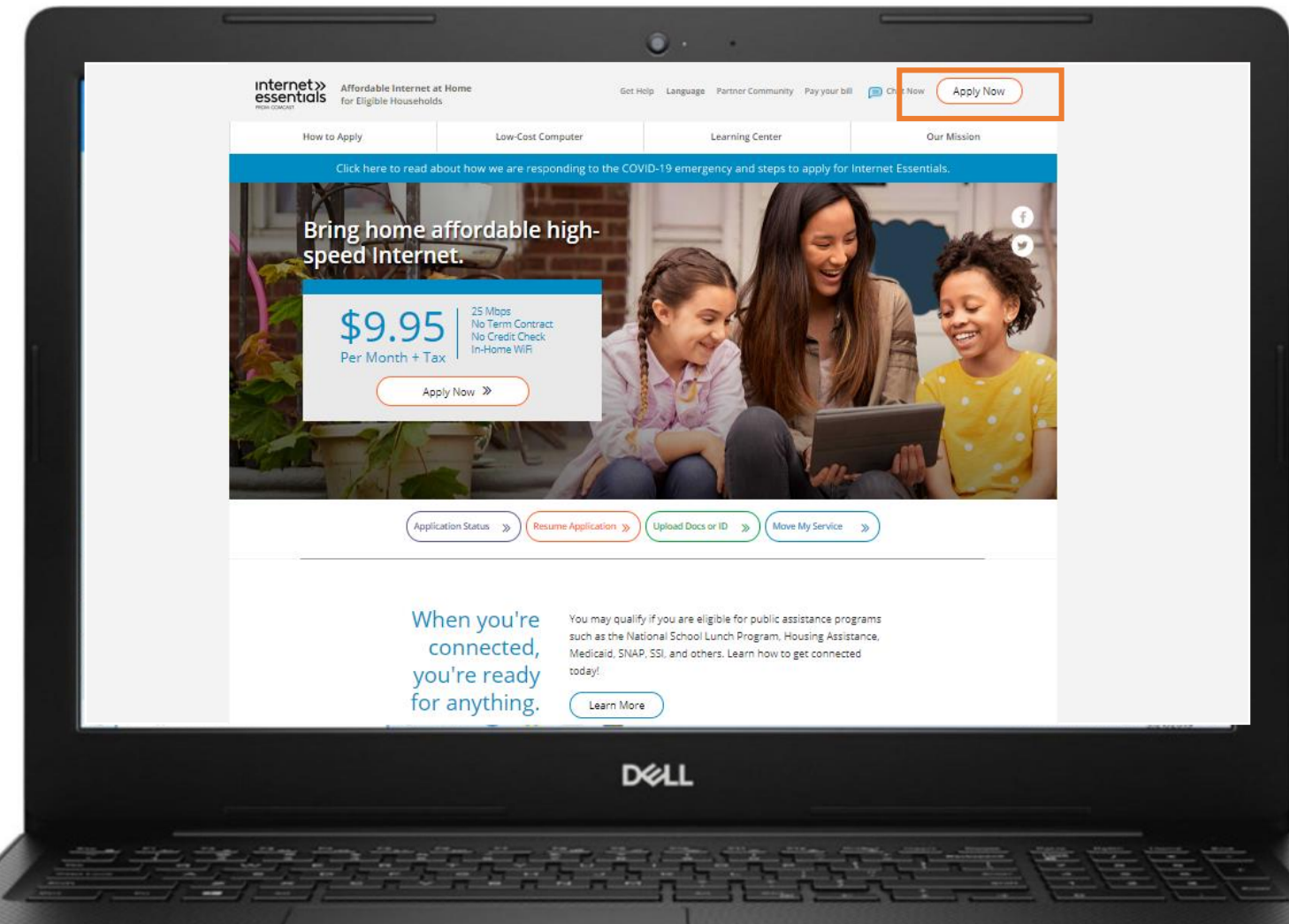
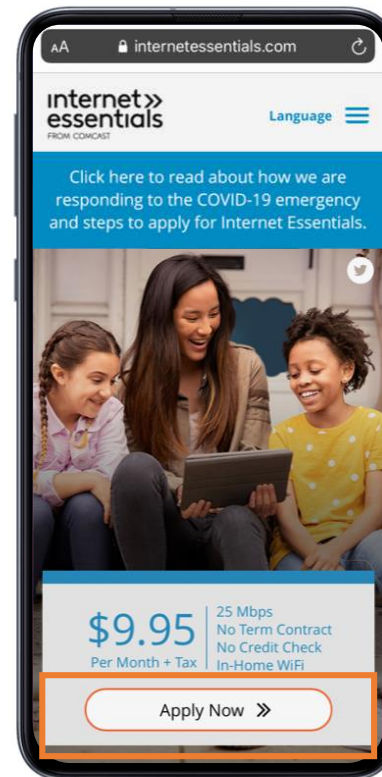


LOW-INCOME
HOUSEHOLDS

Receiving Federal Assistance

Internet Essentials Sign Up

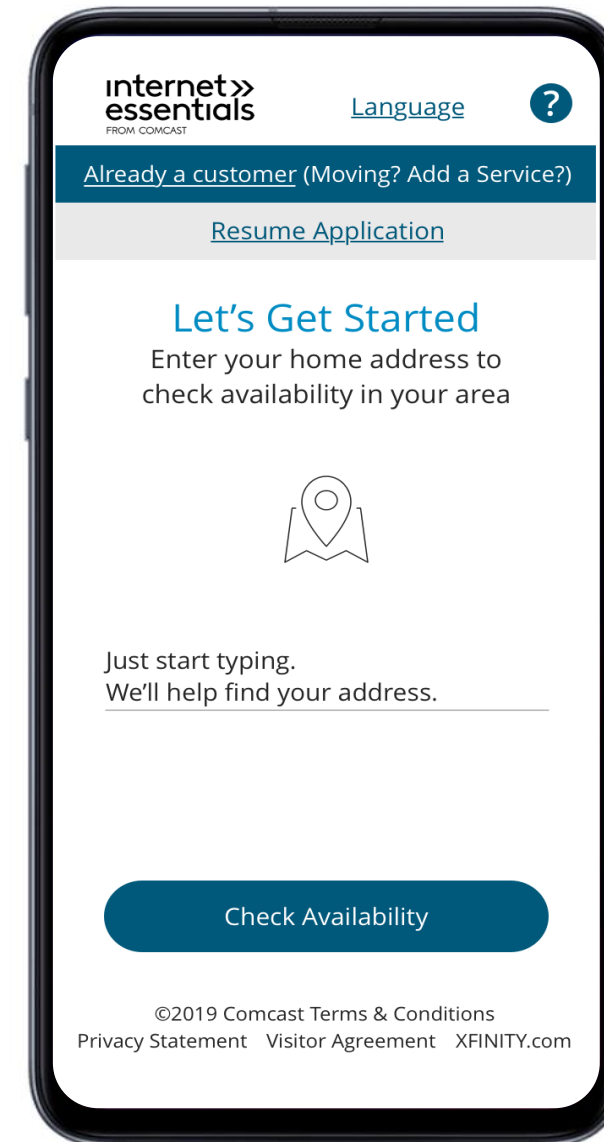
- The fastest and easiest way to apply for Internet Essentials is online from a mobile device, at InternetEssentials.com – it takes about five minutes. Start by visiting: www.InternetEssentials.com and clicking the “Apply Now” button.
 - If you’re unable to apply online, call 1-844-963-0178, and a dedicated agent will walk you through the application process over the phone. This number is for Internet Essentials Partnership Program customers specifically. The hours are 9am-8 pm EST daily.
- For support in American Sign Language, please visit <https://www.internetessentials.com/accessibility>



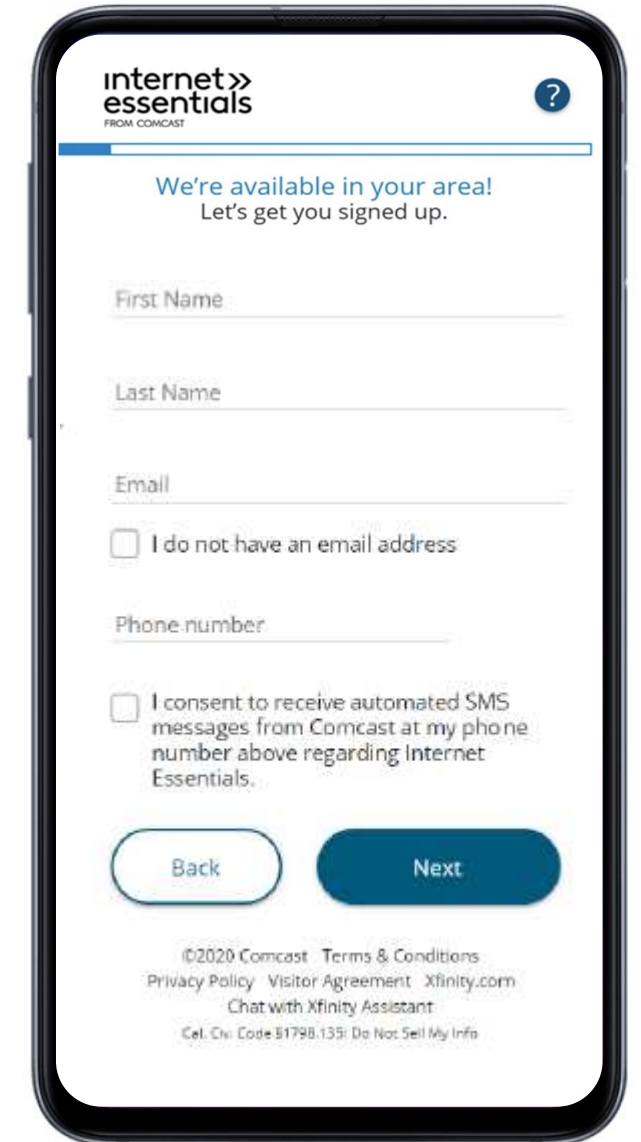
Let's Get Started

In this section we will determine if you live within a Comcast service area and we ask for contact information

1. Enter your complete street address.
2. After you click "Check Availability," 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, email address, and phone number.
4. Opt in to receive SMS messages about your Internet Essentials application.



The screenshot shows the 'internet essentials' app interface. At the top, there's a header with the logo, a 'Language' link, and a help icon. Below the header is a blue bar with the text 'Already a customer (Moving? Add a Service?)' and a 'Resume Application' link. The main content area has the title 'Let's Get Started' and the instruction 'Enter your home address to check availability in your area'. There is a location pin icon and a text input field with the placeholder 'Just start typing. We'll help find your address.' At the bottom is a large blue button labeled 'Check Availability'. The footer contains copyright information: '©2019 Comcast Terms & Conditions Privacy Statement Visitor Agreement XFINITY.com'.



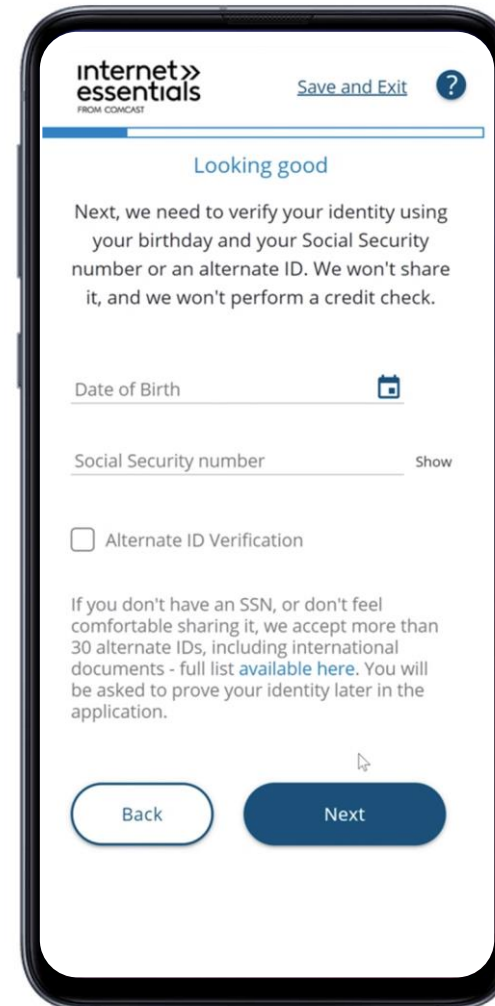
The screenshot shows the next screen in the app. It has the same header as the previous screen. Below the header is a blue bar with the text 'We're available in your area! Let's get you signed up.' The main content area has four input fields: 'First Name', 'Last Name', 'Email', and 'Phone number'. There are two checkboxes: 'I do not have an email address' and 'I consent to receive automated SMS messages from Comcast at my phone number above regarding Internet Essentials.' At the bottom are two buttons: 'Back' and 'Next'. The footer contains copyright information: '©2020 Comcast Terms & Conditions Privacy Policy Visitor Agreement Xfinity.com Chat with Xfinity Assistant Tel. Cn Code 81798.1351 Do Not Sell My Info'.

Identity & Eligibility

Next, we will verify your identity and determine your eligibility.

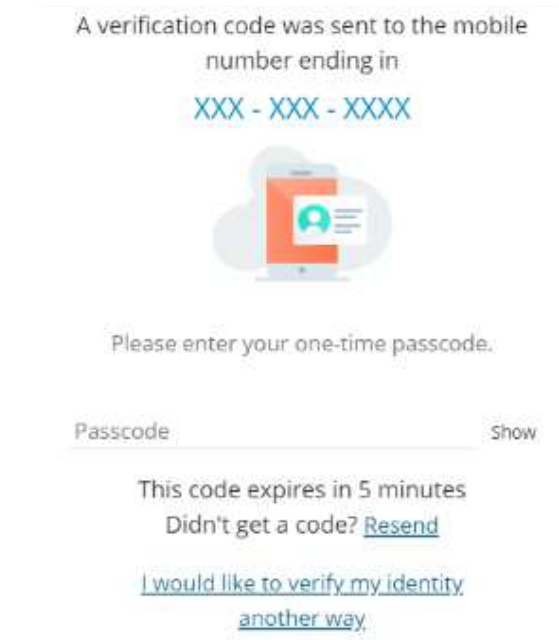
Comcast is committed to the prevention of identity theft and for that reason we require consumers to verify their identity when opening a new account with us, including Internet Essentials service. We offer several verification options to make the process as easy and seamless as possible:

1. Enter your date of birth. The system limits all date of births to ensure the applicant is at least 18 years old. For example, 2001 or before.
2. You have the **option** to enter your Social Security number (SSN), which is the fastest way to qualify. **Consumers shouldn't worry if they don't have a Social Security number or if they feel uncomfortable providing it as we have other options.**



The screenshot shows the 'internet essentials' app interface. At the top, it says 'Looking good'. Below that, a message states: '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' (with a calendar icon) and 'Social Security number' (with a 'Show' link). Below these is a checkbox for 'Alternate ID Verification'. A paragraph explains that if a user doesn't have an SSN or is uncomfortable sharing it, more than 30 alternate IDs are accepted, with a link to 'full list available here'. At the bottom are 'Back' and 'Next' buttons.

Note: Applicants must click the check box to opt in to receive SMS after they enter their address and phone number.



This 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 displaying a code. The text 'Please enter your one-time passcode.' is followed by a 'Passcode' input field with a 'Show' link. It also indicates 'This code expires in 5 minutes' and provides a 'Resend' link. At the bottom, there is a link that says 'I would like to verify my identity another way.'

This **new** option was recently launched as we continue to innovate our customer experience. With this option, instead of providing a Social Security number, consumers can verify their identity through SMS text messaging on their mobile phone.

Promo Codes and Internet Essentials Partnership Program Offer

1. Do you have a promo code? **Internet Essentials Partnership Program applicants will need a promo code to be sponsored. Please enter the unique code in this field.**
2. Did you hear about Internet Essentials from a neighborhood organization? On social media?
3. **After the applicant enters the promo code, select the applicable Internet Essentials Partnership Program option.**
 - It will say the name of the partner(s) sponsoring their Internet Essentials service.
 - It will also let the applicant know that if they choose to have their Internet Essentials service paid for by the sponsor, Comcast must share their personal information including name, address, phone number, and account number with the sponsor. And by choosing the sponsorship option, they are consenting to sharing that personal information with the sponsor.

The sponsorship promo code is entered here

internet>> essentials
FROM COMCAST

[Save and](#) ?

[Tell us a little more](#)

If you have a promo code, please enter it here

Promo code

Did you hear about Internet Essentials from a neighborhood program?

☐ No

Did you hear about Internet Essentials on social media?

☐ No

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

internet>> essentials
FROM COMCAST

New Customer Offer

You may qualify for the following offer(s) from Internet Essentials

☐ If approved, your first 2 months of Internet Essentials service will be free as part of Comcast's response to the Coronavirus (COVID-19).

☒ If approved, your first # months of Internet Essentials service will be paid for [Insert name of sponsor] . If you choose to have your Internet Essentials service paid for by a Sponsor, Comcast must share personal information including your name, address, phone number and account number with that Sponsor. By choosing the sponsorship option, you consent to sharing of your personal information with the Sponsor.

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

School Information

1. If you answer “Yes” to the question “Do you have any children living in your home?” then you will be asked to select your child or children’s school.
2. Start typing the name of the school and all schools within a 30-mile radius will pop up for you to select.

The image displays three sequential screens from the 'internet essentials' mobile app, illustrating the school selection process.

Screen 1: The header shows 'internet essentials' and 'FROM COMCAST'. The main heading is 'Let's see how you qualify'. Below it is an icon of a pencil and a notepad. The question is 'Do you have any children living in your home?'. There are two buttons: 'Yes' (dark blue) and 'No' (light blue). A 'Back' button is at the bottom.

Screen 2: The header is the same. The main heading is 'Just a few more questions'. The instruction is 'Select all that apply to your child or children's schooling:'. There are four selectable options: 'Public or Charter School' (dark blue, selected), 'Home School' (light blue), 'Head Start Program' (light blue), and 'Private or Parochial School' (light blue). Below these is a checkbox for 'None of these apply to me'. 'Back' and 'Next' buttons are at the bottom.

Screen 3: The header is the same. The instruction is 'Please select your child's school from the list below'. A note says 'If you have more than one child, just pick one of their schools.' Below is a text input field 'School Name:'. A list of schools is shown below the input field, with 'FALLING CREEK ELEM, 4800 HOPKINS RD., RICHMOND, VA 23234' highlighted in yellow. The list includes: LINWOOD HOLTON ELEM., 1600 W. LABURNUM AVE, RICHMOND, VA 23227; LINCOLN ELEMENTARY, , FRESNO, CA 23220; FRANKLIN MILITARY ACADEMY, 701 NORTH 37TH STREET, RICHMOND, VA 23223; Falling Creek Elementary School, , Richmond, VA 23234; FALLING CREEK ELEM, 4800 HOPKINS RD., RICHMOND, VA 23234; FALLING CREEK MIDDLE, 4724 HOPKINS RD., RICHMOND, VA 23234; YESHIVA OF VIRGINIA - RUDLIN TORAH ACADEMY, RICHMOND, VA 23234.

Program Selection

We serve low-income households who participate in a variety of assistance programs like the National School Lunch Program, HUD, SNAP, SSI, and others.

Please select all that apply.

The image displays three sequential screenshots of a mobile application interface for program selection. Each screen features the 'internet essentials' logo at the top left and a 'Save and Exit' link with a question mark icon at the top right.

Screen 1: The header reads 'Just a few more questions' and 'Select all that apply to you'. It displays a grid of program options: 'Someone in household receives Medicaid benefits', 'Receive Housing Assistance', 'Receive SNAP or Food Stamps', 'Temporary Assistance for Needy Families (TANF)', and 'Supplemental Security Income (SSI)'. A 'See more options' link with a downward arrow is at the bottom. 'Back' and 'Next' buttons are at the very bottom.

Screen 2: This screen shows a zoomed-in view of the 'Low Income Home Energy Assistance Program (LIHEAP)' option, which is selected with a checkmark. Other visible options include 'Supplemental Security Income (SSI)', 'Women, Infants, and Children (WIC)', 'Veteran's Pension', and 'Tribal Assistance Programs'. A 'See less options' link with an upward arrow is at the top. An 'Other' text input field and a 'None of these apply to me' checkbox are also present. 'Back' and 'Next' buttons are at the bottom.

Screen 3: The header reads 'Just a few more questions' and 'Select all that apply to you or someone living in your household:'. It displays a grid of program options: 'Senior', 'Veteran', 'Student attending college or technical School', and 'Person with a disability'. A 'None of these apply to me' checkbox is below the grid. 'Back' and 'Next' buttons are at the bottom.

Document Upload

You may be asked to provide a document to determine your eligibility:

1. Select the public assistance program in which you are participating. You only need one document to prove your eligibility.
2. Click on the "plus" sign to add your document.
3. 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.

internet essentials FROM COMCAST

Save and Exit ?

To show you qualify, we need one piece of documentation from you.

1. Choose from the list of qualifying documents below.

Medicaid
Card or most recent eligibility letter

SNAP
Letter indicating you are approved for Supplemental Nutrition Assistance Program

SSI
Eligibility letter for Supplemental Security

Publication 505
Cat. No. 16008D

Contents

Form 433-A (OIC)
(March 2018)

Collection Information Statement for Wage Earners and Self-Employed Individuals

Use this form if you are:
• An individual who owes income tax on a Form 1040, U.S. Individual Income Tax Return.
• An individual with a personal liability for Excise Tax.
• An individual responsible for a Trust Fund Recovery Penalty.
• An individual who is self-employed or has self-employment income. You are considered to be self-employed if you are in business for yourself, or carry on a trade or business.

• An individual who is personally responsible for a partnership liability (only if the partnership is submitting an offer).
• An individual who operated as a disregarded single member Limited Liability Company (LLC) taxed as a sole proprietor prior to 2009.
• An individual who is submitting an offer on behalf of the estate of a deceased person.

Note: Include attachments if additional space is needed to respond completely to any question. This form should only be used with the Form 446, Offer in Compromise.

Section 1 Personal and Household Information

Last name First name Date of birth (month/year) Social Security Number

Marital status ☐ Unmarried ☐ Married ☐ Divorced ☐ Widowed ☐ Other (specify) ☐ Other (specify) ☐ Other (specify)

County of residence Primary phone Home mailing address (if different from above or your office box number)

Secondary phone FAX number

Provide information about your spouse Spouse's last name Spouse's first name Date of birth (month/year) Social Security Number

Provide information for all other persons in the household or claimed as a dependent.

Name	Age	Relationship	Claimed as a dependent on your Form 1040	Contribution to household income
			<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
			<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

Section 2 Employment Information for Wage Earners

Complete this section if you or your spouse are wage earners and receive a Form W-2. If you or your spouse have self-employment income (that is, you file a Schedule C, E, or F, or in addition to wage income, you must also complete Business Information in Sections 4, 5, and 6).

Your employer's name Pay period ☐ Weekly ☐ Bi-weekly ☐ Monthly ☐ Other Employer's address (street, city, state, ZIP code)

Do you have an ownership interest in this business? ☐ Yes ☐ No If yes, check the business interest that applies: ☐ Partner ☐ Officer ☐ Sole proprietor

Your occupation (years) (months) (months) (months)

Spouse's employer's name Pay period ☐ Weekly ☐ Bi-weekly ☐ Monthly ☐ Other Employer's address (street, city, state, ZIP code)

Does your spouse have an ownership interest in this business? ☐ Yes ☐ No If yes, check the business interest that applies: ☐ Partner ☐ Officer ☐ Sole proprietor

Spouse's occupation (years) (months) (months) (months)

Continuing Number 55090C www.irs.gov Form 433-A (OIC) (Rev. 3-2018)

Retake Use Image

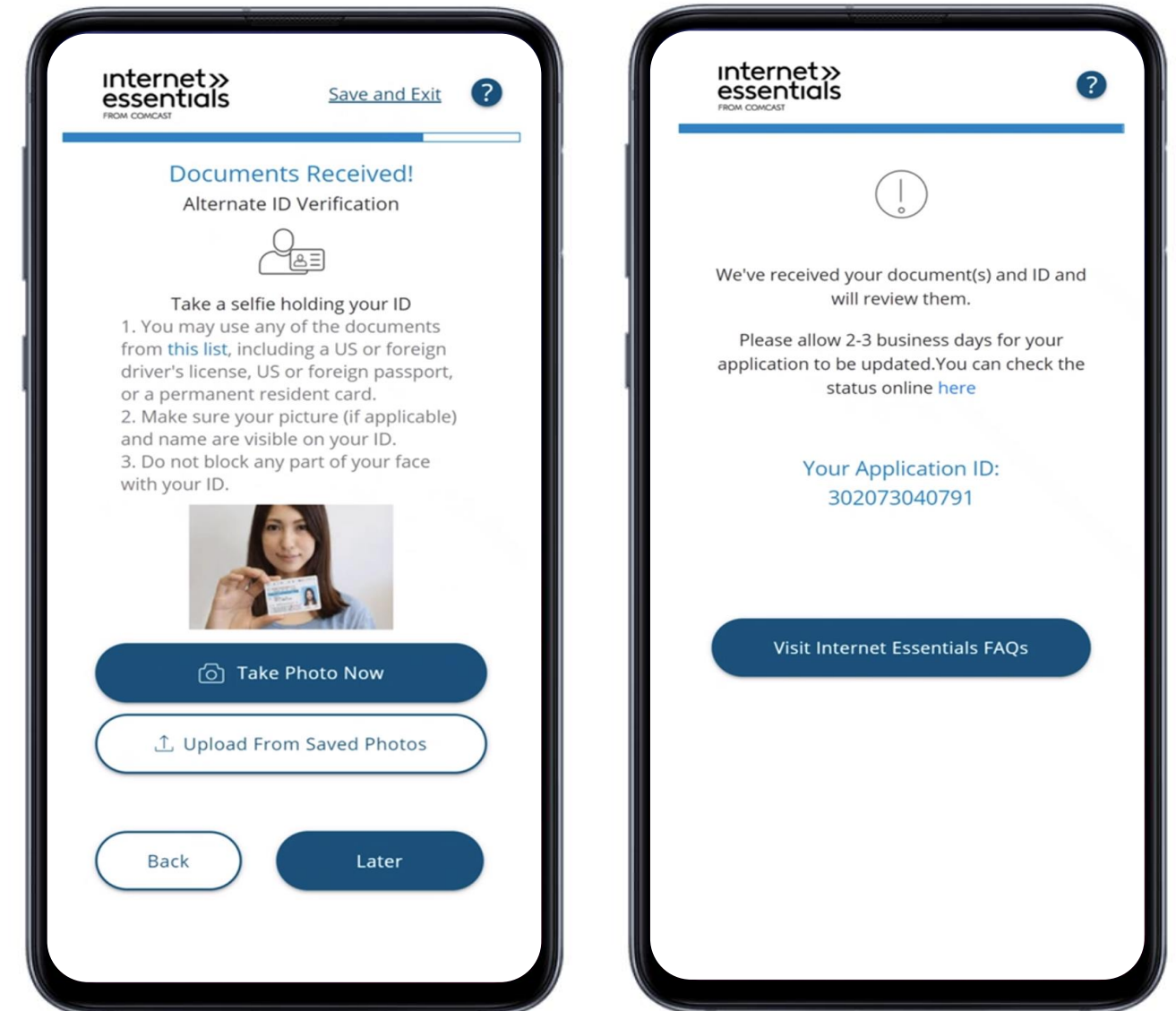
ID Verification

Verifying your identity using our Alternate ID process

If you checked the box for Alternate ID Verification, you may be asked to provide documents confirming identity.

We accept over 30 different documents, including a number of international documents (please see our [website](#) for the full list)

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.
2. Bring your identification to an Xfinity store. While we have temporarily closed many Xfinity Stores due to the COVID-19 pandemic, others remain open with reduced hours to provide essential support to keep you connected. Visit www.xfinity.com/prepare for more information.
3. Visit the [Get Help](#) section of our website for more information.



ID Verification: Accepted Forms of ID

Customers who do not have a Social Security number, who do not want to provide their Social Security number, or who did not verify their identity via mobile or through their Social Security number may also show one (1) form of Primary Identification OR two (2) forms of Secondary Identification:

Primary Identification:

Provide one (1) item from this list for proof of identification:

- 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.

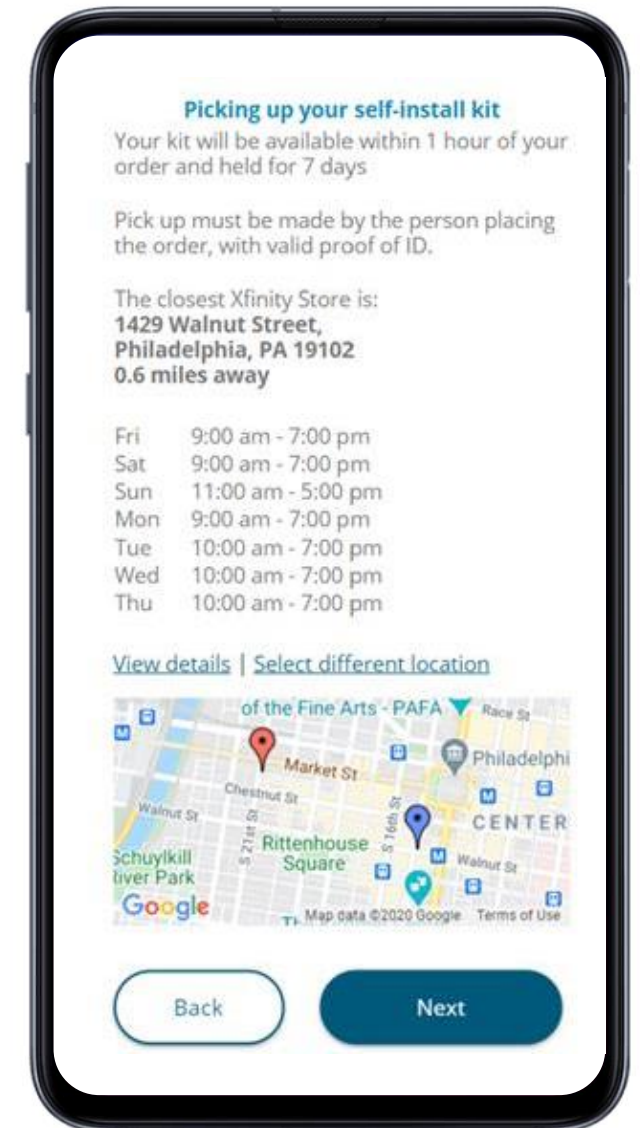
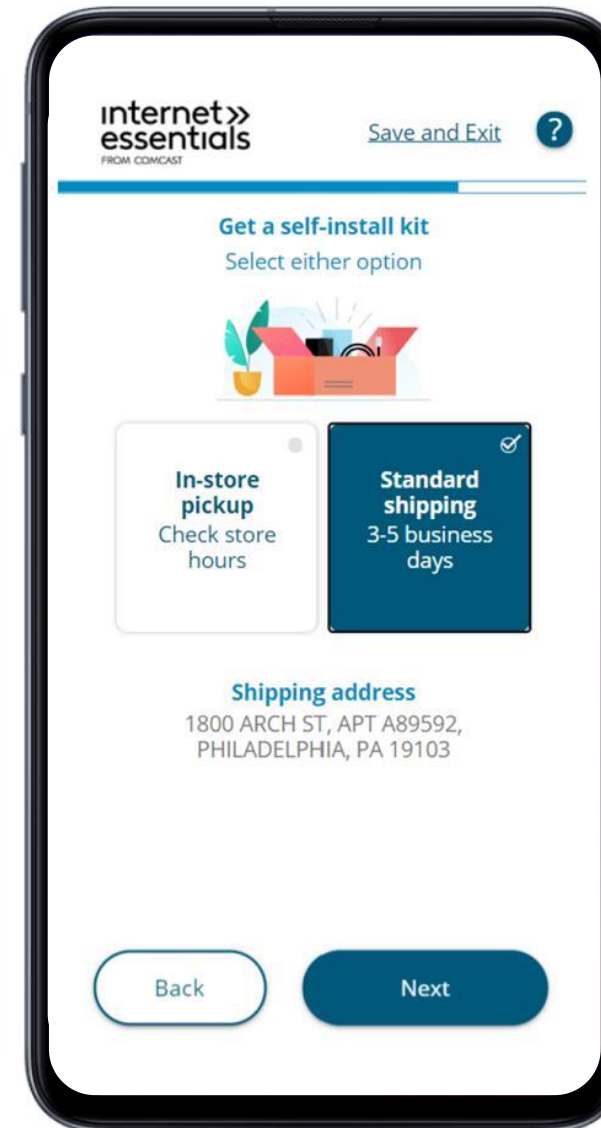
Secondary Identification:

Provide two (2) items from this list for proof of identification:

- 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)

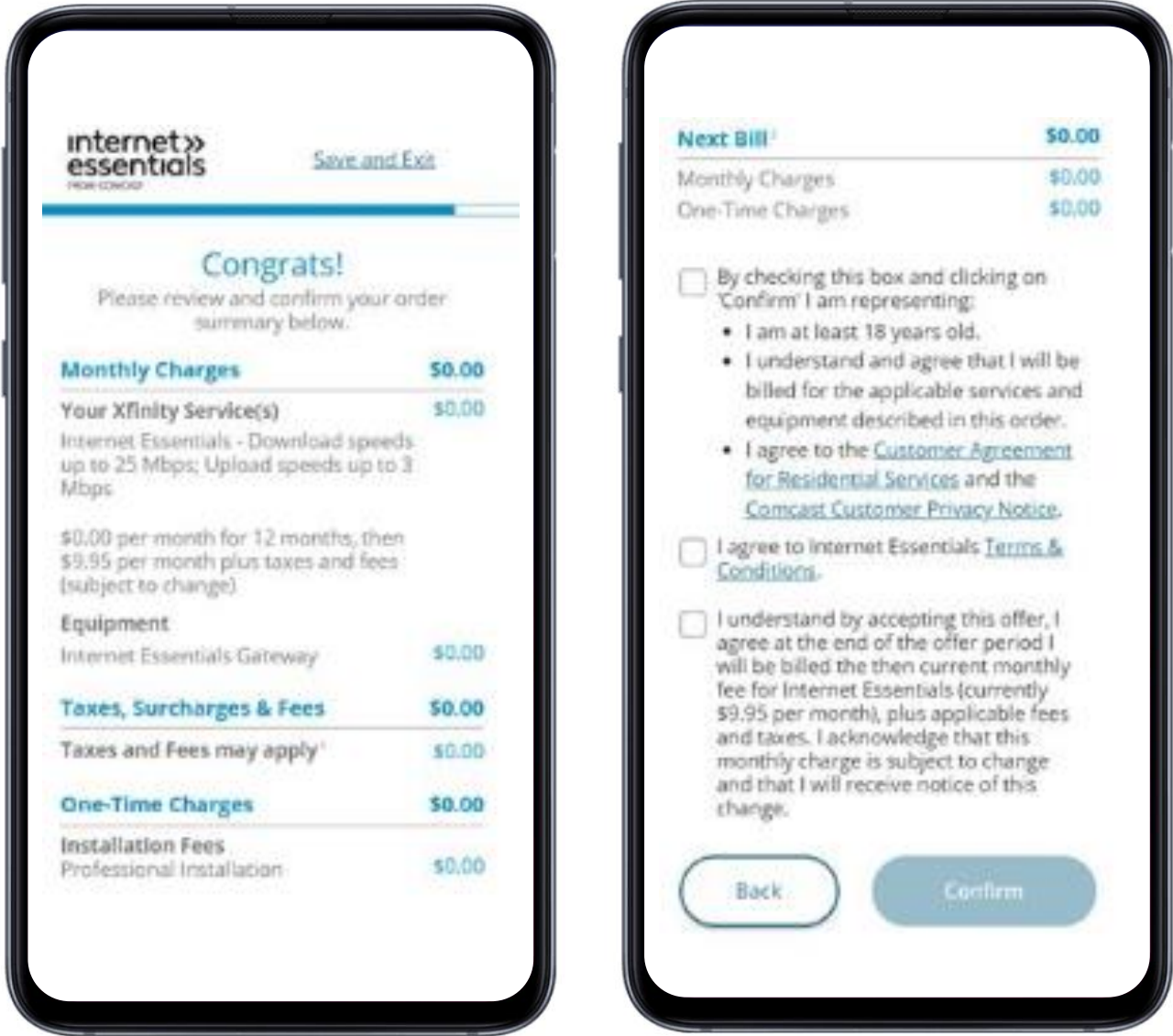
Equipment Installation

At this step you will confirm your installation. If prompted, select the date and time and confirm that someone will be home who is 18 years or older during that time. **If you need help with your installation, just call us at 1-800-XFINITY.**



Review & Confirm

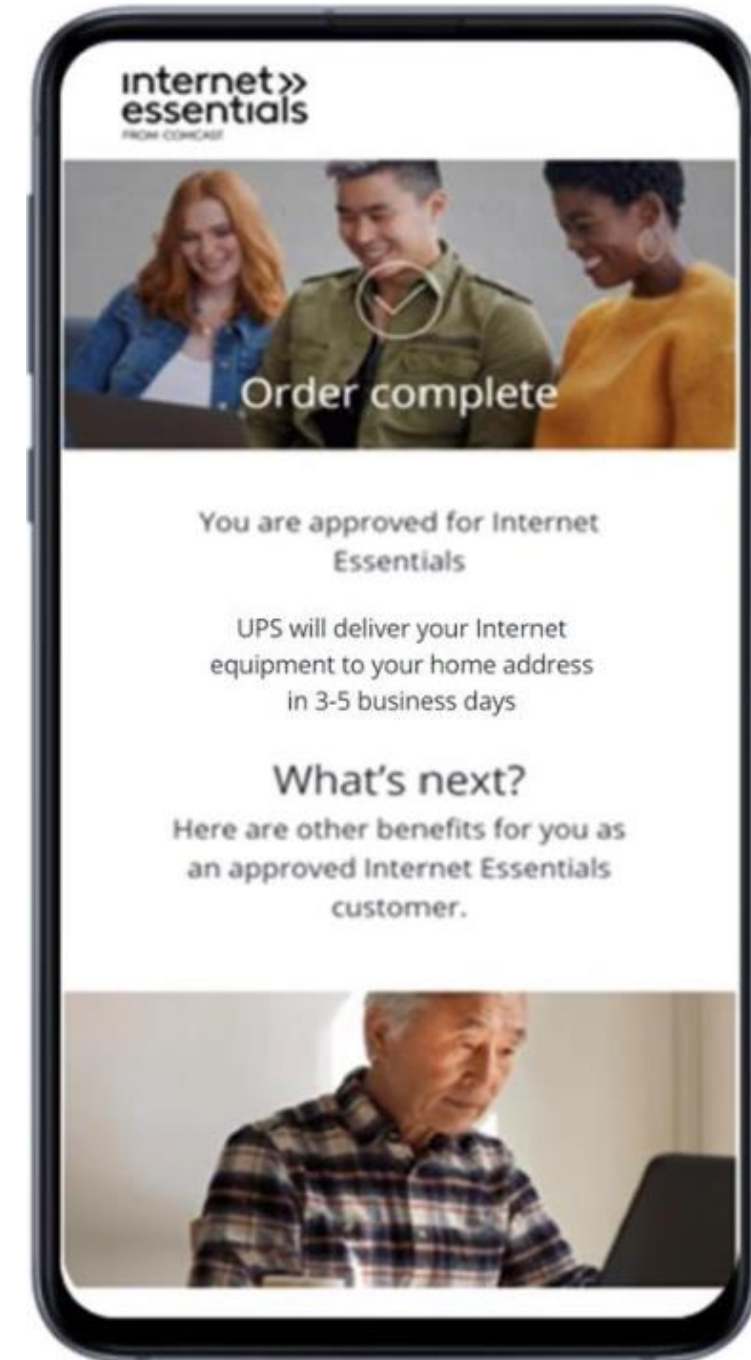
- This page confirms your selections before submitting your application.
- You are required to agree to the Terms & Conditions before submitting your application.



Order Complete

Congratulations:

- If you are approved, the Order Complete 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.



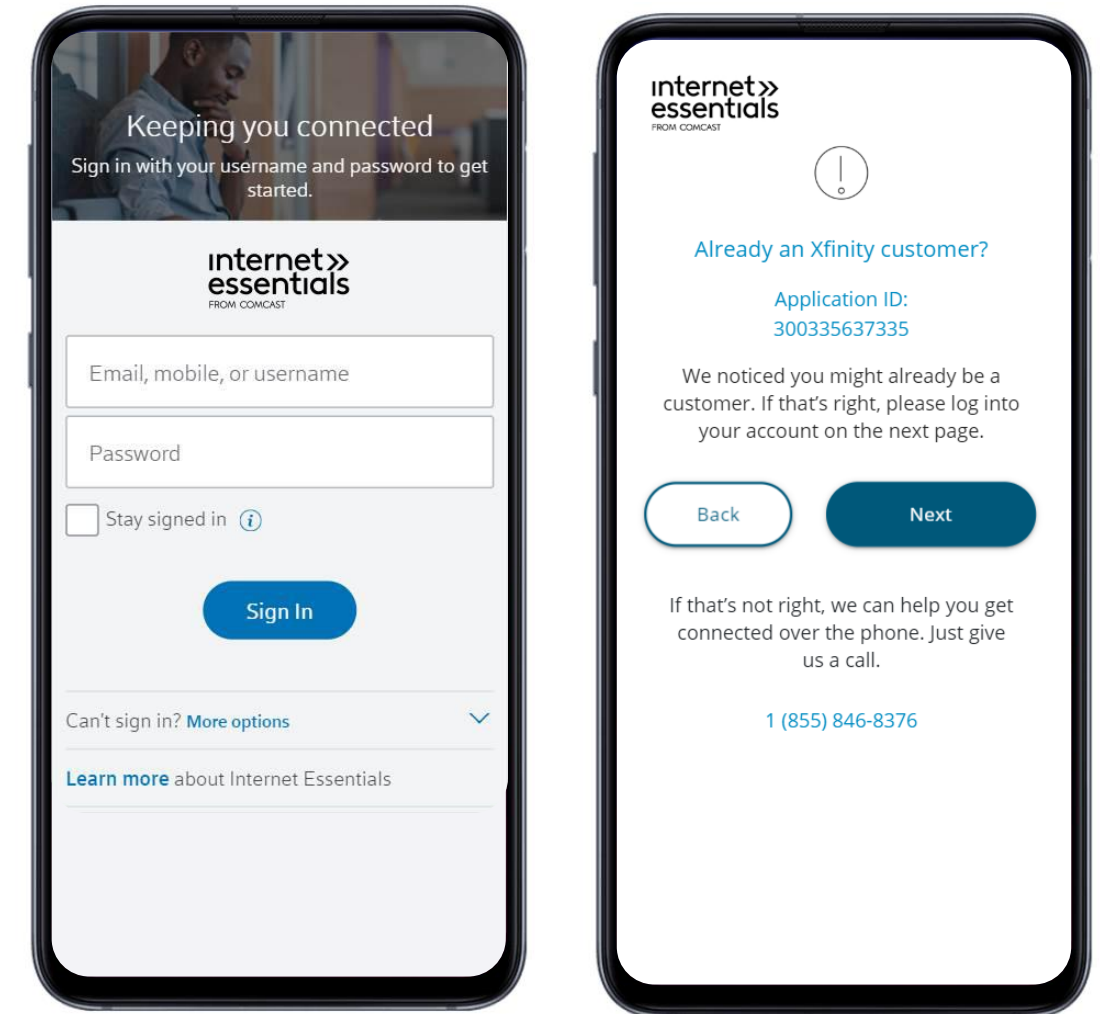
Internet Essentials Online Application Errors

If you experience any problems with the online application, you can call **1-844-963-0178** to connect with a call center agent. If possible, please have your Application ID ready. This number is for Internet Essentials Partnership Program customers specifically. Please do not post this number publicly as it is specifically for IEPP customers.

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 if 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.




Setting Up Your Gateway Modem

[Click Here](#)

YouTube

Search



The image shows a hand holding a smartphone displaying the Xfinity xFi mobile app. The app's interface features a large red circle with a black gateway modem icon inside. Below the icon, the text reads: "Time to Get Your New Gateway Up and Running! Let's get you set up. This shouldn't take longer than 20 minutes." At the bottom of the screen is a blue button labeled "Get Started". In the background, a blurred office or home setting is visible. The video player interface includes a progress bar at the bottom of the video frame showing 0:13 / 2:07, and standard YouTube controls like play, pause, and volume.

Xfinity xFi Mobile app

Time to Get Your New Gateway Up and Running!
Let's get you set up. This shouldn't take longer than 20 minutes.

Get Started

How to Install and Activate Your Xfinity xFi Gateway with the xFi app

Unlisted

275,781 views • Jul 23, 2019

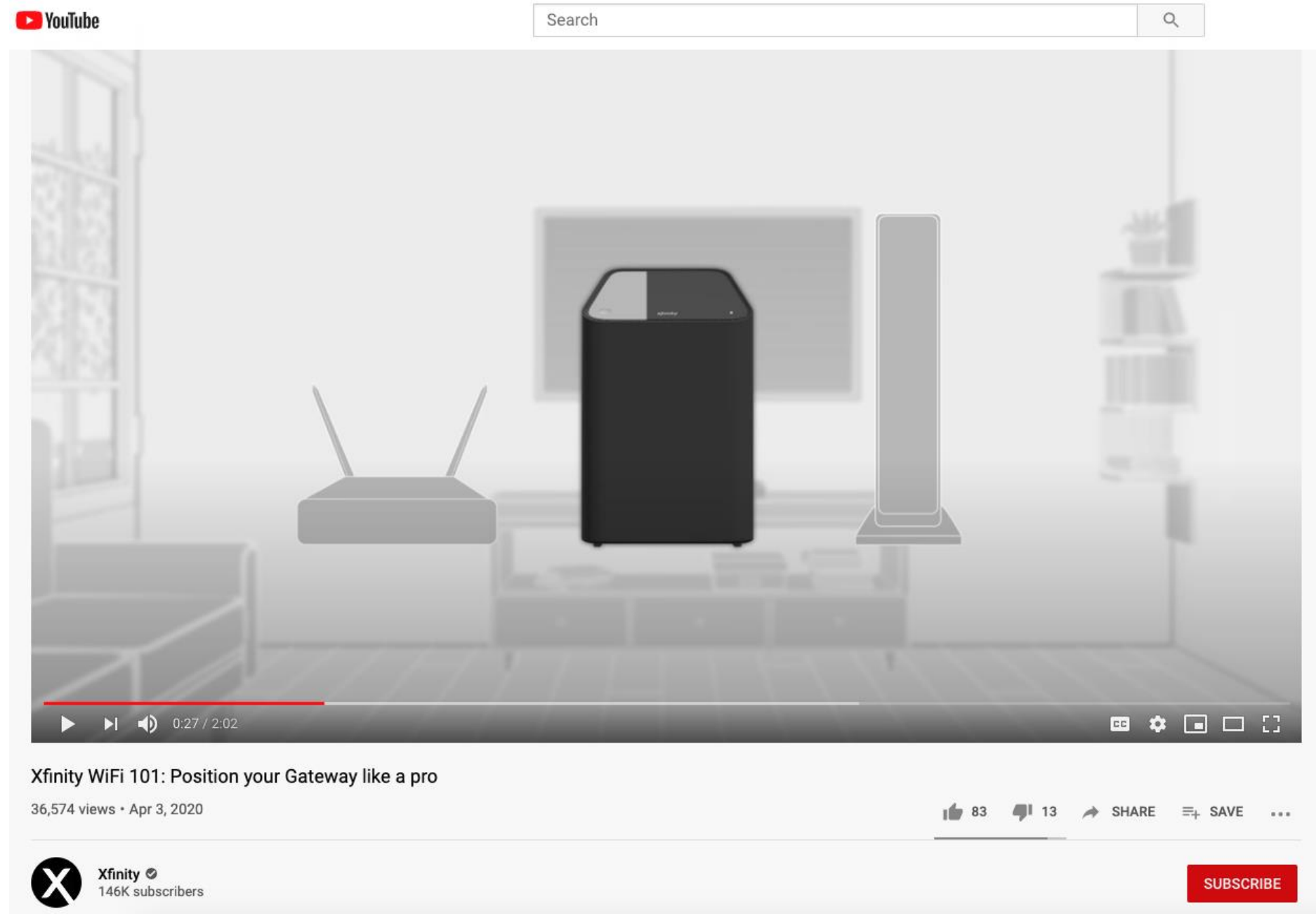
169 55 SHARE SAVE ...

Xfinity 146K subscribers

SUBSCRIBE

Positioning Your Gateway Modem

[Click Here](#)




Troubleshooting Your WiFi

[Click Here](#)

YouTube

Search

Troubleshooting



Restart this Wireless Gateway

This may resolve common connection issues.

Restart

Frequently Asked Questions

Have a question? Chances are we've answered it here.

>

Connecting Devices to Your Home WiFi Network

Trouble connecting that new tablet? Get tips here.

>

Optimizing the Performance of Your Home WiFi Network

Some easy ways to get the best signal possible.


>

Issues Connecting to Your Home WiFi Network?

It's frustrating, we get it. Find out how to resolve common issues.


>


0:24 / 1:40





How To Troubleshoot Your Home WiFi Network with XFINITY xFi


299,013 views • Jun 7, 2017


 365

 183

 SHARE

 SAVE






Xfinity

146K subscribers

SUBSCRIBE

19

 COMCAST

Bill Payment

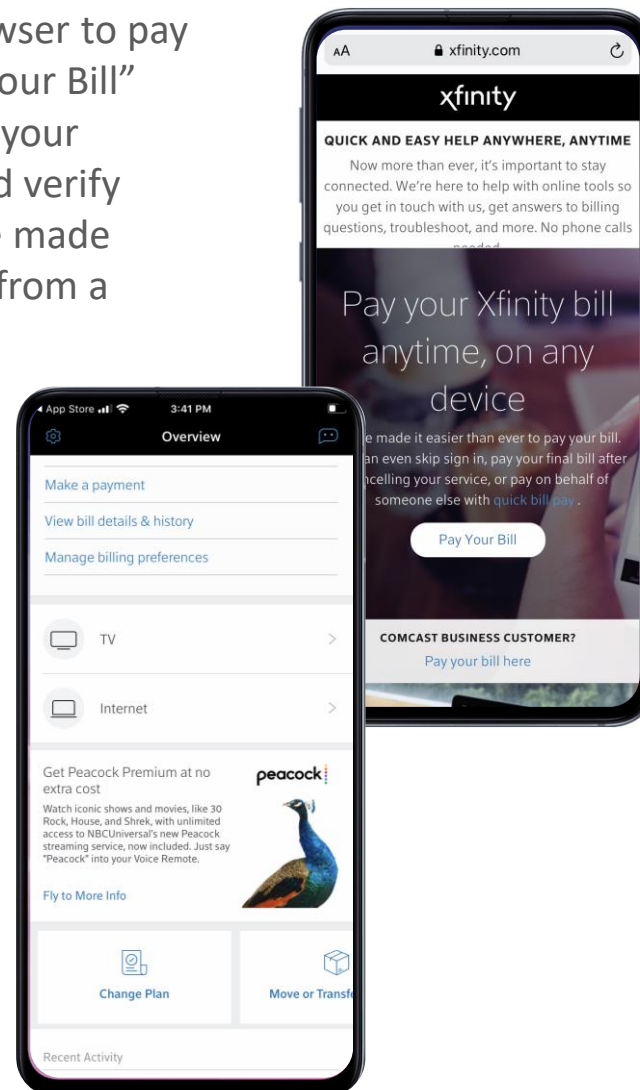
Customers can pay their service bill in one of six ways.

1 Online

Enter the URL **xfinity.com/bill-pay** into a browser to pay your service bill online. Either click the “Pay Your Bill” button and login to your Xfinity account with your password, or click the “Quick Bill Pay” link and verify your street address to login. Payments can be made with a credit/debit card or direct withdrawal from a bank account.

2 Xfinity's My Account App

Tap the MyAccount app icon on your phone. First-time users can tap the “Get Started” button. On the Overview screen, tap the “Make a payment” link. Payments can be made with a credit/debit card or direct withdrawal from a bank account.



3 By Phone

Call **1-800-Xfinity** (1-800-934-6489) to pay your bill using our automated phone service. Select Billing when prompted. Payments can be made with a credit/debit card or direct withdrawal from a bank account.

4 Mail a Check

Using the information on your bill, you can mail a check to pay your bill.

5 Xfinity Store

Pay your bill in person at an Xfinity store kiosk. To find your closest Xfinity Store, enter the URL **xfinity.com/local/store-offers** into a browser and enter your zipcode or city into the search bar. Payments can be made with a credit/debit card, cash, or check.

6 Cash or Money Order through Western Union

Pay your bill with cash or a money order through a Western Quick Collect location. All that is needed is your account number. Visit **westernunion.com/us/en/agent-locator.html** to find the closest Quick Collect.

Thank you!

If you have any questions or require assistance from the Internet Essentials Partnership Program team, please contact us at IEPP_Support@comcast.com