



Affordable Internet at Home for Eligible Households

1. Families can call 855-846-8376 or sign up at <https://www.internetessentials.com/>
 1. They may be asked to provide documentation of need, qualifying documentation is available here <https://www.internetessentials.com/get-help#application&Documentsneeded>
 2. It takes a maximum of 7-10 days to be approved for the program.
 3. Once approved the internet essentials kit is sent in the mail to the customers home. Delivery can be expected in 7-10 days.
 4. The customer will hook up the equipment and follow the instructions to activate the device. Comcast phone support is available to provide assistance to the customer if necessary. The setup process takes approximately 10 minutes for activation.

The Comcast service team believes that they will be able to provide equipment to all qualifying families within their normal service delivery time frames as stated above. 20 Days max for access.