1. If someone were a former Comcast customer, who lost their service because they could not afford it, would they be eligible?
   1. For the Comcast programs, they are eligible if they do not have service as of December 30, 2020. If any outstanding balances are due to Comcast it may impact Comcast’s determination of eligibility for the subsidy.
2. Does the customer need to be a new customer for Comcast to be subsidy-eligible?
   1. Yes. However, in the case where they only have video service, they can be subsidy-eligible to add internet to their service.
3. What about former customers? For example, if someone had internet through Comcast but discontinued service.
   1. For the Comcast programs, they are eligible if they do not have service as of December 30, 2020. For the Spectrum program, they must not be a current subscriber of internet, voice or video services. If any outstanding balances are due to the provider it may impact the provider’s determination of eligibility for the subsidy.
4. If a customer obtained employment after approval for these services, are they still eligible?
   1. Yes, the customer will continue to receive the subsidy until the program ends on June 30, 2021.
5. Do they get to keep the Chromebook?
   1. Yes
6. How much is Comcast Internet Essentials without the subsidy?
   1. Comcast Internet Essentials is $9.95 per month.
7. How much do other Comcast plans costs?
   1. Comcast’s least expensive internet only plan is $55 per month. The subsidy is $30 per month.
8. Are there installation costs and equipment rental fees?
   1. No, for the Spectrum program and the Comcast Internet Essentials program. For the Comcast Xfinity $30 subsidy program, the MassHire customer will be responsible for paying any equipment charges or fees assessed by Comcast that are associated with their service plan.
9. Are there cancellation fees?
   1. Comcast customers must cancel their service, if they cannot afford the service after the $30 subsidy ends or if they do not want to continue to be a Comcast customer. The customer should contact Comcast regarding their cancellation requirements and procedures. When making the initial service plan selection, customer should make sure they will not be locked into a termed contract that will involve cancellation fees. In this case, a monthly plan is likely the best option.
10. Is the service visit covered for any in-home wiring or equipment?
    1. New home wiring is not typically required. The customer should contact the provider for technical support if the customer encounters any issues with the internet service or installation process.
11. If customers refuse to release their personal information, they are not eligible for the program.
    1. That is correct
12. Does the customer have to be collecting UI benefits to be eligible?
    1. No, however the customer must be unemployed and looking for work. It does not matter if they are collecting UI benefits or not.
13. What about Low Income? Some WIOA Adult customers may have part-time employment or low wage jobs and they are below the income eligibility and may need these services to access training/better employment.
    1. Underemployed customers are not eligible for the program
14. Are devices shipped to post office boxes?
    1. No, Chromebooks and modems cannot be shipped to a post office box.
15. How much is the Verizon after the subsidy ends?
    1. The customer would contact Verizon Wireless to establish an account and select a plan. They have various options.
16. Can someone have more than one barrier or all three?
    1. Yes, they are not exclusive. A customer may qualify for assistance with any of the three technology barriers.
17. If approved for a refurbished laptop through Internet Essentials, is it "borrowed" or owned?
    1. If a customer qualifies for Internet Essentials and decides to use the voucher provided by Comcast to purchase a refurbished laptop the cost will be $150 and the customer will own the laptop. A customer that purchases the refurbished laptop will not be eligible for a free Chromebook.
18. Do the Verizon Hotspot Jetpacks work in all of the towns, for example in the MassHire Franklin Hampshire SDA?
    1. No. MassHire counselors in all regions should use the table provided to look up the customer’s city or town of residence to determine if they are eligible for the Verizon Wireless program if they do not live in a location served by Comcast or Spectrum.
19. If digital literacy exists, might we want to get a customer's commitment to learning before we provide him/her with equipment, etc.?
    1. Customers with digital literacy needs should be provided with information on digital resources and should be strongly encouraged to utilize these resources. Follow up with customers that lack digital literacy skills to find out if they have successfully used the resources would be appropriate. This will not impact the customer’s eligibility for a device.
20. Should the local SPOCs have a call line to help with customer support?
    1. Local SPOCs should contact MDCS and we will reach out to MassTech.
21. Will customers who have Internet Essentials, be eligible for a HiQ laptop, or do they have to access a device through Comcast?
    1. If they meet the eligibility requirements for a device subsidy AND for the Comcast Internet Essentials program, they may elect to use a voucher provided by Comcast to purchase a refurbished laptop for $150 **OR** they may elect to receive a free Chromebook through HiQ. Customers are only eligible for a refurbished laptop **OR** a Chromebook, so if they elect to receive a Chromebook, they must agree and attest they will not use the voucher from Comcast.
22. Can a customer be eligible if they are unemployed, in an approved training program, **AND** looking for work?
    1. Yes