

Mass Internet Connect

SPONSORED BY MASSACHUSETTS BROADBAND INSTITUTE AT THE MASSACHUSETTS TECHNOLOGY COLLABORATIVE IN PARTNERSHIP WITH INTERNET ESSENTIALS FROM COMCAST

PROGRAM OVERVIEW

The Massachusetts Broadband Institute at the Massachusetts Technology Collaborative (“MBI”) has entered into a sponsored partnership with Internet Essentials from Comcast to provide internet access to eligible Massachusetts residents through June 30, 2021 (“Program”). The MBI partnership with Internet Essentials from Comcast is a component of the Baker-Polito Administration’s comprehensive Economic Recovery Plan.

Through the partnership with Internet Essentials from Comcast, eligible Massachusetts residents will be able to sign up for the Program to receive a broadband internet connection at no charge to the consumer through June 30, 2021.

WHO CAN PARTICIPATE

To qualify for this Program, you must satisfy: (1) MBI and MassHire’s requirements; and (2) the Internet Essentials from Comcast eligibility requirements.

MBI & MassHire Requirements:

- Be a Massachusetts resident;
- Be unemployed and working with MassHire to search for a job; and
- Attest to MassHire that you do not have internet access at home and are not able to afford home internet service. You will be eligible if your sole method of internet access is through a smartphone.

Internet Essentials Eligibility Requirements:

- Live in an area where Comcast Internet service is available.
- Not be a subscriber of Comcast Internet service on or after December 30, 2020;
- Households who owe money to Comcast may still qualify;
- To qualify, you must also participate in at least one of the following qualified federal public assistance programs, such as:
 - Medicaid
 - Public housing assistance
 - Supplemental Nutrition Assistance Program (SNAP)
 - Supplemental Security Income (SSI)
 - National School Lunch Program (NSLP) of Head Start
 - Low Income Home Energy Assistance Program (LEHEAP)
 - Women, Infants, and Children (WIC) program
 - Veterans Administration (VA) pension
 - Tribal assistance eligibility letter, including Tribal Temporary Assistance for Needy Families (TTANF) and Food Disposition Program on Indian Reservations (FDPIR)

You can find more information on the public assistance program eligibility requirements on Internet Essentials from Comcast website here: <https://www.internetessentials.com/>

Please note that if you enroll in this program, you will be required to allow your personal information relevant to this Program to be shared among MassHire and MBI. Each household is limited to one participant in this Program.

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HOW THE PROCESS WORKS

MassHire will ask questions and collect information needed to screen for preliminary eligibility to participate in the program. If MassHire makes a preliminary determination that you are qualified to receive a fully subsidized Internet Essentials from Comcast, MassHire will provide you with an activation code to provide to Comcast.

You will need to call Internet Essentials from Comcast at (844) 963-0178 and provide them with your activation code and other information to verify eligibility and sign up for service. Comcast will make the final determination of your eligibility for Internet Essentials from Comcast.

If Comcast determines that you are eligible, you will receive:

- a “Getting Started Kit” that will include a modem with WiFi capability, shipped directly to your home, that enables you to connect to the internet; and
- fully subsidized internet service with speeds up to 25 Mbps/3Mbps.

Once you are an Internet Essentials customer, you have the option to purchase a laptop or desktop computer at a discounted price through one of Comcast partners. If you elect not to purchase a computer at a discounted price through Internet Essentials from Comcast, you may be eligible to receive a fully subsidized Chromebook through MassHire. Please refer to the Chromebook Device Subsidy Program flyer for more details.

You will be notified directly by Comcast if they determine that you are not eligible for Internet Essentials from Comcast. If you are not eligible, you may still qualify for an internet subsidy from MassHire to offset a portion of the monthly costs of one of Comcast’s standard Internet service plans. Please refer to the Comcast Internet Subsidy Program flyer for more details.

If you encounter any issues with your account or internet service during the Program, you should contact Comcast directly for support.

WHEN THE PROGRAM ENDS

This subsidy will end on June 30, 2021. At the end of the subsidy period you will be responsible for the monthly payment of Internet Essentials from Comcast, which is \$9.95 per month. If you elect to cancel your Internet Essentials account with Comcast, you will be required to return the modem to a Comcast Xfinity store or ship it to Comcast from a UPS store.

GETTING HELP USING COMPUTERS AND THE INTERNET

MassHire will offer Program participants access to online resources that will provide assistance with a variety of computer and internet-related tasks and skills, including accessing the internet, setting up and using a computer or application, setting up an email account, using word processing software to create a resume and cover letter, or performing specific online tasks such as searching and applying for jobs.

In addition, Comcast offers digital literacy training as part of the Internet Essentials service. You will receive more information in your “Self-Install Kit”.

MBI reserves the right to close this Mass Internet Connect program to new participants if demand results in the allocation of all available funds.