

Mass Internet Connect

INTERNET SUBSIDY PROGRAM FOR VERIZON WIRELESS HOTSPOT

PROGRAM OVERVIEW

The Massachusetts Broadband Institute at the Massachusetts Technology Collaborative (“MBI”) has launched a program to provide subsidized internet access to eligible Massachusetts residents through June 30, 2021 (“Program”). This Program is a component of the Baker-Polito Administration’s comprehensive Economic Recovery Plan.

WHO CAN PARTICIPATE

MassHire will ask questions and collect information to determine your eligibility for this Program and enroll in this Program, if eligible. To qualify for this program you must:

- be a Massachusetts resident;
- be unemployed and working with MassHire to search for a job;
- live in a town that has Verizon Wireless cellular coverage and either (i) your residence does not have access to Spectrum or Comcast internet service, (ii) you were not eligible for the subsidy program for Spectrum or Comcast internet service; or (iii) you were not able to afford the non-subsidized portion of a regular Comcast Xfinity service plan; and
- attest that you do not have internet access at home today, including accessing the internet from a smartphone with hotspot functionality and an unlimited data plan, and are not able to afford home internet service.

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, MBI, and Verizon Wireless.

Each household is limited to one participant in this Program

HOW THE PROGRAM WORKS

MassHire will ask questions and collect information needed to determine your eligibility to participate in this Program and enroll in the Program, if eligible. If you are eligible for this Program, MassHire will enroll you in this Program and submit your information to Verizon Wireless.

After being enrolled in this Program you will receive:

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- a cellular hotspot device, shipped directly to your home, that enables you to connect to the internet; and
- a subsidized monthly unlimited data plan (subject to standard Verizon Wireless terms and conditions).

Receiving a cellular hotspot does not guarantee that a Program participant will receive a sufficient signal to access the internet through the Verizon Wireless network. If the Verizon Wireless hotspot device is not receiving a sufficient signal or otherwise requires technical support you should contact Verizon Wireless directly at (800) 295-1614. When calling Technical support please have the cellular phone number assigned to the hotspot available for entry into the automated voice response unit (VRU). If the cellular hotspot does not work in your home after contacting Verizon Wireless for technical support, you will need to return the hotspot to Verizon Wireless within 30 days using the return shipping label in the shipping box. MassHire will be notified after the hotspot is returned.

There may be indoor or outdoor community WiFi hotspots in your area you can use to connect to the internet instead. MassHire can provide a list of community hotspots sponsored by MBI.

WHEN THE PROGRAM ENDS

Your subsidized service will end on June 30, 2021. Program participants will not be required to return the cellular hotspot device. If you would like to continue receiving Verizon Wireless service after the Program ends, you may contact Verizon Wireless by going into a Verizon corporate store or by calling customer service at (800) 922-0204 to complete an application for a new account in your name and sign up for a cellular data plan.

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 and performing specific online tasks such as searching and applying for jobs.

MBI reserves the right to close the Program to new participants if demand results in the allocation of all available funds.