Internet and Wi-Fi Resources

For families without existing internet connectivity in their homes, Comcast is currently offering two free options:

- Comcast is providing free Wi-Fi access through hotspots. There is no application associated with this option (see Page 2 for steps on accessing Xfinity hot spots).
- Comcast is also offering two free months of internet service through their Internet Essentials program. Internet service is free for two months and then $9.95 per month after the free trial period. Families are not required to go into contract with Comcast to receive this promotion; they can cancel at any time. To be eligible for the two-months free promotion, families must sign-up before May 13th (see steps below to apply).

Internet Essentials Program

You may qualify for *Internet Essentials* program if:
   A. You are eligible for public assistance programs such as the national school lunch program, housing assistance, Medicaid, SNAP, and SSI.
   B. You live in an area where Comcast Internet service is available.
   C. You are not an existing Xfinity Internet customer and have not subscribed to Comcast Internet within the last 90 days.
   D. You have do not have outstanding debt with Comcast that is less than a year old. However, due to the COVID-19 pandemic, Comcast is waiving this qualification if you apply and are approved by 5/13/20. After 5/13/20, standard eligibility rules apply.

Step 1: Apply
Go to https://apply.internetessentials.com/ or call 1-888-924-6489 and let the agent know you would like to apply for the Internet Essential program. To make the process easier, have on hand proof of your address and any eligibility letter you may have from a public benefit program, such as CalWORKs, CalFresh, or WIC. When applying by phone, use one of the options below to submit your documents ahead of your call. Remember wait times are long when calling, but if you submit your documents early, you could be approved instantly.
Document submission options:
   - Scan or take a photo of your documents and email them to: IEApplication@comcast.com
   - Send paper copies of your documents and signed application to Comcast Internet Essentials,
   - PO Box 397, Bridgeport, NJ 08014-9735. (Make sure you include your application number on all documents.)
   - Fax paper copies of your documents and signed application to 1-888-294-7113. (Make sure you include your application number on all documents.)

Step 2: Application review
An agent will review your completed application and let you know through a text or email if you are application has been approved. If additional documents are needed, the fastest way to submit them is to take a picture with your phone and upload the picture to your online application.

Step 3: Get Online
If approved, you could have a home Internet connection in 5-7 business days. There is no activation fee and all equipment will be provided by mail (modem and Wi-Fi router). A step-by-step guide on how to set your internet up will be included in your delivery.

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Comcast/Xfinity free Hotspots:

Comcast/Xfinity is also providing free Wi-Fi access through hotspots. Hotspots are located throughout the county (there are several hotspots in every zip code). To see a list of hotspot locations, go to www.xfinity.com/wifi and click on "Find a Hotspot." Enter your zip code or address in the search box to find the nearest hotspot. Once you've completed this step, you will be presented with a map. The blue dots on the map indicate all the hotspots that are available in the area you selected. See the picture below for reference.

Once you locate a hotspot, select the "xfinitywifi" network name in the list of available Wi-Fi options and then launch a browser. You do not have to fill out an application to access hotspots. However, you have to be close to a hotspot location in order to access the internet, which, in some cases, means you may have to go to a specific location to connect to Wi-Fi.