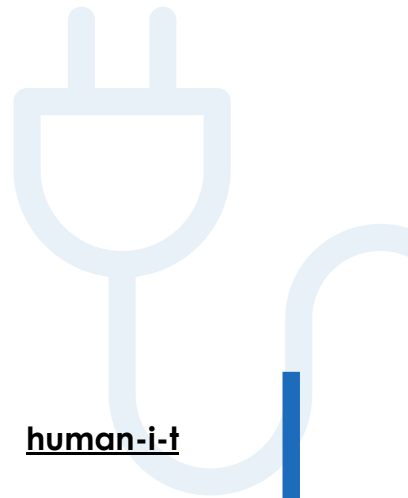


CHEAT SHEET

NO-COST OR LOW-COST INTERNET FOR WEST CONTRA COSTA FAMILIES



	<u>Comcast: Internet Essentials</u>	<u>AT&T:Access</u>	<u>human-i-t</u>
Contact Information	(855) 846-8376 (English and Spanish)	English (855) 220-5211 Spanish (855) 220-5225	Call (888) 519-4724 Text (562) 372-6925
Cost	Free for 2 months, then regular rates apply (\$9.95/mo. plus taxes) No installation fee. No modem fee.	Free for 2 months, then \$5-10/mo. (dependent on available internet speed) All home internet data overage fees are waived.	\$14.99/month One-time cost of \$99.99 for hotspot.
Timeline for Promotion	60 days. Must apply by May 13.	60 days+. Must apply by April 30.	No end date.
Eligibility Requirements	Households participating in or eligible for at least one of these programs: <ul style="list-style-type: none"> National School Lunch Program (Free/Reduced Price Lunch) Housing assistance Medicaid A veteran that receives public assistance <p><i>Families with outstanding Comcast debt are only eligible for this offer until May 13 (i.e., your application must be fully approved by that date; standard eligibility criteria will apply after that). You may not qualify if anyone in your household has subscribed to Comcast/Xfinity within the last 90 days.</i></p>	Households participating in or eligible for at least one of these programs: <ul style="list-style-type: none"> National School Lunch Program (Free/Reduced Price Lunch) Supplemental Security Income (SSI) Supplemental Nutrition Assistance Program (SNAP) Head Start Households with income 135% of or less than the federal poverty level 	Households participating in or eligible for at least one of these programs: <ul style="list-style-type: none"> National School Lunch Program (Free/Reduced Price Lunch) Food Support(SNAP) Financial assistance (TANF) Section 8 Voucher Medicaid SSI Households with income 200% of or less than the federal poverty level

Process to Apply

1. Enter your contact information on the Internet Essentials application
2. Upload one of the required eligibility documents or list your child's school
3. You will receive a text message, email, or letter if approved
4. In 5-7 days you should receive a modem and Wifi router in the mail

1. Enter your address on the AT&T Access application
2. Submit required documents pertaining to your eligibility criteria (e.g. SNAP card with photo ID, SSI benefits award letter, Free/Reduced lunch eligibility letter, etc).
3. Save your confirmation # and check application status
4. If approved, a self-installation kit will be mailed to your home. If a technician is needed there will be no charge.

1. Enter your contact info on the human-it website. For the fastest response, indicate Text as your preferred method of contact
2. Check the box for any applicable government assistance programs
3. A representative should text you within 1-2 business days
4. Your required proof of income status will depend on the selected provider

Important Things to Note

Families with any outstanding Comcast debt should apply ASAP to ensure they're accepted before eligibility criteria are tightened in May (see note above)

You must provide either a Social Security number, a taxpayer ID number, or a tribal ID number.

Your application is subject to a credit check but is not contingent on the credit check's results.

Connectivity support available in Spanish and English

Free chromebook available to some CA households.



A note from GO West Contra Costa

We hope this list helps you or someone you know, but ultimately the complexities of applying for these offers and establishing your eligibility drives home how unfair this situation is. It also drives home just how important it is to get as many hotspots out to families as soon as possible.