

Internet Services for Low Income Families

Spectrum Internet Assist, Access by AT & T, and Comcast's Internet Essentials

Spectrum Internet Assist

Low-income families and seniors can get unlimited high-speed internet for just \$14.99 per month. Spectrum has introduced high-speed Internet plan for low-income Americans. Available in 38 states, Spectrum customers will get extra speed up to 30 Mbps downstream and 4 Mbps upstream, and all data caps have been eliminated on this new plan.

That means you can use all the internet you want — all your kids can do all their homework, all the Internet they need to download every video they need to succeed in school, and all the Internet your family needs to download films. All without any fear of running out of allowable gigabytes.

Spectrum has also promised that it will never raise prices on its Internet Assist plan.

EDITOR'S NOTE: The \$14.99 offer gives you wired service, but Spectrum offers a wi-fi router for \$5 per month. Families may purchase their own wi-fi router from a retailer to set up on their own and to save the \$5 monthly rental fee.

Are you eligible?

The Spectrum program is aimed at two important groups:

- Families with students who participate in the National School Lunch Program
- Free/Reduced Lunch through the Community Eligibility Program.
- Seniors 65 and older who receive Supplemental Security Income.

Exception: You will not qualify if you have had a Charter, Time-Warner or Bright House broadband subscription within 60 days of enrolling. And if you have any outstanding bills with any of the three companies, you will be ineligible until you pay it off. Qualified applicants will receive a free modem and a self-installation kit that makes the whole process simple.

Note: Qualified subscribers will also be eligible to receive Spectrum's phone service bundle offers. That means you could get this low-cost, high-speed Internet service plus home telephone service in one package.

How to enroll in Spectrum Internet Assist

Spectrum has set up a web page dedicated to enrolling qualified families and individuals in its Internet Assist program.

Website: charter.com/browse/content/spectrum-internet-assist

Telephone: 844-525-1574

Where you can get Spectrum Internet Assist

Spectrum Internet Assist is available NOW in all former Charter territories.

AT&T INTERNET SERVICE FOR LOW INCOME FAMILIES

Access from AT&T:

AT&T is now offering high-speed Internet service to low-income Americans for just \$5 per month. If you meet the eligibility standards and you live in an area served by AT&T, you can now get high-speed Internet service for a mere \$5 per month

Access from AT&T costs just \$5.00 a month and brings you relatively fast 3 Mbps download speed. Five and 10 Mbps is available for \$10 per month. Make note, however, that AT&T will automatically give you the fastest speed available in your service area. You will not be able to apply for the cheaper, slower service even if it's available in your area.

The Access from AT&T waives all activation fees and they include a free wireless router. AT&T will also offer computers to qualifying families for just \$149.99.

AT&T provides this informational disclaimer "There will be data limits for people using the program, up to 600GB a month, and overage charges for anyone who uses more." It's almost impossible for an ordinary Internet user to consume 600 GB per month.

How to qualify for Access from AT&T

To qualify for Access from AT&T, and to get nearly unlimited high-speed broadband internet service in your home plus a low-cost computer for just \$5.00 per month, at least one person in your home must receive food stamps (SNAP). And you must live in AT&T's 21-state service area.

If you meet both those qualifications, the one exception is that a family cannot have any outstanding debt for AT&T fixed Internet service within the last six months or outstanding debt incurred under this program. All accounts will receive a letter of approval or denial based on their application.

How to enroll in AT&T Access

AT&T has set up a web page dedicated to signing people up for the program:

Website: <https://accessatt.solixcs.com/#/home> (Log in to apply and to check your status)

Or, call AT&T "Access Apply" at 1-855-220-5211 (or Spanish at 855.220.5225)

Internet Essentials: Comcast

Comcast offers their low-income internet program, Internet Essentials. If you live in areas of the country served by Comcast and you qualify, you can now get Internet Essentials for just \$9.95 per month with a download speed of 10 Mbps.

Qualifying families will even be able to purchase a computer for only \$149.99. There are no activation fees and no additional equipment fees, and the internet now comes with a wireless router. The Norton Security Suite which gives you professional online security is also an included service. Internet Essentials provides free parental control features to help protect their family while online.

How to qualify for Internet Essentials

To qualify for Internet Essentials and get a low-cost computer and high-speed internet access for just \$9.95 per month, a family must have at least one child **eligible** to receive a reduced or free school lunch through the National School Lunch Program (NSLP) (recently broadened to include students in private schools, parochial schools and homeschooled students).

There are two restrictions that you must be aware of:

1. You cannot have been a Comcast internet subscriber in the last 90 days. If you want to get Internet Essentials, you are going to need to cancel (if your contract allows) your service and call Internet Essentials to sign up after three months.
2. You cannot have a Comcast bill that is over 12 months past due. However, if you have an overdue bill from just within the last 12 months, Comcast has recently changed the rules and will accept a customer as an Internet Essentials customer, provided they agree to the payment plan they work up to pay off the late bills. You cannot have any unreturned equipment.

Internet Essentials is available in more than 4,000 school districts in 39 states plus the District of Columbia. Once enrolled, a customer will be able to continue receiving Internet Essentials service at the same low price as long as at least one child in their household continues to qualify for a reduced or free lunch under the National School Lunch Program.

Internet Essentials:

Website: www.internetessentials.com

In Spanish: www.internetessentials.com/es/

Phone: 855-846-8376

Once enrolled, a customer will be able to continue receiving Internet Essentials service at the same low price as long as at least one child in their household continues to qualify for a reduced or free lunch under the National School Lunch Program.