



COMCAST

Internet Essentials

申請概覽



Internet Essentials

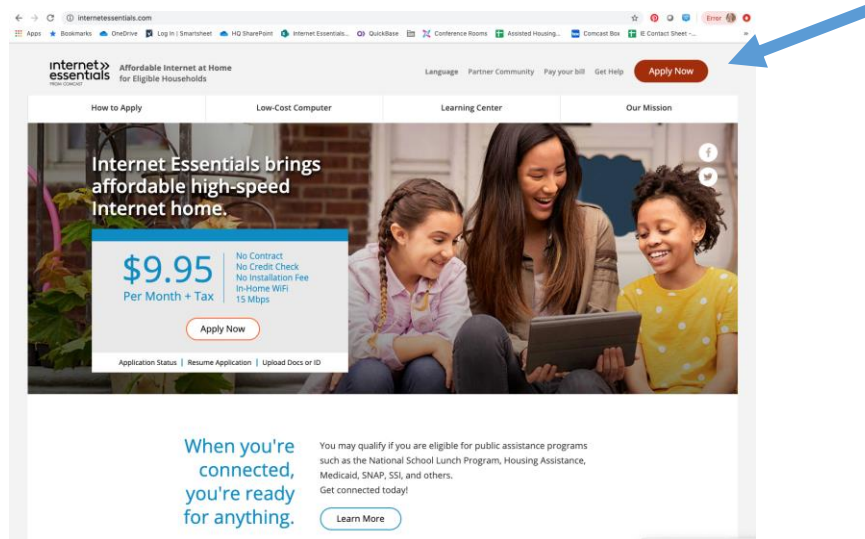
- Internet Essentials 服務：
 - 高速網際網路服務，\$9.95+稅/月（25/3Mbps）
 - 無需信用核查，無需合約
 - 每月接入 40 小時的 Xfinity WiFi 熱點（家門外的網際網路）
 - 免費安裝
- 可選電腦：
 - 客戶可以選擇在任何時候支付 \$149.99+稅購買一台翻新電腦
 - 包括 Microsoft Office（Word、PowerPoint、Excel 等）Norton Antivirus 及 90 天保固
 - 詳情請瀏覽 <https://internetessentials.com/low-cost-computer>
- 數位技能訓練：
 - 可選擇透過我們的本地合作夥伴網路參加免費的線上訓練或面對面訓練
 - 詳情請瀏覽 <https://internetessentials.com/learning>

Internet Essentials 註冊：

如果您符合以下條件即有資格：

- 居住在 Comcast 服務區
- 過去 90 天內未訂閱過 Comcast 網際網路
- 過去 1 年內沒有欠付 Comcast 款項
- 參加以下補助計畫之一：
 - **醫療補助**：醫保卡或最近的資格確認函
 - **公共住房補助**：公共住房補助文件，如您的租賃、住房補助付款（HAP）合約或 HUD（住房和城市發展部）簽發的確認文件
 - **國家學校午餐計畫/啟蒙計畫**：證明目前已參加美國國家學校午餐計畫或啟蒙計畫的函件副本，其中應列明您孩子的姓名、學校名稱以及您申請服務的地址。
 - **TANF**：貧困家庭臨時援助資格確認函
 - **SSI**：附加保障收入資格確認函
 - **LIHEAP**：確認您有資格參加低收入家庭能源補助計畫的文件
 - **原住民補助計畫**：資格確認函

- **聯邦培爾助學金：**（僅限科羅拉多州和伊利諾州）您的社區學院的助學金辦公室提供的文件
 - **WIC：**婦女、嬰兒和兒童計畫的資格確認函
 - **退伍軍人養老金：**退伍軍人管理局簽發的退伍軍人養老金資格認定函
提交的所有文件都必須是當年或上一年的
- 請造訪以下網址**開始申請：**www.InternetEssentials.com，並按一下「Apply Now」（立即申請）。如果遇到技術問題，請致電 **855-846-8376**

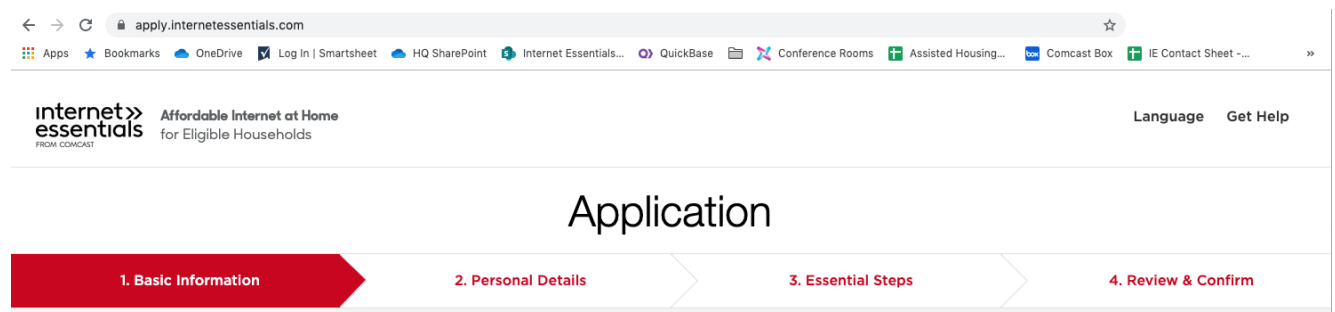


Internet Essentials 申請：

Internet Essentials 申請包括以下 4 個步驟。

申請步驟：

1. 基本資訊
2. 個人詳細資訊
3. 必要步驟
4. 檢查及確認



第 1 步：基本資訊

- 輸入您的姓名、電郵地址、電話號碼和地址。
- 按一下「Next」（下一步）時，系統將檢查：
 - 您的地址是否在 Comcast 服務範圍內？
 - 您是否已使用所提供的電話號碼和/或地址開始了申請？
 - 您是否為現有客戶？若為是，將顯示「Just a little more information needed」（只需再提供一點資訊）螢幕

internet essentials FROM COMCAST Affordable Internet at Home for Eligible Households Language Get Help

Application

1. Basic Information 2. Personal Details 3. Essential Steps 4. Review & Confirm

Let's Get Started!

Please enter your contact information below.

If you have already started an application please [click here to resume saved application](#) or [upload documents](#).

Your Name * : First Name
Last Name

Email address : Please provide your email address below. We'll use this address to communicate important updates with you along the way.
Email
 I do not have an email address

Phone number * : Phone Number
 Mobile Home Phone

Home Address * : Just start typing. We'll help you find your address.
1234 Main Street, Apt 10, Pleasantville, MA 01040

Next

第 2 步：個人詳細資訊

- 輸入您的出生日期、社會安全號碼並回答幾個問題
 - 系統限制所有出生日期，以確保申請人至少 18 歲。
例如，2001 年或之前
- 您可以選擇輸入您的社會安全號碼。若沒有，請選擇「I do not have a Social Security Number」（我沒有社會安全號碼），然後持身份證明拍一張自拍照。
- 系統會詢問「Do you have a child or children attending school, or being homeschooled, in your household?」（您家裡是否有孩子上學，或在家上學？）
- 您是否從社區組織那裡聽說過 Internet Essentials？
- 您是否有優惠碼？

internet essentials FROM COMCAST
Affordable Internet at Home for Eligible Households

1. Basic Information **2. Personal Details** 3. Essential Steps 4. Review & Confirm

Please tell us a little more about yourself.

Date of Birth * :

Social Security Number * : - - Your Social Security Number will not be shared. [View our Privacy Policy.](#)

Confirm Your Social Security Number * : - -
 I do not have a Social Security Number What if I don't have a Social Security Number?

Do you have a child or children attending school, or being homeschooled, in your household? * Yes No

Did you hear about Internet Essentials from a neighborhood organization? * Yes No For example, a foodbank, church, library, senior or community center

If you have a promo code, please enter it here:

No credit check will be performed with your information.

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第 3 步：必要步驟

安裝：

- 大多數人將透過郵遞收到一個免費和易於自己安裝的工具包
 - 如果您的地址需要專業安裝，您將直接移至專業安裝的時段選擇頁面。

第 3 步：如果您需要專業安裝

- 以下頁面顯示技術人員可為您安裝服務的下一個可用時段。
- 無最短時間設定，只要市場有配額，最早可以選擇第二天安裝。
- 您必須選中核取方塊
- 您必須確認在安裝時有年滿 18 歲的人士在場

Please select an available time slot that works for you.

August 6, 2016-August 12, 2016							
Time Slots	06 Sat	07 Sun	08 Mon	09 Tue	10 Wed	11 Thu	12 Fri
Between 07:00 AM-07:30 AM					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between 08:00 AM-12:00 PM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between 08:00 AM-10:00 AM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between 08:00 AM-08:30 AM					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between 09:00 AM-10:00 AM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between 09:00 AM-09:30 AM					<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between 12:00 PM-04:00 PM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Between 04:00 PM-07:00 PM	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Your installation appointment is not confirmed until you complete your order.

I confirm that someone 18 years of age or older will be present.

[Back](#) [Next](#)

第 4 步：檢查及確認

檢查和確認

- 此頁面在您提交申請之前確認您的選擇。
- 您需要同意「條款和條件」才能提交申請。

Review and Confirm

Please review and confirm your order summary below.

Monthly Service(s)	\$9.95
Your XFINITY Service(s)	
Internet Essentials - Download speeds up to 10 Mbps; Upload speeds up to 1 Mbps	\$9.95
Equipment	
INTERNET/VOICE EQUIPMENT	\$0.00
Taxes, Surcharges & Fees	
\$	
Taxes and Fees may apply ¹	
One-Time Charges	
\$0.00	
Installation Fees	
Professional Installation	\$0.00
Next Bill ²	
Monthly Service(s)	\$9.95
One-Time Charges	\$0.00

By checking this box and clicking on 'Confirm,' I am representing:

- I am at least 18 years old.
- I agree to purchase the equipment and services described in the order information.
- I agree to the [Customer Agreement for Residential Services](#) and the [Comcast Customer Privacy Notice](#).

I agree to Internet Essentials [Terms & Conditions](#).


¹ Equipment, taxes, fees, and other charges are subject to change during your promotion or term agreement. Taxes and Fees may apply.

² Your statement is prepared one month in advance. Your next two bills may be different because of partial-month charges or credits and any one-time charges.

恭喜

- 如果您獲得批准，會顯示恭喜頁面，表明成功完成申請，還有您的申請 ID 和其他的客戶詳情。
- 該頁面還顯示您的安裝類型

Order Complete



You have been approved for Internet Essentials from Comcast. You will soon be connected to a world of opportunity.

Application ID: 100121717044

Application Summary: Internet Essentials at no charge for the first 12 months and then \$9.95 / month, a tax after promotional period.	Customer: John Doe
Installation Type: Self Installation	Telephone: (202) 834-6592
LPTC will deliver your Internet equipment to the address you provided. Please allow up to three to five business days for delivery. Drop-off dates instructions will be included on how to ready connect and activate your new home Internet service.	Service Address: 11480 ABBOTS CROSS LN, APT 106 GLEN ALLEN, VA 22089

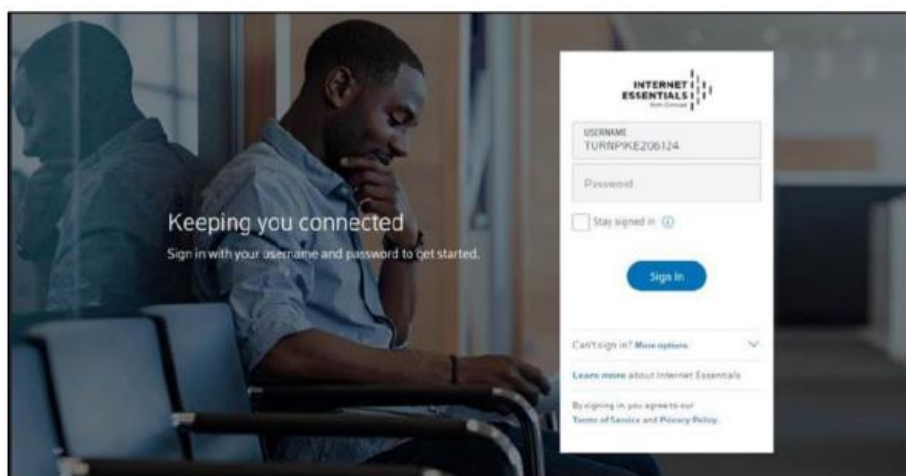
[Visit the Internet Essentials Learning Center](#)

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常見問題

現有視訊或語音客戶

- 對於已有 Comcast 服務 (Xfinity 視訊、語音、固定電話、手機) 的申請人，系統將提示您登入現有帳戶：
 - 按一下「Next」(下一步)後，您將看到以下頁面(客戶身份管理頁面)以繼續您的申請。
- 注意：此頁面僅在您建立申請時顯示。如果您因認證無效未通過驗證，則會進入停止頁，該頁面會指示您致電客服中心尋求支援。



Account Info Needed

Application ID : 100081936585

Our records show there is already an existing Xfinity account at the address where you are trying to request Internet Essentials service.

If this is your account please enter your Xfinity login credentials on the next page.

[Back](#) [Next](#)

If this is not your Xfinity account at this address, please call our call center at **1-855-846-8376** so our agents can help get you connected.

[Return to the Internet Essentials home page](#)

Internet Essentials 線上申請錯誤

如果您遇到有關線上申請的任何問題，可以撥打 1-855-8-INTERNET (1-855-846-8376) 與客服中心座席聯絡。

謝謝