



Comcast Internet Services During COVID-19 Pandemic

For New Comcast Customers:

Internet Essentials from Comcast offers affordable, high-speed Internet services for low-income households. Due to the COVID-19 pandemic, Comcast is currently offering new eligible customers **2 months of free Internet Essentials service**. After the two month period, Internet Essentials customers will pay **\$9.95 per month + tax**. This is available for new Internet Essentials customers only.

You may qualify for Internet Essentials if:

- A. You are eligible for public assistance programs such as the National School Lunch Program, Housing Assistance, Medicaid, SNAP, SSI and [others](#).
- 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 no outstanding debt to Comcast that is less than one year old. Households with outstanding debt more than one year old may still be eligible.

Apply at internetessentials.com/apply or by calling 1-855-8-INTERNET (1-855-846-8376) by June 30, 2020.

For Existing Comcast Customers:

Comcast is keeping its customers connected through May 13, 2020 even if they're unable to pay.

Customers who are unable to continue paying during this period will be moved to the Xfinity Assistance Plan.

The Xfinity Assistance Plan:

- Allows residential customers who otherwise would have had their services suspended for nonpayment to continue to receive broadband Internet and current voice services without accruing large outstanding balances
- Helps customers that had existing debt prior to the implementation of the Keep Americans Connected Pledge (March 2020) and those that are more recently impacted by the pandemic

These customers will be placed into a plan with a lower price of **\$14.95/month** that includes broadband Internet speeds of 25/3 Mbps, all equipment, and continuation of their existing Xfinity Voice services. Any video service that is part of their internet and voice package will be suspended until the past due balance is paid. Comcast's Xfinity Internet broadband service at 25/3 Mbps is sufficient for a household to obtain access to distance learning, news and information, email, and streaming services.

Customers do not need to contact Comcast about their inability to pay. Customers will be moved to the Xfinity Assistance Plan automatically in lieu of their going into a suspended status. Customers whose accounts are temporarily moving to the Xfinity Assistance Plan will see the plan reflected on their bills. They also will see an email, text message, or a letter notifying them that their account will be on the Xfinity Assistance Plan.

Customers will not be charged early termination fees, reactivation fees, or late fees in connection with the Xfinity Assistance Plan during this period.