



Low-income Internet Programs

FACT SHEET

January 2020

Low-income families in Illinois may be eligible to enroll in affordable Internet programs offered by AT&T, Comcast, Spectrum and Lifeline.

AT&T's Access program

AT&T's Access program offers high-speed Internet wherever the company provides Internet service in Illinois for \$5 to \$10 per month. The program also includes Wi-Fi service for a participant's devices—such as a laptop or smartphone—inside the home, and gives participants access to Wi-Fi hotspots outside the home.

Service will include a monthly data allowance of either 150 gigabytes (GB) or 1 terabyte (TB) of data per month, depending on the type and speed of service you receive. If you exceed your monthly data plan allowance, you will be charged \$10 for each 50GB of data usage in excess of your plan.

NOTE: Even if your excess data usage is less than 50GB, you will still be charged \$10.

Internet Speed

AT&T will assign you the fastest of these speed tiers available where you live:

- 10 megabits per second, for \$10 per month
- 5 megabits per second, for \$10 per month
- 3 megabits per second, for \$5 per month
- 1.5 megabits per second, for \$5 per month
- 768 kilobits per second, for \$5 per month

Qualifications

For households to qualify, they must be located in an area served by AT&T, and at least one resident of the home must be enrolled in the Supplemental Nutrition Assistance Program (SNAP). You cannot have outstanding debt with AT&T connected to Internet service or the Access program. It is free to apply.

Program Availability

The Access program will no longer be available after April 2020. However, participants who qualify and apply for the program before April 2020 will receive program benefits for 12 months from the date of enrollment.

How Do I Apply?

AT&T Access:

Visit www.att.com/access or call 1-855-220-5211. For assistance in Spanish, call 1-855-220-5225.

Spectrum Internet Assist:

Visit www.SpectrumInternetAssist.com to access English and Spanish applications, or call 1-844-525-1574.

Comcast Internet Essentials:

Visit <https://internetessentials.com/> or call 1-855-846-8376.

Lifeline:

Visit <https://www.lifelinesupport.org/>

Spectrum Internet Assist

For \$14.99 per month, Spectrum Internet Assist provides eligible applicants with:

- High-speed Internet at 30 megabits/second (wireless speeds may vary by location)
- A free internet modem
- No data caps or contracts
- Optional in-home WiFi service for an additional \$5 per month, including the router and no activation fee

Qualifications

To qualify, the household must be in an area served by Spectrum. One member of the household must be a recipient of one of the following: the National School Lunch Program (NSLP), the Community Eligibility Provision (CEP) of the NSLP, or Supplemental Security Income (for age 65 and older).

Comcast's Internet Essentials program

The Internet Essentials program offered through Comcast provides low-income households with Internet service for \$9.95 per month.

Eligible households will receive:

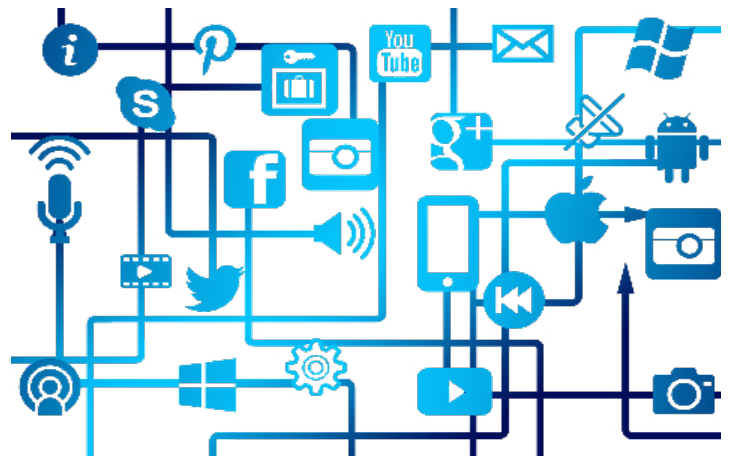
- Internet service at a speed of 15/2 megabits per second
- In-home WiFi at no additional cost
- Option to purchase an Internet-ready laptop or desktop computer for \$149.99
- Access to free Internet and digital literacy training online, in print, and in person
- Access to 40 one-hour sessions of Xfinity Wi-Fi Hotspots every 30 days
- No activation, installation or equipment rental fees

Qualifications

To qualify, your household must be in an area served by Comcast. You cannot have had Xfinity Internet service within the last 90 days, and you cannot have an outstanding Comcast balance that is less than one year old. Families with outstanding debt more than one year old may still be eligible.

In addition, your household must also be eligible for or receive public assistance from one of the following programs:

- Medicaid
- National School Lunch Program (NSLP)
- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Public housing assistance (including HUD, Section 8, and Housing Choice Vouchers)
- Temporary Assistance for Needy Families (TANF)
- Supplemental Security Income (SSI)
- Low Income Home Energy Assistance Program (LIHEAP)
- Federal Pell Grants for college
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Veteran Affairs assistance
- A Tribal Assistance program



Internet can connect you to homework, job opportunities, health-care and benefits, higher education resources and more.

Lifeline

Lifeline is a federal program that lowers the monthly cost of phone and internet. Eligible customers will get up to \$9.25 toward their bill. You can use Lifeline for either phone or Internet service, but not both. NOTE: Lifeline is not available through AT&T in much of its service territory.

Qualifications

You may qualify for Lifeline if one of the following is true:

- Your household income is 135% or less than the federal poverty guidelines
- Someone in your household or your dependent participates in one of these federal assistance programs:
 - Supplemental Nutrition Assistance Program (SNAP)
 - Medicaid
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance (FPHA)
 - Veterans Pension and Survivors Benefit
 - Tribal Programs (and you live on federally-recognized Tribal lands)