



# Income-Qualified Internet Programs

FACT SHEET

April 2024

Families in Illinois may be eligible for affordable internet programs offered by AT&T, Xfinity, Spectrum, RCN, Lifeline and the City of Chicago. These programs are designed to help lower income families stay connected with access to affordable internet services and connected devices.

## AT&T's Access program

AT&T's Access program offers:

- A \$30 per month unlimited data plan, based on the maximum speed available at your address, up to 100 Megabits per second (Mbps). (This plan is not available to AT&T DSL customers. They can take advantage of the \$5-10 per month plans listed below.)
- A \$10 per month plan for customers with maximum speeds of 5-10 Mbps.
- A \$5 per month plan for customers with maximum speeds of 3 Mbps or lower.

For all access plans, a Wi-Fi gateway/modem and installation are included at no charge.

**Note:** The monthly data allowance on the \$5-\$10 per month plans is 1.5 Terabytes (TB) per month for internet customers or 150 Gigabytes (GB) per month for customers on AT&T DSL. If you exceed that data allowance, you will be charged \$10 for each additional 50 GB of data usage. If you think you may exceed the monthly data allowance, and you are not a DSL customer, you can opt for the \$30 Access plan that has unlimited data.

## Qualifications

For households to qualify, they must be located in an area served by AT&T and cannot have outstanding debt with the company. At least one resident of the home must be enrolled in the Supplemental Nutrition Assistance Program (SNAP) or the National School Lunch Program, or the household must have a total income below 200 percent of federal poverty guidelines (consult the chart to the right).

## How Do I Apply?

### AT&T Access:

[www.att.com/access](http://www.att.com/access) or call 1-855-220-5211

### RCN Internet First:

[www.internetfirst.com](http://www.internetfirst.com) or call 1-833-730-0644

### Spectrum Internet Assist:

[www.SpectrumInternetAssist.com](http://www.SpectrumInternetAssist.com) or call 1-844-525-1574

### Xfinity Internet Essentials:

[www.internetessentials.com/](http://www.internetessentials.com/) or call 1-855-846-8376

### Lifeline:

[www.lifelinesupport.org/](http://www.lifelinesupport.org/) or call 1-800-234-9473

### Chicago Connected:

[www.cps.edu/strategic-initiatives/chicago-connected/](http://www.cps.edu/strategic-initiatives/chicago-connected/) or call 1-773-417-1060

Number of People in Household	Maximum Income
1	\$29,160
2	\$39,440
3	\$49,720
4	\$60,000
5	\$70,280
6	\$80,560
7	\$90,840
8	\$101,280
For each additional person, add:	\$10,280

## Spectrum Internet Assist

Spectrum Internet Assist provides eligible applicants (new customers only) with lower-cost internet. The company says price varies by location. A past CUB review found prices ranging up to \$25 per month. Call Spectrum to confirm pricing. The program includes:

- High-speed internet at 50 Mbps (wireless speeds may vary by location).
- A free internet modem.
- No data caps or contracts.
- Optional in-home WiFi service with router for an extra \$5 per month and no activation fee.

### Qualifications

The household must be in an area served by Spectrum. This program is for new customers (no Spectrum services within past 30 days). One member of the household must be a recipient of the National School Lunch Program (NSLP), the Community Eligibility Provision (CEP) of the NSLP or Supplemental Security Income (for ages 65 and older only). You must apply for this program every year and some addresses are preapproved.

## Xfinity's Internet Essentials

The is program provides eligible households:

- Internet service at a speed of up to 50 Mbps for \$9.95 a month or up to 100 Mbps for \$29.95 a month.
- Free WiFi hotspots at no additional cost.
- Option to purchase a low-cost computer.
- Free, online Internet literacy training.

### Qualifications

You must live where Xfinity Internet service is available, and qualify for programs such as the National School Lunch Program, housing assistance, Medicaid or Supplemental Nutrition Assistance Program (SNAP). ([See a full list here.](#)) Also, participants must not have had Xfinity Internet within the last 90 days (unless you were enrolled in the federal Affordability Connectivity Program with Xfinity), and you must not have outstanding debt to Comcast that is less than one year old. (**Note:** These last two requirements are waived until June 30, 2024.)

## RCN's Internet First

For \$9.95 a month this program offers eligible homes:

- Internet service at a speed up to 50 Mbps.
- Free service for the first two months.
- No contracts and no credit check.

- No installation fees.

**Note:** You must reapply annually, and your monthly rate is subject to a yearly increase of up to \$10 per month.

### Qualifications

To qualify, consumers must live in an area serviced by RCN, Grande or Wave and have not subscribed to RCN services within a 60-day period immediately prior to applying for the program. One member of your household must also participate in an assistance program like the National School Lunch Program, housing assistance, Medicaid, SNAP, SSI or one of [these programs](#).

## 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.

### Qualifications

You may qualify for Lifeline if your income is 135% or less than the [Federal Poverty Guidelines](#), or if you, someone in your household or your dependent participates in one of [these programs](#): Supplemental Nutrition Assistance Program (SNAP), Medicaid, Supplemental Security Income (SSI), Federal Public Housing Assistance (FPHA), Veterans Pension and Survivors Benefit.

## City of Chicago's Chicago Connected

Chicago Connected is a free high-speed internet service for students of Chicago Public Schools (CPS) in their households. Eligible households will receive internet service speeds of 50 Mbps.

In situations where wired internet is not possible, the family will be given a hotspot for accessing the Internet. The family should contact their school and inform them of the situation.

The program is funded through December 2024. After enrollment, households will be able to continue service as long as they have eligible students enrolled at a CPS school. The service is provided by RCN and Comcast.

### Qualifications

Any student that qualifies for free and reduced meals is automatically eligible for Chicago Connected, as long as the family does not already have a higher-level package from an internet service provider. Parents of CPS students can check their eligibility [through this online portal](#). You will need your child's student ID number.