

Support > Internet

Ask Xfinity



# Apply for Internet Essentials from Comcast

Internet Essentials from Comcast brings affordable, high-speed Internet to your home so you can have greater access to homework, job opportunities, healthcare and benefits, education resources and more. When you're connected, you're ready for anything.

Signing up is easy and fast from your mobile device at [apply.internetessentials.com](http://apply.internetessentials.com).

You may qualify if you are eligible for public assistance programs like the National School Lunch Program, Housing Assistance, Medicaid, SNAP, SSI and others.

## What You'll Get

Internet Essentials includes:

- 25/3 Mbps Internet service for just \$9.95 a month plus tax.
  - New customers may be eligible for two months free if they apply by May 13, 2020.
- No activation fees and no equipment rental fees.
- Option to purchase a computer for just \$149.99 plus tax.
- Access to free Internet training online, in print and in person.
- A Wireless Gateway, delivering in-home WiFi at no additional cost.
- Access to 40 one-hour sessions of Xfinity WiFi Hotspots every 30 days.

## How to Apply

It's easy to get affordable Internet from Comcast. Just follow four simple steps:

### Step 1: Qualify

You may qualify for Internet Essentials if:

- Are eligible for public assistance programs like the National School Lunch Program, Housing Assistance, Medicaid, SNAP, SSI and others.
- Live in an area where Comcast offers Internet Essentials.

### Quick and easy help

anywhere, anytime  
Now, more than ever, it's important to stay connected. We're here to help with online tools to help you get in touch with us, get answers to your billing questions, troubleshoot any issues, and more.

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ch Program,

- Are not an existing Xfinity Internet customer and have not subscribed to Comcast Internet within the last 90 days.
- Have no outstanding debt to Comcast that is less than one year old. Families with outstanding debt that's more than one year old may still be eligible.\*

\*Due to the coronavirus (COVID-19) emergency, households with outstanding debt owed to Comcast may be eligible for Internet Essentials. We are waiving this qualification if you are approved by May 13, 2020. After May 13, standard eligibility rules apply.

### Step 2: Submit Your Application Online

Signing up is easy and fast from your mobile device. Visit [apply.internetessentials.com](https://apply.internetessentials.com) to submit your application today.

### Step 3: Get Approved

We'll review your completed application and let you know through text message, email or regular mail if you are approved. If we need documentation, the fastest way to submit is to take a picture with your phone and upload it directly in the application.

### Step 4: Get Online

If approved, you could have a home Internet connection in five to seven business days. Use the step-by-step guide included with your Internet equipment to set up your service.

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Support Site Language: English | Español

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# Lifeline

Making phone and internet service more affordable.

## AT&T Lifeline

**Making phone and Internet affordable for people with limited income.**

Being connected is important in today's world, and AT&T believes people should have access to phone and Internet service.

If you are in a qualifying low-income household, you may be able to reduce your bill by getting a

Lifeline discount on your home phone, wireless phone, or Internet service.

## What is Lifeline?

Lifeline is a federal program that lowers the monthly cost of phone and Internet for qualifying customers. Eligible customers will get at least a \$7.25 discount on their phone bill\* or a discount of \$9.25 on their Internet bill. Qualifying customers who live on federally recognized tribal lands may get up to an additional \$25 discount.

You can get one Lifeline discount (phone or Internet, but not both) per household, not per person, and a household can get a Lifeline discount from only one provider.

AT&T also offers low-cost home Internet service to qualifying households that participate in the Supplemental Nutrition Assistance Program (SNAP) or receive Supplemental Security Income (SSI) benefits in California. Go here for more information about Access from AT&T.

\* Effective 12/1/19, the federal government is reducing the Lifeline discount on stand-alone voice service from \$9.25 to \$7.25 per month.

## Do I qualify?

You may qualify for a Lifeline discount based on:

1. Your income - You may be eligible for a Lifeline discount if your income is 135% or less than the federal poverty guidelines.

- OR -

2. Participation by you or someone else in your household in one of the following federal

assistance programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
  - Medicaid
  - Supplemental Security Income (SSI)
  - Federal Public Housing Assistance (FPHA)
  - Veterans Pension and Survivors Benefit
  - Tribal Programs (and live on federally-recognized Tribal lands)

AT&T provides a Lifeline discount on home phone or Internet in certain areas of the following states. Call for availability at your specific location. Any additional information for your state is available by clicking on a link below.

AL AR [CA](#) FL GA [IL](#) IN KS KY LA [MI](#) [MN](#) MS  
NC NV [OH](#) SC TN [TX](#) WI

For more information on where Lifeline discounts are available on your AT&T wireless service, click [here](#).

Customers qualifying for a Lifeline discount on their AT&T Internet must be a current AT&T Internet customer at an eligible location and must subscribe to a plan that meets the Lifeline program's minimum service standards.

Qualifying customers will need to recertify every year to maintain their Lifeline discount. You'll need to do this within 60 days of notification, or you'll lose your Lifeline discount.

## How do I apply?

- [California](#) : Please call 800.288.2020 (Weekdays, 6am to 6pm, Pacific Time) to start the application process.
- [Texas](#): Please [apply online](#) or call 866.454.8387 to start the application process.

• **Outside California and Texas:** Please apply online via the National Verifier. You can also download and print a copy of the application. Once you have applied and been approved by the National Verifier, call us at 855.301.0355 (Weekdays, 8am to 8pm, Eastern Time) to see if AT&T offers Lifeline at your location.

## Additional Lifeline information

### Illinois

You may also be eligible for an installation credit. Ask for more details when you call.

### Ohio

You may also be eligible for an installation credit. Ask for more details when you call.

### Michigan

You also may receive an additional monthly discount if you're a senior (ages 65 and over).

### Minnesota

Having trouble paying for phone or internet service? You may qualify for the Telephone Assistance Plan (TAP). Program eligibility is based on income. TAP is limited to landline home service. Contact us at **800.288.2747** or visit <https://mn.gov/puc/telecommunications/telephone-discounts/> for information or an application.

# Looking for more?

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