

Update from Comcast

If you know someone who needs access:

<https://www.xfinity.com/prepare>

How is Xfinity helping keep my community connected to the Internet?

Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet customers. For a map of Xfinity WiFi hotspots, visit [xfinity.com/wifi](https://www.xfinity.com/wifi). Once at a hotspot, consumers should select the “xfinitywifi” network name in the list of available hotspots, and then launch a browser.

How is Xfinity helping me manage my internet data usage with more people at home using the internet?

With so many of our customers working and educating from home, we want you to access the internet without thinking about data plans. While the vast majority of our customers do not come close to using 1TB of data in a month, we are pausing our data plans through May 13, 2020, giving all customers Unlimited data for no additional charge.

How can Xfinity help low-income Americans with affordable Internet service?

We’ve been looking for ways to help through our Internet Essentials program, the nation’s largest and most comprehensive broadband adoption program for low-income Americans. Effective March 16, we are putting in place two substantial program enhancements to help these families deal with this crisis.

1. We will make it even easier for low-income families who live in a Comcast service area to sign up by offering new customers 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month.
2. We are increasing Internet speeds for the Internet Essentials service from 15/2 Mbps to 25/3 Mbps for all new and existing customers, which will be the speed of the service going forward. In this way, we will ensure that Internet Essentials customers will be able to use their Internet service for all their increased needs as a result of this health crisis.

We want to make it as fast and simple as possible to access this service:

- To receive the increased Internet speeds, existing customers will not need to do anything.
- For new customers, applicants can simply visit www.internetessentials.com. The accessible website also includes the option to video chat with customer service agents in American Sign Language. There are also two dedicated phone numbers [1-855-846-8376](tel:1-855-846-8376) for English and [1-855-765-6995](tel:1-855-765-6995) for Spanish.