

## **COMCAST Enhances Internet Essentials to Assist Through the Coronavirus Pandemic**

Effective Monday, March 16, Comcast is putting in place two substantial Internet Essentials program enhancements to help low income families and individuals deal with the coronavirus crisis.

1. To make it even easier for low-income families who live in a Comcast service area stay connected and continue to work and learn, new customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month plus taxes.
2. Comcast is also increasing Internet speeds for the Internet Essentials service from 15/2 Mbps to 25/3 Mbps for all new and existing customers. This will be the speed of the service going forward and 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.
  - To receive the increased Internet speeds, existing customers will not need to do anything. The new speeds will be rolled out nationally over the next few days.
  - Comcast will send all new customers a free self-install kit that includes a cable modem with a Wi-Fi router. There will be no term contract or credit check and no shipping fee.
  - Even prior to receiving the self-install kit, Internet Essentials customers will have immediate access to the internet via Comcast's XFINITY network of more than 200,000 WiFi hotspots throughout Florida.

To sign up *starting MONDAY, MARCH 16 and after*, applicants can visit <https://www.internetessentials.com/> on their iPhone, tablet or computer.

The website also includes the option to video chat with customer service agents in American Sign Language and there are two dedicated phone numbers 1-855-846-8376 for English and 1-855-765-6995 for Spanish.