

OH SNAP..



**NEIGHBORS.
EMPOWERED.**

Apply for Internet Essentials or Internet Essentials Plus from Xfinity

Internet Essentials from Xfinity 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.

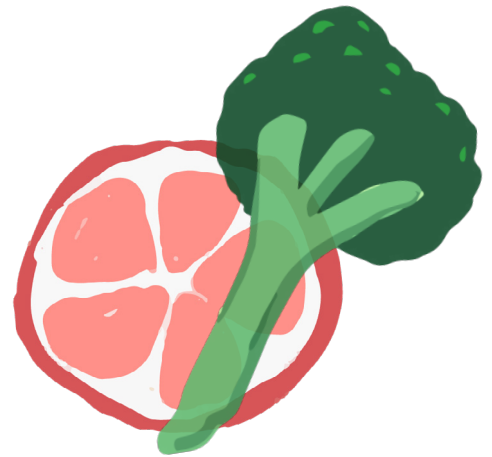
Signing up is easy and fast from your mobile device at apply.internetessentials.com.

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:

- Internet Essentials: 50/10 Mbps internet service for just \$9.95 a month.
- Internet Essentials Plus: 100/20 Mbps internet service for just \$29.95 a month.
- 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 Xfinity WiFi Hotspots.



How to apply

Step 1: Qualify

You may qualify if you:

- Live in an area where Xfinity Internet service is available.
- Qualify for programs like the National School Lunch Program, housing assistance, Medicaid, SNAP, and others, **or are enrolled or enrolling in the Affordable Connectivity Program (ACP) with Xfinity.**
- Have not had Xfinity Internet within the last 90 days (unless enrolled in ACP with Xfinity.*

**Waived for the duration of ACP for new Xfinity Internet customers, regardless of enrollment in ACP.*

Step 2: Submit your application online

Signing up is easy and fast from your mobile device.

1. Go to internetessentials.com or es.internetessentials.com, or call 1-855-8-INTERNET (1-855-846-8376).
2. Complete the application online.
 - Available in seven languages: English, Spanish, Arabic, Cantonese, Mandarin, Russian, and Somali.
 - You can speak with one of our bilingual (Spanish) agents or in any other language with an interpreter.
 - At the top of the application screen, click Language and select your language.
 - Materials for Internet Essentials are also available in 16 languages. Please ask an Xfinity representative for more information.
3. Provide the personal information necessary during the application process to complete the basic eligibility checks.
 - If further verification is required for your eligibility, an application will be mailed or emailed to you.
 - You should get the application within three to five business days by mail or one day by email.
 - If there's a problem with your Social Security number (SSN) during the application process, you may get a text message asking to verify your identity or be asked to upload a selfie displaying a valid ID online to complete the approval process.

- If you're completing the application online and need to submit eligibility documentation, you can take a picture of it with your phone and upload within the application to submit for review.*
- You can save your application online at any time and come back when you're ready to finish it.
- You can retrieve a saved application by entering your last name and phone number.

*Note: If you need to upload documents for your existing application, go to apply.internetessentials.com/UploadOnReturn.

If you need assistance with uploading your documents, call 1-855-846-8376.

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.

Once approved, you can schedule an installation, have a Getting Started kit shipped or go to an Xfinity Store to pick up a Getting Started kit. You'll get a welcome letter with program details and program terms and conditions

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.

Step 5: Apply for the ACP.

If you qualify for Internet Essentials, you can also apply for the ACP. It gives you a monthly credit per household toward your internet service, including taxes, fees, leased equipment, and/or Xfinity Mobile plan. For details and how to apply, see [ACP enrollment process](#).

Apply for a low-cost computer and FAQs

Anyone who has been approved for Internet Essentials is eligible to purchase a discounted computer and can [place your order here](#). The welcome kit will also contain instructions on how to order a computer.

For more information about laptops being offered, visit internetessentials.com/low-cost-computer.

For a list of FAQs about Internet Essentials and the discounted computer, visit [Internet Essentials: Get help](#).

Additional information

Visit our [Online Support Center](#) to find common solutions and self-help options, troubleshoot or manage your account and more.

The easiest way to manage and troubleshoot your Xfinity experience is with the Xfinity app! Download it for free from [Google Play](#) or the [App Store](#), or text "APP" to 266278.

Have a quick question? [Ask Xfinity Assistant](#).

**Have more questions or need help,
reach out to Northern Illinois Food Bank SNAP Hotline:**

(844) 600-7627

SNAP@northerilfoodbank.org

SolveHungerToday.org/snap-food-stamps



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