

Mass Internet Connect

INTERNET SUBSIDY PROGRAM FOR NEW SPECTRUM SUBSCRIBERS

PROGRAM OVERVIEW

The Massachusetts Broadband Institute at the Massachusetts Technology Collaborative (“MBI”) has launched a program to provide subsidized internet access to eligible Massachusetts residents through June 30, 2021 (“Program”). This Program is a component of the Baker-Polito Administration’s comprehensive Economic Recovery Plan.

WHO CAN PARTICIPATE

MassHire will ask questions that will be used to screen for preliminary eligibility for this Program and enroll in this Program, if eligible. To qualify for this Program you must:

- be a Massachusetts resident;
- be unemployed and working with MassHire to search for a job;
- not be a current Spectrum subscriber of internet, video and/or voice services;
- live in a city or town with Spectrum internet service that is available at your residence; and
- attest that you do not have internet access at home today, not including accessing the internet from a smartphone, and are not able to afford home internet service.

Please note that if you enroll in this Program, you will be required to allow your personal information relevant to this Program to be shared among MassHire, MBI, and Spectrum.

Each household is limited to one participant in this Program

HOW THE PROCESS WORKS

MassHire will ask questions and collect information needed to determine your eligibility to participate in this Program and enroll you in the Program, if eligible. If MassHire makes a preliminary determination that you are qualified to receive fully subsidized internet service from Spectrum, MassHire will submit your information for consideration by Spectrum. Spectrum will verify that they can provide service at your address and will make the final determination on your Program eligibility.

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If Spectrum confirms your eligibility, you will be enrolled in the Program and you will receive directly from Spectrum:

- a self-installation kit that will include a modem/router with WiFi capability, shipped directly to your home, that enables you to connect to the internet; and
- a fully subsidized monthly internet service plan with download speeds up to 50 Mbps.

If you encounter any issues with your internet service during the subsidy program, you should reach out directly to Spectrum Enterprise support for any assistance at (855) 725-9492 or <https://www.spectrum.net/support/internet/student-home/>.

If Spectrum determines that you are not eligible for service, MassHire will notify you and will determine if you are eligible for an alternate cellular hotspot internet access program through Verizon Wireless.

WHEN THE PROGRAM ENDS

Your internet service will end on June 30, 2021. At the end of the subsidy period you will be required to return the modem to Spectrum. You can return the modem by using the shipping label provided by Spectrum or you can return the equipment at a Spectrum store. If you would like to continue receiving Spectrum internet service after the Program ends, you may contact Spectrum to sign up for a new account and a service plan.

GETTING HELP USING COMPUTERS AND THE INTERNET

MassHire will offer Program participants access to online resources that will provide assistance with a variety of computer and internet-related tasks and skills, including accessing the internet, setting up and using a computer or application, setting up an email account, using word processing software to create a resume and cover letter and performing specific online tasks such as searching and applying for jobs.

MBI reserves the right to close the Program to new participants if demand results in the allocation of all available funds.