

Mass Internet Connect

INTERNET SERVICE SUBSIDY PROGRAM FOR NEW COMCAST XFINITY INTERNET SUBSCRIBERS

PROGRAM OVERVIEW

The Massachusetts Broadband Institute at the Massachusetts Technology Collaborative (“MBI”) has launched a program to subsidize internet service for eligible Massachusetts residents through June 30, 2021 (“Program”). The Program is in partnership with Comcast and is a component of the Baker-Polito Administration’s comprehensive Economic Recovery Plan.

WHO CAN PARTICIPATE

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 subscriber of Comcast internet service on or after December 30, 2020;
- live in a city or town with Comcast internet service that is available at your residence; and
- attest that you do not have internet access at home today, and are not able to afford home internet service.
- You will be eligible if your sole method of internet access is through a smartphone.

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 Comcast.

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 subsidized internet service from Comcast, MassHire will advise you to call Comcast at (866) 735-3592 so that Comcast can verify that they can provide service at your address and for you to learn about their Xfinity Internet service plans and pricing. Regardless of the plan you choose, the subsidy will be \$30 per month. If you can afford to pay the difference between the monthly plan price and the subsidy, the next step will be to sign up for a service plan and request your account number. Comcast will ship a Getting Started Kit directly to your home that will include a modem with WiFi capability that enables you to connect to the internet. Please note that Comcast offers plans on a month-to-month basis as well as plans that commit the subscriber to a specific term.

If you are successful in signing up for service, you will then need to call MassHire to provide your Comcast account number and inform MassHire that you are ready to be enrolled in the Program. MassHire will submit your information to Comcast to enroll you in the Program.

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Comcast will apply a monthly subsidy of \$30 to your next monthly bill. You will be responsible for all other charges in accordance with the Customer Service Agreement provided by Comcast. In the event that Comcast generates the first monthly bill prior receiving the referral from MassHire, the next monthly bill will reflect the subsidy for two months.

If you are not successful in signing up for service OR you cannot afford to pay the cost of the monthly internet service that exceeds the amount of the \$30 subsidy, call MassHire to notify them so they can determine if you are eligible for an alternate cellular hotspot internet subsidy program through Verizon Wireless.

If you encounter any issues with your account or internet service during the subsidy program, you should contact Comcast directly for support.

WHEN THE PROGRAM ENDS

This subsidy will end on June 30, 2021. At the end of the subsidy period you will be responsible for full monthly payment to Comcast of the internet service. If you elect to cancel your account with Comcast you will be required to return the modem to a Comcast Xfinity store or ship it to Comcast from a UPS store.

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, or performing specific online tasks such as searching and applying for jobs.

MBI reserves the right to close this Mass Internet Connect program to new participants if demand results in the allocation of all available funds.