

# Internet Essentials Partnership Program (IEPP)

## ABOUT INTERNET ESSENTIALS

Internet Essentials from Comcast is the nation's largest, most comprehensive, and most successful broadband adoption program for low-income Americans in the country. The program is uniquely designed to address the three major barriers to broadband adoption—digital literacy training and relevance, equipment, and cost—and relies on a network of tens of thousands of community partners to help families cross the digital divide.

## IEPP & HOW IT WORKS

Partners, such as schools, healthcare providers, and other community-based organizations, have the ability to sponsor, or pay for, Internet Essentials service for their eligible members/families at a cost of \$9.95 + tax per month per household. The minimum requirements to establish a Partnership Program Agreement are at least a six-month term for at least 25 eligible applicants that are new to the program.

Following a formal agreement, Comcast will send sponsors promotional codes to distribute to eligible families. These codes will ensure the billing for an approved applicant will flow up to the sponsor's account. Sponsors will receive one bill each month and are only charged for applicants that are approved and connected to the Internet Essentials program.

## ELIGIBILITY

Internet Essentials Partnership Program customers must be eligible for the Internet Essentials program. Individuals may qualify if they:

- A** **Are eligible for programs** like the National School Lunch Program, housing assistance, Medicaid, SNAP, SSI, and others. For a full list of accepted documents, please [click here](#) or visit InternetEssentials.com.
- B** **Live in an area where Comcast Internet service is available.**
- C** **Have not had Comcast Internet in the last 90 days.**
- D** **Have no outstanding debt to Comcast that is less than one year old.** Households with outstanding debt that is more than one year old may still be eligible.\*

*\*Due to the Coronavirus emergency, households with outstanding debt that is less than one year old may be eligible for Internet Essentials. We are waiving this qualification if you apply and are approved by 12/31/20. After 12/31/20, standard eligibility rules apply.*

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## PROCESS FOR SPONSORS

Partners interested in the Internet Essentials Partnership Program should [click here](#) to provide their information and submit a request to begin the process listed below. Partners may also connect with their local Comcast representative or email [IEPP\\_Support@Comcast.com](mailto:IEPP_Support@Comcast.com) with their information and partnership details.

### 1 Provide Partnership Details

- Number of sponsored accounts (25 or more are required)
- Term of partnership (6-month term or longer is required)
- Zip codes of all desired households being sponsored
- Main point of contact (name, phone number, email)

### 2 Accept Partnership Program Terms and Conditions

- Comcast will send a draft agreement as a Microsoft Word document for sponsors to review and revise (if necessary) using the Track Changes feature
- Revised drafts will be reviewed by Comcast legal—once finalized, the sponsor needs to send a signed PDF to Comcast

### 3 Distribute Promotional Codes to Eligible Applicants

- Comcast will issue unique, one-time use, promotional codes to sponsors to distribute to eligible people or families

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## PROCESS FOR IEPP APPLICANTS

Applying for Internet Essentials is easy and fast from a mobile device. Applicants can visit [InternetEssentials.com](https://InternetEssentials.com) to be guided through the online process. Applicants will need to enter the promotional code provided by their sponsor in order to receive the sponsored service. If the sponsor is a school, applicants also need to select that they have a child attending school and type in the school's name when prompted under the National School Lunch Program.

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## FAQS

### How long does the process take?

The process timeline can vary depending on the time it takes to finalize the agreement and collect partnership details. Please work closely with your Comcast representative to move your project through the process as quickly as possible.

### Are there discounts for more than 25 sponsored accounts?

There are no additional discounts for sponsoring a larger number of accounts.

### Can discounted computers get bundled into a Partnership Program Agreement?

Bulk computer orders are unrelated to the Internet Essentials Partnership Program. Please work with your local Comcast representative if you also want to order computers. Individual customers can order a discounted computer at any time by visiting

[InternetEssentials.com/low-cost-computer](https://InternetEssentials.com/low-cost-computer).

