

refugeeONE

Internet Essentials Walkthrough

Low-cost internet is available for families who have children who qualify for free/reduced lunch at school. If a family receives food stamps, then they qualify for school free lunch, and all of our families receive food stamps when they first arrive. Therefore, all qualify for low-cost internet.

What do you need to complete the online application?

1. Client's social security number (The client CANNOT apply for internet without a social security number, so DO NOT start the application until they have received this, which can take a few weeks after arrival.)
2. Full name
3. Address (with accurate apartment/floor number/letter)
4. Telephone number
5. Email address (if they have one)
6. The name of one of the children's schools. Most schools are pre-approved so you don't need anything other than the name. For schools that are not pre-approved, the parents will need to obtain a letter from the school office stating the child qualifies for free/reduced lunch. The only school we've come across so far that is not pre-approved is **Niles North High School**. To get the letter from the school, you can provide the parent or student with a note to take to the office if they aren't able to communicate in English. Schools are aware of this service and will know what the client needs. If there are siblings at a pre-approved school, use that school instead.

How do I complete the Internet Essentials Application?

1. Go to <https://www.internetessentials.com/> and click "Apply now."



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2. Enter your name, phone number, and address (email is optional). Press “Next” when finished.

Application

1. Basic Information | 2. Personal Details | 3. Essential Steps | 4. Review & Confirm

Let's Get Started!

Please enter your contact information below.

If you have already started an application please [click here to resume saved application](#) or [upload documents](#).

Your Name * :

Jane

Smith

Email address :

apply.internetessentials.com

Email address :

Please provide your email address below. We'll use this address to communicate important updates with you along the way.

Email

I do not have an email address

Phone number * :

123 - 123 - 1234

Home Address * :

Please enter the address where you are requesting Internet service.

123 Main St, Chicago, IL

2 12312

3. Enter your date of birth, social security number, and answer the simple questions as follows (It is important that you answer “I don’t currently have home internet”). Press “Next” when finished.

Remember, do NOT complete without a social security number.

INTERNET ESSENTIALS from Comcast

1. Basic Information | 2. Personal Details | 3. Essential Steps | 4. Review & Confirm

Please tell us a little more about yourself.

Date of Birth*:

01 01 1975

Social Security Number*:

●●● - ●● - ●●●

Your Social Security Number will not be shared. [View our Privacy Policy.](#)

apply.internetessentials.com

I do not have a Social Security Number
[What if I don't have a Social Security Number?](#)

How did you hear about Internet Essentials?*

Community Groups/Non-Profit

Do you currently have home Internet service with another provider? If so, who?*

I don't currently have home Internet

No credit check will be performed with your information.

Back

Save



4. After completing the step above, you have entered the 'moment of truth' in the application process. Either you are granted the internet and you can schedule an appointment, OR you must call **1-855-846-8376** and sort out the problem with your application. It almost always ends with you having to take the client along with a copy of the apartment lease to the Xfinity store in order for Comcast to validate the address.
5. BUT, let's stay positive. If you are allowed to get Internet Essentials you will be taken to a scheduling screen that displays a calendar circles plotted next to available days and times. The installation times are 2 hour windows, ie. The installation van will arrive sometime between 10am and 12pm.
6. After you select what time you would like the internet installer to come to your house, this happy screen will pop up:

Internet Essentials
\$9.95/month + tax

Standard Professional Installation

02/18/2017, 10:00 AM-12:00 PM

Customer

Jane Smith

Tel: (123) 123-1234

Service Address

123 MAIN ST,
CHICAGO, IL 12312



How should I prepare the client for the installation appointment?

1. Inform the client that they need to be waiting for the internet company to come during the time window indicated.
2. Ask if they have a working buzzer at their apartment, and if they don't, tell them they should wait at the door, or at the very least, watch from the window.
3. If they miss this installation appointment, reschedule by calling **1-855-846-8376**
 - a. If the technician never shows up for installation (at no fault of the client) when you call to reschedule, ask for the reason of the missed appointment. If the missed appointment was truly not the client's fault, they should receive a \$10 credit to their account.

What if the online application does not work?

About 50% of the time, the online application goes through with no problems and installation can be scheduled. The other 50% of the time, there is some problem with the application that then requires a phone call to Comcast or, in many cases, a trip to the Comcast office/Xfinity store to provide documentation to correct the problem. If the client needs to go to the Comcast office, please go with them and help them find all the documents they need to bring.

What are some reasons for why the application may not go through?

1. The address already has a Comcast account.
 - a. The client will then need to prove that they are a new tenant.
2. There are no Comcast lines running in the apartment building or adjacent buildings
 - a. Call to schedule for a technician to install necessary equipment
3. The address (with correct apartment number) is not currently in the Comcast system
 - a. Will need to submit lease and utility bill so they can input the address into their system

What documents are needed for the Comcast Store Visit?

1. Personal ID (State ID card, or immigration/travel document)
2. Social Security Card/number
3. A copy of the apartment lease (used when validating an address)
4. Utility bill (a welcome letter when they first started services is also very helpful)

Other tips:

- Call Comcast (1-855-846-8376) to confirm the appointment once you've completed the online application. We've had cases where we received approval online and were able to schedule an appointment only to have no one show up. Then, when we called we would find out about an issue with the application or social security number, etc. It's best to be proactive!
- Follow up with the client in about a month to make sure they are receiving their bill. We've had bills get sent to the wrong apartment unit and then they end up having to pay late fees because they never received their bills. Make sure that the client does know how to pay for the bill when it comes.
- Clients can buy one low cost computer (desktop or laptop) for \$150 through this program. They do not have to purchase this right away to take advantage of the offer.
- Comcast offers telephonic interpretation so you can teach client's how to call on their own and ask for an interpreter.