

FREE WIFI AVAILABLE FROM XFINITY

The information below was shared with West Jordan High in an email from Xfinity. We cannot verify the accuracy and cannot answer questions if you have trouble accessing their program. Please refer to the websites and phone numbers they have listed below for any kind of assistance.

<https://www.internetessentials.com/>

Internet Essentials Hotline: 1-855-846-8376

If you are calling about the Internet Essentials 60-day free service offer available only to new eligible low-income households, press 1, or remain on the line.

For those who Press 1

If you are an existing Internet Essentials customer, press 1.

FOR THOSE WHO PRESS 1 AGAIN:

If you already have existing Internet Essentials or Xfinity internet service, you are NOT eligible for the 60-day free service, which is intended to connect those households without internet during this difficult time. However, we have many important benefits for existing Internet Essentials customers, all at no additional cost to you. It's our priority that you stay connected at home.

- First, we're automatically raising the speeds for all Internet Essentials customers, going from 15 to 25. This will remain the base speed of your service moving forward.
You can confirm you are receiving the new speed by typing xfinityspeedtest.org/ in your internet browser.
- Second, all of our Xfinity WiFi hotspots across the country will be available to you for free, beyond the 40 hours that you already have. We want to ensure that you can use those hotspots for as long as you need to be connected.
- Third, we're pausing our data plan so you can use your service as much as you need to during this time.
- Lastly, we will **not** disconnect your internet service or charge late fees if you can't pay your bills during this time period.

We appreciate your being a customer and thank you for reaching out today

FOR THOSE WHO REMAIN ON THE LINE

- If you are a low-income household and do not already have Xfinity internet service, you can apply to Internet Essentials to receive the offer for 2 months free. The easiest and fastest way to apply is by using your mobile device. Just go to www-dot-internetessentials-dot-com.
- To qualify, you must:
 - Must be eligible for public assistance programs such as the National School Lunch Program, Medicaid, housing assistance, SNAP, SSI, and more, please go to www-dot-internetessentials-dot-com for the full list of public assistance programs.
 - Not have existing Xfinity internet service.
 - Have no outstanding debt with Xfinity/Comcast that is less than one year old.

Signing up is easy and fast from your mobile device, go to: www.InternetEssentials.com. You do not need to speak to an agent.