

Comcast – Internet Essentials/Xfinity WiFi Fact Sheet

The below points are intended to provide up-to-date facts on Comcast's Internet Essentials program, Xfinity WiFi hotspots and our commitments to digital equity in Baltimore City.

Internet Essentials:

- Internet Essentials is the nation's largest, most comprehensive, and most successful high-speed Internet adoption program for low-income households.
- It provides low-cost broadband for low-income families at \$9.95/month plus taxes - no additional fees.
- Since 2011, millions of households have been connected through the program to the power of the Internet at home.
- In Baltimore City since 2011, more than 42,000 households have been connected at home, most for the first time. This means that over 168,000 individuals in Baltimore City have been connected to the Internet by our program.
- In response to the COVID-19 crisis, Comcast is offering new customers the ability to sign up for Internet Essentials and get 60-days of free service.
- The offer has been extended so that more customers can sign up through the end of the year.
- This offer waives the first two months of the \$9.95 fee for any new customer.
 - There are no additional install or equipment fees.
 - The extension of this offer does not extend the two months of free service. It is an extension of the time that new customers can take advantage of the offer.
- Comcast has also extended the waiver of past due balances through the end of the year.

WiFi:

- **Public:**
 - In response to the COVID-19 crisis, Comcast opened thousands of Xfinity WiFi hotspots located in outdoor and small business locations throughout Baltimore City for free to everyone, including non-Xfinity customers.
 - Xfinity's is the largest public WiFi network in the country – one that is nearly three times the size of any other providers'.
 - The public WiFi network will remain open through the end of the year.
- **Residential:**
 - Residential WiFi hotspots are not engineered for broad public use.
 - They are designed to support customers and their guests in their home.
 - They are not engineered to support the high volume of users that business and outdoor hot spots can handle.
- **MiFi Devices:**
 - Comcast does not manufacture or sell MiFi devices.

Additional Support:

- Prior to the pandemic, Comcast supported 54 computer labs in partnership with different organizations in the city to help adults, students, veterans, immigrants, seniors and disabilities have access to the Internet.
- Comcast has also given away more than 90 free computers and tablets to students, veterans, seniors, and others participating in digital literacy and workforce development programs in Baltimore City since 2015.
- Digital literacy is a core principle of Comcast's community impact. These efforts will be expanding even more with the company's recent \$100 million commitment to advance social justice and equality, with an even more intentional focus on digital equity.

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