

**CABLE INDUSTRY LOW INCOME PROGRAM DETAILS
AND COVID-19 RESPONSE
October 7, 2020**

Company	Name and Features	Eligibility	COVID-19 Response
<p>Comcast \$9.95/month</p> <p>Beth Hester Lorena Hernandez Walter Hughes Angela Hiyama</p>	<p><u>Internet Essentials:</u></p> <ul style="list-style-type: none"> • 25/3 Mbps • In-home WiFi included • No credit check • No installation fee • No term contract • Program participants qualify for a low-cost laptop or desktop computer at \$149.99 + tax • Digital literacy training (in person & on-line) • Robust Learning Center with free resources for remote learning and home schooling • 1,229 GB (1.2 TB) of data each calendar month <p>https://www.internetessentials.com/</p>	<ul style="list-style-type: none"> • MEDICAID • Public Housing • NSLP/Head Start • Supplemental Nutrition Assistance Program (SNAP) • Temporary Assistance for Needy Families (TANF) • Supplemental Security Income (SSI) • Low Income Home Energy Assistance Program (LIHEAP) • Tribal Assistance • WIC • Veterans <p>University Offer Eligibility:</p> <ul style="list-style-type: none"> • The university offer is available to college students who live in households that are not already Xfinity customers but are located in the Xfinity service area. 	<ul style="list-style-type: none"> • New Internet Essentials customers will receive two free months of internet service if they apply and are approved by December 31, 2020. After the promotional period, regular rates apply. • Internet Essentials Program’s internet service speed increased to 25 Mbps downstream and 3 Mbps upstream. • Offering free Xfinity WiFi for everyone: Xfinity WiFi hotspots located in businesses and outdoor locations across the country are available to anyone who needs them at no cost – including non-Xfinity internet subscribers. This is 1.5 million public Xfinity WiFi hotspots, open to everyone through the end of 2020. • Xfinity Assistance Plan established to enable Comcast customers to continue using Comcast services during the pandemic shutdown while keeping their bills low and ensuring they do not accrue large outstanding balances. Comcast want to keep them connected, so customers are being offered this program with a variety of flexible and extended payment options. • Households with outstanding debt owed to Comcast may be eligible for Internet Essentials. Comcast is waiving this qualification if you apply and are approved by 12/31/20. After 12/31/20, standard eligibility rules apply. <p><u>University Offer</u></p> <ul style="list-style-type: none"> • Comcast is offering eligible college students who live in Comcasts’ service areas and in need of internet service, a Visa prepaid card worth \$150, about two months of internet service. No upfront fees, no installation costs.

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			<p>New Data Plans:</p> <ul style="list-style-type: none"> On July 1st, Comcast introduced new data plans with more data - a 1.2 TB threshold. About 95% of customers do not use 1.2 TB in a month, even with COVID-19-level usage. Comcast paused its data plans giving all customers unlimited data for no additional charge for four months through the end of the school year and proactively credited the accounts of customers who had already paid for unlimited data. Comcast introduced xFi Complete, which includes unlimited data, wall-to-wall WiFi, parental and WiFi controls and our advanced cybersecurity service – all for just an additional \$11 per month for customers who have our gateway. For Comcast customers not leasing a Comcast gateway, but subscribed to unlimited data, Comcast has proactively reduced their bill to \$30 from \$50 – a savings of 40%.
<p>Charter Communications</p> <p>\$17.99/month</p> <p>Keri Askew-Bailey</p> <p>Kara Bush</p>	<p><u>Spectrum Internet Assist:</u></p> <ul style="list-style-type: none"> Available to qualified low income households with: <ul style="list-style-type: none"> A K-12 student participating in the National School Lunch Program (NSLP); A student attending a school in the Community Eligibility Provision (CEP) of the NSLP A senior receiving Supplemental Security Income (≥ age 65 only) High-speed 30 Mbps Internet No data caps Add in-home WiFi for \$5 more per month Internet modem included No contract required 	<ul style="list-style-type: none"> The National School Lunch Program (NSLP); free or reduced cost lunch The Community Eligibility Provision (CEP) of the NSLP Supplemental Security Income (≥ age 65 only) 	<ul style="list-style-type: none"> Special Program for Low Income Families and Seniors: Charter continues to offer high speed broadband to eligible households through our industry-leading, low-cost program, Spectrum Internet Assist. No Penalty for Disconnection: For those no longer needing at-home internet access, Spectrum has no annual contracts and customers may disconnect at the end of any month. Relaunch of Remote Education Offer providing free Spectrum Internet with speeds up to 200 Mbps in most markets, and WiFi access for 60 days to households with K-12th students, college students and/or educators. Only available for new customers. Beginning 9/21/2020.

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	<p>https://www.spectrum.com/browse/content/spectrum-internet-assist</p> <p>Remote Education Offer</p> <ul style="list-style-type: none"> • 2 months Free Internet and WiFi access for qualified households. • Only available for new customers. 	<p><u>Households with:</u></p> <ul style="list-style-type: none"> • K-12 Graders • College Students • Educators 	
<p>Cox \$9.95/month</p> <p>Cassandra Weinland Adriana Mendoza</p>	<p><u>Connect2Compete (C2C):</u></p> <ul style="list-style-type: none"> • 25/3 Mbps on a single outlet • One WiFi modem included with initial activation • No annual contract • No installation charge • No data caps <p>www.cox.com/c2c.</p> <p><u>Cox CARES Act Solutions for Education:</u></p> <ul style="list-style-type: none"> • C2C for qualified households. • CARES Act-specific Cox Internet speed are available in two levels: CARES Starter Internet offers speeds of 25 Mbps/3 Mbps at \$30 per month, and CARES Essential Internet offers speeds of 50 Mbps/3Mbps at \$40 per month • Multi-Dwelling Units (MDU) Bulk Wifi is ideal for schools and student housing. • Cox Business Managed Wifi for educational systems typically \$60/month, per access point. 	<p>Must meet both of the following:</p> <ul style="list-style-type: none"> • Have at least one K-12 student living in the household • Participate in one of the following: <ul style="list-style-type: none"> ○ National School Lunch Program (NSLP), SNAP, TANF or Public Housing ○ Head Start ○ WIC ○ LIHEAP ○ Receive Tenant-Based Vouchers, ○ Project-Based Vouchers or ○ Section 8 Project-Based Rental ○ Assistance (PBRA) 	<ul style="list-style-type: none"> • Cox has extended their Covid Response of 2 months free Connect2Compete service for new customers who sign up before the end of the year. C2C is available for \$9.95 per month thereafter. • Easy referral for discounted, refurbished equipment through PCs for People and/or Computers2Kids, San Diego. • Cox offers bulk billing to schools who wish to purchase broadband service for low income students. • Pre-approval and streamlined application for eligible C2C customers. Creation of a Digital Divide Liaison position within Cox to coordinate with schools and provide a direct local CA contact for assistance. • Through June 30, 2021, Cox is suspending late fees and extending payment relief offerings for customers in the company's low-cost internet program Connect2Compete who express an inability to pay due to pandemic hardships. • Open access for all outdoor WiFi hotspots to any individual, you do not need to be a Cox customer to connect to WiFi. • Bad debt of \$500 or less will be overlooked, for the purpose of qualifying for C2C, and customers can still apply for C2C. Cox offers Roommate accounts for C2C for families that share homes. This allows for more than one C2C account at an individual address if needed. • No credits cards or deposits required. • Multiple forms of ID accepted/SS# not required.

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	<ul style="list-style-type: none"> • There are no term commitments or cancellation fees for any Cox CARES Act solution, and flexible payment options are available. http://www.cox.com/caresact. 	<ul style="list-style-type: none"> ○ Live in public housing 	<ul style="list-style-type: none"> • Cox allows customers to downgrade to C2C if an existing customer becomes eligible, even if mid-term in an existing contract. <p><u>Cox CARES Act Solution for Education:</u></p> <ul style="list-style-type: none"> • Connect2Compete provides internet for low-income families with a K-12 child participating in a government-assisted program. Connect2Compete supports eligible students and their families by providing low-cost home internet with Wifi and access to the Cox Digital Academy, a free online resource hub that connects families with educational videos, tutorials, games and more. Eligible participants signing up before December 31, 2020, receive two months of free service and pay \$9.95 monthly going forward. Families can qualify for Connect2Compete easily from anywhere whether on their mobile device or desktop by visiting http://www.cox.com/caresact. • New CARES Act-specific Cox Internet speed are available in two levels: CARES Starter Internet offers speeds of 25 Mbps/3 Mbps at \$30 per month, and CARES Essential Internet offers speeds of 50 Mbps/3Mbps at \$40 per month. Both come with free, easy-connect options and include equipment. This program is designed for businesses that want to subsidize all or a part of an employees internet cost. The business would sign an MOU with Cox, allow the employees to receive broadband service and the business can cover all or portions of the monthly bill. Schools are considering using this to subsidize part of teachers internet bills. Multi-Dwelling Units (MDU) Bulk Wifi is ideal for schools and student housing. Provided by the property owner, speeds and pricing for this option vary based on the needs of the property.

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<p>Mediacom \$9.95</p> <p>Shawn Swatosh No. CA</p> <p>Marla Bowen So CA</p> <p>Phyllis Peters Theresa Sunde</p>	<p><u>Mediacom Connect2Compete</u> 25/3 MBPS No Contract/No Deposit/No Installation or Equipment Rental Fees. Wi-Fi modem provided with no cost lease. 250 GB month data cap* https://mediacomc2c.com/</p> <p><i>*not currently being enforced</i></p>	<ul style="list-style-type: none"> Mediacom offers internet service in customer community or area. At least one student in grades K-12 living at home. At least one child qualifies for free or reduced-price school lunch through the National School Lunch Program (NSLP). Not a current Mediacom internet customer and have NOT subscribed to our internet service in the past 90 days. 	<ul style="list-style-type: none"> Mediacom, beginning with the September billing cycle and continuing through the end of 2020, will provide up to 100 gigabytes of additional data to any broadband customer that exceeds their monthly data allowance for free Usage Allowances: 60 GB/ 400 GB / 1,000 GB / 2,000 GB.

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		<ul style="list-style-type: none"> No outstanding Mediacom bill or unreturned equipment 	
<p>Altice / Suddenlink \$14.99</p> <p>Brad Ayers Kristen Thurber</p>	<p><u>Altice Advantage Internet</u> 30/3 MBPS Free equipment No contracts Unlimited data Installation Fee of \$20</p> <p>www.alticeusa.com/together</p>	<ul style="list-style-type: none"> New Internet customer households with K-12 students eligible for the National School Lunch Program. Senior citizens eligible for Supplemental Security Income. Veteran's receiving state or federal assistance. 	<ul style="list-style-type: none"> School districts can act as centralized purchasers of Altice Advantage Internet for households they identify as eligible Altice Advantage Internet customers can purchase a discounted Internet-ready recertified Chromebook laptop from Acer for \$149.99, plus tax and shipping

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<p>Wave Broadband/RCN</p> <p>Jared Sonne</p>	<p><u>Internet First</u> Internet First is available in all Wave locations and delivers a 25MB internet download speed for \$9.95 per month. No contract required, no credit check, no install fees, and no equipment fees. There are no data overage fees</p> <p>http://www.internetfirst.com</p>	<ul style="list-style-type: none"> • National School Lunch Program. • MEDICAID: card or most recent eligibility letter for an adult in your household. • Public housing assistance documentation such as your lease, housing assistance payment (HAP) contract, or eligibility documentation from HUD. • SNAP Nutrition Assistance Program benefits • TANF Temporary Assistance for Needy Families. • SSI: Supplemental Security Income. • LIHEAP: Low Income Home Energy Assistance Program. • WIC: Women, Infants, and Children program. • VA PENSION: Tribal assistance eligibility letter, including TTANF, FDPIR, etc. 	<p><u>Internet First.</u></p> <ul style="list-style-type: none"> • Launched April 1st to help those impacted by coronavirus. Available in all Wave service areas. • First 60 days of complimentary Internet First service, followed by \$9.95/month for 10 months. • No data overage fees with the Internet First program <p>Extended thru December 2020</p> <p>https://residential.wavebroadband.com/internet-first/</p> <ul style="list-style-type: none"> • Wave Broadband will not terminate service to any residential or business customer because of their inability to pay their bills due to disruptions caused by COVID-19. For those experiencing financial hardship as a result of COVID-19, payments may be deferred and late fees will be waived. • All internet data overage fees incurred during March, April, May, and June are being waived. • Keeping employees and customers safe with Covid-19 protocols including PPE for Technicians and all customer facing employees • No Contact Support including phone and chat customer service and online bill pay, etc. <p>www.gowave.com/support/coronavirus</p>