### Program **Timeline**

For Comcast, addressing the need for digital equity has been a decade-long pursuit. In 2010, the Federal Communications Commission released the National Broadband Plan (NBP), articulating the barriers to broadband adoption and digital inclusion, and focusing attention on the importance of having a home Internet connection. In 2011, Internet Essentials was the first comprehensive programmatic response by a major Internet service provider to address the main barriers to broadband adoption.

For 10 years, we have worked closely with our partners to refine the program in meaningful ways and expanded the eligible population numerous times. Together, we are committed to creating and supporting digital equity within the communities we serve.

# 2011

Program launch for public-school students receiving free lunch

#### 2013

Expanded eligibility to include public, charter, parochial, private, cyberschool, and homeschooled students

Included any family with a school-age student from Head Start through the 12th grade

#### 2016

Pilot launch for HUD-housing recipients

Expansion of pilot to all **HUD-housing** recipients

#### 2019

Expansion to all low-income people including those with disabilities

## 2012

Expanded to public-school students eligible for a reduced-price lunch

#### 2014

Extended program indefinitely, beyond initial three-year commitment

Provide amnesty to eligible families with past due Comcast debt older than one

#### 2017

Expansion of pilot for low-income seniors

#### 2015

Pilot launch for low-income seniors

Pilot launch for low-income community college students

### 2018

Expansion to low-income veterans

#### 2020

Convened the first Internet Essentials National Impact Summit

Implemented key COVID-19 response measures

### 2021

Celebrating 10 years of advancing digital equity

Increased speeds to 50/5 Mbps

Expansion to all Federal Pell Grant recipients

and more to come...

#### **COVID-19 Response**

• 60 days free service offer for new Internet Essentials customers through June 30, 2022

- Increased speeds to 50/5 Mbps
- Waived bad-debt program eligibility requirement through June 30, 2022
- Suspended disconnects for late payments
- Launched the Internet Essentials Partnership Program to connect large numbers of students to Internet Essentials
- Introduced xFi parental controls to Internet Essentials subscribers at no additional cost
- Unlimited access for Internet Essentials customers to Xfinity WiFi hotspots
- Began the rollout of 1,000 Lift Zones