

# LIFT ZONE

## FREQUENTLY ASKED QUESTIONS



1. What is a Lift Zone? →
2. Why did you create Lift Zones? →
3. What criteria does a community center have to meet to become a Lift Zone? →
4. How do I apply to have my community center become a Lift Zone? →
5. How can I locate the nearest Lift Zone in my community? →
6. Do you have to be a Comcast customer to use these facilities? →
7. Are there COVID-19 protocols in place to practice safety? →
8. Are Lift Zones open all year round? →
9. Do I have to sign up or pay to use a Lift Zone? →
10. Do Lift Zones provide computers or tablets for use? →
11. How can I donate to or support a Lift Zone in my community? →



### 1. What is a Lift Zone?

- A Lift Zone is a facility primarily designed to help provide low-income individuals with a safe, clean space to participate in distance learning during the day or to do homework before or after school. However, adults, seniors, and veterans can also use the site for remote work, to look for or apply for a job, or learn digital skills. The type of location can vary. It can be a nonprofit community center, a gym, parks and recreation facility, and even a small business location.
- Hundreds of Lift Zones are already up and running across the country in cities like Baltimore, Chicago, Philadelphia, Denver, Oakland, and the Twin Cities. More will come online on a rolling basis, but we achieved our goal to launch 200 Lift Zones by the end of 2020 and have accelerated our multi-year plan to connect a total of more than 1,000 by the end of 2021.
- Comcast is continuing to work with our thousands of nonprofit partners to identify the locations and install WiFi that is capable of supporting dozens of community members at a Lift Zone site.

### 2. Why did you create Lift Zones?

- The COVID-19 crisis has put many low-income students at risk of being left behind and has accelerated the need for comprehensive digital equity and Internet adoption programs to support them. Lift Zones are designed to help those students who, for a variety of reasons, are unable to participate in distance learning at home.
- This initiative is providing free WiFi connectivity in safe community spaces for anyone to use, including students, adults, seniors, and veterans. For example, they offer access to hundreds of hours of educational and digital skills content to help individuals and site coordinators get online. Lift Zones also complement Comcast's Internet Essentials program, which has helped connect millions of low-income people to the Internet at home.

### 3. What criteria does a community center have to meet to become a Lift Zone?

- To become a Lift Zone, community centers must meet the following guidelines:
  - ✓ Compliance with CDC and local COVID-19 safety guidance
  - ✓ Minimum insurance required
  - ✓ Compliance with all state and local licensing requirements, including background checks if applicable, and facility compliance with applicable codes
  - ✓ Must be staffed/supervised (with background checks, as required)
  - ✓ Must be able to provide facilities appropriate/necessary for learning (desks, chairs, electric outlets for laptops, etc.)
  - ✓ Site must be clear in all communications that they are the operator of the site, Comcast is the provider of connectivity, technology, etc.
  - ✓ Site will cooperate with Comcast in the installation and maintenance of any Lift Zone equipment

### 4. How do I apply to have my community center become a Lift Zone?

- To have your community center be considered to become a Lift Zone, please review the criteria and email [Internet\\_essentials\\_partners@comcast.com](mailto:Internet_essentials_partners@comcast.com).

### 5. How can I locate the nearest Lift Zone in my community?

- Please go to [InternetEssentials.com/learningSearchPage](https://InternetEssentials.com/learningSearchPage) and enter your zip code to find your nearest Lift Zone, along with free, in-person digital skills training classes. Please note: each Lift Zone manages their own programming, resources, and eligibility or access requirements. Please contact your local Lift Zone for details.

### 6. Do you have to be a Comcast customer to use these facilities?

- No, you do not need to be a Comcast or Internet Essentials customer to use a Lift Zone. Each Lift Zone manages their own eligibility and access requirements. Please contact your local Lift Zone for details.

### 7. Are there COVID-19 protocols in place to practice safety?

- Yes. Lift Zones are required to comply with all state and local COVID-19 safety measures and protocols.

### 8. Are Lift Zones open all year round?

- Yes, but hours vary by locations. Please contact your local Lift Zone for details.

### 9. Do I have to sign up or pay to use a Lift Zone?

- Each Lift Zone manages their own eligibility and access requirements. There are no usage or connectivity fees at any Lift Zone. Please contact your local Lift Zone for details.

### 10. Do Lift Zones provide computers or tablets for use?

- It varies based on the facility. In some cities, students have been provided computers and so they can bring their own. In other cases, some nonprofits will have computers available for students to use.
- Each Lift Zone manages their own resources and programming. Some Lift Zones have computer labs, and some have loaner devices, but many require participants to bring their own. Please contact your local Lift Zone for details.

### 11. How can I donate to or support a Lift Zone in my community?

- Each Lift Zone manages their own resources, staffing, and community engagement. Please contact your local Lift Zone for details.



Lift Zones are required to comply with all state and local COVID-19 safety measures and protocols.