

## PHLConnectED FAQs

### 1. What is PHLConnectED?

PHLConnectED is the City's initiative to connect Philadelphia families to a reliable, high-speed broadband internet connection for school. Eligible students and families will be able to sign up for Internet Essentials from Comcast at no cost to them, or based on need, have access to a free T-Mobile hotspot option for up to two years.

### 2. What are the PHLConnectED home internet options?

PHLConnectED has two options to receive internet at no cost:

- A wired, high-speed Internet for your home through Internet Essentials from Comcast, or
- A high-speed mobile hotspot from T-Mobile with unlimited data.

### 3. What are the current eligibility criteria for PHLConnectED?

To be eligible for PHLConnectED, a household needs to be residents of Philadelphia and meet one of these criteria:

- K-12 household who currently does not have a home Internet connection
- K-12 household who only has Internet access through their mobile phone
- Household who is experiencing homelessness or are in-between housing, housing insecure, or living where a wireline connection may not be possible

### 4. How do households get "enrolled"? How does a family find out if they qualify for PHLConnectED?

Households may receive a notification from their school to directly call their school to learn more about the program or to determine their eligibility. For District, charter, and Independent Mission School households, households can also call 2-1-1 to determine eligibility and for next steps. The 2-1-1 call agent will walk households through a **screening process** to determine whether they are eligible for the PHLConnectED and then advise the household on next steps.

### 5. What happens when families call 2-1-1?

The 2-1-1 hotline will be able to provide families with general information about PHLConnectED. In addition, the 2-1-1 call agent will go through a screening process to determine if a household might be eligible for the program. Then, if the family meets the eligibility criteria, the 2-1-1 hotline call agent will transfer the family to the child's school entity – the SDP Hotline, the child's charter school, or other participating school – to continue with the process.

Once connected to the District hotline or their participating school, the family will be provided either:

- An enrollment promo code for students determined to be eligible for in-home wired Internet Essentials. Families will be given clear instructions on how to connect with Comcast.
- A T-Mobile hotspot for students determined to be eligible for a mobile solution, including instructions for when and how to collect the device.

### 6. What information does a household need to have ready when calling the 2-1-1 hotline to determine if they are eligible for the program?

The household should have the below information ready:

- Student First and Last Name
- Address of Record (versus where the student may currently live temporarily)
- Phone Number
- If possible, the Student ID

If there are multiple children in a household, the household should have the Student ID of the oldest child ready. If a Household has multiple children, and only one is part of the School District, we ask that the family use the SDP record.

**7. How does a household know if they qualify for a wireline or hotspot?**

Most students with a home address that is serviceable by Comcast's wireline network will receive a wireline internet connection. Students who are housing insecure or experiencing homelessness, or those who live in a home that cannot be serviced by a Comcast wireline connection, will be prioritized to receive a T-Mobile hotspot.

**8. If a household has a child who will be beginning kindergarten next year, can the household sign up now or does the household need to wait until their child starts kindergarten next year?**

Yes, a household will be able to sign up now. We ask the household to dial 2-1-1 to speak with the hotline and a call agent will answer questions and provide information.

**9. Will the Comcast wireline internet connection contain content filtering? Will the T-Mobile hotspot connection contain content filtering?**

Households that enroll in Internet Essentials from Comcast will have the option to download the xFi app at no cost and use Parental Controls to help protect their kids from inappropriate content when on their home network. Through xFi, a household can also set screen time limits and automatically pause WiFi connectivity once a child's daily limit has been reached. The City is working with Comcast to prepare specific instructions on content filtering in multiple languages.

There is no content filtering applied by T-Mobile to the hotspots. No filtering assures that students will not have any issues accessing the schools' learning management systems and so that schools can apply their own filtering systems. Schools will instruct the households on the filtering to use.

**10. If a household is in arrears/in debt to Comcast (or T-Mobile), can the household enroll in PHLConnectED?**

Unpaid debt to Comcast will not block a family's ability to enroll into Internet Essentials via PHLConnectED. Comcast will not engage in credit or collection processes for previous debt on internet services while the family is enrolled in PHLConnectED. However, this does not mean that Comcast will not engage in its standard credit and collections processes for other debts on cable or phone bills, for example.

A past or overdue balance with T-Mobile will not prevent a household from participating in the program.

**11. I have setup or other technical issues with my T- hotspot (or with Comcast). What should I do to get it fixed?**

A household should call T-Mobile at 1-844-341-4834. The SIM card number will be your main point of reference when contacting T-Mobile technical support.

For issues with a wired Internet Essentials questions, a household should call Comcast directly at 1-800-XFINITY (1-800-934-6489).

**12. (a) My child received an enrollment code for Comcast Internet Essentials (wired in-home Internet) but I'd prefer a hotspot instead. Can I switch? (b) My child received a T-Mobile hotspot but I'd prefer Comcast Internet Essentials (wired in-home Internet) instead. Can I switch?**

Hotspots are prioritized for students who are experiencing homelessness, are housing insecure, or for households that Comcast cannot serve. If you believe that the hotspot would be a better option for your student or family, you can call 2-1-1 and a call agent can help you connect to the School District or participating school to determine if the hotspot is the right option for you.

If you received a hotspot but believe a wired in-home internet connection would be a better option for your household, you can return the hotspot to your school and get a code for Internet Essentials. Call 2-1-1 to be directed to the right number to call to return your hotspot and receive a code for Comcast.