

Affordable Connectivity Program (ACP) Enrollment Process

The Affordable Connectivity Program (ACP) is a temporary federal government program designed to help income constrained households connect to the Internet and/or mobile. Xfinity is proud to support the Affordable Connectivity Program and has made it available for all tiers of Xfinity Internet service.

We're making it simple for both new and existing customers to apply.

1. **Qualify:** All Xfinity Internet, Internet Essentials and Mobile customers must complete an eligibility form with the federal [National Verifier](#).
2. **Connect:** Sign up for internet services. If you're already a customer, continue to the next step.
3. **Access Your Bill Credit:** Once you've completed the eligibility form, confirmed that you're qualified, and connected to internet services, fill out the application to enroll. You'll receive a status update within 48 hours of applying. Start your [ACP application](#).

For more information, visit www.xfinity.com/ACP or review the details below.

Details

Current and new Xfinity Internet, Xfinity Internet Essentials and Xfinity Mobile customers with verified eligibility can receive a temporary monthly credit of up to \$30 per month (up to \$75 per month for eligible customers in Tribal lands) toward their Internet and/or Xfinity Mobile service once they complete the full enrollment process.

Qualifying Xfinity Internet, Internet Essentials and Mobile customers can apply to enroll in the Affordable Connectivity Program. This program will grant a temporary monthly credit per household toward any post-paid tier of Internet service and/or Xfinity Mobile plan for the duration of the program.

The Affordable Connectivity Program can be applied toward Internet service, including leased equipment and/or Xfinity Mobile plan. Comcast is currently not applying it towards Prepaid Internet but is looking to add this in the future. Comcast isn't applying this to Unlimited data, data overage charges, or any non-Internet Xfinity products or equipment, including Xfinity Voice.

How To Enroll in the Affordable Connectivity Program

To enroll in the Affordable Connectivity Program, follow the steps in order as outlined below:

NEW CUSTOMERS

New Xfinity Internet Customer

1. Sign up for Xfinity Internet Service. [Shop Xfinity Internet](#).
2. Check eligibility for the Affordable Connectivity Program. Then [complete the National Verifier form](#).
3. Complete the Xfinity Affordable Connectivity Program enrollment form to receive your credit using your Xfinity ID. For this step, you'll need the application ID you

received from the National Verifier when you were approved. [Start Affordable Connectivity Program enrollment](#).

4. Make sure the information (name, address and date of birth) submitted on your National Verifier form matches the information submitted on your Xfinity Affordable Connectivity Program enrollment form.

Expect to hear a status update from us within 48 hours of applying for the Affordable Connectivity Program.

New Internet Essentials Customers

1. Apply for Internet Essentials at internetessentials.com or call 855-8-INTERNET.
2. Check eligibility for the Affordable Connectivity Program. Then complete the National Verifier form.
3. Complete the Xfinity Affordable Connectivity Program enrollment form to receive your credit using your Xfinity ID. For this step, you'll need the application ID you received from the National Verifier when you were approved. [Start ACP enrollment](#).
4. Make sure the information (name, address and date of birth) submitted on your National Verifier form matches the information submitted on your Xfinity Affordable Connectivity Program enrollment form.

Expect to hear a status update from us within 48 hours of applying for the Affordable Connectivity Program.

EXISTING CUSTOMERS

Existing Xfinity Internet and Xfinity Internet Essentials Customers

1. Check eligibility for the Affordable Connectivity Program. Then complete the [National Verifier form](#).
2. Complete the Xfinity Affordable Connectivity Program enrollment form to receive your credit using your Xfinity ID. For this step, you'll need the application ID you received from the National Verifier when you were approved. [Start Affordable Connectivity Program enrollment](#).
3. Make sure the information (name, address and date of birth) submitted on your National Verifier form matches the information submitted on your Xfinity Affordable Connectivity Program enrollment form.

Expect to hear a status update from us within 48 hours of applying for Affordable Connectivity Program.

Existing Xfinity Mobile Only Customers

If you only have Xfinity Mobile service and no longer have internet service from Xfinity, please call 844-389-4681 to enroll in the Affordable Connectivity Program through Xfinity and have your Affordable Connectivity Program credit applied to your Xfinity Mobile service.

Additional Questions?

Go to xfinity.com/ACP for more information and to view the list of frequently asked questions. Additional details on the Affordable Connectivity Program can be found at www.fcc.gov/acp.