

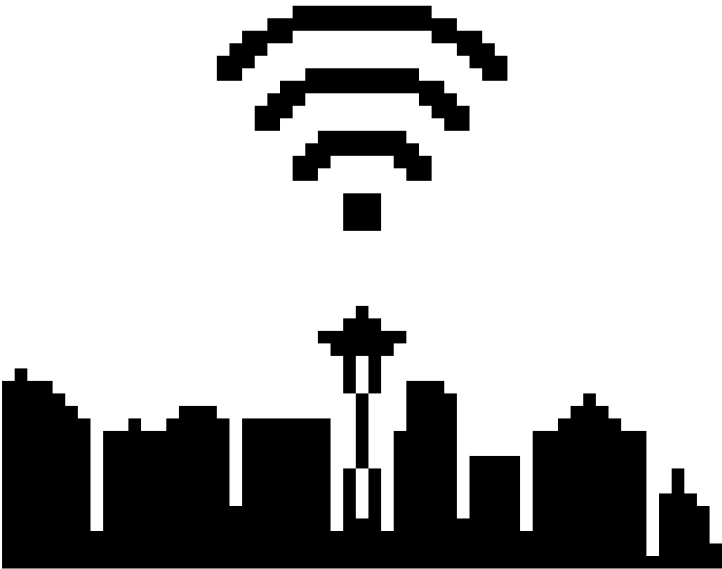


Who to Ask for Help

- TechConnect Community Helpdesk
Free technical support in 8 languages
Call **800-216-1132** 9am-5pm
Or chat online at **techconnectwa.com**
- Seattle Information Technology
206-684-0600
- Seattle Public Library Helpline
206-386-4636
- Internet Essentials Program
855-846-8376
- Federal Emergency Broadband Benefit
833-511-0311
- Have feedback about this zine?
Leave a voicemail: **206-752-1554**
Email: **CommunityEducation@sharethecities.org**

This zine was created by Upgrade King County, a working group of Share the Cities Community Education.

How To Get Online in Seattle



Version 1.0 • September 2021

Free Xfinity WiFi Locations

Xfinity provides free internet access at some locations around the city during the pandemic.

Step 1: find a WiFi network. You'll have to be near one of the Xfinity WiFi locations to follow these steps. See our map.

Step 2: connect to the network. Using a phone or laptop, find a WiFi network named *xfinitywifi*. After your device connects, try to visit any web site.

If you have successfully connected, you will be redirected to an Xfinity page.

Step 3: find out if the network is free. Free networks will show you a page titled "Get Connected Now."

If you see this, all you need to do is click "Accept and Connect" and you're online!

Non-free networks will ask you to sign in or pay.

Emergency Broadband Benefit

Low-Cost Home Internet Options

Internet providers in Seattle offer discount internet for people or families enrolled in public aid programs. See the next page for which public aid programs are used to qualify for which options.

This data is also available at tinyurl.com/DiscountInternetSeattle

- A) Comcast Internet Essentials, \$9.95/month+tax**
- Must live in Comcast service area
 - 1-855-846-8376 (potential long wait) OR <https://apply.internetessentials.com/>
- B) Wave Internet First, 60 days free then \$9.95/month+tax for 10 months**
- Must live in Wave service area
 - 1-833-730-0644 OR <https://www.internetfirst.com/>
- C) Simply Internet by Wave, \$9.95/month+tax**
- Must live in Wave service area
 - Can qualify based on income, under age 62 + less than 70% state median income
 - 1-206-684-8498 OR <https://tinyurl.com/SimplyWave>
- D) Interconnection, mobile internet, \$99+tax/shipping for hotspot then \$11.95/month+tax for service**
- Unlimited data wherever Sprint 4G LTE available
 - (206) 633-1517 or <https://connectall.org/internet-30.html>
- E) PCs for People, mobile internet, \$80 for hotspot then \$15/month for service**
- Unlimited data wherever Sprint 4G LTE available
 - <https://www.pcsforpeople.org/eligibility>
 - 651-354-2552

For more information, please contact the Seattle Cable Office at **206-684-8498** (then press 3)

Seattle Public Library Hotspots

Qualifying for Low-Cost Internet

| If you're in one of these programs | you qualify for |
|---|-----------------|
| Free or reduced lunch..... | A B C D E |
| Public housing assistance..... | A B D E |
| Medicaid, Head Start, Pell Grant, VA Pension..... | A B E |
| SNAP..... | A B D E |
| SSI..... | A B D E |
| SSDI..... | D E |
| Low Income Home Energy Assistance Program..... | A B C D E |
| WIC..... | A B C D E |
| TANF..... | A B D E |
| Tribal Assistance..... | A B |
| Seattle Utilities Discount..... | C |

If you are under age 62 with a household income less than 70% of WA median income level..... C (see table below)

| Household size | Yearly income less than |
|----------------|-------------------------|
| 1 | \$37,416 |
| 2 | \$48,924 |
| 3 | \$60,444 |
| 4 | \$71,952 |
| 5 | \$83,460 |

Is a home address required?

Yes, for installing the service..... A B C

Yes, but only for delivering a hotspot to you.... D E

Lifeline "Obama Phone"

You can get a free cell phone with data service if you already receive one of: food stamps (SNAP), Medicaid, Supplemental Security Income (SSI), Veterans/Survivors Pension, or Section 8 Public Housing Assistance, Bureau of Indian Affairs Assistance, TANF, Food Distribution Program, or have a unemployment benefit letter (unemployment eligibility only until 06/30/2021)

Providers in Washington

1-888-321-5880
1-888-900-5899
1-888-543-3620
1-855-754-6543

www.assurancewireless.com
www.lifewireless.com
qllinkwireless.com

SPL offers free WiFi hotspots that can be checked out for 21 days at a time.

Anyone with a library card can get a hotspot, but the wait times are very long — **a month or longer** as of early 2021. The library is adding more hotspots, so we hope the wait times will become shorter over the next few months.

To place a hold for a hotspot, or for help getting a library card call **206-386-4636**. Have your library card ready when you call to request a hotspot.

After you request a hotspot, the library will call or email you to let you know when it becomes available.