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# Emergency Broadband Benefit (EBB) Program Enrollment Process

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The [Emergency Broadband Benefit](#) is a temporary Federal Government program designed to help low-income households connect to the Internet and stay connected during the COVID-19 pandemic. Current and new Internet customers with verified eligibility, can receive a temporary monthly credit of up to \$50 per month (up to \$75 per month for eligible customers in Tribal lands) toward their Internet service and leased Internet equipment once they complete the full enrollment process. All Internet Essentials customers are eligible for the program but will still need to enroll before the credit can be applied.

Qualifying Internet customers can apply to enroll in the Emergency Broadband Benefit program. This program will grant a temporary monthly credit per household toward any post-paid tier of Internet service for the duration of the program. There is no confirmed end date to the program; however, the government will alert us when they expect it to end. Once an end date is established, we will notify customers at least 30 days in advance.

The Emergency Broadband Benefit can only be applied toward Internet service and leased Internet equipment. Comcast is not applying it towards prepaid Internet, Unlimited data, data overage charges, taxes and fees, or any non-Internet Xfinity products or equipment, including Xfinity Mobile and Xfinity Voice.

Currently, Comcast is not participating in the device subsidy portion of the Emergency Broadband Benefit program which includes subsidies for devices such as laptops, tablets and desktops.

## How to Enroll in the Emergency Broadband Benefit Program

To enroll in the Emergency Broadband Benefit program, follow the steps in order as outlined below:

### NEW CUSTOMERS

#### New Xfinity Internet Customers

1. New Xfinity Internet customers should check eligibility through the

[National Verifier](#) and, if eligible, sign up for Xfinity Internet services at [xfinity.com](#).

2. If you're eligible as confirmed by the [National Verifier](#) and you've enrolled in Xfinity Internet services, you'll need to enroll in the Emergency Broadband Benefit program at [xfinity.com/EBB](#) using your Xfinity ID, and complete the consent and application process.
3. Make sure the information (name, address, etc.) submitted on your National Verifier form matches the information submitted on your Xfinity Emergency Broadband Benefit enrollment form.

## New Internet Essentials Customers

1. New Internet Essentials customers should apply for Internet Essentials at [www.internetessentials.com](#) and activate service.
2. After activating your Internet Essentials service, you'll need to enroll in the Emergency Broadband Benefit program at [xfinity.com/EBB](#) using your Xfinity ID and complete the consent and application process.

## EXISTING CUSTOMERS

### Existing Xfinity Internet Customers

1. Existing Xfinity Internet customers will need to check eligibility through the [National Verifier](#).
2. If you're eligible as confirmed by the [National Verifier](#), you'll need to enroll in the Emergency Broadband Benefit program at [xfinity.com/EBB](#) using your Xfinity ID, and complete the consent and application process.
3. Make sure the information (name, address, etc.) submitted on your National Verifier form matches the information submitted on your Xfinity Emergency Broadband Benefit enrollment form.

### Existing Internet Essentials Customers

1. Complete the enrollment from the [xfinity.com/EBB](#) website.
  - **Note:** Existing Internet Essentials customers do not need to check eligibility through the [National Verifier](#).
2. Enroll in the Emergency Broadband Benefit program at [xfinity.com/EBB](#) using your Xfinity ID and complete the consent and application process.

## Additional Questions?

Go to [xfinity.com/EBB](#) for more information and to view the list of frequently asked questions. Additional details on the Emergency Broadband Benefit

Program can be found at [www.fcc.gov/broadbandbenefit](http://www.fcc.gov/broadbandbenefit).

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