

UNITED WAYS OF CALIFORNIA

# LOW-COST INTERNET FAQs

WE'RE HERE TO HELP YOU!



INTERNET  
FOR  
\$10-\$20/MO

Need help  
applying for  
internet? Read  
our FAQs to learn  
more!

**VISIT US:**  
[broadband.unitedwaysca.org](http://broadband.unitedwaysca.org)

Our website has lots of  
resources to help you  
apply!

Text **INTERNET** to 211 211 to get pre-screened  
for low-cost internet offers!

# Frequently Asked Questions

**I don't have internet at home but I need it for work/school. Where can I get low-cost internet?** You can text INTERNET to 211 211 and self-screen for low-cost internet access that can cost as low as \$10 for qualifying households. We screen for every provider in California based on your zip-code.

**Who is eligible for low-cost internet service?** Low-income families who are eligible for SNAP, Medi-Cal/Medicaid, SSI, free or reduced price school lunch, and/or CalFresh will be eligible for low-cost internet service. Text INTERNET to 211 211 and find out if you're eligible for any of our programs by answering a few questions. We can let you know which programs you're eligible for and connect you to the application directly.

**How long will it take to enroll in one of the low-cost internet programs?**

The timeline depends on correctly submitting the application with your verification of eligibility documents. However, the process from the time you submit your application to when you will have service in your home is anywhere between 2 and 6 weeks. If you text INTERNET to 211 211, you can self-screen for eligible programs and we will follow up with you periodically to remind you to submit your application.

**The internet service provider told me my monthly payment was going to be a lot more than \$10-\$15/month. What do I do?** Confirm with their customer service that you would like the low-cost program for eligible families and nothing more. If you're eligible, they are required by law to provide you with service to the program you want.

**My online or scanned documentation for eligibility was denied. What can I do?**

Depending on the internet provider, you also have the option of mailing in a copy of your documents. Please make sure your name and program eligibility is clearly displayed. For more information, call your internet service provider directly to confirm how they would like the documentation sent. You can also text our partners at Human i-t at 562-372-6925 for assistance.

