



## **1. What is Access from AT&T?**

Access from AT&T is a program to provide low-cost home Internet service to qualifying households that includes Wi-Fi at no charge. The Access program is a four year program that began on April 22nd, 2016.

AT&T will assign the highest of three speed tiers available at the applicant's address. Please find the speed tiers currently available below.

- i. \$10/month at 10mbps speed for 150 GB of data
- ii. \$10/month at 5mbps speed for 250 GB of data
- iii. \$5/month at 3mbps speed for 250 GB of data

If customers exceed their data allowance which is very high, AT&T will charge \$10 for each 50GB of data used in excess, even if you do not use all 50GB. Data does not rollover into the next bill cycle.

## **2. Who Qualifies for the Affordable Broadband Rate?**

Anyone who is enrolled in the CalFresh program or receives SSI benefits qualifies for the AT&T Access Program.

## **3. What Does the AT&T Affordable Internet Offer Include?**

There is a credit check but the company will not deny service based on it, no contract, or no installation fee. The offer includes a router so you can have Wi-Fi in your home and connect other devices to the Internet at no additional charge. There is a data cap; however, it would be unusual to exceed it.

## **4. How Can I Apply for the Access AT&T Program?**

There are several different ways to apply for the program. Before you start the application, check your address to make sure the service is available. To apply, please choose one of the options below:

1. You can apply for the program online: <https://www.att.com/shop/Internet/access/index.html#/>. In order to do this, you will need to have a copy of your CalFresh card to upload as proof of eligibility.
2. You can call the Access program directly and they will mail an application to you.
3. You can start an application online and select to print it to finish at home.

4. You CANNOT apply for the Access program at an AT&T store or retailer.

**5. Is the process different if CalFresh card is or is not in the applicant's name?**

If the person applying has a CalFresh card in their name, select "Yes" and skip the step below. If the card holder's name is different than the applicant's name, select "no" and enter the information below:

1. Card holder's legal full-name and date of birth.
2. One of the following: last 4 digits of the card holder's Social Security, Tribal ID, or Taxpayer Identification Number
3. Once you have entered the card holder's information, you will need to enter in the service address and the billing address if it is different (do not use any special characters such as a period or a comma).
4. After filling in the address, there will be six terms of condition you will need to read over with the applicant and check boxes stating they understand.
5. Once you have checked all six boxes, you will then upload the proof of eligibility. You can only upload JPEG or PNG files as proof.
6. Once you have uploaded the proof, submit the application. AT&T will then send a mailed decision within 3-5 business days to the mailing address selected.

**6. What happens after I apply?**

Applicants should receive a decision letter in the mail from AT&T. The letter will let them know whether or not they are eligible for the Access program. If eligible, it provides them with a phone number to call and set up the service.

**7. How will my service be installed?**

If your home is already wired for AT&T, they may mail a router and self-installation kit to you. If needed, AT&T will send a technician to your home at no additional cost to set up the service. During installation, AT&T will let you know how to set-up billing for the service.

**8. What if I already have service with AT&T?**

If you meet the eligibility requirements, you can still receive the Access program discount. Follow the application instructions listed above. Once you receive your eligibility letter from AT&T, call to switch your service to the Access program.

For additional help please call AT&T at 855-220-5211. Or after November 1, 2017 call United Way at 855-850-0129.