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WHAT IS MIAMI CONNECTED?

Miami Connected is working in collaboration with Miami-Dade County Public Schools (M-DCPS), Miami-Dade County and other partners to provide students and families with at least two years of internet at no cost (or discounted) via the federal Affordable Connectivity Program (ACP), providing a \$30/mo. discount, or the non-governmental Miami Connected sponsorship (a \$9.95/mo. value) to ensure all students and their families have the tools they need to succeed. Learn more at MiamiConnected.org.

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WHO IS ELIGIBLE?

Eligibility extends to families participating in certain government programs such as SNAP, Medicaid, WIC, Lifeline, or other related programs; and/or with students receiving a Pell Grant or attending a Title I school. You may also qualify based on household income. To see if you qualify, sign up at MiamiConnected.org.

3

HOW DO FAMILIES REGISTER FOR INTERNET AT NO COST?

The first step is to complete the registration form (online or over the phone). Families can register:

- ✓ Online at MiamiConnected.org
- ✓ Or by calling (305) 204-6184

Families will have two options for accessing no-cost or low-cost internet service. They can choose between the federal Affordable Connectivity Program (ACP), which provides a \$30/mo. discount, or the non-governmental Miami Connected sponsorship (a \$9.95/mo. value).

Once a family has registered, a Miami Connected digital navigator will reach out to applicants within one week to provide any assistance needed to complete the enrollment process with the Internet Service Provider.

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ONCE A FAMILY COMPLETES THE ENROLLMENT FORM, HOW LONG WILL IT BE UNTIL THEY START RECEIVING THE SERVICE?

Families will be contacted by a Miami Connected digital navigator within one week to provide them with everything they need to complete the enrollment process with the Internet Service Provider.

Once families complete the final steps provided by the digital navigator, they can expect to be connected to the internet within two weeks if they need additional equipment (i.e. a modem), or as early as that same day if no additional equipment is necessary.

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HOW LONG WILL ENROLLED FAMILIES RECEIVE INTERNET AT NO COST?

Families accessing internet service via the Affordable Connectivity Program (ACP) will receive up to a \$30/month discount on internet service for at least two years. Families who sign up for the Miami Connected sponsorship will receive two years of internet at no cost from the moment they activate their accounts with the Internet Service Provider (ISP).

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WHAT COMPANY WILL BE PROVIDING THE INTERNET SERVICE?

Families enrolled in the Affordable Connectivity Program (ACP) can access internet from their provider of choice. Families signed up for the Miami Connected sponsorship receive access to internet service from Comcast through their internet Essentials program.

7 HOW FAST WILL THE INTERNET BE?

Internet speeds for families enrolled in the Affordable Connectivity Program (ACP) will depend on the provider and plan they choose. Most providers offer plans that would be fully covered by the \$30/mo. discount that provide download speeds of up to 100 Mbps and upload speeds of up to 10 Mbps. These speeds can at handle at least 6 standard users.

Families accessing internet service through the Miami Connected sponsorship will have speeds of at least 50 Mbps and upload speeds of 5 Mbps. These speeds can at handle at least 4 standard users.

8 IS THERE A LIMIT ON HOW MUCH DATA A HOUSEHOLD CAN USE PER MONTH?

Families will have at least 1.2 TB of data included in their monthly plan.

This is enough data to: video conference for 3,500 hours or watch 1,200 hours of distance learning videos or stream 500 hours of high-definition video. Exceeding this data cap is unlikely but may incur additional charges to families.

9 IF A FAMILY IS ALREADY ENROLLED IN COMCAST'S INTERNET ESSENTIALS PROGRAM, CAN THEY STILL SIGN UP?

Yes, if a family already has Comcast's Internet Essentials service, they may still sign up for either the Affordable Connectivity Program (ACP) or Miami Connected sponsorship and access at least two years of service at no cost.

Once families complete the enrollment form, a digital navigator will be in touch to give the parent/guardian instructions on how to transfer their service.

10 IF A FAMILY HAS CURRENT INTERNET SERVICE THROUGH ANOTHER INTERNET PROVIDER, CAN THEY STILL SIGN UP?

Yes, they can still sign up for either the Affordable Connectivity Program (ACP) or Miami Connected sponsorship. Families signing for the Miami Connected sponsorship must be willing to switch to Comcast in order to access the internet at no cost through the program.

11 IF A FAMILY HAS UNPAID BILLS FOR INTERNET SERVICE, CAN THEY STILL SIGN UP?

Yes, families with prior unpaid bills can still sign up for the Affordable Connectivity Program (ACP) or the Miami Connected sponsorship.

Where can I learn more?

You can learn more about Miami Connected at MiamiConnected.org or by calling 305-204-6184