

INTERNET ACCESS FOR DC STUDENTS

GUIDE FOR SCHOOLS - UPDATED

ABOUT THE PROGRAM

Who is eligible?

DC will pay for at home internet for approximately 25,000 households with school aged children enrolled at DC traditional and charter public schools that receive SNAP or TANF benefits.

Comcast and RCN both recognize SNAP and TANF as eligibility requirements for their low-cost internet programs.

DC Government will not disclose household SNAP or TANF participation.

**At this time we are focusing on this eligible cohort, as we continue our outreach, learn who does and does not want to participate, we will revisit opening the program to Adult Learners and other eligibilities. **

How are we determining the address that will receive at home internet?

OCTO will be using the **student address** identified in the Student Information System as the household address for each student.

Students who are virtually learning from locations other than their primary address will need to be flagged by LEAs in a separate form.

What do families need to do?

The **primary guardian** will receive a call, text message, or email from DC Government asking if they'd like to join the program and for consent to share their name, address, phone number, and email

with the internet provider that will be providing their service, either Comcast or RCN.

Comcast or RCN will then contact the household to initiate the internet installation process. From the point of contact with Comcast or RCN the household should receive their install kit within 5-7 days. Please make sure contacts are checking their voicemail and emails in case they miss the call from Comcast or RCN.

A family says they missed the call, deleted the text or never got an email, how do I help?

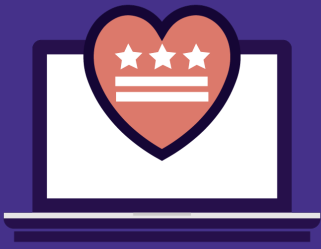
Communications will go out weekly until we receive a "No" or opt-out response. If they missed or have not seen a new request, please check that their contact information is up-to-date. (review the communications schedule on page 3)

A family opted out but changed their mind

If they responded "No" or opted out but have changed their mind, please fill out the studentinternet.octo.dc.gov form.

A family said they have not heard from Comcast or RCN.

We apologize! Please ensure they check their voicemail and email for messages from Comcast or RCN. The coverage process takes about 2 weeks to determine the best internet provider for each household, depending on volume this could be longer. We will contact households if this process is delayed. Thank you for your patience.



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ABOUT FREE HOME INTERNET

What is the internet service the household will receive?

Depending on the household area internet coverage the two programs available are Comcast Internet Essentials or RCN Internet First. Both services provide up to 25/3 Mbps access speeds for approximately \$10/month.

Will 25/3 Mbps be enough to connect more than one device?

At 25/3 Mbps, you can connect between 1-2 devices at the same time. You can access the web and your email, use social networks, and watch videos.

How long will each account be covered by DC Government?

Under this offer each household will receive 12 months free Internet service from the time they enroll.

Will families receive a monthly bill from Comcast or RCN?

The account holder will receive a \$0 monthly statement with no payments due for 12 months.

The household has debt with Comcast and/or RCN, can they still enter the program? Will they have to pay their debt?

If they have past or present debt with Comcast or RCN and you enroll in this program, Comcast and RCN will not attempt to collect customer debt.

Are they required to remain enrolled for the full 12 months or after the 12 months of covered service ends?

They are not required to keep the service for the full 12 months or beyond 12 months of the internet service offer. They can opt out at any time, without penalty with the carrier. They will be required to return any equipment provided by Comcast or RCN.

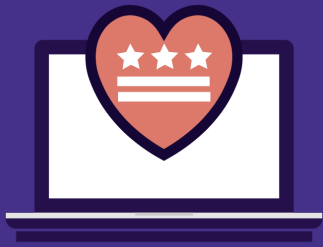
What happens if a family moves during the school year?

If a family moves and stays in DC, they must contact the ISP to move their account to the new address. If you move to another location in the District where their current ISP doesn't provide service, they will need to re-enroll in the program, schools should update in their SIS.

Can we get mifis through this program?

Currently, our focus for the GEER funding is to provide free residential internet access where students will be virtually learning this term. We believe that in doing so, we might spend down our entire grant.

If in three months, we are not able to find 25,000 eligible households who want residential internet from Comcast or RCN, then we might have extra funds for hotspots.



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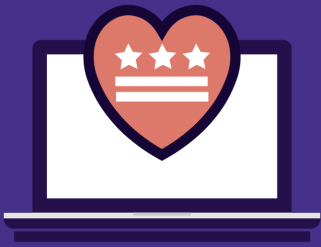
TIER 3 TIMELINE

Thursday, November 12	Tier 3: LEA updates due in SIS 10 AM
Wednesday, November 18	Tier 3 week 1 text communication (6 pm)
Thursday, November 19	Tier 3 week 1 robocall communication (6 pm)
Friday, November 20	Tier 3 week 1 email communication (6 pm)
Tuesday, December 1	Tier 3 week 2 text communication (6 pm)
Wednesday, December 2	Tier 3 week 2 robocall communication (6 pm)
Thursday, December 3	Tier 3 week 2 email communication (6 pm)
Tuesday, December 8	Tier 3 week 3 text communication (6 pm)
Wednesday, December 9	Tier 3 week 3 robocall communication (6 pm)
Thursday, December 10	Tier 3 week 3 email communication (6 pm)
December 22-24	Send confirmed household accounts to Comcast/RCN
December 29-30	Send confirmed household accounts to Comcast/RCN

About the GEER funding

Under the 2020 Coronavirus Aid, Relief, and Economic Security (CARES) Act signed into law in March 2020, states received funding to support remote learning efforts in the time of COVID-19. As part of this, the Governor's Emergency Education Relief Fund or GEER Fund.

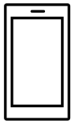
Through this fund, states are permitted to purchase internet-connected devices/ equipment, mobile hotspots, wireless service plans, or installation of Community Wi-Fi hotspots, especially in underserved-communities. Of the \$5.8 million of GEER funding the Mayor received the DC Government is using \$3.3 million to support Internet access.



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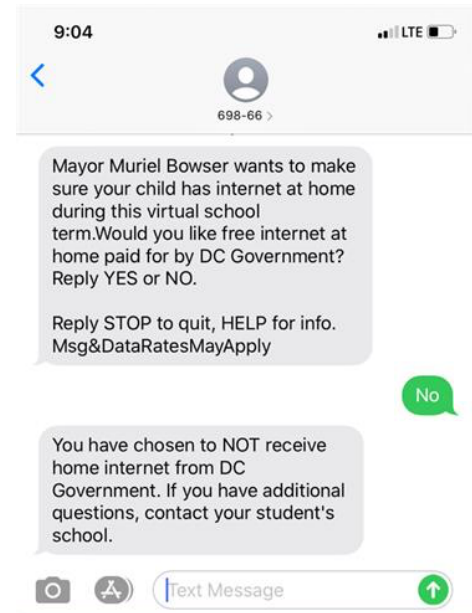
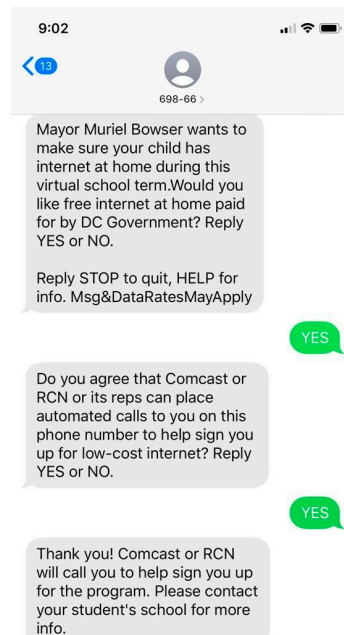
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EXAMPLE COMMUNICATIONS



Texts will come from the number **698-66**

To the right are screen shots of what a contact can expect to see whether they say "Yes" or "No"

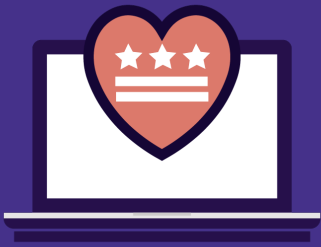


Phone calls will come from the number **202-559-4065**

If they do not answer they can simply call back the number and fill out the automated survey. This is the voicemail they will receive:

Voicemail:

Hello, this is Michelle leaving a message on behalf of Mayor Muriel Bowser calling to make sure your student has internet at home during this virtual school term. If you would like free internet at home paid for by DC Government call us back at 202-559-4065. Please make sure you are calling back from this phone number in order to request free home internet.



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EXAMPLE COMMUNICATIONS



Emails will come from the address **tech.togetherdc@subscriptions.dc.gov**



DO YOU NEED FREE INTERNET AT HOME FOR YOUR DC STUDENT?

Hello,

Mayor Muriel Bowser wants to make sure your student has internet at home during this virtual school term. DC Government will be paying for residential internet service for eligible households provided by Comcast and RCN.

If you would like free internet at home paid for DC Government from either Comcast Internet Essentials or RCN Internet First please click here to fill out the a short form.

[Click Here to Fill Out the Form](#)

Please contact your student's school for additional information.

Thank you!

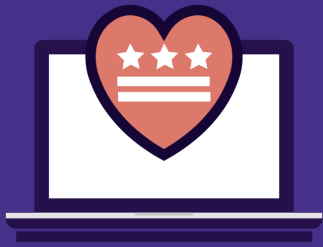
OVERVIEW

- DC will pay for at home internet (Comcast Internet Essentials or RCN Internet First) for approximately 25,000 households with PK3-12 grade students enrolled at DC traditional and charter public schools that receive SNAP or TANF benefits.
- Comcast Internet Essentials and RCN Internet First both recognize SNAP and TANF as eligibility requirements for their low-cost internet programs.
- DC Government will not disclose household SNAP or TANF participation.
- Comcast or RCN will then contact the household to initiate the internet installation process.

Office of the Chief Technology Officer



WE ARE
GOVERNMENT OF THE
DISTRICT OF COLUMBIA
MURIEL BOWSER, MAYOR



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SAMPLE MESSAGE TO FAMLIES

Please send your families that were successfully uploaded to the OSSE Qlik App that they can expect a text, phone call or email over the below 3-week period asking if they would like to receive free residential internet paid for DC Government. See a sample message below.

Dear Family,

Mayor Muriel Bowser wants to make sure your student has internet at home during this virtual school term.

DC Government will be paying for residential internet service for eligible households provided by Comcast and RCN.

DC Government will reach out to SNAP and TANF eligible households with PK3-12th grade students enrolled at DC traditional and charter public schools, according to the following schedule:



Wednesday, November 18 - Text Message at **6 pm**



Thursday, November 19 - Phone call at **6 pm**



Friday, November 20 - Email at **6 pm**



Tuesday, December 1 - Text Message at **6 pm**



Wednesday, December 2 - Phone call at **6 pm**



Thursday, December 3 - Email at **6 pm**



Tuesday, December 1 - Text Message at **6 pm**



Wednesday, December 2 - Phone call at **6 pm**



Thursday, December 3 - Email at **6 pm**



After you say 'yes' to the program you **must also say yes** to Comcast or RCN calling you to install the internet. This process will take around 2 weeks to find the best provider. If you have past debt you do not need to worry, **they will not attempt to** collect this debt.

Please be sure to respond to Comcast or RCN in order to to complete your internet installation.