United Way of Greater Philadelphia and Southern New Jersey

Philadelphia Digital Navigator Network
Low-Cost Internet Options
Last Updated – January 2026

Available Plans Overview

A. SUBSIDIZED PLANS WITH BENEFIT ELIGIBILITY

Comcast/Xfinity

Internet Essentials (IE) /Internet Essentials Plus (link) (Partner Portal)
Eligibility: Medicaid, public housing assistance, SNAP, TANF, SSI, NSLP, LIHEAP, WIC, Pell Grant, VA Pension, Tribal Assistance

IE	IE Plus
Download/Upload (Mbps): 75/10 **Type:** Coaxial Cable **Cost:** $15/month	**Download/Upload (Mbps):** 100/20 **Type:** Coaxial Cable **Cost:** $30/month

Process: Participants enroll directly in IE with their eligibility documentation. There is an escalation protocol for IE customers, available here.

Verizon (*with* Verizon Forward) (link)

Eligibility: Lifeline, WIC, Pell Grant

Fios

Download/Upload (Mbps): 300/300 **Type:** Fiber **Cost:** $20 (with Forward discount + Autopay discount. $30 without Autopay discount.)

Process: Verizon Forward is a $20 per month discount applied to Verizon internet plans (at ~$50/month). Installation fee of $100 *not* included.

PCs for People (link)

Eligibility: Photo ID + documentation of low-income assistance program or under 200% federal poverty OR 60% of area median income

Hotspot

Download/Upload (Mbps): 40/10 **Type:** Unlimited 4G LTE **Cost:** $60 one-time cost for hotspot, then $15/month

Process: Participants pay a one-time cost of $60 for a hotspot and then get unlimited data for $15/month. Additional hotspots may be provided on a case-by-case basis.

B. LOWEST-COST PLANS WITHOUT SUBSIDY

Comcast/Xfinity

Xfinity NOW Prepaid (**link**)	Xfinity Connect
Download/Upload (Mbps): 100/10 or 200/10 **Type:** Coaxial cable **Cost:** $30 (100/10) or $45 (200/10) per month	**Download/Upload (Mbps):** 150/10 **Type:** Coaxial cable **Cost:** $25/month for one year, then $67/month

Verizon

Fios (link)	**5G (link)**
Download/Upload (Mbps): 300/300 **Type:** Fiber **Cost:** $50.00/month	**Download/Upload (Mbps):** Variable, max 200/20, average 50/10 **Type:** 5G **Cost:** $35.00-75.00/month

Note: Existing Verizon customers with unlimited 5G service can add on a 300 Mbps Fios plan (with Autopay and paperless billing) for $25/month.

Mint Mobile

5G Home Internet (link)

Download/Upload (Mb/s): Variable, max 400/40 **Type:** 5G **Cost:** $50.00/month ($30/month with an existing Mint Mobile phone plan)

Note: Requires up-front payment of $120-$480 payment for various discounts of $15-20 per month (prepaid duration 3 months - 1 year)

T-Mobile

5G Home Internet (link)

Download/Upload (Mb/s): Variable, max 200/20 **Type:** 5G **Cost:** $50.00/month

Which Plan Is Right for My Client?

Lowest cost. Comcast/Xfinity's **Internet Essentials (IE) program** has been the lowest-cost option for private broadband internet for over a decade. Although it is still the lowest-cost plan available from major ISPs, it has relatively low speeds.

Alternative providers by service area.

- **Philly Community Wireless** uses the Philly Wisper network to provide free wi-fi for clients in their service areas.

- **PCs for People** has a pilot wireless network partnership (for up to 300 clients) with the Community College of Philadelphia. Download speeds up to 280 Mbps and upload of 80 Mbps for $15 per month *regardless of whether clients qualify for subsidies*. Their service area map is available here. Marketing materials are available here.

- The City of Philadelphia has started an **emergency subsidy program** to support getting clients connected to Internet Essentials. Call 3-1-1 or contact OIT Digital Navigators for more information.

Unreliable access to broadband. Comcast/Xfinity and Verizon broadband will not be tenable options for clients who do not have reliable access due to a connectivity "dead zone" or housing instability.

- The City has a **Philly Free Wi-Fi Finder** to find public wi-fi hotspots.
- Many clients in the Philadelphia area may be eligible for the **Office of Innovation and Technology hotspot program**, which is designed for families with K-12 students. Those who do not qualify will want to research hotspot options that may be right for them. Call 3-1-1 for more information.
- For people who do NOT qualify for a free hotspot, **T-Mobile's Project 10 Million** also offers subsidized hotspots for K-12 families and other qualifying subsidies.
- **Comcast** offers a Wi-Fi Pass that will connect to any available Xfinity wireless network (this will NOT provide hotspot access in the home).

Other Considerations

- ***Previous ISP debt***. In some cases, debt from previous service will affect eligibility for a low-cost plan.

- ***Installation costs***. Comcast covers self-installation and other installation costs for IE. Verizon Forward does NOT cover installation costs.
- ***Credit checks.*** Verizon may conduct a credit check prior to service.
- ***Suspicious providers***. You may come across many other providers claiming low-cost internet. *Be wary of ISPs with whom you are unfamiliar*. Check NDIA's low-cost internet plan database for information on available plans.

Checklist

☐ Review broadband options according to client needs: speed, number of household users, and cost.

☐ Review client's broadband history including previous experiences (e.g. unpaid bills).

☐ Review client's subsidy history. Has the client previously been enrolled in ACP or Lifeline?

☐ Gather documentation if applying for a subsidized program.

☐ Gather contact information and plan for follow-up. Make clients aware that there may be more conversations with you or with the ISP about their plan during the enrollment process.