

(WXYZ) — Comcast announced Thursday it will be increasing speeds for the Internet Essentials program, and making the program free to new low-income customers for two months, amid the coronavirus outbreak. In a letter, Comcast President of Consumer Services Dana Strong said that the change is for the millions of low-income Americans who don't have internet service during this uncertain time. It's to help them stay connected to families, workplaces and more.

The speeds are increasing from 15 Mbps to 25.

Those new customers will get complimentary internet essentials service for 60 days, which is normally available to qualified low-income households for \$9.95 per month, and the speeds are increasing for new and existing customers.

The speeds will be rolled out nationally over the past few days, and all new customers will be a free self-install kit that includes a cable modem and WiFi router. There is no term contract.

To sign up, applicants can simply visit www.internetessentials.com. The accessible website also includes the option to video chat with customer service agents in American Sign Language. There are also two dedicated phone numbers 1-855-846-8376 for English and 1-855-765-6995 for Spanish.

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