Simply Internet-7121

Introduction

- Simply Internet is a legacy program that provides low income internet for qualifying families in select areas
- Simply Internet is **still available to Seattle residents** who have been pre-qualified by the City of Seattle
- Simply Internet is administered by Seattle's retail store

- Prospective customers interested in a low income program from Wave EXCEPT in the City of Seattle, should be directed to **Internet First**

Simply Internet Service

Simply Internet costs **$9.95** per month and includes:

    - High Speed **50** Internet
    - Home Networking Service (including **router**)
    - **Unlimited** Data
    - FREE installation
- Service code **DRSI4 or DRSI5** can only be added by a **Retail** Sales Representatives

Resolution Steps

Qualifications for the Simply Internet Program

- Families residing in our service **area in the City of Seattle**
- Must qualify for the **National School Lunch Program** (This is an **income-based** qualification authorized at the federal level and **administered** by the school district)

- Qualifies for low-income subsidized housing in Seattle or Seattle Discount Utilities program (must have referral from City of Seattle)

- Eligible families can sign up for **Simply Internet** through the City of Seattle. More info **here**

Simply Internet Customers and Other Services

- Simply Internet customers can add the following services to their account:
    - Basic TV with HD DTAs
    - Basic Phone
- Basic TV and Basic phone are provided at **retail rates**

- The addition of **premium** services, **including** Preferred TV video content or **premium** channels, will **disqualify** the household for the Simply Internet program

If the customer does **not** have the resources to visit one of these retail stores, **create a BOLT Case**

Record Type:	Non Technical

Reason:	Request for Forms, Bill Copy, Etc.
Reason Detail:	Special Discount Form
Case Reason:	Simply Internet Discount Form (CA, OR & WA Only)
Destination Queue	Outgoing Postal Mail Group

More info: **www.wavesimplyinternet.com**

Internal Information

For Internal Use Only:

- **CA, OR and Skamania WA** contacts:
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