

Internet Access and Technology Education

INTERNET ACCESS AT HOME

Affordable Connectivity Program

fcc.gov/acp, 877-384-2575

The Federal Communications Commission (FCC) offers this program to help low-income households get broadband. Through a participating internet provider, eligible households get a discount of up to \$30 per month toward internet service (or up to \$75 per month for households on qualifying Tribal lands).

- Visit fcc.gov/acp to check your eligibility.
- If eligible, go to GetInternet.gov to submit an application or print out a mail-in application.
- Contact a participating provider to select a plan and have the discount applied to your bill. They may ask you to complete their own application. Ask for a plan that is \$30 or less, and your whole bill will be covered.

Eligible households can also receive a one-time discount of up to \$100 to purchase a laptop, desktop computer, or tablet from participating providers (co-pay required and restrictions apply).

Spectrum (part of Charter Communications)

In Ashland, the only internet provider participating in the Affordable Connectivity Program is Spectrum: <https://www.spectrum.com/cp/broadband-get-qualified>, (888) 406-7063

Ashland Fiber Network (AFN)

ashlandfiber.net, 541-552-2222

AFN is not currently participating in the federal Affordable Connectivity Program due to lack of staffing to apply. But they do offer a discount for income-qualified seniors and disabled.

- **Income limit:** Customer must qualify for Ashland Senior Utility Assistance, a year-round discount for on Ashland utility bills for income-qualified persons 65+ or 60+ with disability.
- **Applying:** If customer is already enrolled in Ashland utility assistance, they should call AFN at 541-552-2222 to sign up for internet. AFN will verify utility discount on their end and arrange for service.

Senior Services Division (SSD) staff can help people apply for the year-round utility discount. If customer does not have utilities in their name, SSD staff will communicate directly with AFN manager to verify age and income qualification.

- **Fees:** \$25/mo for 25/3 Mb service, a slightly lower speed than AFN regular \$55/mo service. One-time fee of \$10 for installation.
- **Equipment:** AFN sells modems at their bulk buy cost of \$50. If this is still too much for senior, customer should talk to the staff, and they may be able to find a used one that they can give at no cost. They also rent modems for \$5/mo.

If customer wants to use wireless at their home, they must also purchase a wireless router.

AFN suggests specific models on their website: ashlandfiber.net.

FREE PUBLIC COMPUTERS WITH INTERNET ACCESS

- **Ashland Senior Services Division | Ashland Senior Center**, 1699 Homes Ave, 541-488-5342
1 computer available at designated hours Monday-Thursday. Please call to reserve.
- **Ashland Library**, 410 Siskiyou Blvd, 541-774-6980
Multiple computers available for walk-ins during open hours. Library staff can sometimes assist.
- **Hannon Library** at SOU, 1250 Siskiyou Blvd, 541-552-6860
6 computers available for public use during their open hours. Student workers at the Tech Help Desk can help with tech questions regarding the computers, printers, scanners onsite (but cannot with a patron's personal computer or smartphone).

FREE TECHNOLOGY EDUCATION - Learn how to use your device and navigate the internet safely.

Ashland Senior Services Division | Ashland Senior Center

ashlandseniorservices.org, 1699 Homes Ave, 541-488-5342

Free one-on-one tutoring for using your computer, phone, or other digital device.

Free Digital Basics classes taught by Jackson County Library System (JCLS) staff.

Call to make an appointment for tutoring or register for a class.

Jackson County Library System (JCLS) Digital Services

<https://jcls.org/resources/computer-tech-help/>, 541-734-3990, digitalservices@jcls.org

Free tech tutoring available at all branches by appointment. Self-help guides available on webpage.

Senior Planet from AARP

seniorplanet.org, 888-713-3495

Offers free online technology classes, exercise programs, and discussion groups.

You can also call the Senior Planet Hotline to speak with a technology trainer: 888-713-3495, Mon-Fri, 6:00am – 5:00pm PT.

Cyber Seniors

cyberseniors.org, 844-217-3057

Provides free technology support and training for older adults, by tech-savvy student volunteers.

engAGED: The National Resource Center for Engaging Older Adults

engagingolderadults.org, 202-872-0888

Offers these tip sheets on Staying Safe Online: engagingolderadults.org/consumer-materials

GCF Global edu.gcfglobal.org

Free tutorials online on Computer Basics, Microsoft Office Products, Using the internet and more.

Candoo candootech.com

A tech concierge service for older adults. Teaches technology skills remotely, for a fee.

Also offer some free guides/tutorials: <https://www.candootech.com/howto-offerings>