Minnesota Resource List for Internet Services and Technology

Use this resource list for access to affordable internet/broadband, phone lines/mobile data, access to devices (technology) at a reduced cost for qualifying individuals and families, for digital literacy support, and for identifying locations in major regions with access to free internet and private locations.

ACCESS RESOURCES AND DIGITAL LEARNING PROGRAMS

Broadband & Internet Speed	- Test the speed of your internet connection: Internet Speed Test - The Federal Communications Commission released a consumer guide understanding the broadband speed your household needs for certain activities, including, personal video calls and teleconferencing: https://www.fcc.gov/consumers/guides/broadband-speed-guide - PDF of Household Broadband Guide
Broadband Coverage Maps	- For wireless, broadband infrastructure coverage: https://mn.gov/deed/programs-services/broadband/maps/general-maps.jsp - Broadband coverage in the Minnesota area: GIS Connected Nation - FCC detailed map of coverage of different internet, Wireless, and broadband providers: https://broadbandmap.fcc.gov/home
Digital Literacy Support in Minnesota	Learn more about technology through navigators, personal assistance, and classes.

Minnesota organization that provides digital literacy, adult classes, training and workshops: - https://www.literacymn.org/digitalliteracy - https://www.spnn.org/ctep/digital-literacy-resources	Minnesota Technology Literacy Collaborative highlights different community resources, technology centers and digital literacy instructors: https://www.digitalinclusion.org/blog/2018/01/17/minnesota-technology-literacy-collaborative/
Provides information about digital literacy resources in Minnesota:. https://mn.gov/deed/programs-services/broadband/adoption/	Neighborhood House in St. Paul provides free programming for adult and youth and computer classes in person and online: https://neighb.org/program/adult-education/
Provides free workshops online: including keyboarding, internet, email and online learning, how to create, share, and edit online documents, and other resources: https://www.ppl-inc.org/access-program	Learn how to set-up an email, browse safely, and access smart devices and computers/laptops through course modules: www.digitallearn.org
Health and Human Services offers resources on Telehealth visits, including best practices for patients and common questions about telehealth: - Understanding Telehealth - Lack of Internet Access - Basics of Telehealth pdf	Digital Equity for Internet Services: Hennepin County's Digital Inclusion Initiative includes: - Outdoor wireless network and free hot spots that covers most of the city - Digital Navigators to help with access training and resources
Health and Human Services offers telehealth support and resources for:	The National Library of Medicine: Digital Health Literacy provides modules for internet and technology skills:

	- Patients that are Deaf and Hard of Hearing - Patients with Disabilities • https://allofus.nnlm.gov/digital-health-literacy • https://allofus.nnlm.gov/learn-internet-skills
General Resources	Additional community resources that may provide access for: internet; computers/laptops; digital literacy classes; private spaces; free printing; free/low cost notary services - United Way 211 provides a database to search for resources throughout Minnesota, including technology resources, transportation resources, and emergency and medical fund assistance - The Pillsbury United Communities centers have rooms available for rental/reservations with internet access, and they provide access to computer labs. - Locations of local technology centers (libraries, etc.): Direct Link - Map to find pharmacies, libraries, clinics, and schools in the Minnesota area: GIS Connected Nation Other Resources: - Public libraries - Colleges (technical, community), universities and schools - Community Centers, Education Resource Centers such as Career or Job Learning or Adult Education facilities and classes - Government programs such as human services or social services departments - Non-profits that may offer privacy and access to health care assistance - Free and public wifi spots in cities such as malls, airports, hospitals, public venue areas, businesses such as coffee shops, all that can offer private rooms that can be reserved or nearby parking for access. - Municipals may offer free hotspots throughout town/community (such as at municipal parks and facilities)
AFFORDABLE INTERNET & TECHNOLOGY	
Affordable Technology	- PCs for People: https://www.pcsforpeople.org/ - This program provides 4G LTE internet service at a reduced price, and computers and/or related technology equipment and repairs available to individuals for free or at a reduced cost. - Recipients must be below the 200% poverty level or be currently enrolled in an income-based government assistance program. - Devices purchased through PCs for People are for recipients who meet eligibility requirements. - Free Geek Twin Cities provides reduced price of computers and computer parts. Provide income-based desktop computers starting at $30. - Find affordable technology by area code: https://www.everyoneon.org/find-offers
Minnesota Telephone Equipment Distribution Program	If you meet certain eligibility requirements, you may qualify to receive telecommunications equipment at no cost through Minnesota's Telephone Equipment Distribution (TED) Program. The TED Program loans telecommunications equipment to people who are hard of hearing, deaf, deafblind, speech disabled, or physically disabled. If you do not qualify, TED Program staff can provide you with a directory of vendors where equipment can be purchased.

	Contact the TED Program at dhs.dhhsd@state.mn.us, 1-800-657-3663 (voice), or 651-964-1514 (VP).
Internet Service providers	A list of internet service providers that provide affordable internet plans:

CenturyLink participates in the Affordable Connectivity Program (ACP) and Lifeline program.	Frontier participates in the Affordable Connectivity Program (ACP) with potential internet at no-cost.
Verizon participates in the Affordable Internet Connectivity Program (ACP) where coverage areas are located.	Spectrum Internet Assist offers internet assistance and participates in the Affordable Connectivity Program (ACP), wifi would be an additional charge.
Mediacom participates in the Affordable Connectivity Program (ACP), with a potential internet at no-cost	Rural4G participates in the Affordable Connectivity Program (ACP) and includes a $10.10 one time cost for Android Tablet and 1 year of FREE Internet
Midcontinent participates in the Affordable Connectivity Program (ACP).	USInternet provides affordable internet starting at $20/month.
Comcast Internet Essentials offers internet service for free if individuals qualify for and enroll in the Affordable Connectivity Program (ACP) and Internet Essentials or Internet Essentials Plus. They also offer an option to purchase a low-cost Dell laptop or Chromebook • Qualifying households can still sign up for Internet Essentials or Internet Essentials Plus for an affordable monthly price without ACP.	

AFFORDABLE PHONE SERVICES AND TECHNOLOGY

Minnesota State: Telephone Assistance Plan	Minnesota provides a $10 monthly credit for **Landline phone services only:** Call the Consumer Affairs Office at 651-296-0406 or 800-657-3782, or email the CAO at consumer.puc@state.mn.us
Phone Service Providers	A list of phone/cell phone providers that provide affordable service lines:

AT&T participates in the Lifeline Program and the Affordable Connectivity Program (ACP).	Boost Mobile provides low-cost 5g mobile plans starting at $8.33/month or $100/12 months of service for 1GB 5G/4G Data/mo, and mobile hot spot for new customers.
CenturyLink participates in the Affordable Connectivity (ACP) and Lifeline program	Cricket Wireless contains plans as low as $30/month; and, participates in the Affordable Connectivity Program (ACP)
Mint Mobile provides affordable mobile 3, 6, and 12 month plans without contracts, with wireless starting at $15/month.	Midcontinent participates in Lifeline Program by providing discounts for landline phone services
StandUp Wireless is a Lifeline provider, the plan includes, 10GB of High-Speed Data - 5G/4G LTE at Nationwide Coverage. Plus a free phone if people bundle Lifeline and ACP Benefits.	T-Mobile Wireless participates in the Lifeline Discount on its Basic Rate Plan of unlimited talk and text- a tax inclusive offering available to consumers for $20.00.
US Mobile provides ability to build your own plans at low costs and provides	Visible provides an affordable monthly payment starting at $30 a month and a free

discounts for students. Allows for free trial for 10 days.	trial for 15 days to see how it works on your smartphone.

STAYING SAFE ON THE INTERNET

Safety tips	1) Find a space that is private and confidential for you to discuss your health,
	2) Data encryption is for best protection, use sites with HTTPS in the browser, or use a VPN service to keep your data safe.
	3) Be cautious and/or avoid suspicious sites and links that require:
	    o pay for access or enter your credit card information,
	    o Require excessive personal information such as social security numbers, date of birth, full name, and addresses.
	    o To download directly from links onto your laptop/phone without secure encryption in their browser (https)
	4) Limit file sharing in these public spaces unless a website is encrypted.
	5) Review your security settings on your device and the internet access you use.
	6) For more tips, visit: https://telehealth.hhs.gov/patients/telehealth-privacy-for-patients/
	7) Visit the FCC.gov for tips on how to stay safe online:
	    o Secure Web Navigation and transactions https://www.fcc.gov/consumers/guides/secure-web-navigation-and-transactions
	    o How to Protect Yourself Online-Wireless Connections and Bluetooth Security https://www.fcc.gov/consumers/guides/how-protect-yourself-online

FEDERAL GOVERNMENT PROGRAMS

Federal Communications Commission (FCC): Affordable Connectivity Program (ACP)	**What is the Affordable Connectivity Program?** The Affordable Connectivity Program is a federal broadband discount program that provides eligible households internet service up to a $30 credit on their monthly bill. To learn more information about ACP visit: • The initiative to Get Internet by the White House and the history of the program: https://www.whitehouse.gov/getinternet/?utm_source=getinternet.gov • The FCC that oversees the ACP program, includes consumer information: https://www.fcc.gov/acp or https://www.fcc.gov/affordable-connectivity-program-consumer-faq • Website containing application information and instructions: https://www.affordableconnectivity.gov/ **How to enroll:** There are several options: 1) Go to AffordableConnectivity.gov to apply online, print out a mail-in application, or by contacting your current internet company. 2) You can print out a mail-in application from here and find access to the National Verifier: https://www.affordableconnectivity.gov/how-to-apply/ or www.acpbenefit.org 3) To apply online to see if you qualify for Lifeline and/or Affordable Connectivity Program, use the National Verifier **Application Assistance Resources:**

- Provides worksheets, a list of the forms, and instructions on how to apply to help receive the ACP benefit: ACP Instructions
  - To talk to someone about your eligibility or application status, call the ACP Support Center at (877) 384-2575 from 9 am-9 pm ET 7 DAYS PER WEEK or email: ACPsupport@usac.org
- Literacy Minnesota offers a Step by Step Guide to Apply for ACP
- Minnesota's Department of Commerce and Public Utilities Commission both offer information and resources on the Affordable Connectivity Program: Call the Minnesota Public Utilities Commission's Consumer Affairs Office, 651-296-0406 or 800-657-3782, email consumer.puc@state.mn.us or visit https://mn.gov/commerce/consumers/your-phone/phone-discounts/

To learn more about service provider information:

These websites provide a list of providers and what they offer in the Minnesota area. Once you are approved for the ACP benefit, you can choose a company that offers ACP discounts and sign up for their services.
- ACP Link to provider search engine based on location.
- FCC Link to Minnesota providers
- Direct link to search for companies: https://cnm.universalservice.org/

If your local telephone service provider is not authorized to provide discounts, contact the Department of Commerce at 651-539-1876, or telecom.commerce@state.mn.us, to find an authorized provider.
- https://mn.gov/deed/programs-services/broadband/adoption/
- https://mn.gov/commerce/consumers/your-phone/phone-discounts/
- Minnesota based service provider (including non-ACP providers)

| Federal Communications Commission (FCC): Lifeline Assistance Program | **What is the Lifeline Assistance Program?**

The Lifeline program is a federal program that provides credit up to $9.25 monthly for cell phone, telephone, or broadband internet services. For more information regarding the Lifeline Assistance program, see below:
• To access information on how to apply and eligibility:
   a. https://www.usac.org/lifeline/
   b. www.lifelinesupport.org
• To learn more about the history of the program administered by the FCC:
   a. Low-income consumers
   b. Lifeline consumers

How to enroll: If you believe you may qualify for the Lifeline program, visit https://www.lifelinesupport.org/do-i-qualify to check if you qualify and for directions on how to apply online, by mail, or with the assistance of your phone or internet company. Here are several options:

1. You may download an application on the Minnesota Public Utilities Commission website. (Check with the company you are applying to that they will accept this application.) Minnesota offers information, a paper application, and resources on how to apply for the Lifeline Program. Call the Minnesota Public Utilities Commission's Consumer Affairs Office, 651-296-0406 or 800-657-3782, email consumer.puc@state.mn.us or visit https://mn.gov/puc/consumers/telephone/ or to make a complaint. |

2. To apply online to see if you qualify for Lifeline and/or Affordable Connectivity Program, use the National Verifier or visit www.Checklifeline.org
3. For a direct link to a PDF application for the Lifeline program: Lifeline PDF Application

For Application Assistance Resources

- How to use the National Verifier to enroll and renew the Lifeline Benefit https://www.usac.org/lifeline/national-verifier/how-to-use-nv/
- Video guide on how to use the National Verifier: https://www.youtube.com/watch?v=AwjKy0CnTEg
- For additional assistance from the Lifeline program:
  Lifeline Support Center | 9 am – 9 p | 7 days a week (ET):
  800-234-9473 | LifelineSupport@usac.org | www.LifelineSupport.org

To learn more about provider information:

There are different lists of providers in Minnesota that participate in discounts for cell phones or phone lines. You can contact your current phone company. If your local telephone service provider is not authorized to provide discounts, contact the Department of Commerce at 651-539-1876, or telecom.commerce@state.mn.us, to find an authorized provider. For additional list of providers:
- https://mn.gov/puc/consumers/telephone/
- https://mn.gov/commerce/consumers/your-phone/phone-discounts/
- Wireless and Landline PDF
- Search Engine: https://service-provider-search.web.commerce.state.mn.us/

Search engine to locate specific providers in Minnesota, and which offer free or discounted phones, tablets, or computers. Excel documents can also be downloaded with provider contact information based on state.
- Direct Link: https://cnm.universalservice.org/
- Or visit, https://www.usac.org/lifeline/

Direct Lifeline Contact Information for Minnesota Residents:

Telephone Discounts

Cell Phone Providers

There is a discount available for low-income customers to receive cellphones called Lifeline. Some Lifeline discount plans even offer free phones. However, not all wireless companies offer the Lifeline discount, but below are is a list of companies that Minnesota has approved.

Wireless Provider	Customer Service	Website
Access Wireless	1-866-594-3644	www.accesswireless.com
American Assistance	1-877-266-7212	www.americanassistance.com
Assist Wireless*	1-855-392-7747	www.assistwireless.com
Assurance Wireless*	1-888-320-5880	www.assurancewireless.com
enTouch Wireless*	1-866-488-8719	www.entouchwireless.com
Life Wireless*	1-888-543-3620	www.lifewireless.com
North American Local*	1-877-200-1367	www.northamericanlocal.com
Q Link Wireless*	1-855-754-6543	www.qlinkwireless.com
SafeLink Wireless*	1-800-723-3546	www.safelinkwireless.com
StandUp Wireless*	1-800-544-4441	www.standupwireless.com
Tag Mobile	1-866-959-4918	www.tagmobile.com
Tempo Telecom*	1-877-822-8501	www.mytempo.com
TerraCom Wireless*	1-888-716-8880	www.terracomonline.com
T-Mobile Wireless	1-800-937-8997	www.t-mobile.com/offers/lifeline-program
TruConnect*	1-800-430-0443	www.truconnect.com

*This telephone company offers a free cell phone if you are eligible for Lifeline service.