

Free Internet Services and Computing Devices Program

Free Internet Services and Computing Devices Program Overview

The City of Long Beach Technology and Innovation Department, in partnership with [human-I-T](#) is launching the Free Internet Services and Computing Devices Program (Program) as part of the City's [CARES Act funding efforts](#).

The Program provides free hotspots with one-year Internet service plans and tablets with a keyboard to low-income Long Beach residents. Specifically, the Program is intended to serve Long Beach residents who have been affected by the digital divide during the COVID-19 pandemic (e.g. currently not connected to in-home Internet services, currently do not have access to computing devices at home). The City of Long Beach and human-I-T will work closely with the community-based organizations who are conducting community outreach as part of CARES Act digital inclusion efforts to administer the free hotspots and computing devices.

Free Internet Services and Computing Devices Program Vendors

Mobile Hotspots:

- One-year Internet service plans and hotspots at \$15/month through [Mobile Citizen](#)
- Total Available: 1,173

Computing Devices:

- [Microsoft Surface](#) Go - 10" - Pentium Gold
- Chromebooks
- Total Available: 1,686

Free Internet Services and Computing Devices Program Partners

- Centro CHA
- Heart of Ida
- human-I-T
- Long Beach Bar Foundation
- Long Beach Center for Economic Inclusion
- Long Beach Housing Authority
- Long Beach Public Library
- Ronnie's House
- Success in Challenges
- The Children's Clinic
- United Cambodian Community (UCC)
- YMCA of Greater Long Beach (Community Development)

Free Internet Services and Computing Devices Program Target Audiences

- Black/African-American residents
- Cambodian residents
- Filipino residents
- Latinx residents
- Limited and non-English speaking communities
- Low-income communities
- Older adults
- Parents
- People with different abilities
- Small business owners
- Students/youth
- Underconnected individuals
- Unemployed individuals

Free Internet Services and Computing Devices Program Qualifications

To qualify for the Program, households of Long Beach residents must be low-income. Long Beach residents will be required to submit proof of documentation that shows they participate in one of the government assistance/benefit programs listed below. If the benefit is under the name of a minor in the household and the benefit documentation does not contain the account holder's name, proof of an address will be required for submission.

Government Assistance Programs Proof of Documentation Examples:

- Cal Grants/State Financial Aid
- California Alternate Rates for Energy (CARE)
- Head Start
- Lifeline
- Medi-Cal/Medicaid
- National School Lunch Program (NSLP)
- Public Housing Assistance/Section 8 Housing Choice Voucher
- Social Security Disability Insurance (SSDI)
- Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
- Supplemental Nutrition Assistance Program (SNAP)/CalFresh/Electronic Benefit Transfer (EBT)
- Supplemental Security Income (SSI)
- Temporary Assistance for Needy Families (TANF)

Other Methods for Submitting Proof of Documentation:

- If the Long Beach residents' household DOES NOT receive any government benefits, they may provide a yearly gross income limit of the household according to size. human-I-T will accept up to 200% of the Poverty Guidelines in the State of California. Any income documentation provided to prove income level must display the dollar amounts that can be used to figure annual income. Long Beach residents must include the total number of individuals in their household on the Program application.



Free Internet Services and Computing Devices Program Application Process

Long Beach residents will contact the City's Digital Inclusion Resources Hotline (Hotline) via phone 562-570-7000 or email digitalinclusion@longbeach.gov to apply. Digital inclusion navigators will be available by phone to facilitate the application process with Long Beach residents. Long Beach residents will need to provide proof of low-income status and have a Long Beach City address to qualify.

The submission of an application DOES NOT officially guarantee a free hotspot and/or computing device. The submitted application and low-income verification document(s) will be reviewed and verified. Hotspots and computing devices will be administered on a first-come, first-served basis to qualified, low-income Long Beach residents with proof of low-income eligibility and Long Beach City address, while supplies last. Only one hotspot and computing device per household. If Long Beach residents are approved for the hotspot and/or computing device, they will receive a congratulatory email asking them to coordinate the pick-up of their hotspot and/or computing device at a Long Beach Public Library site.