

Internet Access: A Guide to Getting Online for People with Cystic Fibrosis

The internet is important for social connection, remote work or school, access to health records, getting health insurance, online applications for assistance programs, and for communicating with your cystic fibrosis care team. If you are having trouble getting online, try taking the steps below. You can also contact your CF care team or Compass.

If you do not have access to the internet and need to get online quickly, visit*:

1. Your local library. Libraries have computers and internet access that are free to use.
2. A friend or family member who has access to the internet.
3. Public restaurants or healthcare facilities, which often have free public Wi-Fi.

Definitions:

- **Internet Provider:** A company that provides internet access.
- **Hotspot:** A device, typically your phone, that provides internet connection to devices such as your laptop or tablet.
- **Wi-Fi:** A wireless internet connection used in both private and public spaces.

**Using public Wi-Fi may expose your personal information to security risks. To protect your privacy, avoid logging in to portals or sharing sensitive information. Use secure websites (look for HTTPS) and keep the security settings on your devices up to date. The CF Foundation is not responsible for any unauthorized access or data breaches that may occur while using public Wi-Fi.*

If you need help getting internet in your home:

- Ask a friend or family member to help you search for internet service near you.
- Ask your neighbors about their internet service and how they set it up.
- If you have a smartphone, use your cellular data to search for internet or satellite providers.
- Ask your cellular service provider how much it would cost to use your smartphone as a “hot spot.”
- Compare the cost of using your smart phone’s cellular data to get online versus adding the cost for internet services.
- Call or visit websites for your local school district, internet providers, and community organizations to see if they offer internet assistance.
- Call CF Foundation Compass.

If you are already connected, but service is too expensive:

- Ask your internet service provider about discounts based on household income. You can also ask if they offer a discount for people with special status, such as if there is a person in your home who is a:
 - Disabled person
 - Veteran
 - Senior
 - School-aged child
- Dial 2-1-1 on your phone and ask about local internet, utility, or payment assistance programs.
- Visit www.findhelp.org for resources by state.
- Visit www.digitalinclusion.org for a list of low-cost internet plans.

Discounted internet service often has eligibility criteria. Ask your internet provider if they offer discounted services and who can apply.

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Try these search terms when searching for internet service options:

- Low-cost internet + your zip code
- Discounted internet + your zip code
- Discounted internet for students + your zip code
- Internet assistance programs + your zip code

- Cheap internet providers near me
- Free or subsidized internet for seniors
- Low-cost internet for college students

Resources you can explore*

Internet resources

EveryoneOn

www.everyoneon.org

Designed to connect families to affordable internet service, computers, and digital skills training.

Federal Communications Commission National Broadband Map

<https://broadbandmap.fcc.gov/home>

Search for local internet providers across the United States by typing in an address.

Lifeline

www.lifelinesupport.org

(800) 234-9473

Offers discounted phone or internet service for low-income households or homes that have at least one person participating in public assistance programs.

Project 10 Million

www.t-mobile.com/project10million

Designed to connect K-12 students who use public assistance programs with free internet access and a free hotspot for five years. This program may also provide low-cost laptops and tablets.

If you need a device to access the internet

If you need a desktop computer, hotspot, tablet, or laptop, explore these options:

Devices for Students

www.devicesforstudents.org

(650) 209-8251

Connect students with devices and technical resources.

Human-I-T

<https://www.human-i-t.org/low-cost-internet>

(888) 268-3921

Provides devices, internet access, digital skills training, and tech support.

Notebooks for Students

www.notebooksforstudents.org

(800) 991-7631

Offers a discount on laptops for students attending elementary and high school, college, homeschool, & virtual schooling.

PCs for People

www.pcsforpeople.org

Provides refurbished computers to eligible customers for affordable prices. We also provide low-cost high-speed internet solutions.

*The above organizations listed are some resources that may be available to you. They are not the only resources available and may not work for all.

Connect with Compass. CF Foundation Compass case managers can help you with many questions related to internet access. Call 844-COMPASS (844-266-7277), email compass@cff.org, or go online at cff.org/compass.