

Mass Internet Connect

CHROMEBOOK DEVICE SUBSIDY PROGRAM

PROGRAM OVERVIEW

The Massachusetts Broadband Institute at the Massachusetts Technology Collaborative (“MBI”) has launched a program to provide subsidized internet access to eligible Massachusetts residents through June 30, 2021 (“Program”). This Program is a component of the Baker-Polito Administration’s comprehensive Economic Recovery Plan.

WHO CAN PARTICIPATE

MassHire will ask questions and collect information that will be used to determine your eligibility for this Program and enroll in this Program, if eligible. To qualify for this program you must:

- be a Massachusetts resident;
- be unemployed and working with MassHire to search for a job;
- attest that you do not have access to a computer (desktop, laptop, Chromebook or similar device) that you can use at home on a regular basis, not including a smartphone or a child’s device that is used for schoolwork.

Please note that if you enroll in this Program, you will be required to allow your personal information relevant to this Program to be shared among MassHire, MBI, and the device vendor, HiQ Computers.

Each household is limited to one participant in this Program

HOW THE PROCESS WORKS

MassHire will ask questions and collect information needed to determine your eligibility and enroll in the Program, if eligible. If you qualify to receive a device, MassHire will submit your information to the device vendor for enrollment in this Program.

Once you are enrolled in the Program, you will receive a free Chromebook, shipped directly to your home that will include a document with frequently asked questions about setting up and using the device. Chromebooks are expected to start shipping in mid-to-late January 2021.

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If you experience problems with your shipment, including receipt of a damaged device, you should contact the shipping company. If your shipment is stolen, you must inform MassHire and file a police report. No replacements will be provided for devices received in good condition that are subsequently lost or damaged. If you have any other issues with your device or require support, you should contact the device manufacturer.

GETTING HELP USING COMPUTERS AND THE INTERNET

MassHire will offer Program participants access to online resources that will provide assistance with a variety of computer and internet-related tasks and skills, including accessing the internet, setting up and using a computer or application, setting up an email account, using word processing software to create a resume and cover letter and performing specific online tasks such as searching and applying for jobs.

MBI reserves the right to (1) provide alternative devices based on availability; and (2) close the Program to new participants if demand results in the allocation of all available funds.