



Choosing an Internet Service Provider Worksheet

The purpose of this worksheet is to allow new subscribers to conduct some research on what alternatives exist for broadband service and make an informed decision on what works best for their budget and need. This can be done during a class, as a way to teach how to conduct an Internet search, or as homework assignment between classes with people interviewing their friends and neighbors.

1. Company	2. Monthly Charge	3. Installation Cost	4. Modem Cost	5. Contract Term	6. Cancellation Fee/Credit Check	7. Upload/Download Speed	8. Phone Number and Website

1. What is the name of the Internet Service Provider? (for example, AT&T, Verizon, Comcast)
2. What is the monthly charge after taxes and surcharges? Do you need to have phone service or basic cable to qualify? What is the price to add broadband to an existing service or “bundling”? What is the price of only broadband service?
3. What is the cost to install broadband? Can this fee be waived?
4. Is there a one-time or monthly cost for the modem? Can this fee be waived?
5. Do you have to sign a contract and if so for how long?
6. What is the cancellation fee if you cancel your service? Is a credit check needed to establish service?
7. What is the upload and download speed? Can you change the speed choice at any time?
8. What is the phone number or website used to gather this information? Is this a limited time offer and is a special code needed?
9. For more information on choosing a broadband provider, visit <http://www.getconnectedtoday.com/getconnected/orderingbroadband> .