

Connecting-Families

Information for Libraries and Community Organizations

This one-pager contains information for libraries and community organizations in relation to ISED's Connecting-Families initiative.

About Connecting-Families

[Connecting-Families](#) is an initiative to bring home-Internet access to low-income families and seniors. As part of this program, several Internet Service Provider (ISPs), including Bell, Cogeco, Rogers, SaskTel, Shaw, TELUS, and Videotron, will offer discounted home-Internet service for qualified low-income families and seniors.

Where Libraries and Community Organizations Come In

As Connecting-Families targets low-income families and seniors, many of whom may not currently have internet or an internet connecting device in their home, the initiative encourages them to visit their local public libraries and community organizations, where they can use on-site computers to sign up for the initiative.

What Libraries and Community Organizations Need to Know

Connecting-Families is **not** an initiative individuals apply to. Eligible recipients **will receive a letter in the mail** which is required to sign up for and qualify for the Internet offer. Recipients who have not received a letter are not currently eligible.

The Process — Broad Overview

1. Eligible families and seniors will receive a letter with a unique code in the mail.
2. Eligible families and seniors must go to the Connecting-Families portal online at connecting-families.ca.
3. Once on the portal, recipients must input the code and address found on their letter. Recipients will then be lead through a series of questions to determine which ISP can provide them the service.
4. Once all the questions are answered, recipients will be provided with contact information for an appropriate ISP.
5. To partake in the offer, **families must contact the ISP at the provided number** and must give the customer service representative **the unique code** they received on their letter or confirmation email.

More information about the initiative and the portal will be released and communicated to libraries and community centres as it becomes available. For further information, please consult the [Connecting-Families FAQs on the ISED website](#).

