

## Internet Service Providers

**AT&T** will continue to offer **wired** internet access for qualifying limited income households at \$10 a month through the [Access from AT&T program](#).

AT&T is proud to support our customers by pledging that, for the next 60 days, we will:

- Not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill due to disruptions caused by the coronavirus pandemic.
- Waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic.
- Keep our [public Wi-Fi hotspots](#)\* open for any American who needs them.

### **Spectrum**

To ease the strain in this challenging time, beginning Monday, March 16, we commit to the following for 60 days:

- We'll partner with school districts to make sure local communities are aware of these tools to help students learn remotely.
- We'll open our [WiFi hotspots](#)\* across our footprint for public use.
- We'll continue to offer [Spectrum Internet Assist](#), our high-speed broadband program to eligible low-income households.
- We'll offer households with students in Pre-K to 12 or college, who need remote education, [two free months of internet and WiFi](#) for new customers.

### **T-Mobile**

The vast majority of customers on T-Mobile and Metro by T-Mobile plans already have unlimited talk, text, and data, and our T-Mobile Home Internet customers already have unlimited plans with no data caps or surcharges. But we want to ensure that ALL current T-Mobile customers on plans that currently have data are provided the unlimited connectivity they need to learn and work.

- Starting now ALL current T-Mobile and Metro by T-Mobile customers have unlimited smartphone data for the next 60 days (excluding roaming).
- We're providing all T-Mobile and Metro by T-Mobile customers an additional 20GB of mobile hotspot/tethering service for the next 60 days coming soon.\*\*
- We're working with our [Lifeline](#) partners to provide customers extra free data up to 5GB per month over the next two months. (*Lifeline through T-Mobile is not currently available in NY.*)
- We're increasing the data allowance, at no extra charge, to schools and students using our [EmpowerED](#) digital learning program to ensure each participant has access to at least 20GB of data per month for the next 60 days.

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\* If we receive a shelter-in order, and students live close enough to a public Wi-Fi hotspot, they may still be able to access Wi-Fi.

\*\* Consider providing guidance to families on using their mobile devices for tethering so it is another option at their disposal.

**Comcast** will be offering free service at its [Xfinity hotspots](#)\* for 60 days. The access points are mostly in public locations but some are in small businesses.

Effective Monday, we are putting in place two substantial program enhancements [to Comcast's Internet Essentials program] to help these families deal with this crisis.

1. We will make it even easier for low-income families who live in a Comcast service area to sign up by offering new customers 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month.
2. Also, we are increasing Internet speeds for the Internet Essentials service from 15/2 Mbps to 25/3 Mbps for all new and existing customers, which will be the speed of the service going forward. In this way, we will ensure that Internet Essentials customers will be able to use their Internet service for all their increased needs as a result of this health crisis.

**We want to make it as fast and simple as possible to access this service:**

- To receive the increased Internet speeds, existing customers will not need to do anything. The new speeds will be rolled out nationally over the next few days.
- We'll send all new customers a free self-install kit that includes a cable modem with a Wi-Fi router. There will be no term contract or credit check and no shipping fee.
- To sign up, applicants can simply visit [www.internetessentials.com](http://www.internetessentials.com). The accessible website also includes the option to video chat with customer service agents in American Sign Language. There are also two dedicated phone numbers 1-855-846-8376 for English and 1-855-765-6995 for Spanish.

## **Sprint**

We're supporting customers by:

- Providing Unlimited data for 60 days to customers with metered data plans (effective 3/18)
- Giving 20 GB of free mobile hotspot to customers with hotspot-capable devices (effective 3/18) \*\*
- Offering complimentary rates from the U.S. to CDC-defined Level 3 countries to customers with international long-distance plans (effective 3/17)

## **Verizon**

Verizon is supporting the students and teachers in its Verizon Innovative Learning program, the company's education initiative targeting Title 1 middle schools, by tripling their data allowances. Effective March 16, the additional connectivity includes all tablets and laptops within the program and upgrades data plans from 10GB/month to 30GB/month for the next two months.

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When a Verizon customer is experiencing hardships because of COVID-19, Verizon will

- waive late fees for 60 days from March 16, 2020 to May 16, 2020, and
- will not terminate service to a customer who's been impacted by the events involving the Coronavirus.

If our customers are experiencing a hardship, they should call our customer service team to discuss their situation and available options.

From March 18 through April 30, Verizon will offer free international calling to countries identified by the Centers for Disease Control as [level 3 impacted](#) by the coronavirus, with the exception of Iran, Latvia, Lithuania and Slovenia, which will be provided 300 minutes of free calls per month. This is available to all [wireless postpaid, small and medium business, home voice and Fios customers](#). [Prepaid customers](#) will receive a total of 300 additional minutes to call level 3 countries, starting March 19.

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