

Cell & Internet Providers

AT&T:

Supporting customers and communities

Here's what we're doing to help our customers and our communities get through this:

- Last week, we announced that we are suspending broadband usage caps for our home internet customers. That means no overage fees while people are home using more data.
- We're keeping our public Wi-Fi hotspots open for anyone who needs them.
- We continue to offer internet access for qualifying limited-income households at \$10/month through our Access from AT&T program.
- We won't terminate service of any wireless, home phone or broadband residential or small business customer due to an inability to pay their bill as a result of the coronavirus pandemic – and we're waiving late payment fees for those customers.
- We are underwriting expenses for a "one-stop" resource center to support eLearning Days from the State Educational Technology Directors Association. It's available to help all educators handle school closings and virtual learning.
- Our FirstNet teams are working closely to keep first responders stay connected.
- And we are helping businesses and universities stand-up virtual offices and classrooms with conference call and video conferencing with [Cisco Webex Meetings with AT&T](#). We're also enabling businesses to forward calls to both mobile and landline phones with [AT&T IP Flexible Reach](#).

CenturyLink:

- We are proud to share that [we've taken the Keep Americans Connected Pledge](#). This means that for the next 60 days, we've committed to waive late fees and to not terminate a residential or small business customer's service due to financial circumstances associated with COVID-19. We are also suspending data usage limits for consumer customers during this time period due to COVID-19.

Comcast:

- Speeds will increase from 15/2 MBPS to 25/3 for all new and existing customers, and will become the speed of the service going forward.
- New families who connect will get 60 days of Internet service for free.
- The Internet Essentials program is normally available to all qualified low-income households in Comcast's service area for \$9.95/month.

Charter/Spectrum:

- Charter will offer free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have a Spectrum broadband subscription and at any service level up to 100 Mbps. To enroll call 1-844-488-8395. Installation fees will be waived for new student households.
- Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely. Charter will continue to offer Spectrum Internet Assist, high speed broadband program to eligible low-income households delivering speeds of 30 Mbps.
- Charter will open its Wi-Fi hotspots across our footprint for public use.
- Spectrum does not have data caps or hidden fees.

Mediacom:

Specific initiatives include:

- Increasing the speed of the [Mediacom Connect2Compete](#) low-cost internet program to 25 megabits per second (Mbps) down by 3 Mbps up (currently 10 Mbps down by 1 Mbps up). Qualifying families who subscribe before May 15, 2020, will receive 60 days of complimentary Mediacom Connect2Compete service.
- Extending the pricing of Mediacom's Access Internet 60 broadband service to new customers at \$19.99 per month for the next 12 months (currently retails for \$29.99 per month).
- Pausing monthly data allowances across all Mediacom broadband service tiers through May 15, 2020;
- Providing complimentary access to all [Mediacom Xtream Wi-Fi Hotspots](#) for 60 days.

Sprint:

For our customers:

- Today, Sprint signed FCC Chairman Ajit Pai's [Keep Americans Connected Pledge](#). For the next 60 days, we will support our residential and small business customers by:
 - Not terminating service if they are unable to pay their Sprint bill because of the coronavirus, and
 - Waiving late fees incurred because of economic circumstances related to the pandemic.
- Starting on March 17, per-minute calling rates for international long distance calls to countries identified by the Center for Disease Control as [Level 3](#) are waived through 5/31/20. Customers are still responsible for any monthly charges for add-on international long-distance calling plans.
- By March 18:
 - Customers with metered data plans will receive unlimited data per month for 60 days (a minimum of two bill cycles) at no extra cost.
 - We will provide customers with an additional 20GB of [mobile hotspot data](#) per month for 60 days (a minimum of two bill cycles) at no extra cost.
- Beginning March 18 - April 1:
 - Customers with mobile hotspot-capable handsets who don't have mobile hotspot today will now get 20GB as well per month for 60 days (a minimum of two bill cycles) at no extra cost.
- For more information about these changes, please visit [Sprint.com](#).
- Customers who prefer to, can easily take advantage of Sprint's various self-service and digital options to get the help they need through the [My Sprint App](#) and the [Online support center](#).

Sprint's Support of 1Million Project Foundation:

- The [1Million Project Foundation's](#) efforts to connect kids without home internet has become that much more important to schools, community leaders and district administrators as they grapple with ongoing educational challenges as schools are canceled. Starting March 17, we will be increasing the data allotment provided to students from 10GB to 20GB each month from now through June 30, 2020.
- Sprint will continue to support the 1Million Project Foundation's 350,000 high school students who lack critical internet access at home and its mission to connect hundreds of thousands more in the future.
- We are making every effort to accelerate our receipt of more than 100,000 new devices intended for use next school year so that we can deploy them as soon as possible to respond to the new environment.

Our Network:

- Sprint has taken steps to help keep customers connected, including over the last couple of years, a [considerable amount of upgrades](#) to our network all across the country.

- We will also add more capacity to some high utilization sites to make sure that we are able to support any increases in usage demand.
- And, our teams continue to closely monitor, optimize and protect the network at all times. These efforts will help ensure our customers are able to depend on our network.
- With an increase in customers working from home and for better connectivity indoors, Sprint also wants to encourage our customers to enable their [Wi-Fi Calling](#) feature on their devices.

T-Mobile:

- Starting now - **ALL current T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data** for the next 60 days (excluding roaming).
- Providing **T-Mobile and Metro by T-Mobile customers on smartphone plans with hotspot data an additional 20GB of mobile hotspot / tethering service** for the next 60 days – coming soon.
- Working with **our Lifeline partners to provide customers extra free data up to 5GB of data per month** over the next two months.
- Increasing the **data allowance for free to schools and students using our [EmpowerED](#) digital learning programs to ensure each participant has access to at least 20GB of data per month** for the next 60 days.

Additionally, we are now:

- Offering **free international calling for ALL current T-Mobile and Metro by T-Mobile customers to landline** (and in many cases mobile) numbers in many severely impacted countries.
Visit our [Customer FAQs page](#) and see the ‘Are you offering anything for customers who need to call families overseas?’ question under ‘Our Customers’ for the full list.
- Supporting the [FCC’s Keep Americans Connected Pledge](#) focused on ensuring residential and small business customers with financial impacts do not lose service.

UPDATE: March 16, 2020

Clarity on Customer Offers:

- We are continuing to work with customers on a case-by-case basis to manage account issues. We do not have an offer available for 60 days of free service and encourage consumers to be cautious of social media posts that may include fraudulent numbers.

Verizon:

- 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. Customer support contact numbers, an online chat feature and support content can be found on the following pages:
- Wireless: <https://www.verizonwireless.com/support/>
- Business: <https://www.verizon.com/business/gateway/>
- In Home: <https://www.verizon.com/support/residential/home>
- Verizon will offer free international calling to countries identified by the Center for Disease Control as [level 3 impacted](#) by the coronavirus effective 3/18 through the end of April. This is available to wireless postpaid consumer and small/medium business customers, and landline home phone customers. Unlimited calls will be included to mobile and landline termination, with the exception of Iran, Latvia, Lithuania and Slovenia provided 300 minutes of free calls per month. Effective 3/19, wireless prepaid customers will also receive a total of 300 additional minutes to call level 3 countries.

- Verizon will also waive activation fees on new lines of service and upgrade fees starting March 18. This applies to all purchases and service-only activations made through Verizon digital channels, such as [verizonwireless.com](https://www.verizonwireless.com) and the My Verizon app.