

## Internet Service Provider COVID-19 Response and Instructions

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<p><a href="#"><u>Comcast Xfinity</u></a></p>	<ul style="list-style-type: none"> <li>The Comcast Internet Essentials Program offers two months of free in-home internet to new customers. <a href="#">Click here for that offer.</a></li> <li>Offering free public wi-fi. Just select the “xfinitywifi” network name in the list of available hotspots.</li> <li><a href="https://www.xfinity.com/support/articles/open-xfinity-wifi-hotspots">https://www.xfinity.com/support/articles/open-xfinity-wifi-hotspots</a></li> </ul> <p><i>What hotspots are included?</i> Xfinity WiFi hotspots located both indoors and outdoors in places like shopping districts, parks, businesses, and train stations will be open. Hotspots located in customers’ homes are not opened to the public.</p> <p>Customers and non-customers can find the exact hotspot locations at <a href="https://www.xfinity.com/wifi/#find-a-hotspot">xfinity.com/wifi/#find-a-hotspot</a>. Xfinity Internet customers can also locate them through the Xfinity WiFi Hotspots app.</p> <p><i>Does the free access apply to both customers and non-customers?</i> Yes, anyone in proximity to an Xfinity WiFi hotspot (located on the map) can access it.</p> <p><i>How can I connect to an Xfinity WiFi hotspot?</i></p> <ol style="list-style-type: none"> <li>1. Visit <a href="https://www.xfinity.com/wifi">xfinity.com/wifi</a> or use the Xfinity WiFi Hotspots app to see a map of Xfinity WiFi hotspots. All open hotspots, both indoor and outdoor, will be displayed on the map in blue.</li> <li>2. Once at a hotspot, customers and non-customers should select xfinitywifi from the list of available WiFi networks, and then launch a browser.</li> </ol> <p>Xfinity Internet customers can sign in using their Xfinity ID and password to be automatically connected to Xfinity WiFi hotspots in the future. Non-Xfinity Internet customers can connect by clicking the Accept and</p>
<p><a href="#"><u>AT&amp;T</u></a></p>	<ul style="list-style-type: none"> <li>Offering free public Wi-Fi for 60 days. <a href="#">Click here for that offer.</a></li> <li>To keep administrators, teachers, parents, and students connected, <a href="#">we’re also offering AT&amp;T Office@Hand Premium powered by RingCentral at no cost for eligible new customers in K-12 education</a>, as well as healthcare and non-profit social services for up to 60 days with agreement.</li> </ul> <p><b>Supporting eLearning Tools</b></p> <ul style="list-style-type: none"> <li>Beyond helping schools meet the connectivity challenge, AT&amp;T is directly supporting the development and deployment of eLearning resources. This includes launching a \$10 million</li> </ul>

\*\* Updated March 25 with additional news from Spectrum and Google.

	<p>Distance Learning and Family Connections Fund to give parents, students and teachers tools they need for at-home learning. The fund launched with a \$1M contribution to Khan Academy – to help them improve and expand online learning resources to meet the growing demand from parents, teachers and students.</p> <ul style="list-style-type: none"> <li>• Additionally, to help keep families connected during this uncertain time, AT&amp;T is funding 60 days of free access and unlimited usage of <a href="#">Caribu</a>, a video-calling application that allows family members to read, draw, and play games with one another while in distant locations.</li> </ul>
<a href="#">Charter Communications/Spectrum</a>	<ul style="list-style-type: none"> <li>• Offering free broadband for households with students through college age who do not already have a subscription. <a href="#">Click here for that offer.</a></li> <li>• Offering free public wi-fi for 60 days. <a href="#">Click here for that offer.</a></li> <li>• To enroll in free Charter wi-fi for 60 days, call 1-844-488-8395. Installation fees will be waived.</li> <li>• If your family receives benefits such as free and reduced lunch, you may <a href="#">qualify for a reduced cost account.</a></li> </ul>
<a href="#">CenturyLink</a>	<p>For the next 60 days, CenturyLink said it has 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. The company is also suspending data usage limits for consumer customers during this time period due to COVID-19. It has committed to the FCC's <a href="#">Keeping Americans Connected Pledge</a></p>
<a href="#">Frontier</a>	<p>Zero data caps</p> <p>Frontier High-Speed Internet service has no data caps, so Frontier customers have unlimited data usage worry free. <a href="#">Details are at frontier.com/terms.</a></p>
<a href="#">Google</a>	<p>Google Fi has joined the <a href="#">Keep Americans Connected Pledge</a>," according to a company spokesman, who has not said to which date it will be effective</p>
<a href="#">Spectrum</a>	<p>FREE Internet Access<sup>8</sup> to qualifying homes with students or teachers. Call <a href="#">1-844-579-3743</a> to enroll</p> <p>In an effort to ensure Americans have necessary access to online resources, qualifying households with students or teachers can get 60 days of free access<sup>8</sup> with a Spectrum Internet account.</p> <ul style="list-style-type: none"> <li>• Available for households with teachers or students from kindergarten to college</li> <li>• Limited to new accounts who do not already have a Spectrum Internet subscription</li> <li>• Free installation options available</li> </ul>

\*\* Updated March 25 with additional news from Spectrum and Google.

	<ul style="list-style-type: none"> <li>• In addition, Spectrum WiFi hotspots will be open for public use.</li> </ul>
<p><b><u>Sprint</u></b></p>	<p>Sprint said on March 13 that it has extended its network to include T-Mobile’s network as well for the next 60 days. Sprint has also signed the Keep Americans Connected Pledge and will waive fees and not terminate services if customers are unable to pay because of the coronavirus for the next 60 days. Customers with metered data plans will now receive unlimited data for 60 days. They will also receive an additional 20GB of hotspot data for the same period.</p> <p>Customers will be able to place free international calls to CDC-designated <a href="#">Level 3</a> countries.</p>
<p><b><u>T-Mobile</u></b></p>	<p>All current T-Mobile plans with data will be granted free unlimited data for the next 60 days, excluding roaming. T-Mobile and Metro by T-Mobile customers will be given an additional 20GB of mobile hotspot and tethering services for the next 60 days. Lifeline customers will be given an extra 5GB of data per month for the next two months.</p> <p>“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,” T-Mobile <a href="#">added</a></p>
<p><b><u>Verizon</u></b></p>	<p>Verizon will waive late fees and keep residential and small business customers connected if negatively impacted by the global crisis, the <a href="#">company said</a> on March 13. It is also upgrading the data plan on its Verizon Innovative Learning program for Title 1 middle schools from 10GB/month to 30GB/month for the next two months, effective March 16. There are no data caps on Verizon home Internet subscribers, a company representative said.</p> <p>On March 23, Verizon <a href="#">updated</a> its coronavirus relief plans, noting that it will waive overage charges in addition to pledging to not terminate service and waive late fees. Verizon is also adding 15GB of 4G LTE data to consumer and small business plans for free. Verizon will waive the next two months of billing cycles on its Lifeline plan. On April 3, Verizon will launch a new broadband discount program; customers may select any Verizon Fios speed in our Mix &amp; Match plans and receive a \$20 discount per month.</p>

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<p><b><u>Viasat</u></b></p>	<p>To keep people connected during the coronavirus emergency, Viasat has joined with other internet service providers and the FCC in <a href="#">The Keep Americans Connected Pledge</a>, which reads as follows:</p> <p>Given the coronavirus pandemic and its impact on American society, Viasat pledges for the next 60 days to:</p> <ul style="list-style-type: none"> <li>• Not terminate service to any residential or small business customers because of their inability to pay their bills due to the disruptions caused by the coronavirus pandemic;</li> <li>• Waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and</li> <li>• Open its Wi-Fi hotspots to any American who needs them</li> </ul>
<p><b><u>Windstream</u></b></p>	<p>Windstream has implemented several provisions of our Business Continuity and Pandemic Response Plans, which provide a standardized strategy for managing potentially disruptive events. The following protocols have been implemented:</p> <ul style="list-style-type: none"> <li>• Suspension of all non-essential business-related travel within the U.S. and all business-related international travel;</li> <li>• Suspension of all on-site vendor meetings and replaced them with virtual solutions;</li> <li>• Transition of employees to work from home in many locations and utilize the company’s robust collaboration tools, including OfficeSuite UC HD Meeting;</li> <li>• Engaged critical suppliers and vendors to re-confirm Business Continuity and Pandemic Response Plans, ensure their capacity to provide product and service continuity and develop alternative solutions, where applicable;</li> <li>• Implemented policy enhancements that provide limited, excused paid time off for employees unable to perform their jobs remotely and affected by the virus; and</li> <li>• Expanded cleaning frequencies, protocols, preventive measures and disinfecting supplies in our offices, call centers and retail locations.</li> </ul>