

Free / Low Cost Internet Resources for Families

Spectrum -

Community Assistance

More than ever before, Americans rely on high speed broadband in nearly every aspect of their lives. In the coming weeks, many will be affected either directly or indirectly by COVID-19. We're committed to serving our 29 million customers and ensuring they maintain reliable access to the online resources and information they want and need. To ease the strain in this challenging time, as of Monday, March 16, we committed 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 new [free access to internet and WiFi](#) for 60 days for new PreK to 12, college student and educator (PreK-12 teachers and college/university professors) households who don't currently have internet or WiFi service.

COVID-19 Remote Education Credit

During this time of uncertainty due to COVID-19, our customers need to stay connected more than ever.

We're committed to offering special discounts to households affected by this virus. Beginning Monday, March 16, we'll offer free access to internet and WiFi for 60-days for new Pre-K to 12, college student and teacher households who don't currently have internet or WiFi service. This discount will be applied as a credit for your first two months of internet services. We'll waive any installation or pre-payment fees to help get you started.

You can qualify for this offer if you:

- Have a student of qualifying age at your service address with remote education needs
- Have not subscribed to our internet services within the past 30 days

Call (855) 243-8892 to sign up for this offer.

Free WiFi Hotspots and Comcast Essentials for Internet

Comcast is offering free WiFi for everyone, with hotspots available to all, including non-Xfinity subscribers.

To access the service, look for the “xfinitywifi” network name in a list of hotspots.

For more information, go to www.xfinity.com/wifi.

You can also receive free internet services for 60 days and then it's \$9.95 per month after that if you qualify.

In order to qualify to pay just \$9.95 per month, you must be eligible for public assistance programs such as National School Lunch Program, Housing Assistance, Medicaid, SNAP, SSI, and others.

Please read more at this link: <https://www.internetessentials.com/>

Resources from the National Locator Tool for Low-Cost Internet Service Offers:

www.everyoneon.org/find-offers.

Provided by HUD’s nonprofit partner, EveryoneOn, the locator is easy to use. Users simply type in their zip codes and answer a few questions to determine eligibility for low-cost offers by the major Internet Service Providers (ISPs).

The site has been updated to reflect new offers many ISPs have made to help ensure connectivity for low-income Americans during the COVID-19 outbreak.

COVID-19 Updates to Specific Low-Cost Internet Service Offers. Featured below is a list of the major ISPs, their low-cost offers, and specific updates to their offers made in response to the Federal Communication Commission’s “Keep Americans Connected” pledge which was designed to help all Americans stay connected to the Internet during the COVID-19 crisis.

AT&T’s “Access by AT&T.” Available in 21 states. One family member must be eligible for SNAP.

COVID-19 response: AT&T has committed waive data overage fees in response to Covid-19.

For more information go to:

<https://gizmodo.com/at-t-waiving-data-overage-fees-for-home-internet-subscr-1842300601>

Charter Communications’ low-cost offer is “Spectrum Internet Assist” and is based on eligibility for the National School Lunch Program.

COVID-19 response: Charter is now offering free Spectrum broadband and Wi-Fi access for 60 days to households with K-12 and/or college students who do not already have service through Spectrum. To enroll, call 1-844-488-8395. Installations fees are waived. There are no data caps.

For more information go to: https://drive.google.com/file/d/1-TjZ8yN2VKMFbhaoG_FlquGgyCD4aSPS/view.

Comcast's low cost offer "Internet Essentials" is available to any low-income American.

COVID-19 Response: Internet Essentials will be free to new customers. New customers will receive 60 days of complimentary Internet Essentials service, which is normally available to all qualified low-income households for \$9.95/month.

Additionally, for all new and existing Internet Essentials customers, the speed of the program's Internet service was increased to 25 Mbps downstream and 3 Mbps upstream. That increase will go into effect for no additional fee and it will become the new base speed for the program going forward.

Xfinity WiFi Free for Everyone: Xfinity WiFi hotspots across the country will be available to anyone who needs them for free – including non-Xfinity Internet subscribers. For a map of Xfinity WiFi hotspots, visit www.xfinity.com/wifi. Once at a hotspot, consumers should select the "xfinitywifi" network name in the list of available hotspots, and then launch a browser.

Data overages will no longer apply for 60 days.

No Disconnects or Late Fees: Comcast will not disconnect a customer's internet service or assess late fees if they contact them to let them know that they can't pay their bills during this period. Comcast care teams will be available to offer flexible payment options and can help find other solutions.

For more information and updates from Comcast related to Coronavirus, visit:

<http://www.comcastcorporation.com/COVID-19/>

Cox Communications' Connect2Compete is for families with school-aged children who are enrolled in low-income assistance programs.

COVID-19 response: For a limited time, the first month of service will be free, \$9.95/month thereafter.

For other information and other offers go to:

https://newsroom.cox.com/cox_internet_changes_to_assist_students_-_remote_workers

The Starry Internet Company affordable service Starry Connect available in New York City, Boston, Los Angeles, Washington, DC and Denver in affordable housing developments.

COVID-19 response: Beginning March 16th through May all Starry Connect will be free for new and existing customers. In addition, Starry will restore service to existing customers whose service was suspended the previous month due to nonpayment.

For more information go to:

https://www.lightreading.com/services/us-isps-back-pais-keep-americans-connected-pledge-/d/d-id/758211?_mc=RSS_LR_EDT

T-Mobile:

COVID-19 Response: While T-Mobile does not have a low-cost offer, it has announced that starting now, all current T-Mo and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for 60 days, excluding roaming. Most subscribers already have unlimited data, but now people who may be on

an older plan with a data allotment have unlimited data. Also, Starting soon, T-Mobile and Metro by T-Mobile customers will have an additional 20GB of mobile hotspot data for the next 60 days.

For more information go to:

<https://www.tmonews.com/2020/03/t-mobile-metro-unlimited-data-mobile-hotspot-coronavirus/>

Other smaller or regional ISPs have offers as well:

This Open Source Document lists information about special programs regional ISPs are offering in response to the crisis.

The Lifeline program provides a subsidy to HUD-assisted residents for phone and/or Internet service. Annual recertification requirements have been postponed for 60 days by the FCC.

For updates to these offers: See the Federal Communications Commission's "Keep Americans Connected" page.

<https://www.fcc.gov/keep-americans-connected>