

Wi-Fi Options Available During COVID-19 Quarantine

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.
- **Internet Essentials Free to New Customers:** As announced yesterday, it’s even easier for low-income families who live in a Comcast service area to sign-up for Internet Essentials, the nation’s largest and most comprehensive broadband adoption program. 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.
- **Pausing Our Data Plan:** With so many people working and educating from home, we want our customers to access the internet without thinking about data plans. While the vast majority of our customers do not come close to using 1TB of data in a month, we are pausing our data plans for 60 days giving all customers Unlimited data for no additional charge.
- **No Disconnects or Late Fees:** We will not disconnect a customer’s internet service or assess late fees if they contact us and let us know that they can’t pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.
- **News, Information and Educational Content on X1:** For those with school-age students at home, we’ve created new educational collections for all grade levels in partnership with Common Sense Media. Just say “education” into your X1 or Flex voice remote. To help keep customers informed, we also have created a collection of the most current news and information on Coronavirus. Just say “Coronavirus” into your X1 or Flex voice remote.
- **24x7 Network Monitoring:** Underpinning all of these efforts, Comcast’s technology and engineering teams will continue to work tirelessly to support our network operations. We engineer our network capacity to handle spikes and shifts in usage patterns, and continuously test, monitor and enhance our systems and network to ensure they are ready to support customer usage. Our engineers and technicians staff our network operations centers 24/7 to ensure network performance and reliability. We are monitoring network usage and watching the load on the network both nationally and locally, and to date it is performing well.

AT&T

- **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.

Verizon Wireless

- 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>
 - **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.
 - **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 and the My Verizon app. [Updated on 03/18/2020]

Sprint

- 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)

T-Mobile/Metro

- 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.
- **Offering free international calling for ALL current T-Mobile and Metro by T-Mobile customers to Level 3 impacted countries.**
- Supporting the FCC's Keep Americans Connected Pledge focused on ensuring residential and small business customers with financial impacts do not lose service.