

Technology Resources

3/20/2020

Several technology companies are offering free/reduced internet service to support families during school closure periods.

Charter/Spectrum:

- Beginning Monday, March 16, Charter Communications commits to the following for 60 days:
- 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.
 - <https://corporate.charter.com/newsroom/charter-to-offer-free-access-to-spectrum-broadband-and-wifi-for-60-days-for-new-K12-and-college-student-households-and-more>
- Charter will continue to offer the Spectrum Internet Assist high-speed broadband program to eligible low-income households delivering speeds of 30 Mbps.
 - <https://www.spectrum.com/browse/content/spectrum-internet-assist.html>
- Charter will open its Wi-Fi hotspots across our footprint for public use.
 - <https://www.spectrum.com/wifi-hotspots.html>
- Spectrum does not have data caps or hidden fees.

AT&T:

- Late fees are deactivated and AT&T commits to not terminate any of its services if customers are unable to pay immediately.
- Low-income households can still sign up for “Access from AT&T” to obtain wireless service for \$10 per month.
 - <https://www.att.com/shop/internet/access/index.html#!/>
- AT&T also lifted data caps for customers with broadband internet, letting them get online without limitations.
- Hotspots operated by AT&T are now open to the general public as well.
- AT&T supporting resources: <https://about.att.com/pages/COVID-19.html>

T-Mobile:

- 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 an additional 20GB of mobile hotspot / tethering service for the next 60 days – coming soon.
- Working with Lifeline partners to provide customers extra free data up to 5GB per month over the next two months.
 - <https://www.t-mobile.com/business/education/empowered2>

- 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.

Sprint:

- Sprint signed FCC Chairman Ajit Pai's Keep Americans Connected Pledge. For the next 60 days, they will support 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 Tuesday, customers with international long-distance calling plans will receive complimentary international calling rates from the U.S. to countries defined by the CDC as Level 3.
- By next Thursday, customers with metered data plans will receive unlimited data per month for 60 days (a minimum of two bill cycles) at no extra cost. Customers will be provided with an additional 20GB of mobile hotspot data per month for 60 days (a minimum of two bill cycles) at no extra cost.
- Coming soon:
 - 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.
 - Sprint's Support of 1Million Project Foundation - <http://www.1millionproject.org/parents>