



## Increased Access to Internet Coverage for Connecticut Residents

Below is a compilation of the packages and offers internet providers across the state are making to Connecticut residents to get online and stay connected at home through the COVID 19 crisis.

*As of May 18<sup>th</sup> 2020*

### Keeping America Connected Pledge

Virtually every internet provider in Connecticut has signed onto the FCC's [Keep Americans Connected Pledge](#). This means that companies will:

- Not terminate service to any residential or small business customers due to an inability to pay their bills due to the disruptions caused by COVID 19.
- Waive any late fees that any residential or small business customers incur because of their economic circumstances related to COVID 19 disruption
- Open all WiFi hotspots to the general public.

Internet providers in Connecticut that have signed the pledge include:

Comcast, Frontier, Altice (Optimum), Charter (Spectrum), Cox, Atlantic, Verizon, AT&T, T-Mobile and others. A full list of companies that have taken the pledge can be found [here](#).

In addition to the connectivity pledge, certain internet providers are taking further steps to cover residents in the state. Below is a list of generous offers companies are making in the state.

### Connecticut Cable Internet Providers

#### Comcast

- [Internet Essentials](#) is Free to New Customers: It is now 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 free 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. Households with outstanding debt owed to Comcast may be eligible for Internet Essentials. We are waiving this qualification if you apply and are approved by 6/30/20. After 6/30/20, standard eligibility rules apply.
- [Support For University Students](#): Xfinity is now offering eligible university students who live in our service areas and need internet service a Visa prepaid card worth about two months of internet service. No upfront fees, no installation costs.



- Once you are an Internet Essentials customer, you have the option to purchase a laptop or desktop computer for \$149.99 plus tax. If you are interested, follow the easy steps below.
- 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](http://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.
- 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.

#### **Altice USA Broadband (Optimum)**

- Offering free 30 Mbps of broadband to homes with K-12 and College students for up to 60 days to keep those learning who may be displaced due to school closures. To learn more and access this opportunity, visit [Altice’s website](#).
- Altice Business is partnering with school districts in our service area to offer its Student WiFi product at no cost through the 2019-2020 school year. Altice Business Student WiFi provides students who have school-issued devices the ability to use the Optimum WiFi Hot Spot Network to access their school’s network and resources from home if they do not have dedicated Internet access.
- We have opened up our Emergency Optimum WiFi outdoor hotspots for public use to non-subscribers. To find an Emergency Hotspot, click [here](#). To join, in the Wi-Fi settings on your device, select the "optimumwifi-Emergency" network name and follow the prompts to log in.

#### **Charter (Spectrum)**

- 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 with a Spectrum Internet account, now until June 30, 2020.
  - o Available for households with teachers or students from kindergarten to college
  - o Limited to new accounts who do not already have a Spectrum Internet subscription
  - o Free installation options available
  - o In addition, Spectrum WiFi hotspots will be open for public use.
  - o Call [1-844-579-3743](tel:1-844-579-3743) to enroll. To learn more and access this opportunity, visit [Charter Spectrum's website](#).



## Cellular Data Plans

### T-Mobile

- Providing unlimited high-speed smartphone data to current customers who have legacy plans without unlimited high-speed data (excluding roaming) through June 30, 2020;
- Giving T-Mobile postpaid and Metro by T-Mobile customers on smartphone plans with mobile hotspot data the ability to add 10GB of Smartphone Mobile HotSpot each month for the next two months (20GB total) through June 30, 2020 (excluding T-Mobile Connect);
- Working with our Lifeline partners to provide customers up to 5GB per month of extra free data through June 30, 2020;
- Increasing the data allowance, at no extra charge, to schools and students using our EmpowerED digital learning program to ensure each participant has access to at least 20GB of data per month through June 30, 2020; and
- Providing free international calling to landlines (and in many cases mobile numbers) to countries that were significantly impacted by COVID-19 through May 13, 2020. To learn more, visit [T-Mobile's website](#).

### AT&T

- Through June 30, 2020, for residential or small business customers who notify of inability to pay bills due to disruptions caused by the coronavirus pandemic, ATT will:
  - o Not terminate any postpaid wireless, home phone or broadband residential or small business account.
  - o Waive any late payment fees for postpaid wireless, home phone or broadband residential or small business, U-verse TV or DIRECTV customer.
  - o Waive domestic postpaid wireless plan overage charges for data, voice or text for residential or small business wireless customers.
  - o Keep public Wi-Fi hotspots open for anyone who needs them.
- **More mobile hotspot data** – Automatically increasing mobile hotspot data by 15GB a month for each line on an unlimited plan that currently includes a monthly tethering allotment through June 30. [Click here](#) to see how to set up your mobile hotspot.
- **Connecting Service Men and Women** - Agreement with the Navy Exchange Command that allows military personnel stationed on selected Navy ships to make calls to their loved ones through June 30 at no cost to the Navy or its sailors. Additionally, waiving Guam-based international roaming charges for AT&T Mobility accounts through May 31 and retroactively to April 1.



- **Unlimited AT&T Home Internet** – All AT&T consumer home internet customers, as well as Fixed Wireless Internet, can use unlimited internet data through June 30.
- **Access from AT&T** – Offer internet access for qualifying limited income households at \$10 a month through our [Access from AT&T program](#). Expanded eligibility to the program to households participating in the National School Lunch Program and Head Start. Offering new Access from AT&T customers two months of free service through May 24.
- To learn more, visit [AT&T's website](#).

### Verizon

- Will waive overage charges and late fees to support customers who may be financially affected by the COVID-19 crisis
- Announces two months waived internet and voice service charges for current Lifeline customers and new affordable internet option for low-income households
- Adds 15GB of high-speed data for wireless consumer and small business customers to be automatically applied with no customer action necessary and 15GB of 4G LTE hotspot data to wireless customers on unlimited plans, and 15GB of data to Jetpack plans.
- Verizon provides first responders with priority and preemption abilities for voice and data
- Consumer and small business Fios and DSL broadband internet plans have no data caps
- Waiving activation fees on new lines of service or upgrades.
- Providing consumers with free learning tools from Quizlet, Epic! and Chegg Study, as well as free access to dozens of news channels, sports replays of classic NBA and NHL games, and entertainment channels
- Free learning tools and premium TV: Beginning April 1, Fios TV customers who don't currently subscribe to select premium channels will get access to 30 days of programming through their set top box at no additional cost, and with no extra sign-ups, including: SHOWTIME, Epix and Gaiam TV Fit & Yoga and free replays from NBA League Pass and select NHL games from NHL Center Ice.
- Offering unlimited domestic calling to wireless customers on limited-minute plans through May 31.
- To learn more, visit [Verizon's website](#).