

## Internet Service Provider and Phone Company Coronavirus Response Efforts

### "Keep Americans Connected" Pledge – FCC and Internet/Phone Service Providers

- [FCC 3/13/20 Media Release](#) announced the pledge and the companies that initially signed on. Pledge is for 60 days for companies to...
  - 1) "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;
  - 2) waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic;
  - 3) open its Wi-Fi hotspots to any American who needs them."

FCC Chairman Pai also encouraged companies to go beyond the pledge:

- Expand or introduce low-income broadband programs like Connect2Compete (e.g., Cox)
- Relax their data cap policies in appropriate circumstances
- Work with schools and libraries on remote learning opportunities
- (telephone carriers) waive long-distance and overage fees in appropriate circumstances

### Specific broadband company offers (so far)

**Spectrum ([Charter Spectrum](#)) 60-day free broadband offer** - Effective Monday, March 16:

- 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. (After 60 days, discounted fees would apply.)
- Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely. Charter will continue to offer Spectrum Internet Assist, high speed broadband program to eligible low-income households delivering speeds of 30 Mbps.
- Charter will open its Wi-Fi hotspots across its footprint for public use.
- Spectrum does not have data caps or hidden fees.
- Tips for students:
  - Students will have to specifically refer to this offer when they call to receive it
  - Call wait times may be longer than usual
  - Students who were former customers with unpaid fees will first have to pay those balances before accessing this service

**Comcast** - opening up their Xfinity Wifi Network nationally for free and expanding services/support for existing and new customers: <https://corporate.comcast.com/covid-19>

- Map of Xfinity WiFi hotspots: [www.xfinity.com/wifi](http://www.xfinity.com/wifi)
- Unlimited data and no disconnects or late fees for existing customers
- New low-income customers will receive 60 days of complimentary Internet Essentials service, normally \$9.95/month (at speeds of 25 Mbps downstream and 3 Mbps upstream)
- Other streaming/entertainment services

**Cox Communications** (see Cox's [coronavirus page](#)) - Effective Monday, March 16:

- Limited-time, first month free of Connect2Compete service (a service for lower-income customers); \$9.95/month thereafter
- Until May 12, 2020, phone and remote desktop support through Cox Complete Care will be provided at no charge
- Resources for discounted, refurbished equipment through Cox' association with PCs for People
- A Learn from Home toolkit for schools, including instructions on how to fast-track eligible students without internet access

Further information will be provided as companies roll out additional offers. In addition to the companies listed above, examples of other NC broadband and phone service providers known to have taken the FCC pledge include AT&T, CenturyLink, Google Fiber, Sprint, T-Mobile, Verizon, and Windstream.

Provider coverage maps:

- AT&T: <https://www.att.com/maps/wireless-coverage.html>
- Cox Communications: <https://providersbyzip.com/cox-communications-availability>;  
hotspots: [www.xfinity.com/wifi](http://www.xfinity.com/wifi)
- Spectrum/Charter Wifi/Cell: <https://spectrum.cellmaps.com/charter-fullscreen.html>
- Verizon: <https://www.verizonwireless.com/featured/our-network/#maps>
- Various Internet Service Providers (ISPs): <https://www.highspeedinternet.com/nc>