Discounted Home Internet Service Offerings: COVID-19

In response to the Coronavirus pandemic, several internet and telecom service providers have pledged to offer free access to the internet or increased data allowances to ensure people can get online during this unprecedented time. The table below highlights some of the latest offerings.

Please note: This document is our best interpretation of each company's offerings, which are subject to change. Contact the Internet Service Providers directly for details.

Summary

You have a few options for free or discounted internet access:

1. **Comcast, Cox, and Altice are offering free internet service with no contract, for qualified customers.**

2. **Personal Mobile Device as wifi hotspot:**

    - If you have a mobile phone and a data plan, your provider may have expanded your ability to use your mobile phone as a "hotspot." Verify with your mobile provider what is available; a number of major carriers have increased the data allowed for mobile hotspots.
    - **How it works:** To turn your mobile phone into a hotspot, you change a setting in your cellular settings that enables hotspot, and you will see wifi name and login information on your phone. Then choose the wifi name in your computer's wifi list, and type in the password you see on your phone. Contact your mobile carrier or view your carrier's website for details on how to setup a mobile hotspot.

3. **Free public wifi hotspots** available in some residential areas from AT&T, Comcast, and Charter (and, perhaps, others).

    - **How it works:** In the wifi settings on your device, you will be able to see available public wifi. For example, for Comcast it says "xfinitywifi". You will now be able to connect to that without any limits on time. Each person using Comcast for their internet has a router that acts as an access point or hotspot for public wifi. This gives other people access to the Xfinity wifi if they are near, but they are not using the customer's wifi; it is Xfinity operated.

We will do our best to update this document with offers from other companies.

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Service Provider & Info	Offer	Eligibility/Restrictions	Additional Fees	Location/ Availability
Altice (Optimum & Suddenlink) Information: https://www.alticeadvantageinternet.com/#/	**60 Days Free Internet:** 30 mbps internet speed free for 60 days with the ability to cancel at any time. Restrictions Apply	1. Must be a new customer. 2. Must be eligible for the National School Lunch Program; or NYC resident w/child attending NYC public school; or received SSI and 65 years+; or a veteran receiving state or federal public assistance.	**Optimum customers**: $30 installation fee waived through 4/30/2020. Fee applies after 5/1/2020 and will appear in three (3) $10 installments of the first 3 monthly bills. **Suddenlink customers:** $20 installation fee applies at time of installation.	**Optimum:** CT, NJ, NY, PA **Suddenlink:** AR, AZ, CA, ID, KS, KY, LA,MO, MS, NC, NM, OH, OK, TX, VA, WV
AT&T Information: https://about.att.com/pages/COVID-19.html Access from AT&T Program	**Improved Data and Payment Allowances:** 1. AT&T will suspend broadband data caps for home internet. 2. AT&T home internet customers can use unlimited internet data. 3. AT&T will not terminate services for existing customers for inability to pay their bills. 4. They will also waive late payment fees. **Discounted Internet for "Limited Income" Households:** Offer of $10/month internet access for qualifying limited income households. Free Public WiFi Hotspots:AT&T public wifi hotspots will be open for anyone. IMPORTANT NOTE: If connecting to any public network, you should connect to Pulse Secure VPN for added security.	All current customers will receive these offers as well as anyone in range of AT&T public wifi.		AT&T is available nationwide.

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Charter To enroll in this special offer call: 1-844-488-8395	60 Days Free Internet: Offering free broadband and wifi access for 60 days for new customers. Installation fees will be waived. No commitment to a subscription necessary. (To enroll call 1-844-488-8395) *Restrictions Apply* Free Public WiFi Hotspots: Charter will open their WiFi hotspots for public use. IMPORTANT NOTE: If connecting to any public network, you should connect to Pulse Secure VPN for added security.	1. Must be a new customer. 2. For households with students in K-12 or college.	No contract required. However, after 60 days, customers will be billed at regular rates unless they disconnect their service.	AL, AR, AZ, CA, CO, CT, FL, GA, HI, ID, IL, IN, KS, KY, LA, ME, MD, MA, MI, MN, MS, MO, MT, NE, NV, NH, NJ, NM, NY, NC, OH, OR, PA, RI, SC, TN, TX, UT, VT, VA, WA, WV, WI, WY
Comcast Information: https://www.internetessentials.com/apply	**60 Days Free Internet:** Offering new residential customers who qualify for the Internet Essentials Program free internet for 60 days with no contract commitment. **Improved Data and Payment Allowances starting March 13:** • Comcast will suspend data caps for 60 days. • Comcast will not disconnect service or charge late fees for customers who contact the company regarding overdue payments for 60 days. • Comcast is opening Xfinity wifi hotspots for public use (should connect to Pulse Secure VPN if connected to public wifi).	1. Must be eligible for certain public assistance programs. 2. Must not have outstanding debt to Comcast that is less than 1 year old. 3. You must not have subscribed to services within the last 90 days.	No contract required. However, after 60 days, customers will be billed at regular rates unless they disconnect their service. Offer ends 4/30/2020.	AL, AR, AZ, CA, CO, CT, DE, DC, FL, GA, ID, IL, IN, KS, KY, LA ME, MD, MA, MI, MN, MO, NH, NJ, NM, NY, NC, OH, OR, PA, SC, TN, TX, UT, VT, VA, WA, WV, WI

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Verizon Information: https://www.verizon.com/about/news/our-response-coronavirus Verizon Lifeline Information and Application	**Improved Data and Payment Allowances:** • Verizon offers no data caps on its home internet broadband services. • They have increased internet speeds for home internet at no cost to customers. • Starting 3/11, they will be waiving late fees for people impacted by COVID-19 for 60 days. • Verizon Lifeline discounted plan available for qualified low-income customers.	All current Verizon home internet customers receive these offers. Verizon Lifeline – customers must apply. Eligibility depends on state requirements.		Verizon broadband has nationwide coverage. Verizon Lifeline: CT, DC, DE, MA, MD, NC, NJ, NY, PA, RI, VA

Don’t see your local provider? Contact your local ISP or cable company to see if they are offering any deals at this time.