

INTERNET OPTIONS FOR FAMILIES

A reliable internet connection is valuable to both students and parents. Companies are listed below that are providing free or reduced-price internet service during this time.

National Locator Tool for Low-Cost Internet Service Offers:

www.everyoneon.org/find-offers

- Provided by HUD's nonprofit partner, EveryoneOn, the locator is easy to use. Users simply type in their zip codes and answer a few questions to determine eligibility for low-cost offers by the major Internet Service Providers (ISPs).
- The site has been updated to reflect new offers many ISPs have made to help ensure connectivity for low-income Americans during the COVID-19 outbreak.

AT&T's "Access by AT&T." Available in 21 states. One family member must be eligible for SNAP.

<https://m.att.com/shopmobile/internet/access/>

New Service Questions: 866-861-6075, Bill & Account Questions: 800-288-2020

- AT&T has committed to waive data overage fees in response to COVID-19.
- For more information visit: <https://gizmodo.com/at-t-waiving-data-overage-fees-for-home-internet-subscr-1842300601>.

ComSouth powered by Hargray's Keep Americans Connected.

<https://www.hargray.com/freeinternet>

Contact 877-HARGRAY with questions.

- Free Internet services for 60 days to families with students in grades K-12 or college across its service territory who do not already subscribe to Hargray Internet. To learn more about this program, visit hargray.com/freeinternet.
- Hargray will also offer discounted packages to existing customers to upgrade their Internet speed tier free for 3 months to ensure they everyone has the necessary speeds to accommodate higher Internet usage during this time.

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Comcast's low cost offer, "Internet Essentials," is available to any low-income American.

<https://www.internetessentials.com/>

New Applicants: 855-8-INTERNET (855-846-8376), Current Customers: 800-XFINITY (800-934-6489)

- Internet Essentials will be free to new customers. 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.
- 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.
- Data overages will no longer apply for 60 days.
- No Disconnects or Late Fees: Comcast will not disconnect a customer's internet service or assess late fees if they contact them to let them know that they can't pay their bills during this period. Comcast care teams will be available to offer flexible payment options and can help find other solutions.
- For more information and updates from Comcast related to Coronavirus, visit: <http://www.comcastcorporation.com/COVID-19/>.

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Cox Communications' Connect2Compete is for families with school-aged children who are enrolled in low-income assistance programs.

<https://www.cox.com/residential/internet/connect2compete.html>

Sales: 800-234-3993

- For a limited time, the first month of service will be free, \$9.95/month thereafter.
- For other information and other offers go to:
https://newsroom.cox.com/cox_internet_changes_to_assist_students_-_remote_workers.

T-Mobile:

- While T-Mobile does not have a low-cost offer, it has announced that starting now, all current T-Mo and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for 60 days, excluding roaming. Most subscribers already have unlimited data, but now people who may be on an older plan with a data allotment have unlimited data.
- Also, Starting soon, T-Mobile and Metro by T-Mobile customers will have an additional 20GB of mobile hotspot data for the next 60 days.
- For more information go to: <https://www.tmonews.com/2020/03/t-mobile-metro-unlimited-data-mobile-hotspot-coronavirus/>.

Other smaller or regional Internet Service Providers have offers as well:

- This [Open Source Document](#) lists information about special programs regional ISPs are offering in response to the crisis.

The Lifeline program provides a subsidy to HUD-assisted residents for phone and/or internet service. Annual re-certification requirements have been postponed for 60 days by the FCC.

- For updates to these offers: See the Federal Communications Commission's "Keep Americans Connected" page, <https://www.fcc.gov/keep-americans-connected>.