

INTERNET PROVIDER	CONNECTIVITY PROMOTION	PHONE NUMBER
Keep America Connected Pledge	FCC Keep America Connected Pledge	
AT&T	AT&T is waiving fees for going over data caps, adding that many of its internet customers already have unlimited data. "Additionally, through Access from AT&T we'll continue to offer internet data to qualifying limited income households for \$10 a month," an AT&T spokesperson added in an emailed statement Thursday, March 12. On Friday, AT&T added all home internet users have access to unlimited data; it will offer Cisco Webex Meetings video conferencing for free for the next 90 days for businesses, universities and schools; customers will be credited for the costs of calling CDC Level-3 countries; its World Connect Advantage plan will be 50% off; and it is supporting the State Educational Technology Directors Association (SETDA), which is developing "communication tools for parents, teachers and school boards to help them handle school closures and the increase in virtual learning."	1-800-288-2020
Charter	<p>CHARTER TO OFFER FREE ACCESS TO SPECTRUM BROADBAND & WI-FI FOR 60-DAYS FOR NEW K-12 AND COLLEGE STUDENT HOUSEHOLDS AND MORE Stamford, CT. – March 13, 2020 – In the coming weeks, many Americans will be affected either directly or indirectly by COVID-19 and Charter is focused on serving and supporting our 29 million customers. Americans rely on high speed broadband in nearly every aspect of their lives and Charter is committed to ensuring our customers maintain reliable access to the online resources and information they want and need. To ease the strain in this challenging time, beginning Monday, March 16, Charter commits to the following for 60 days:</p> <ul style="list-style-type: none"> •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 at any service level up to 100 Mbps. To enroll call 1-844-488-8395. Installation fees will be waived for new student households. •Charter will partner with school districts to ensure local communities are aware of these tools to help students learn remotely. •For eligible low-income households without school-aged children, Charter continues to offer Spectrum Internet Assist, a low-cost broadband program delivering speeds of 30 Mbps. •Charter will open its Wi-Fi hotspots across our footprint for public use •Spectrum does not have data caps or hidden fees. <p>As the country works collaboratively to contain this pandemic, broadband internet access will be increasingly essential to ensuring that people across the country are able to learn and work remotely, that businesses can continue to serve customers, and that Americans stay connected and engaged with family and friends. Charter's advanced communications network will ensure our more than 29 million customers – including government offices, first responders, health care facilities, and businesses – across 41 states maintain the connectivity they rely on. The network is built to sustain maximum capacity during peak usage which is typically in the evenings, so a surge during the day would be well within the network's capabilities to manage. Charter will continue to closely monitor this dynamic situation, and is well-prepared to continue delivering reliable connectivity. Charter has extensive business and workforce continuity plans in place that will be adjusted as needed to best serve all our customers and employees.</p>	844-488-8395
Cox Communications	Cable giant Cox said it will upgrade internet speeds for select residential packages for folks working at home and extending support services for loading applications like online classroom support and web conferencing services. And the Dish Network said it would provide its entire portfolio of 600 MHz spectrum to T-Mobile at no cost for 60 days. "The step was taken as the nation responds to the spread of COVID-19, which has led to the closure of businesses, schools and large gatherings coast to coast.	1-800-234-3993
Spectrum	Charter said, citing the COVID-19 coronavirus pandemic, that it will open its WiFi hotspots across the country for public use, and will offer free Spectrum broadband service and WiFi access for 60 days to households with K-12 or college students that do not already have Spectrum broadband service at any level up to 100 Mbps. The company will waive installation fees for those new student households. The company said it will partner with schools to get the word out. The company will waive installation fees for those new student households. The company said it will partner with schools to get the word out.	1-844-488-8395
Sprint	<p>Sprint announced Friday that it'll offer unlimited data for 60 days starting next week. The arrangement will kick in by March 19, and Sprint will also provide customers with an extra 20GB of mobile hotspot data per month for the same time period. The carrier is also waiving late fees from Friday, and won't terminate services if customers are unable to pay their bill due to the impacts of the coronavirus. By Tuesday, it'll introduce free international calling for CDC Level 3 nations for customers with long-distance calling plans. Customers who don't pay for mobile hotspot services will get 20GB per month for the next 60 days "soon," Sprint added.Sprint's Support of 1Million Project Foundation:</p> <p>The 1Million Project Foundation's efforts to connect kids without home internet has become that much more important to schools, community leaders and district administrators as they grapple with ongoing educational challenges as schools are canceled. Starting next Tuesday, we will be increasing the data allotment provided to students from 10GB to 20GBeach month from now through June 30, 2020. Sprint will continue to support the 1Million Project Foundation's 350,000 high school students who lack critical internet access at home and its mission to connect hundreds of thousands more in the future.</p> <p>We are making every effort to accelerate our receipt of more than 100,000 new devices intended for use next school year so that we can deploy them as soon as possible to respond to the new environment.</p>	1-888-211-4727
Suddenlink (Alltice USA)	<p>In response to the COVID-19/coronavirus pandemic, Alltice USA has taken several steps to ensure that Americans within the communities we serve have reliable access to high-speed broadband connectivity to keep them connected to the people, information, and resources they rely on. Alltice USA is committed to helping schools and students stay connected during this unprecedented time. For households with K-12 and/or college students who may be displaced due to school closures and who do not currently have home internet access, we are offering our Alltice Advantage 30 Mbps broadband solution for free for 60 days to any new customer household within our footprint. Starting Monday, March 16, 2020, eligible households interested in this solution can call:</p> <ul style="list-style-type: none"> • 866-200-9522 to enroll in Optimum region • 888-633-0030 to enroll in Suddenlink region <p>In addition, Alltice USA is proud to have joined the Keep Americans Connected Pledge recently announced by Federal Communications Commission Chairman Ajit Pai. As part of the pledge, Alltice USA has committed for the next 60 days to:</p> <ul style="list-style-type: none"> • not terminate broadband and voice 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; • waive any late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus pandemic; and • open our WiFi hotspots to any American who needs them. <p>Alltice USA is also taking various measures to keep our communities safe, healthy and connected; more information can be found at www.allticeusa.com/coronavirus. "We know that our connectivity services, especially broadband and voice, are essential for fostering learning for students, powering our local businesses, and keeping our communities connected," said Alltice USA CEO Dexter Goei. "Alltice USA is proud to do its part in ensuring that customers and businesses in our service areas have reliable access to the connectivity services that are critically important during this rapidly evolving public health situation."</p>	1-866-200-9522 to enroll in Optimum region 1-888-633-0030 to enroll in Suddenlink region
T-Mobile	T-Mobile announced Friday that it would be providing unlimited data on all mobile plans for the next 60 days. This includes T-Mobile and Metro customers. It will also be providing an additional 20GB of its mobile hotspot service for the next 60 days, and is offering free international calls to any Level 3-impacted nations worldwide. "Now, more than ever, as school and workplace closures are happening each day, reliable internet connectivity is crucial," T-Mobile said in a blog post Friday afternoon. The carrier is increasing its data allowance for free to schools and students who use its EmpowerED digital learning programs, providing 20GB of data per month for the next 60 days.	888-863-8768
Verizon	On Friday, Verizon said it will waive late fees for the next 60 days, and keep homes and small businesses connected while they're "negatively impacted by global crisis." "We want to ensure that our customers can continue to use the internet to work, learn, and carry on with their lives as we all address this collective challenge." Hans Vestberg, Verizon CEO, said as part of a new FCC pledge by carriers March 13 that involves not terminating residential or small business services due to their inability to pay bills during the coronavirus pandemic; waiving late fees; and opening their Wi-Fi hotspots to all Americans for the next 60 days.	1-800-922-0204
Viasat.com	https://corpblog.viasat.com/covid-19/	855-627-2221
BlueWave Communications	https://www.bluewavenc.net/	910-446-9172 or 877-442-9515

For additional information, go to the NC Department of Information Technology COVID-19 Internet Service Offerings page, <https://www.ncbroadband.gov/covid19broadband/#isp>