

Internet and Phone plans during COVID-19

The following resources are in alpha-order. Hyperlinks to source statements are provided for easy updates.

(*) items are Lifeline discounted or not specifically Lifeline

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Federal Communications Commission

- Agency Waives Lifeline Program De-Enrollment Requirements Until May 29. [PDF found here.](#)

Access Wireless

- No information at this time.

Assurance Wireless / Solix

- **Unlimited Domestic Calling & Texting** plus an extra 6GB* Data through 5/20/2020.

- Extra data is one lump amount and does not increase monthly data allotment.

*AT&T

Follow their [Relief Measures](#) or [COVID-19 Newsroom](#). The below is effective: April 2 through May 13, 2020.

- **AT&T signed on to FCC Chairman Ajit Pai's Keep Americans Connected Pledge**, in which companies pledge:
 - **Not to terminate service to any residential or small business customers** because of their inability to pay their bills due to 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 its Wi-Fi hotspots to any American who needs them.**
- **Unlimited AT&T Home Internet** – All AT&T consumer home internet wireline customers, as well as Fixed Wireless Internet, can use unlimited internet data. Additionally, we'll continue to offer internet access for qualifying limited income households at \$10 a month through our Access from AT&T program.
- **Helping You Work and Learn Remotely** – Businesses, universities and schools can keep their teams and classrooms connected through conference calls and video conferencing with Cisco Webex Meetings with AT&T for 90-days, and seamlessly forward calls to both mobile and landline phones with AT&T IP Flexible Reach.
- **Distance Learning** – AT&T is underwriting expenses for a "one-stop" resource center to support eLearning Days from the State Educational Technology Directors Association (SETDA) available to all educators in schools to help them handle school closures and the increase in virtual learning due to COVID-19.
- **More mobile hotspot data** – We are automatically increasing mobile hotspot data by 15GB a month for each line on an unlimited plan that currently includes a monthly tethering allotment. That means if you're on AT&T Unlimited Elite you'll automatically get 45GB a month of tethering per line. Click here to see how to setup your mobile hotspot.
- **What you want online, even easier** – When you purchase or upgrade your device online, we'll give you free express shipping, as well as waive or credit the activation, upgrade and restocking fees. We're also giving wireless customers 20% off accessories when you order through [att.com/accessories](#).
- **Curb-side pick-up** – When your order is ready, we will deliver it to your car. Existing customers can get curbside pick-up for online orders at an open AT&T store.
- **Door-step delivery with virtual setup** – In select markets, AT&T Ready to Go will continue to bring the retail experience to you. Consumer and small business customers can get fast door-step delivery with no-contact virtual expert setup with eligible device orders.

Budget Mobile

- As of April 2017, Budget Mobile no longer provides Lifeline services.

CenturyLink

All information is accurate through May 12, 2020.

- **CenturyLink signed onto the FCC's new "Keep Americans Connected" pledge** - in which companies pledge:
 - **Not to terminate service to any residential or small business customers** because of their inability to pay their bills due to 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 its Wi-Fi hotspots to any American who needs them.**

- **Waive all data caps.** As part of our pledge to keep Americans connected, we've temporarily suspended all data usage limitations for residential and small business customers. There is nothing you need to do. We're here to keep you connected.

*Comcast / Xfinity

- **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.
- **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.
- **No Disconnects or Late Fees:** We will not disconnect a customer's internet service or assess late fees if they contact us and let us know that they can't pay their bills during this period. Our care teams will be available to offer flexible payment options and can help find other solutions.
- **Internet Essentials Free to New Customers:** As announced yesterday, it's 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 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.
- **News, Information and Educational Content on X1 and Flex:** For those with school-age students at home, we've created new educational collections for all grade levels in partnership with Common Sense Media. Just say "education" into your X1 or Flex voice remote. To help keep customers informed, we also have created a collection of the most current news and information on Coronavirus. Just say "Coronavirus" into your X1 or Flex voice remote.
- **24x7 Network Monitoring:** Underpinning all of these efforts, Comcast's technology and engineering teams will continue to work tirelessly to support our network operations. We engineer our network capacity to handle spikes and shifts in usage patterns, and continuously test, monitor and enhance our systems and network to ensure they are ready to support customer usage. Our engineers and technicians staff our network operations centers 24/7 to ensure network performance and reliability. We are monitoring network usage and watching the load on the network both nationally and locally, and to date it is performing well.

*Cricket Wireless

- **New, limited time phone plan** – The new \$15 plan comes with 2GB of data, unlimited talk and text, and will be available for a limited time. The plan is available to new and existing customers with no activation fee.
- **Adding data to capped and unlimited phone plans for a limited time.**
 - Automatically adding 10GB of data to capped plans for new and existing customers. That means if you're on the \$30/2GB plan or the \$40/5GB plan, you'll get an additional 10GB of data for mobile hotspot or smartphone use for two bill cycles. After two bill cycles, you will no longer receive the additional data.
 - Automatically adding 10GB of data to unlimited plans for new and existing customers. That means if you're on the \$55 unlimited plan without mobile hotspot, you will receive 10GB of data for hotspot use. If you're on the \$60 unlimited plan with 15GB of mobile hotspot, you'll get an additional 10GB of data

for mobile hotspot use. Both plans will receive the additional data for two bill cycles. After two bill cycles, you will no longer receive the additional data.

- **Fees Waived for Customers Financially Affected by COVID-19** – Cricket is committed to keeping our customers connected to family, friends, and the latest information. To help customers affected financially by the COVID-19 pandemic, we are now waiving processing fees for IVR payments and service reactivation. Customers can pay their bill by phone through Cricket’s Interactive Voice Response (IVR) system. Starting today, we are automatically waiving reactivation fees for customers.

[enTouch Wireless / Boomerang Wireless / Total Call Mobile](#)

- enTouch is powered by Boomerang Wireless. All Total Call Mobile customers were directed to enTouch.
- [No information at this time.](#)

[Family Mobile \(WalMart\)](#)

- No information at this time.

[i-Wireless \(Kroger\)](#)

- No information at this time.

[*Inland Cellular](#)

- **Our retail locations are open.** We are operating with limited capacity and hours to serve you. Every store is disinfected at regular intervals and as an added precaution our staff are no longer touching devices, we will be happy to assist you verbally.
- **Our customer support team is working from home.** While you might hear life happening in the background when you call us, you can expect the same great level of service.
- **We will happily make accommodations to keep you safe.** Our employees are on standby for you. We are only a phone call, email, website chat or text message away. See the options for contacting us here.
- **We are encouraging customers to use online billing at this time.** Click here for more information on how to utilize our online billing.
- **We are committed to keeping communications active for our customers.** If you are concerned, please call our customer support team at 800-248-8822.

[Life Wireless / Telrite](#)

- **Standard plan still applies** – 1000 minutes per month, unlimited text and MMS, plus 1GB of data free/month.
- No new information at this time.
 - Media section of website has not been updated since 2016.

[Metro by T-Mobile](#)

- [See T-Mobile below](#)
- **Special discount offer** – We are offering a special discount plan with unlimited talk and text plus 2GB of capped high-speed smartphone data for just \$15 a month through April 25th to help customers stay connected during these challenging times. Restrictions apply see details here. You can update your plan via the MyMetro app, or MyAccount.

[*Seattle Information Technology](#)

- [PDF document](#) shares a map of available sites with public access to Internet.
- [See Comcast information above.](#)

- [Comcast](#), [Wave](#), [InterConnection](#), [PCs for People](#), and [T-Mobile and Metro by T-Mobile](#) all offer low-cost, high-speed Internet in Seattle, all for around \$10 a month.
- Free and Discounted Devices can be found as well:
 - [Free City Surplus Computers](#)
 - [Affordable Computers](#)
 - [Discount Smart Phones](#)
 - [Low-Cost Home Internet Access for Residents](#)

*T-Mobile

Find the latest on the President of Technology, Neville Ray's, [blog](#).

- **T-Mobile signed on to FCC Chairman Ajit Pai's Keep Americans Connected Pledge**, in which companies pledge:
 - **Not to terminate service to any residential or small business customers** because of their inability to pay their bills due to 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 its Wi-Fi hotspots to any American who needs them.**
- **Unlimited smartphone data for the next 60 days** – Beginning March 24th, 2020, all current T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data (excluding roaming).
- **Additional 20GB of data per month for the next 60 days** – Soon T-Mobile will provide T-Mobile and Metro by T-Mobile customers an additional 20GB of mobile hotspot/tethering service for the next 60 days.
- **Lifeline partners, extra free data up to 5GB per month for next 60 days** – T-Mobile is working with our Lifeline partners to provide customers free extra data up to 5GB of data per month for the next 60 days.
- **T-Mobile is also increasing the data allowance, free of charge, to schools and students using our EmpowerED digital learning programs** to ensure each participant has access to at least 20GB of data per month for the next 60 days.
- **T-Mobile is offering free international calling for all current T-Mobile and Metro by T-Mobile customers** to Level 3 impacted countries.

ToledoTel

- **Increased internet speeds free for the next six weeks** – Students in Toledo, WA will receive an increase in Internet speeds, free of charge for six weeks, at their homes.

TracFone / Safelink

- **Extra 5G of data for March and April 2020.**
- **Automated fast response system available** – text 611611.
- **Same reliable, high-quality service.**
- No information at this time.

*U.S. Cellular

Information is accurate through the end of May 2020.

- **Eliminated overage charges for those of you on legacy plans**, including Shared Connect and other postpaid and prepaid plans with data limits, so you can use the data you need without worrying about your bill.
- **Limited GB plans will no longer be held to throttle thresholds.** To further enhance your experience, if you are currently on a limited 2GB or 6GB plan, your plan will not be throttled to 2G speeds at those thresholds.

- **Extra data provided beyond your plan** will be delivered at speeds that are suitable for standard definition video quality.
- **Extra 15GB hotspot data for Unlimited Every day or Even Better plans.** We've proactively, and automatically, provided you an extra 15GB of hotspot data to adjust to any shifting and varying work arrangements.

[YourTell America / TerraCom Wireless](#)

- No information at this time.

[Q Link Wireless](#)

- **Free Services** - Starting 3/16/2020 - 4/14/2020, Q Link will be providing all current and new customers with:
 - 5GB of High-Speed Data
 - Unlimited Talk & Text"

[*Verizon](#)

Follow their [Emergency Management](#) page for more relevant information.

- **Verizon signed onto the FCC's new "Keep Americans Connected" pledge** - in which companies pledge:
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 - **Waive any late fees that any residential or small business customers** incur because of their economic circumstances related to the coronavirus pandemic; and
 - **Open its Wi-Fi hotspots to any American who needs them.**

[WITA-tel](#)

- No information at this time.