



COMCAST

Mayor's COVID-19 TOOL KIT

The tool kit created below should help with business trying to connect to customers, people working from home or kids learning from a distance.

Sunday, 3/15/20, Comcast opened all of its public and business Xfinity WiFi "Hot Spots" for free to the residents of New Jersey. Anyone who wants to connect to free Comcast "Hot Spots" can use the link below to find one close to them and begin using it.

Monday, 3/16/20, Comcast offered new, low-income Internet Essentials customers two months of free internet. The information on how to connect and the qualification documents are attached to this email.

- Xfinity Hot Spot -- 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.
- 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
- 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.
- 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.

***Mayors, should you have any issues in your community,
please call Fred DeAndrea directly on his cell at 609-217-7921 or
Tony Bawidamann, Sr. Director, Comcast Government Affairs at 609-477-6701***