

# Internet Access Options Cheat Sheet

[Charter Spectrum](#) may have free hotspots near your house. Enter your address and see if there is a free hotspot near you!

## **Xfinity**

**The Package:** Internet Essentials for \$9.95/plus tax includes 2 FREE months of internet for low income families.

### Comcast Internet Essentials Information

- Through April 30th, Comcast is offering two free months of Comcast Internet Essentials to new customers with limited means. New Internet Essentials customers will receive two free months of Internet service if they **apply by April 30, 2020**. *After promotion, regular rates apply.*
- Households with outstanding debt owed to Comcast qualification is being waived if you **apply and are approved by May 13, 2020**. *After 5/13/20, standard eligibility rules apply.*
- Comcast will send all new customers a free self-install kit that includes a cable modem with a Wi-Fi router. There will be no term contract or credit check and no shipping fee.
- To sign up, applicants can simply visit [www.internetessentials.com](http://www.internetessentials.com). The accessible website also includes the option to video chat with customer service agents in American Sign Language. There are also two dedicated phone numbers 1-855-846-8376 for English and 1-855-765-6995 for Spanish.

**Eligibility:** One piece of the following documentation will need to be included in your application in order to be considered eligible.

- **MEDICAID:** Card or eligibility letter
- **Public Housing Assistance:** Documentation like a lease, housing assistance payment contract, or eligibility letter
- **SNAP:** Letter of approval
- **TANF:** Letter of eligibility
- **SSI:** Letter of eligibility
- **NSLP/Head Start:** Letter of participation must include child's name, school name, and address where you are requesting service
- **LIHEAP:** Letter of eligibility
- **WIC:** Letter of eligibility
- **VA Pension:** Veterans pension eligibility determination letter

This is not a contracted plan so you can cancel anytime! You will not have to pay the \$9.95/Plus tax until AFTER your first 2 months, but will need to provide a card to put on file.

More questions? Call: 1-855-846-8376

## **Verizon**

**The Package:** Verizon offers Lifeline plans for Fios home internet starting at \$20.

### **Three Steps to Qualify for the Lifeline discount:**

1. **Check** to see if you or someone in your household qualifies for the Lifeline discount.
2. **Apply** – Receive the fastest eligibility decision by applying online with the [Lifeline National Verifier](#) or you can also download the [paper application](#) and return it by mail, along with proof of eligibility (**note:** the paper application typically takes 1-2 weeks for eligibility decision).
3. **Contact Us** - Once your Lifeline eligibility has been approved by the Lifeline National Verifier, contact us at 1-800-Verizon to select your service and begin receiving your Lifeline discount. Learn more about [reduced rates for Fios Home Internet service](#).

**Installation Note:** As a result of COVID-19, we are taking precautions to keep our employees and customers safe. At this time, our technicians will not be able to enter your home or business to install new services. You may proceed with placing your order and it will be held for future installation on a priority basis. You will receive notification to select an installation date when we resume operations.

### **Eligibility:**

#### **Here Are The Ways You Can Qualify For Lifeline:**

- **Based on Your Income**
  - You can get the Lifeline discount if your income is 135% or less than the [federal poverty guidelines](#).
  - [Click here to determine qualifying income limits by household size.](#)
- **Participation in a [qualifying federal assistance program](#):**
  - Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps

- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Tribal Programs (and live on federally-recognized Tribal lands)

## **AT&T**

- AT&T will not terminate the service of any wireless, home phone or broadband residential or small business customer because of their inability to pay their bill.
- AT&T will waive wireless plan overage charges for data, voice or text. AT&T will also waive any late payment fees that any wireless, home phone or broadband residential or small business customer may incur because of economic hardship related to the coronavirus pandemic.
- AT&T will keep its [public WiFi Hotspots](#) open for anyone who needs them.
- For more information, visit <https://www.att.com/shop/internet/access/>

## **T-Mobile and Metro by T-Mobile**

- T-Mobile Connect is a new program offering a \$15 per month plan for unlimited talk and text plus 2GB of high-speed smartphone data.
- New and current Metro customers with any voice line can also get a free 8" tablet (via rebate redemption) with a \$15 unlimited tablet data plan (plus sales tax and activation fee. Requires new line of tablet service).
- T-Mobile has removed smartphone data caps for ALL customers for the next 60 days.
- **T-Mobile has added 20GB Hotspot/tethering service for customers for the next 60 days.**
- MetroSmart Hotspot devices will be 50% off, and the \$35 per month data plan will include 20GB—double the normal monthly data—for the next 60 days.

- All current T-Mobile and Metro by T-Mobile customers who have legacy plans without unlimited high-speed data will get unlimited smartphone data for the next 60 days.  
T-Mobile and Metro by T-Mobile customers on smartphone plans with Hotspot data will get an additional 10GB per bill cycle for the next 60 days for each voice line (T-Mobile Connect excluded).
- T-Mobile is working with its Lifeline partners to provide customers extra free data up to 5GB of data per month through May 13, 2020.
- For more information, visit <https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response>.

### **Sprint and Boost Mobile**

- For the next 60 days, Sprint will not terminate service and will waive late fees if customers are unable to pay their Sprint bill because of the coronavirus.
- Customers with metered data plans will receive unlimited data per month for 60 days (a minimum of two bill cycles) at no extra cost.
- Sprint will provide customers with an additional 20GB of mobile Hotspot data per month for 60 days (a minimum of two bill cycles) at no extra cost.
- Sprint customers with mobile hotspot-capable handsets who don't have a mobile hotspot today will now get 20GB as well per month for 60 days (a minimum of two bill cycles) at no extra cost.
- For more information from Sprint, visit <https://www.sprint.com/en/landings/covid-19.html>.
- For more information from Boost Mobile, visit <https://www.boostmobile.com/about/covid-19-response.html>.