

Internet Access, Software and Connectivity During E-Learning Days

The Technology Department at ACHS received notification that the following providers are supporting students and families as a result of COVID-19 and school closures*:

- **AT&T (Home Internet):** All AT&T home internet wired customers and Fixed Wireless Internet, can use unlimited internet data. Additionally, AT&T will continue to offer internet access for qualifying limited income households at \$10 a month through their Access from AT&T program. For more information, visit <https://about.att.com/pages/COVID-19.html>.

Through the FCC's [Keep America Connected Pledge](#), they are waiving late fees and keep residential and small business customers connected if negatively impacted by the global crisis.

- **AT&T (WiFi Access):** Effective March 14, for 60 days, WiFi public access points are available for public use at no cost and with no contract required. Current AT&T customers will have no data caps during this time. To find an AT&T access location, please visit: <https://www.att.com/support/article/wireless/KM1103818>.

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- **Comcast (Internet Essentials):** Effective March 14, for 60 days, the Internet Essentials program, which normally costs \$9.95 a month for qualifying low-income individuals who sign on as new customers, will be available at no cost. New customers will receive a self-installation kit. The application is available at <https://www.internetessentials.com/covid19>.

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- **Comcast (WiFi Access):** Effective March 14, for 60 days, WiFi public access points are available for public use at no cost and with no contract required. Current Comcast customers will have no data caps during this time. Data speeds are also being upgraded from 15/2Mbps to 25/3Mbps. To find a Comcast access location, please visit: <https://www.xfinity.com/mobile/support/article/xfinity-mobile-wifi-hotspots>.

Instructions: Once at a hotspot, select the 'xfinitywifi' network name in the list of available hotspots and then launch a browser. Xfinity Internet customers can sign in with

their username and password, and they will be automatically connected at Xfinity WiFi hotspots in the future. Non-Xfinity Internet subscribers should visit the 'Not an Xfinity Internet Customer' section on the sign-in page to get started. Non-customers will be able to renew their complimentary sessions every two hours.

If you are prompted for a password or other login credentials, then you are attempting to access an Xfinity WiFi hotspot that is located in a home, not in a business or outdoor location. This hotspot is not part of the free Xfinity WiFi access program.

- **Sprint:** Starting on Tuesday, March 17, customers with international long distance calling plans will receive complimentary international calling rates from the U.S. to countries defined by the CDC as Level 3. 1Million Project students devices will have data plans increased from 10GB to 20GB each month from now through June 30, 2020.

Starting on March 19, unlimited smartphone data to all current subscribers and increasing the data allowance to schools and students using their digital learning programs. Also, customers will receive an additional 20GB of mobile hotspot data per month for 60 days (a minimum of two bill cycles) at no extra cost.

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The press release for Sprint is available at <https://newsroom.sprint.com/covid-19-updates-sprint-responds.htm>.

- **T-Mobile:** ALL current T-Mobile and Metro by T-Mobile customers who have plans with data will have unlimited smartphone data for the next 60 days (excluding roaming).

T-Mobile is offering free international calling for ALL current T-Mobile and Metro by T-Mobile customers to Level 3 impacted countries.

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The press release for T-Mobile is available at <https://www.t-mobile.com/news/t-mobile-update-on-covid-19-response>.

- **Verizon Wireless:** Through the FCC's [Keep America Connected Pledge](#), they are waiving late fees and keep residential and small business customers connected if negatively impacted by the global crisis.

The press release for Verizon Wireless is available
at: <https://www.verizon.com/about/news/update-verizon-serve-customers-covid-19>.

** This is not intended to be a comprehensive list or serve as an endorsement, rather to provide access to information about connectivity. As these offers are provided by each company, they are subject to change at any time.*