

## Low-Cost Internet/Cell Service Options

### AT&T:

Check service availability and apply online here:

<https://www.att.com/shop/internet/access/#/>

#### **Access from AT&T**

For eligible limited income households<sup>1</sup>

**\$10**/mo plus tax

For speeds 5Mbps - 10Mbps

**\$5**/mo plus tax

For speeds 768Kbps – 3Mbps

You will receive the maximum speed available at your address.

Includes free installation, free in home Wi-Fi and a data allowance of 150GB or 1TB depending on speed available in your area. \$10 charge for each additional 50GB.

<sup>1</sup>Access from AT&T provides wireline Home Internet to limited income households who participate in the Supplemental Nutrition Assistance Program or receive Supplemental Security Income benefits in California.

#### **COVID-19: Our Commitment**

Now more than ever it's important you have access to the Internet to stay in-touch with your family, friends, work and school. That's why AT&T will continue to offer you an affordable way to connect.

In response to the public health crisis, Access from AT&T is temporarily:

- Offering **two months of free service** to new customers who order Access by April 30, 2020. \$5/mo or \$10/mo thereafter, depending on your speed.
- **Expanding eligibility** based on income<sup>2</sup> and to households participating in National School Lunch Program/Head Start
- **Waiving** all home internet **data overage fees**

Learn [more](#) about AT&T's COVID-19 response.

<sup>2</sup>Household income based on 135% or less than the federal poverty guidelines.

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### **Assurance Wireless:**

[www.assurancewireless.com](http://www.assurancewireless.com) (Assurance Wireless is a federal Lifeline Assistance program brought to you by Virgin Mobile. Lifeline is a government assistance program. The Assurance Wireless offer provides eligible low-income free monthly data, unlimited texting, and free monthly minutes. Plus a free phone.)

#### **Qualifications:**

Enrollment is available to individuals who qualify based on federal or state-specific eligibility criteria. You may qualify if you are on certain public assistance programs, like Medicaid or Supplemental Nutrition Assistance Program (SNAP). You can also qualify based on your household income. (How to qualify for Lifeline: <https://www.assurancewireless.com/lifeline-services/how-qualify> )

Ways to Qualify for Lifeline:

1) Based on your income – You can get Lifeline if your income is 135% or less than the federal poverty guidelines. You must show proof of income when you apply.

2) If you use SNAP, Medicaid, or other programs (other programs listed at link above)

Lifeline During Coronavirus Pandemic:

To help keep Americans connected during the coronavirus pandemic, the FCC has temporarily waived Lifeline usage requirements and general de-enrollment procedures until May 29, 2020. [An FCC order](#), released on March 30, will help ensure that no current Lifeline subscribers are involuntarily removed from the Lifeline program during this time of national crisis. The order also extended a recent waiver of the program's recertification and reverification requirements to May 29, 2020, and directed the [Lifeline program administrator](#) to pause any involuntary de-enrollment of existing subscribers until that date.

Three ways to apply: online, mail in your application, contact a phone or internet company  
<https://www.lifelinesupport.org/how-to-get-lifeline/>

Apply Online: <https://nationalverifier.servicenow.com/lifeline>

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## **Comcast:**

Comcast has free access to their WiFi spots <https://corporate.comcast.com/covid-19>

How to Find Open Xfinity WiFi Hotspots During Comcast's COVID-19 Response\*:  
<https://corporate.comcast.com/stories/how-to-find-open-xfinity-wifi-hotspots>

\*Only applies to hotspots located in business and outdoor locations, NOT residential hotspots

Internet Essentials Free to New Customers: Eligible new customers will receive 60 days of complimentary Internet Essentials service, which is the nation's largest, most comprehensive internet adoption program for low-income households. We work in partnership with tens of thousands of school districts, libraries, municipalities, and nonprofit community partners to help bridge the digital divide and support digital literacy. We recently expanded Internet Essentials eligibility to include all low-income families, including seniors, veterans, and people with disabilities.

To apply for Internet Essentials: <https://internetessentials.com/>

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## **Verizon:**

Verizon announced ([March 13](#)), for the next 60 days, it will waive late fees that any residential or small business customers incur because of their economic circumstances related to the coronavirus. In addition, the company will not terminate service to any residential or small business customers because of their inability to pay their bills due to disruptions caused by the coronavirus.

Verizon continues to support customers who may find themselves needing additional data in order to learn, work or keep connected during this challenging time. Verizon is waiving overage charges in addition to our Keep Americans Connected pledge to not terminate service and waive late fees. We're also offering new internet options for low-income households and adding 15GB of 4G LTE data to consumer and small business plans automatically.

**Lifeline and low-income customers:** Current customers who have Lifeline service (low income) as of March 20 will have all billing charges waived for 60 days (two billing cycles) beginning with their March

22, 2020 bills. Verizon will also offer a new [affordable internet option](#) for low-income households, starting April 3. <https://www.verizon.com/info/low-income-internet/>

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## **Sprint (T-Mobile):**

T-Mobile is authorized to offer discounts through the Lifeline program in the states listed here: **Florida, Kentucky, Minnesota, Mississippi, New Mexico, Pennsylvania, Virginia, and Washington**

Lifeline applicants may apply for Lifeline directly through the [National Verifier](#) ([https://nationalverifier.servicenowservices.com/lifeline?id=nv\\_home](https://nationalverifier.servicenowservices.com/lifeline?id=nv_home)) or submit the [Lifeline National Verifier Application Form](#) ([https://www.t-mobile.com/content/dam/t-mobile/assets/pdf/2020\\_Lifeline\\_Application\\_Form\\_NVStates.pdf](https://www.t-mobile.com/content/dam/t-mobile/assets/pdf/2020_Lifeline_Application_Form_NVStates.pdf)) to the Lifeline Support Center. If you have any questions regarding your eligibility, please contact the [Lifeline Support Center \(email to: LifelineSupport@usac.org\)](#).

Once you have completed the application process and have received eligibility notification from the National Verifier, please print and submit the [T-Mobile Lifeline Enrollment Form](#) (<https://www.t-mobile.com/content/dam/t-mobile/assets/pdf/T-Mobile-Lifeline-Enrollment-Form-Oct2019.pdf>) to receive service from T-Mobile.

Most consumer customers on metered data (not Unlimited) plans will receive Unlimited data for 60 days (or a minimum of 2 bill cycles).

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## **CSpire:**

We're waiving all charges for going over on minutes as part of our efforts to help communities stay connected during the coronavirus outbreak. Through June 1, even customers who aren't on Unlimited talk plans will receive as many minutes as they need to keep in touch with loved ones and keep up to date on COVID-19.

For list of eligible plans: <http://blog.cspire.com/corporate/c-spire-adds-unlimited-talk-to-more-plans-through-covid-19>

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## **Cox:**

Cox Low-Cost Internet is part of the Connect2Compete program, aimed at helping K–12 students reach their full potential by providing internet access to low-income families. Low-Cost Internet is \$9.95 per month and is available to families with at least one child in kindergarten or grades 1–12.

Eligible families must also be participating in one of the following programs:

- National School Lunch Program
- Supplemental Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (TANF)
- Public Housing

**To apply for Cox Low-Cost Internet, visit the website and fill out the form.**

<https://www.cox.com/residential/internet/connect2compete.html>

**COVID-19 Response:** For new customers who sign-up between March 13 and May 15, 2020 we are providing:

- Free Connect2Compete service until July 15, 2020, \$9.95/month thereafter
- Free phone and remote desktop support through Cox Complete Care until July 15, 2020 to provide peace of mind and ease for technology needs
- Resources for discounted, refurbished equipment through our association with PCs for People
- A Learn from Home toolkit for schools, including instructions on how to fast-track eligible students without internet access:  
[Download toolkit - English](#)  
[Download toolkit - Spanish](#)

*Offer expires 5/15/2020 (C2C application must be received by 11:59pm ET). Cox Complete Care in-home support excluded. Program eligibility and other restrictions apply. Learn more at [www.cox.com/c2c](http://www.cox.com/c2c).*

To Qualify: Families with K-12 children who are eligible for the National School Lunch Program, SNAP, and/or TANF; who receive Tenant-Based Vouchers, Project-Based Vouchers or Section 8 Project-Based Rental Assistance (PBRA); and/or who live in Public Housing

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## **Spectrum:**

Spectrum offers an Internet Assist program similar to Xfinity's Internet Essentials. Internet Assist is 30 Mbps internet with no data cap and no contract. The program is available to households where one member is a recipient of the National School Lunch Program, Community Eligibility Provision of the NSLP, or Supplemental Security Income (≥ age 65 only).

Internet Assist costs \$14.99 per month and offers faster speeds than Xfinity Internet Essentials. But the ISP charges an extra \$5.00 per month if you want Wi-Fi.

**To apply for Spectrum Internet Assist, call Spectrum at 1-855-542-6651.**

Households with students K–12 or university students can sign up for a new Charter Spectrum internet account to get the first two months of internet with speeds up to 100 Mbps for free. Installation fees will be waived for those who qualify for the offer. Call 1-844-488-8395 to enroll.

Spectrum Wi-Fi hotspots are also currently open and free to use. <https://www.spectrum.com/wifi-hotspots.html>

## Altice internet:

Altice internet providers Suddenlink and Optimum are offering 60 days of free internet service for households with K–12 or college students. Internet speeds are up to 30 Mbps if you do not already have access to a home internet plan. To sign up, call 866-200-9522 if you live in an area with Optimum internet service, or call 888-633-0030 if you live in an area with Suddenlink internet service.

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## ConnectHomeUSA

ConnectHomeUSA began in 2015 as a public-private partnership between the US Department of Housing and Urban Development (HUD) and other organizations. It's goal is to narrow the digital divide for families with school-age children in HUD-assisted housing.

The program is currently operating in more than 80 communities in the US, with new communities added every year. Residents of ConnectHomeUSA communities can find resources to [help find affordable internet services and devices](#). And if you don't live in one of those areas, there are resources for people interested in [starting a digital inclusion program](#) in their own community. <https://connecthomeusa.org/communities>

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## The Keep Americans Connected Pledge

On March 13, 2020, the Federal Communications Commission launched the [Keep Americans Connected Pledge](#) to ensure that Americans would continue to be able to access the internet during the COVID-19 pandemic. More than 650 companies across the country have signed the pledge, agreeing to these terms until mid-May:

- Service to any residential or small business internet customers will not have service terminated due to missed or late payments due to COVID-19 disruptions.
- Any late fees incurred due to late or missed payments caused by COVID-19 disruptions will be waived.
- All public Wi-Fi hotspots operated by the provider will be free and open for anyone who needs them.

## Other Options:

Some families and communities can qualify for free or price-reduced internet through government and social programs like Lifeline and [EveryoneOn https://www.everyoneon.org/](https://www.everyoneon.org/). But for those who don't qualify and still want to save money, it can be difficult to find low-cost internet options.

If you need only bare bones internet, there are a few internet providers who offer limited free internet service.

[NetZero https://www.netzero.net/](https://www.netzero.net/) offers customers up to 10 hours of free dial-up internet use every month. The connection requires a home phone line, and it's limited to data speeds of around 56 Kbps

(about half of 1 Mbps). It's not a fast enough connection for online gaming or streaming video content, but it'll do for basic messaging, email, and web browsing if you're patient.

[FreedomPop https://www.freedompop.com/home.htm](https://www.freedompop.com/home.htm) also has a few options for free internet service. The company offers both free mobile phone service and free home internet service via 4G LTE connections. The high-speed internet claims to be faster than DSL (and definitely faster than dial-up), but you're limited to 1 GB of data per month.