



Internet Access: Staying Connected

During the COVID-19 crisis, internet providers in Connecticut have been making efforts to help the state's residents get online and stay connected. The information below is a compilation of the packages and offers currently being offered in the state.

Keep America Connected Pledge — Virtually every internet provider in Connecticut has signed onto the FCC's [Keep Americans Connected Pledge](#). This means that companies will:

- Not terminate service to any residential or small business customers due to an inability to pay their bills due to the disruptions caused by COVID 19.
- Waive any late fees that any residential or small business customers incur because of their economic circumstances related to COVID 19 disruption
- Open all WiFi hotspots to the general public.

Internet providers in Connecticut that have signed the pledge include: Comcast, Frontier, Altice (Optimum), Charter (Spectrum), Cox, Atlantic, Verizon, AT&T, T-Mobile and others. A full list of companies that have taken the pledge can be found [here](#).

In addition to the connectivity pledge, certain internet providers are taking further steps to cover residents in Connecticut. The following is a sample of offers companies are making in the state:

Connecticut Cable Internet Providers

Comcast

- **Internet Essentials is Free to New Customers:** Low-income families who live in a Comcast service area can sign-up for [Internet Essentials](#), the nation's largest and most comprehensive broadband adoption program. New customers will receive 60 days of free 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.
- **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, Comcast is pausing data plans for 60 days giving all customers Unlimited data for no additional charge.

Altice USA Broadband (Optimum)

- Offering free 30 Mbps of broadband to homes with K-12 and College students for up to 60 days to keep those learning who may be displaced due to school closures. To learn more and access this opportunity, [visit Altice's website](#).

Charter (Spectrum)

- Offering free Spectrum broadband and Wi-Fi access to homes with K-12 and college students for up to 60 days to keep those learning who do not already have a Spectrum Broadband subscription. To learn more and access this opportunity, [visit Charter Spectrum's website](#).

Cellular Data Plans

AT&T

- Waiving domestic wireless plan overage charges for data, voice or text for residential or small business wireless customers incurred because of economic hardship related to the coronavirus pandemic.
- 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.
- AT&T World Connect Advantage – Business customers currently on or who purchase an AT&T World Connect Advantage package receive 50% off the current rate in a monthly bill credit (max \$7.50/mo.).
- 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.
- To learn more, [visit AT&T's website](#).

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 will provide T-Mobile and Metro by T-Mobile customers an additional 20GB of mobile hotspot/tethering service for the 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.
- To learn more, [visit T-Mobile's website](#).

Verizon

- Will waive overage charges and late fees to support customers who may be financially affected by the COVID-19 crisis.
- Announces two months waived internet and voice service charges for current Lifeline customers and new affordable internet option for low-income households.
- Adds 15GB of high-speed data for wireless consumer and small business customers to be automatically applied with no customer action necessary.
- Verizon provides first responders with priority and preemption abilities for voice and data.
- Consumer and small business Fios and DSL broadband internet plans have no data caps.
- To learn more, [visit Verizon's website](#).